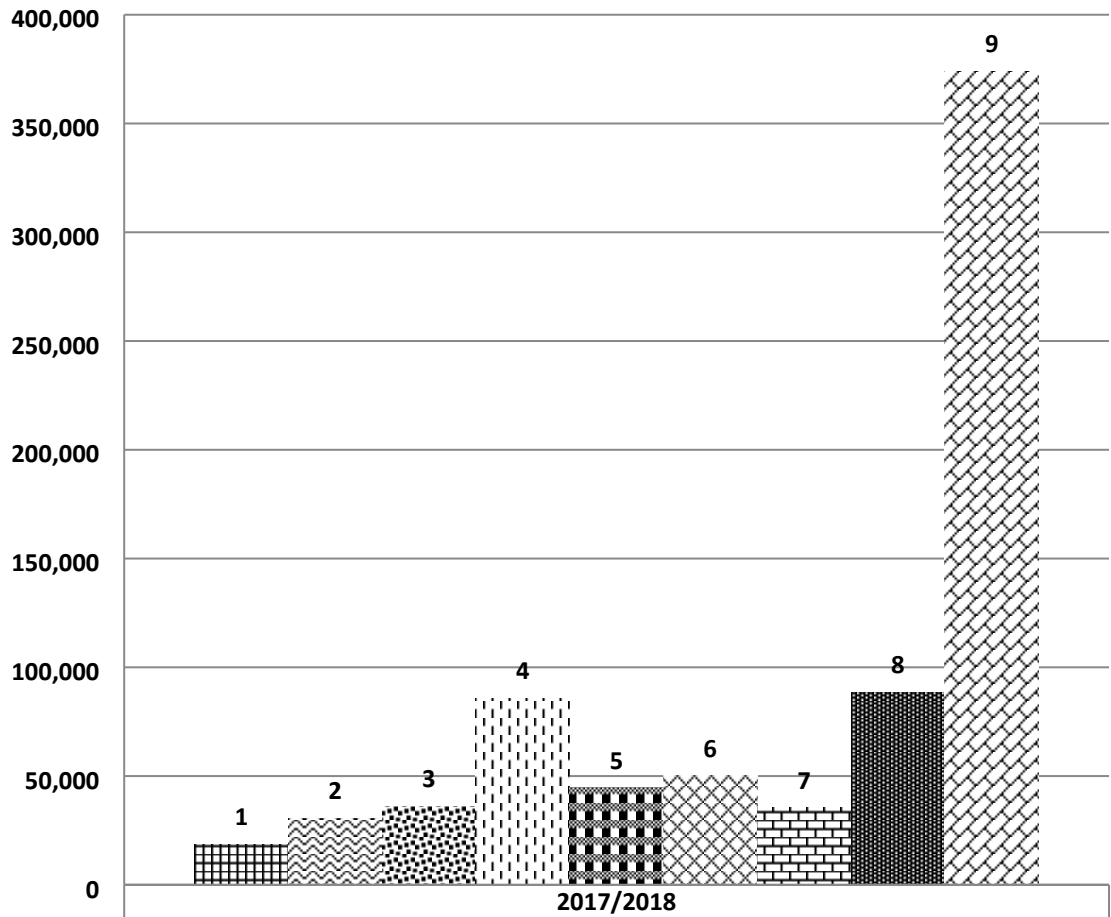


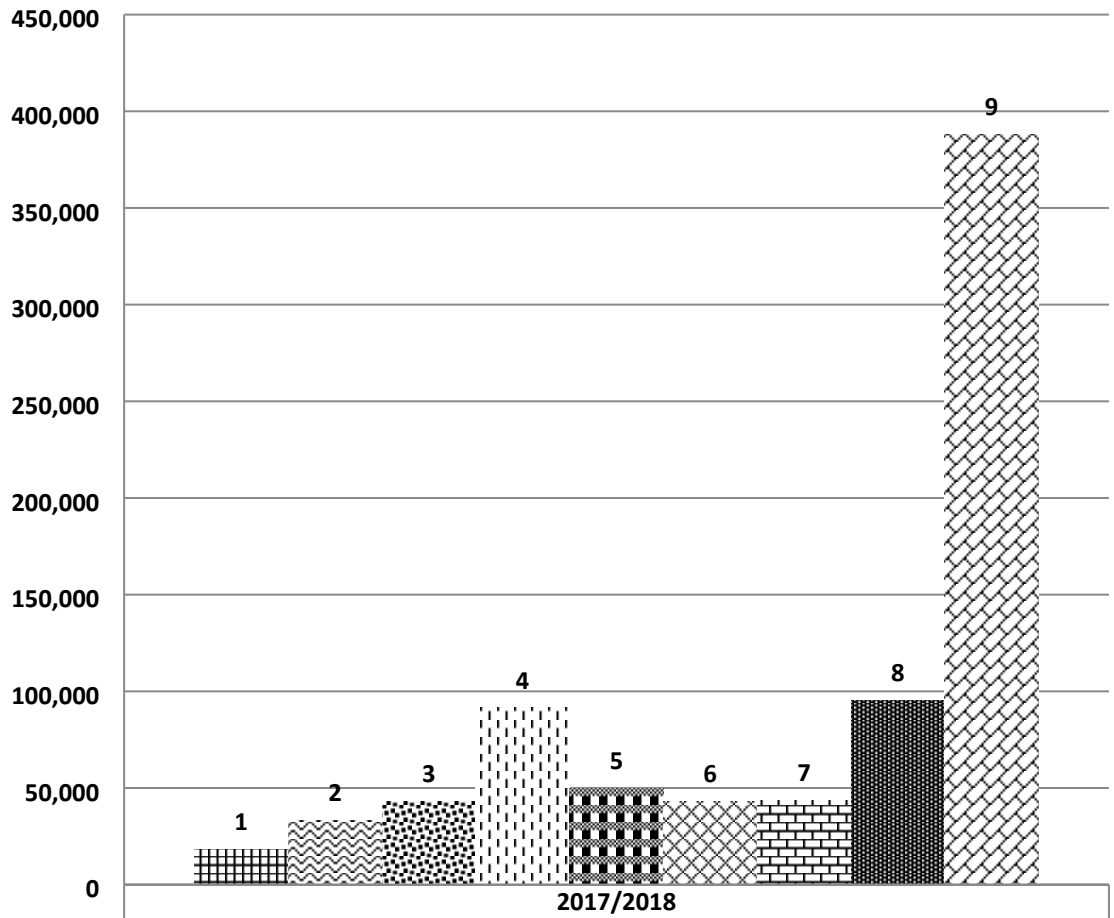
Arun District Council Website Figures 2017 - 2022

Total Website Figures 2017/2018



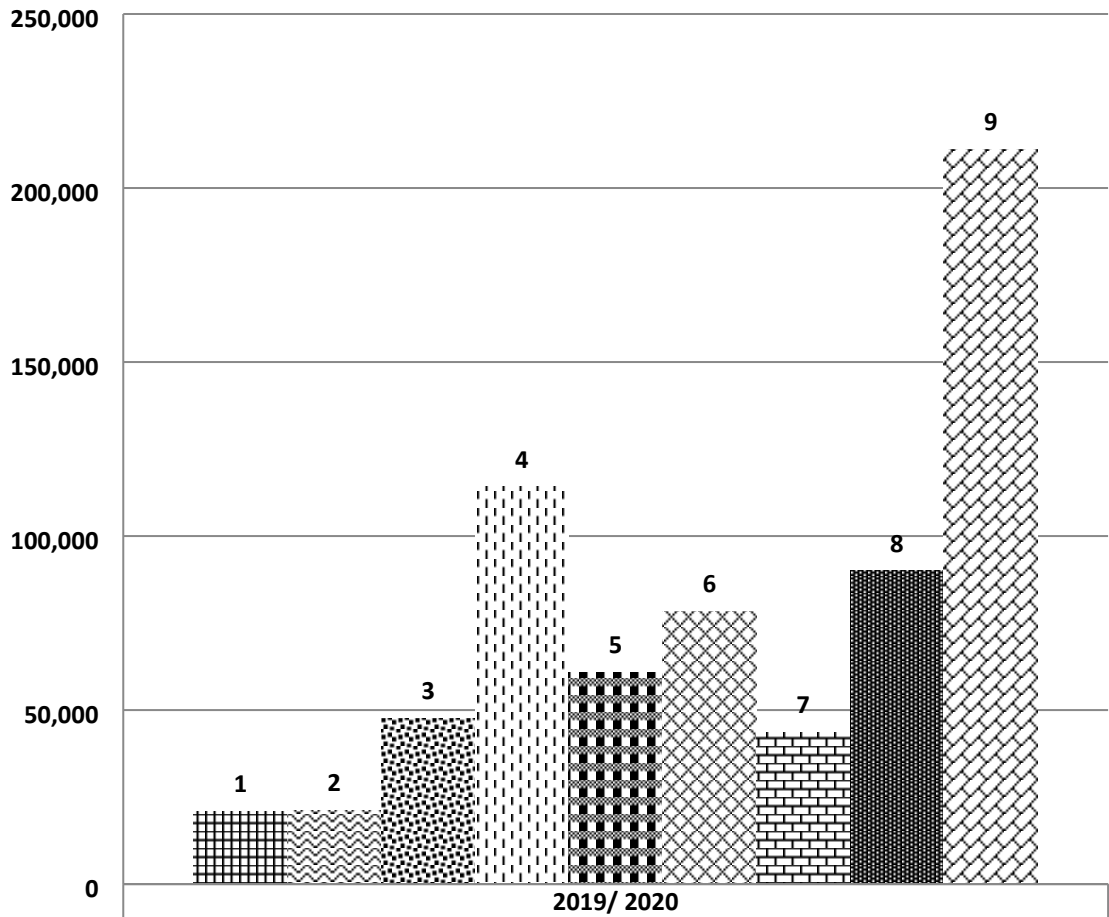
	2017/2018
#1. Benefits	18,501
⊠2. Building Control	30,677
⊞3. Car Parks	35,993
⊟4. Cleansing	85,603
⊠5. Council Tax	44,669
⊞6. Elections	50,170
⊟7. Environmental Health	35,333
⊠8. Housing	88,360
⊞9. Planning	373,990

Total Website Figures 2018/2019



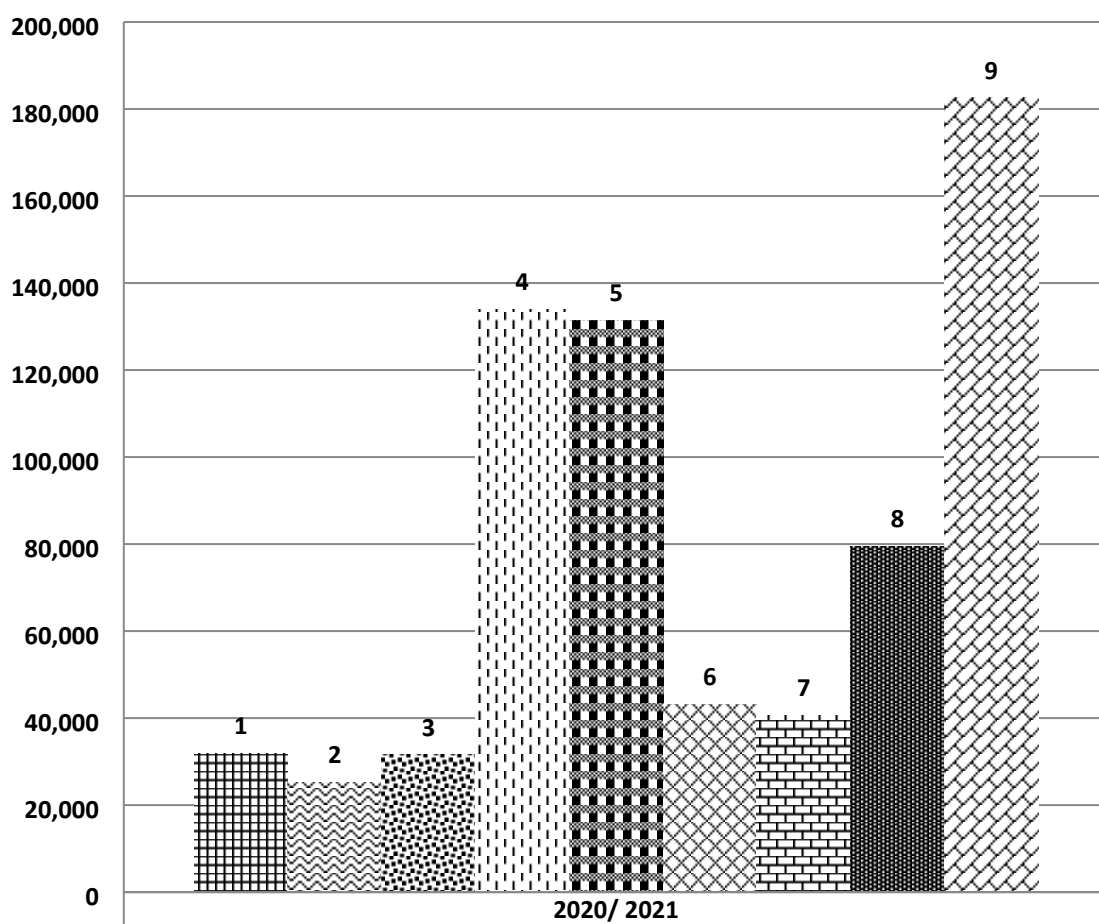
⌘ 1. Benefits	18,457
⌘ 2. Building Control	33,157
⌘ 3. Car Parks	43,261
⌘ 4. Cleansing	91,451
⌘ 5. Council Tax	49,996
⌘ 6. Elections	43,187
⌘ 7. Environmental Health	43,756
⌘ 8. Housing	95,461
⌘ 9. Planning	387,949

Total Website Figures 2019/ 2020



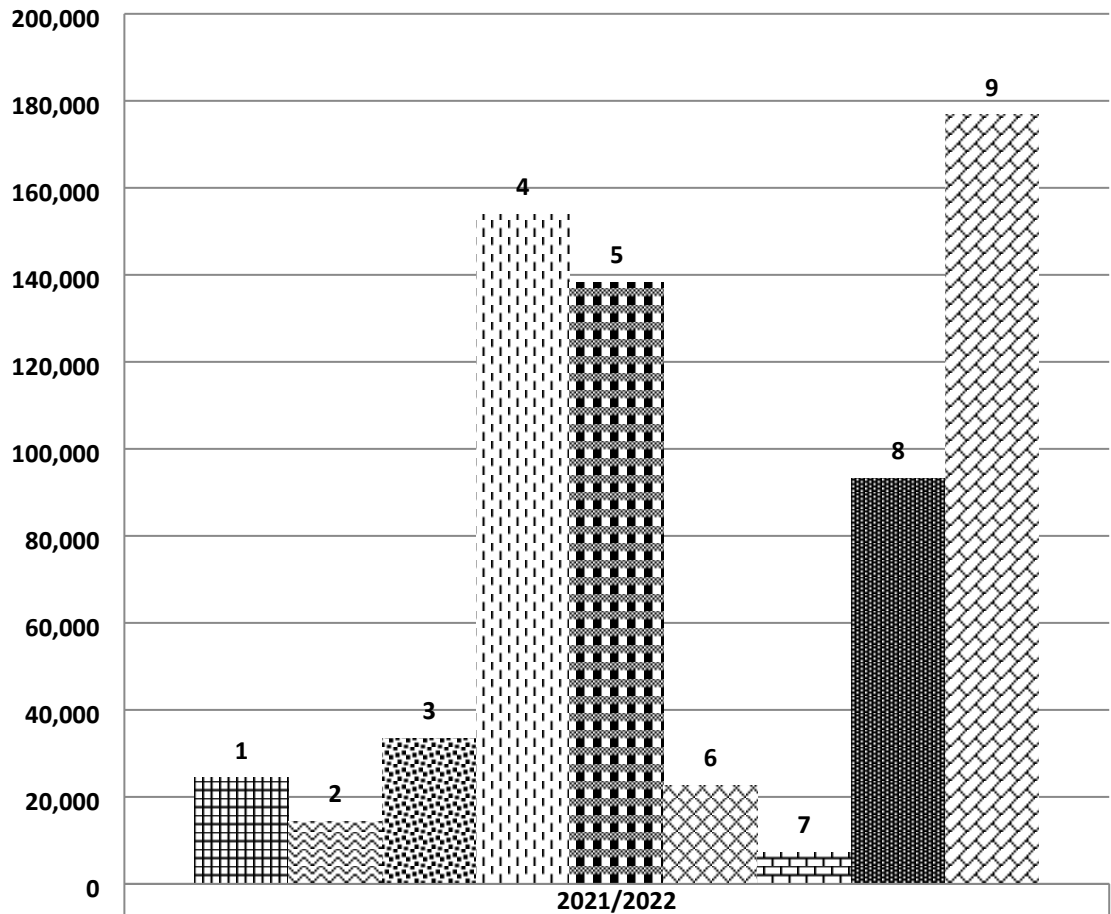
	2019/ 2020
⌘ 1. Benefits	20,933
⌘ 2. Building Control	21,156
⌘ 3. Car Parks	47,713
⌘ 4. Cleansing	114,129
⌘ 5. Council Tax	60,766
⌘ 6. Elections	78,339
⌘ 7. Environmental Health	43,668
⌘ 8. Housing	90,026
⌘ 9. Planning	211,111

Total Website Figures 2020/2021



Category	2020/ 2021
1. Benefits	31,870
2. Building Control	25,227
3. Car Parks	31,548
4. Cleansing	133,949
5. Council Tax	131,369
6. Elections	43,227
7. Environmental Health	40,651
8. Housing	79,522
9. Planning	182,570

Total Website Figures 2021/2022



	2021/2022
☒ 1. Benefits	24,371
☒ 2. Building Control	14,418
☒ 3. Car Parks	33,434
☒ 4. Cleansing	153,982
☒ 5. Council Tax	138,292
☒ 6. Elections	22,685
☒ 7. Environmental Health	7,262
☒ 8. Housing	93,250
☒ 9. Planning	176,813

1. This is representative of the total hits our website had per service per year.

2. The surge in Cleansing hits is believed to be due to changes to Christmas collection starting in the 17/18 financial year with many checking the website to confirm their new collection day. The further increase is also most likely attributed to disruptions to the service during the Coronavirus lockdown in the 2020/2021 year.
3. As shown Planning continues to have the highest number of website hits, this is primarily down to planning applications and the open availability of documents and plans. Planning pages have all seen a significant decrease during the 2020/2021 year due to the disruption and suspension of several Planning services created by the ongoing pandemic. The total Planning figures for 2020/2021 are around half of those recorded during the 2018/2019 year.
4. Views to our Council Tax pages have risen significantly between the 2019/2020, 2020/2021 and 2021/2022 years. The sharp increase during the 2019/2020 year is most likely due to the implementation of Citizens Access/ CAB & CAR services at the beginning of this year. This allowed the customer to access the system directly themselves via our website with saw significant interest. Increases for the 2020/2021 & 2021/2022 years are due to customers seeking information and support regarding the numerous grants Arun District Council has provided during the lockdown (Such as Business Grants, Self-Isolation Payments etc.) as well as customers providing information about furlough arrangements and payment issues.
5. Website hits for our Cleansing services saw a large increase during the 2021/2022 year due to issues relating to our Green Waste service. Customers were severely impacted by the disruption to the service and utilised our website for further information.