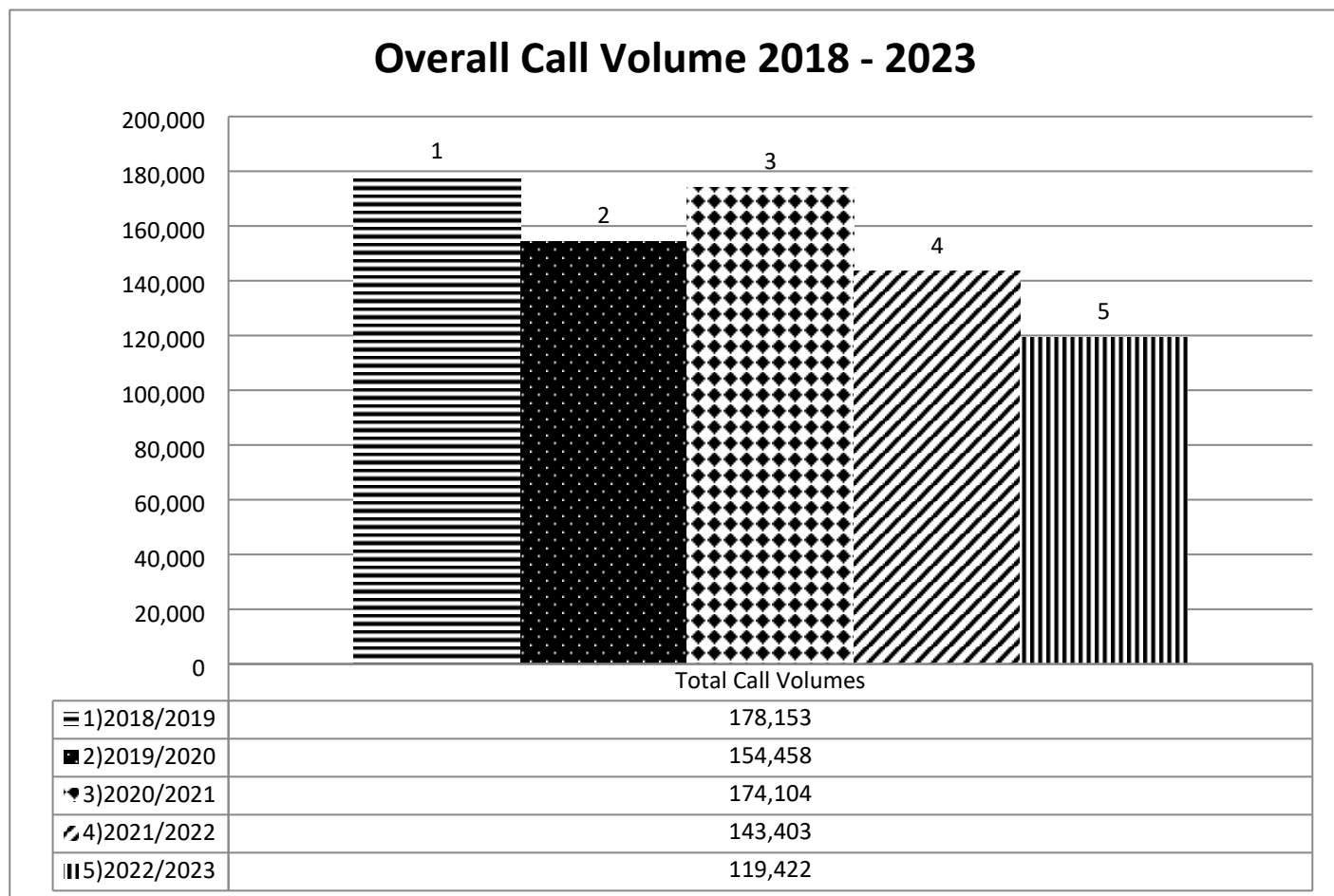
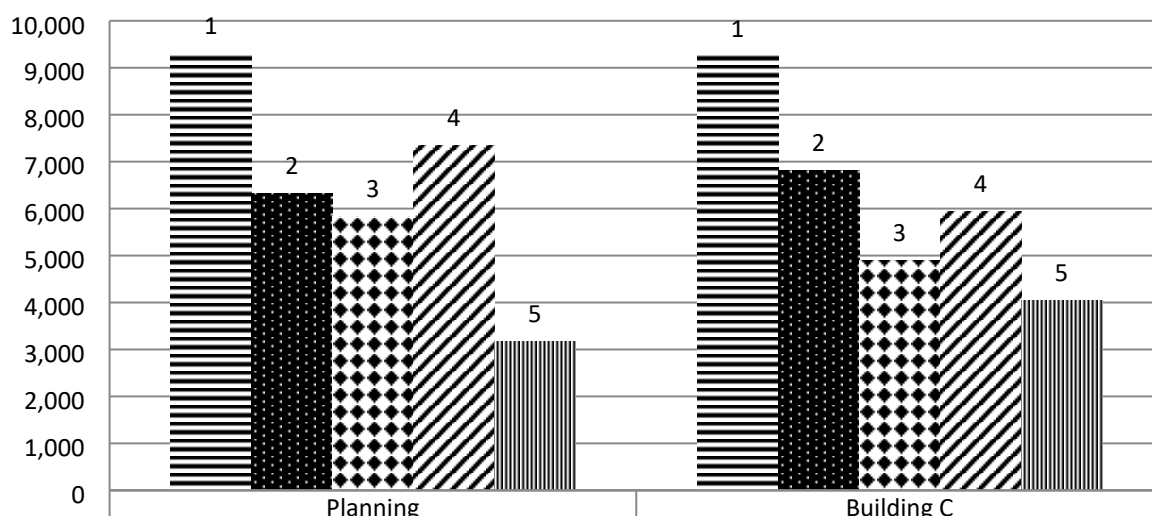


Appendix 1

Arun District Council Telephony Figures 2018 - 2023

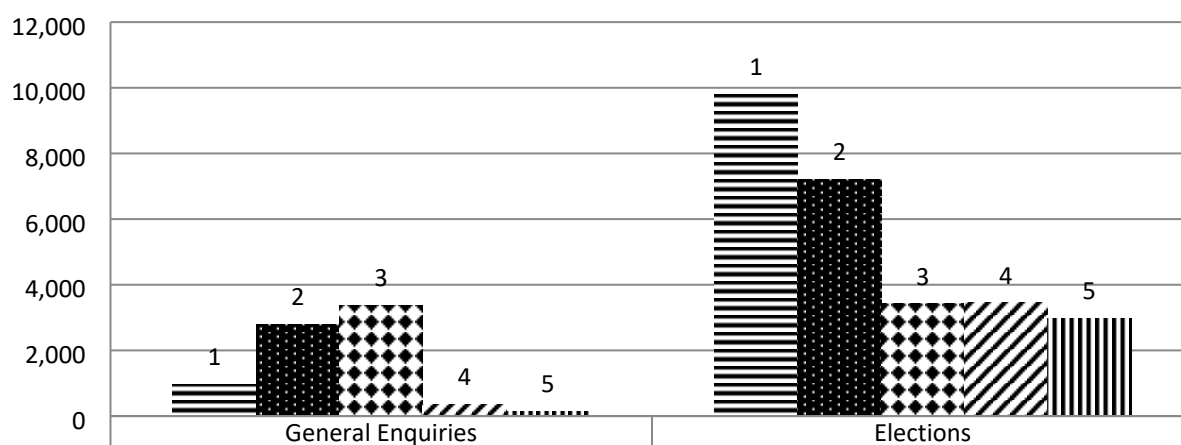


Planning & Building Control Total Volumes 2018 - 2023



	Planning	Building C
1) 2018/2019	9,311	9,252
2) 2019/2020	6,321	6,810
3) 2020/2021	5,836	4,893
4) 2021/2022	7,354	5,945
5) 2022/2023	3,176	4,053

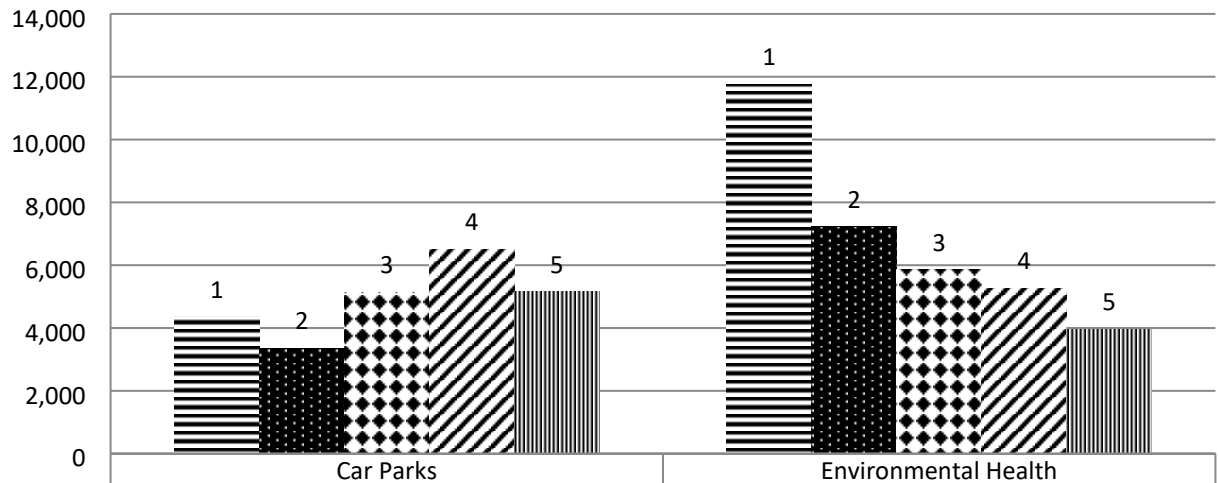
General Enquiries & Elections Total Call Volumes 2018 - 2023



	General Enquiries	Elections
1) 2018/2019	959	9,798
2) 2019/2020	2,801	7,218
3) 2020/2021	3,372	3,415
4) 2021/2022	357	3,446
5) 2022/2023	146	2,980

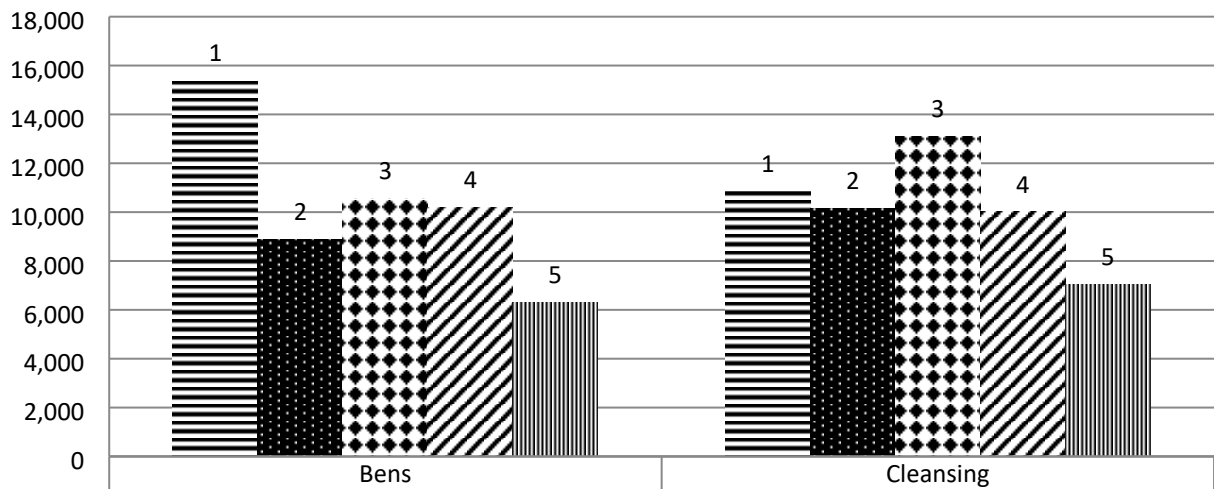
Switchboard & Revenues Total Call Volumes 2018 - 2023

Car Parks & Environmental Health Total Call Volumes 2018 - 2023



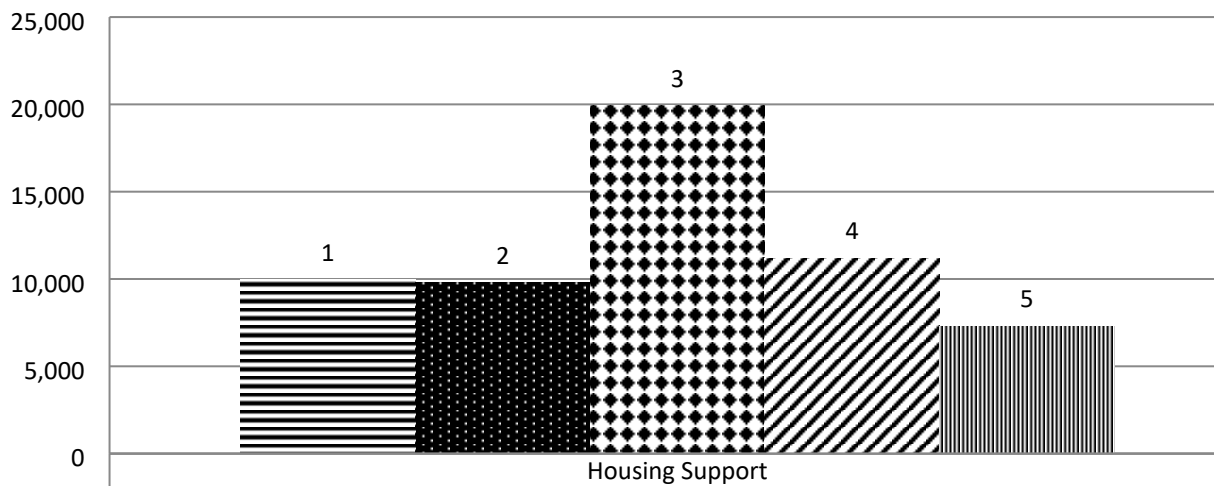
	Car Parks	Environmental Health
1) 2018/2019	4,354	11,767
2) 2019/ 2020	3,360	7,218
3) 2020/ 2021	5,146	5,852
4) 2021/2022	6,499	5,268
5) 2022/2023	5,155	3,965

Benefits & Cleansing Total Call Volumes 2018 - 2023



≡ 1) 2018/2019	15,416	10,863
■ 3) 2019/ 2020	8,875	10,143
▨ 4) 2020/ 2021	10,570	13,098
▩ 5) 2021/ 2022	10,190	10,010
▮ 6) 2022/2023	6,318	7,041

Housing Support Total Call Volumes 2018 - 2023



≡ 1) 2018/2019	9,957
■ 3) 2019/ 2020	9,784
▨ 4) 2020/ 2021	19,914
▩ 5) 2021/ 2022	11,171
▮ 6) 2022/2023	7,303

1. Overall calls are lower for the 2022/2023 year, as customers move to online services more and more.
2. Planning & Building Control calls have decreased over the last year. Planning customers are utilising the website more and more alongside being able to sign up to be notified for planning applications and proposed developments in their area. Building Control introduced an app for booking inspections, mainly used by builders.
3. General Enquires is mainly used for training purposes and to further investigate complex switchboard enquiries so they can be transferred to the correct area of the business or signposted to an external agency.
4. Elections calls have slightly decreased for 2022/23 there has been the usual activity around annual canvas and local NPR's which tend to increase our call volumes in this area.
5. Revenues remains the highest customer contact for the customer services team, although there has been a slight decrease in call volumes, our call volumes peak when reminders, finals and summons are sent out as this prompts customer to call.
6. Benefits calls have decreased significantly due to more customers being moved over to Universal Credit.
7. Cleansing customers are increasingly using self-serve options to report missed collections, street cleaning, fly tipping etc. which maybe the reason for the decline in call volumes.
8. Car Parks calls have decreased slightly, customers now used to virtual permits and completing requests online for appeals and making payments.
9. Environmental Health calls have decreased year on year over the last 5 years. Customers are able to do more online and utilise the Tascomi Portal to request information and raise service requests for Noise complaints, Food Safety and general Environmental Health information.
10. Housing Support customers have been encouraged to utilise the iHousing area of our website where they can view rent accounts and statements, pay rent, report, and track repairs, and bid on properties. Which has resulted in a decline in customer contact via telephone.
11. We have dedicated line for Emergency Planning should flooding or major incident occur, these calls will reach advisors as a priority in order for immediate action to be taken should it be necessary. We have not included stats for this due to numbers being very low and only implemented in the last 2 years.