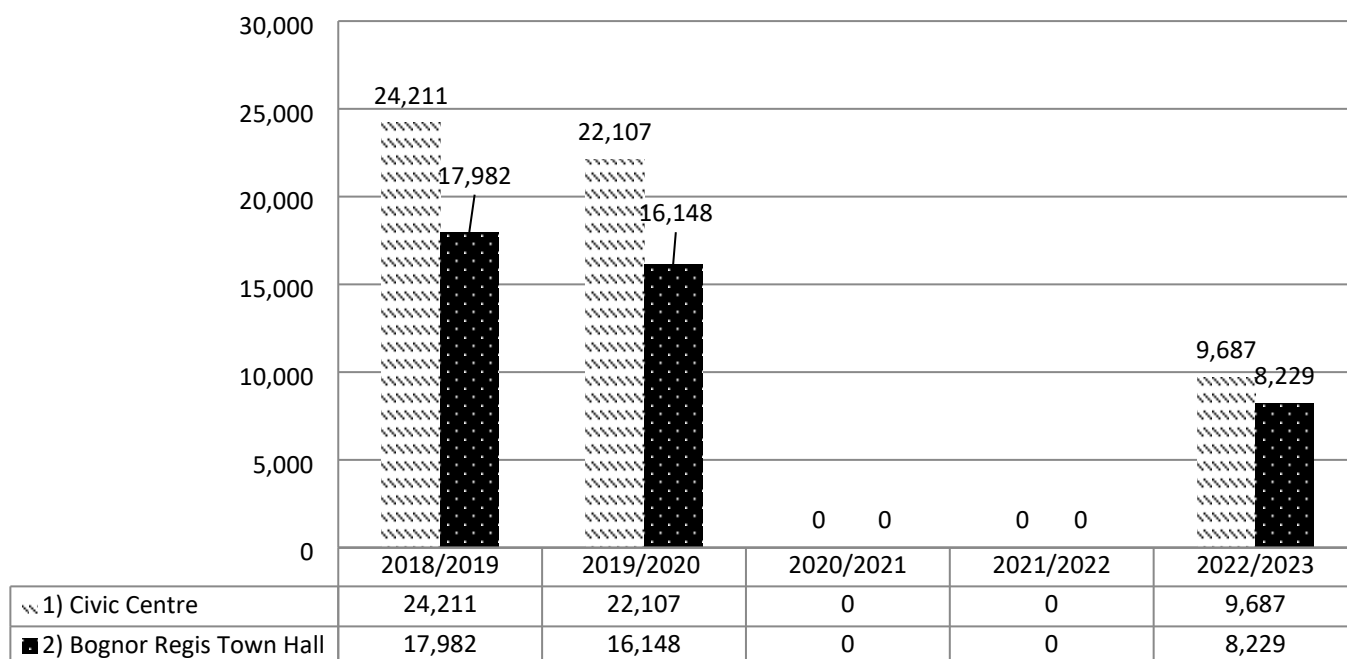


Appendix 2

Arun District Council Come In Figures 2018 - 2023



1. Since October 2022 Customers are triaged by our Security Colleagues at both sites and their interactions are recorded alongside Customer Service interactions.
2. Face to Face interactions have dramatically decreased since pre pandemic as more and more customers access our services via different channels.
3. Homeless Tonight customers are seen at both sites by the Housing Options Team and are triaged by our customer service staff.
4. Our more detailed stats show that the majority of customers visiting our reception areas are Revenues and Benefits customers providing evidence.