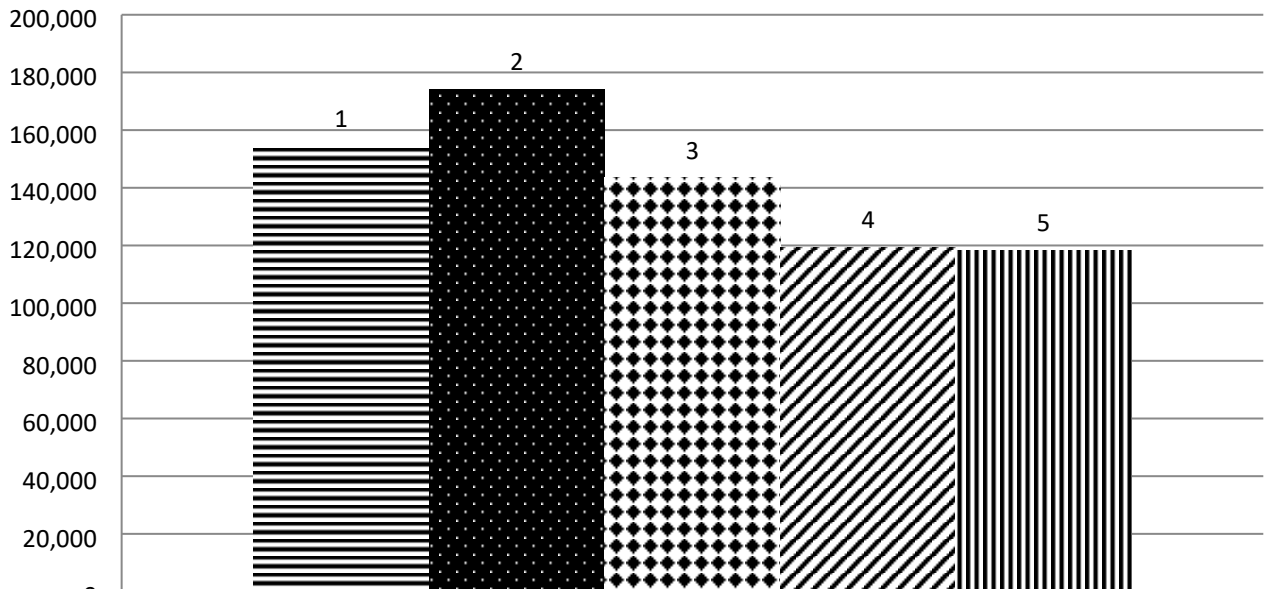


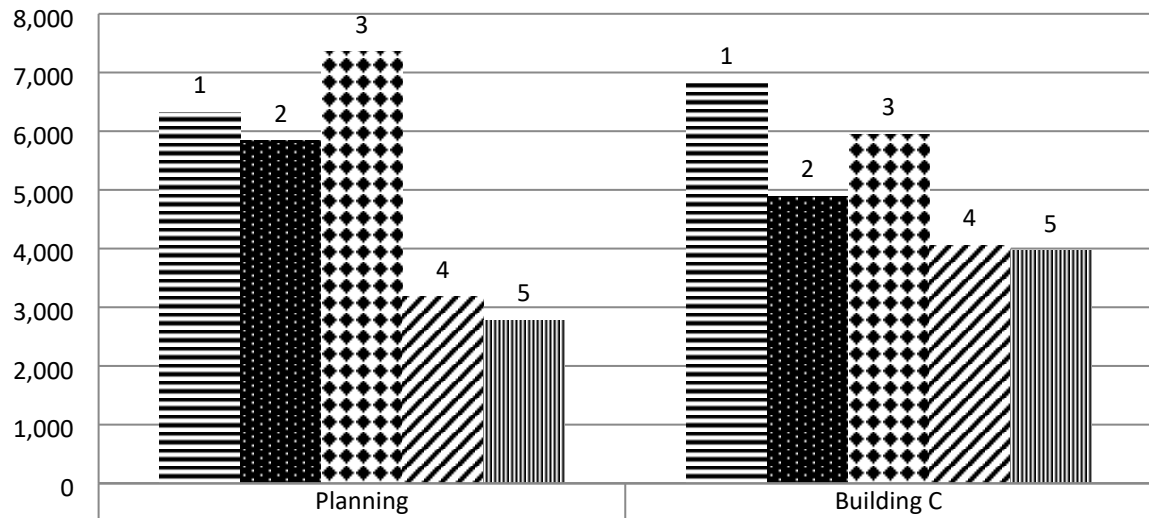
Arun District Council Telephony Figures 2019 - 2024

Overall Call Volume 2019 - 2024



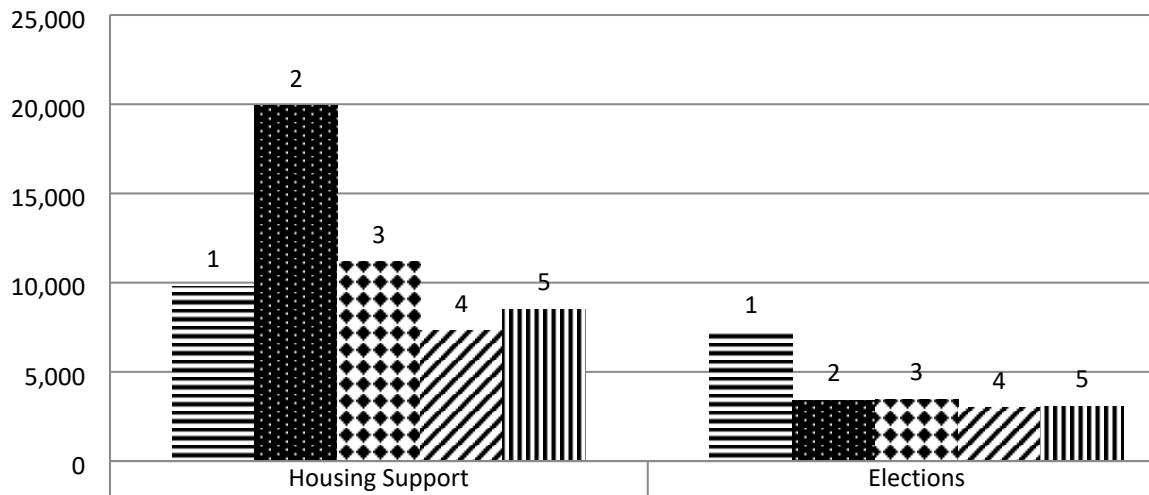
Year	Total Call Volumes
1) 2019/2020	154,458
2) 2020/2021	174,104
3) 2021/2022	143,403
4) 2022/2023	119,422
5) 2023/2024	118,239

Planning & Building Control Total Volumes 2019 - 2024



1) 2019/2020	6,321	6,810
2) 2020/2021	5,836	4,893
3) 2021/2022	7,354	5,945
4) 2022/2023	3,176	4,053
5) 2023/2024	2,781	3,962

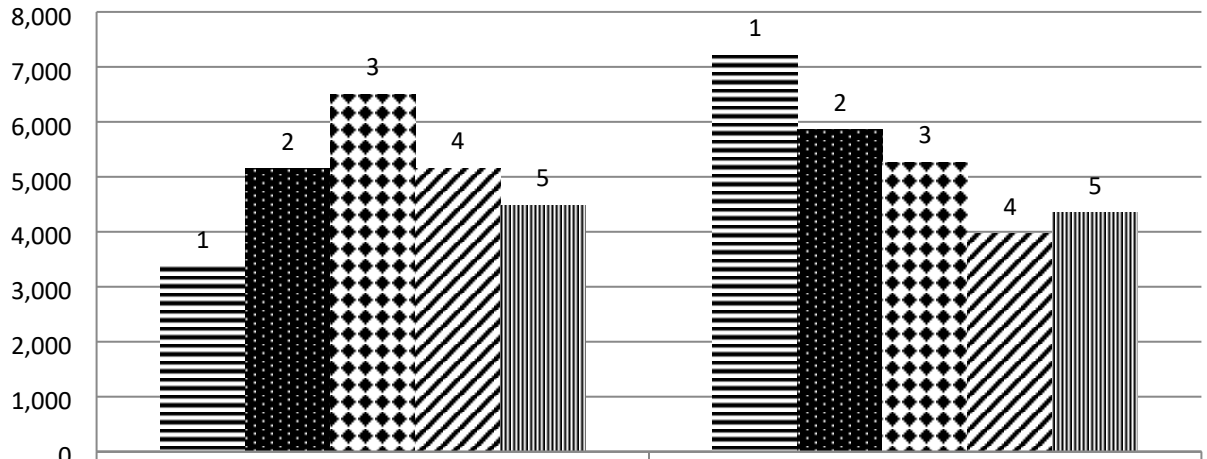
Housing Support & Elections Total Call Volumes 2019 - 2024



1) 2019/2020	9,784	7,218
2) 2020/2021	19,914	3,415
3) 2021/2022	11,171	3,446
4) 2022/2023	7,303	2,980
5) 2023/2024	8,490	3,064

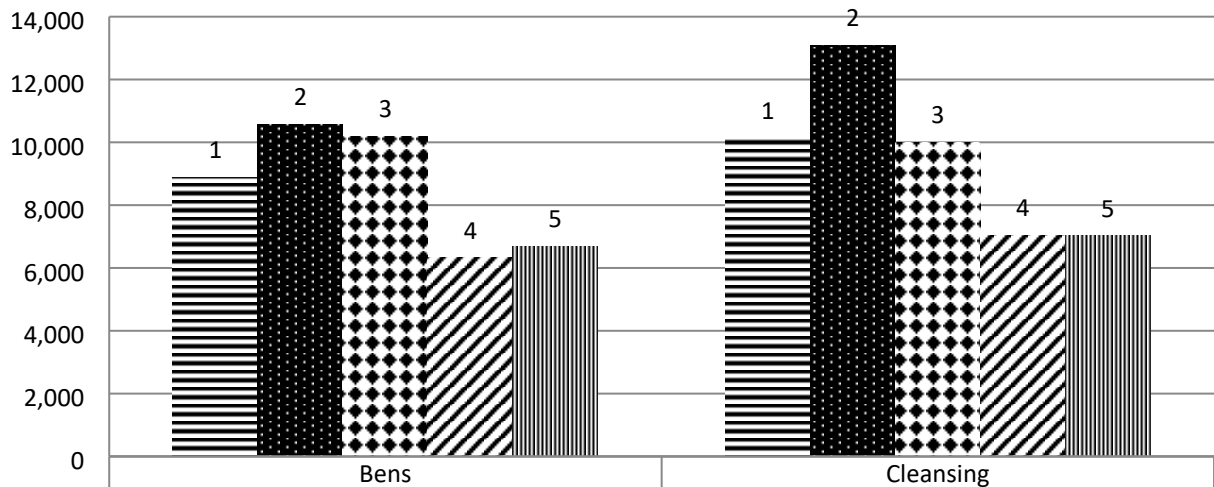
Switchboard & Revenues Total Call Volumes 2019 - 2024

Car Parks & Environmental Health Total Call Volumes 2019 - 2024



	Car Parks	Environmental Health
▬ 1) 2019/ 2020	3,360	7,218
■ 2) 2020/ 2021	5,146	5,852
▩ 3) 2021/2022	6,499	5,268
▨ 4) 2022/2023	5,155	3,965
▮ 5) 2022/20232	4,476	4,345

Benefits & Cleansing Total Call Volumes 2019 - 2024



	Bens	Cleansing
1) 2019/ 2020	8,875	10,143
2) 2020/ 2021	10,570	13,098
3) 2021/ 2022	10,190	10,010
4) 2022/2023	6,318	7,041
5) 2023/2024	6,692	7,020

1. Overall calls are lower for the 2023/2024 year, as customers move to online services more and more. We have seen a 1% decrease in call volumes compared with 2022/2023.
2. Planning & Building Control calls have remained consistent over 2023/24. Planning customers continue to utilise 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. Mid way through the year we changed our 'General Enquires' queue to a 'Training Queue', this number did not have an external number and is mainly used by new staff who are unsure who deals with a particular enquiry. These calls can be transferred internally to the 'Training Queue' and one of our fully skilled advisors will pick up the call and complete the customer enquiry or signpost where necessary.
4. Elections calls have slightly increased for 2023/24 there has been the usual activity around annual canvas, and we had a District and Parish Elections 4th May 2023 and NPR September 2023.
5. Revenues remains the highest customer contact for the customer services team, there has been an increase in calls this year, likely due to customers dealing with the cost-of-living crisis and not being able to afford their bills. As always, our call volumes peak when reminders, finals and summons are sent out as this prompts customer to call. We have had some very large mail batches go out this year and although we are notified, it is likely we still have pre agreed leave/flexi and of course we can never pre-empt sickness.
6. Benefits calls have increased slightly, likely due to customers migrating to Universal Credit and seeking assistance with this.

7. Cleansing customers are increasingly using self-serve options to report missed collections, street cleaning, fly tipping etc. although calls have decreased very slightly this is not as much of a decrease as Cleansing would have liked after the introduction of Whitespace system. With the introduction of whitespace, we have seen an increase in repeat callers.
8. Car Parks calls have decreased slightly, all customers now use virtual permits and complete requests online for appeals and making payments.
9. Environmental Health calls have increased this year. Customers can 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. However there have been changes to the Animal licensing laws and the introduction of registering XL bully dogs has likely driven in calls from customers.
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. However, this year we have seen an increase in calls, this is likely due to some challenges within the Housing department which drove calls into the contact centre.