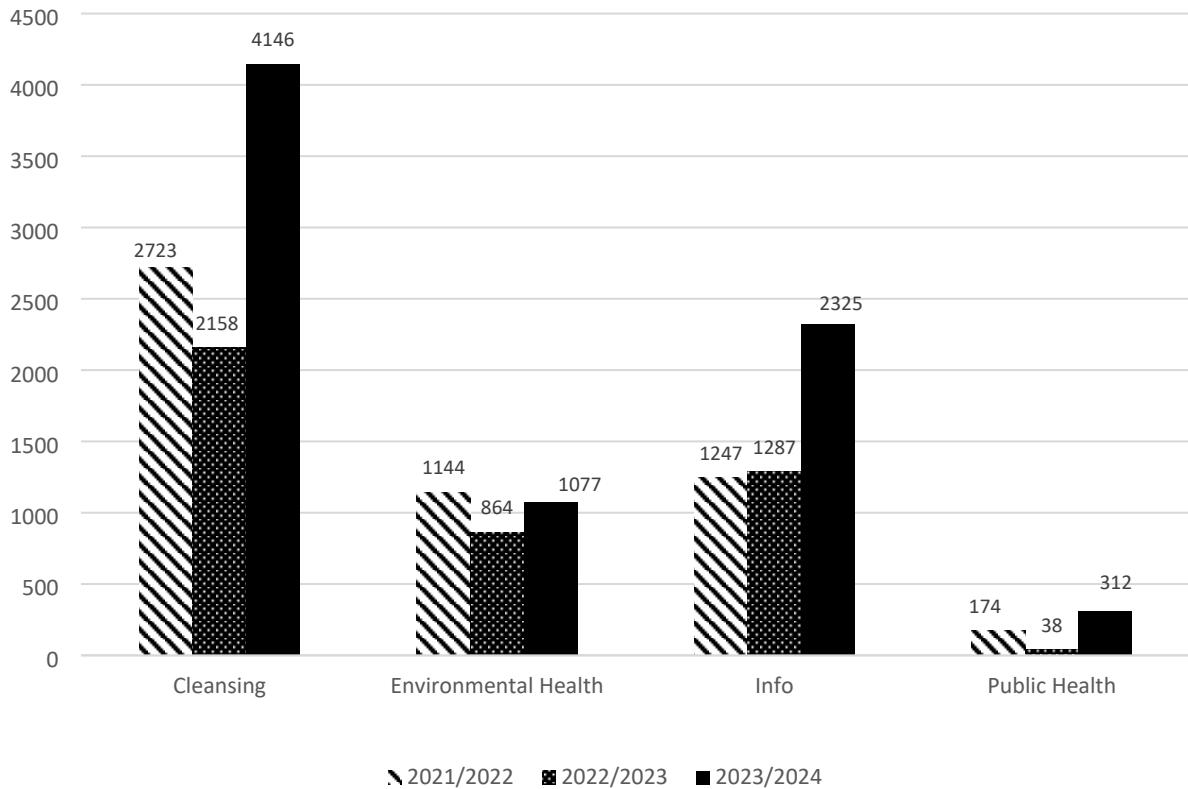
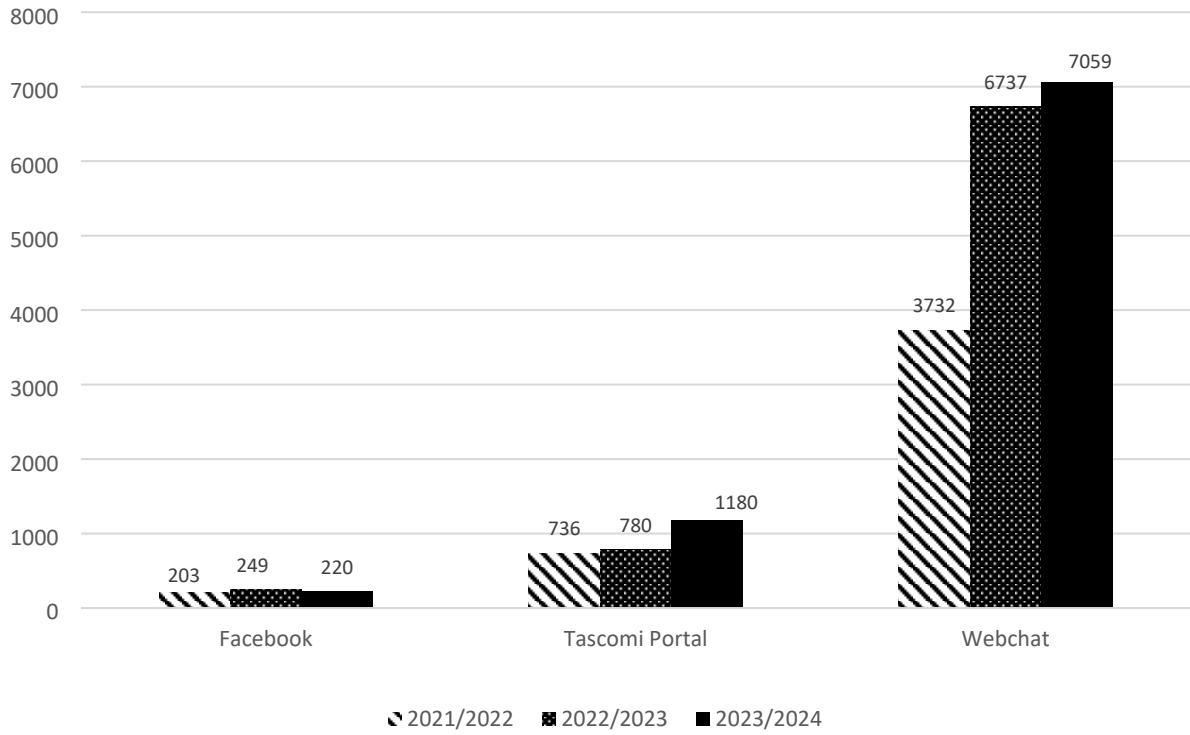


Appendix 2

Arun District Council Webchat & E-Mail Figures 2021 - 2024



1. This is the total number of E-Mails interactions handled by Arun Direct Customer Services Team between 2021 – 2024.



2. We continue to see an increase in customers using social media, Portals and especially webchat.