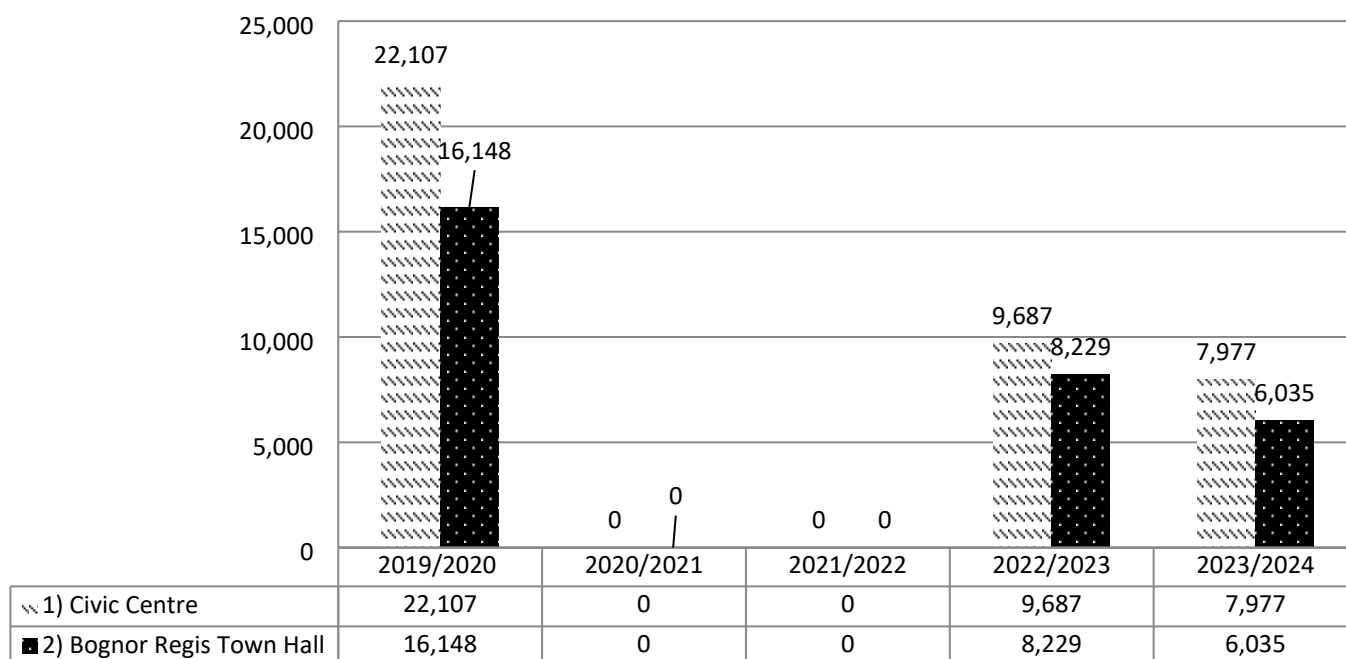


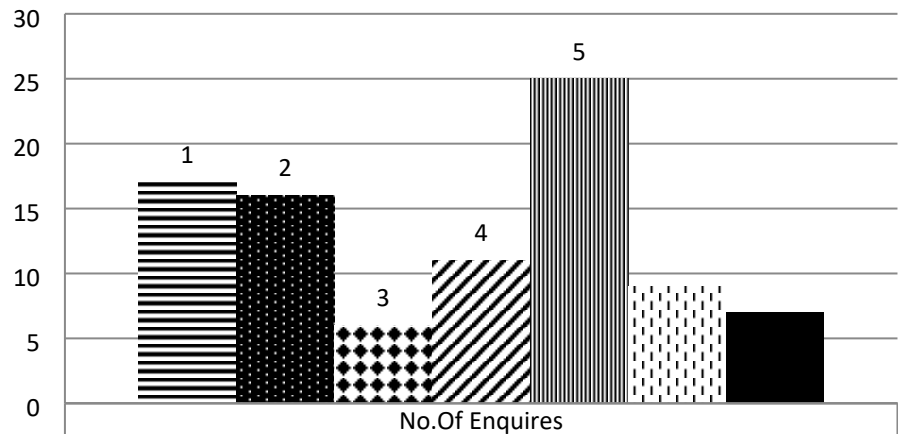
## Appendix 4

### Arun District Council 'footfall' Figures 2019 - 2024



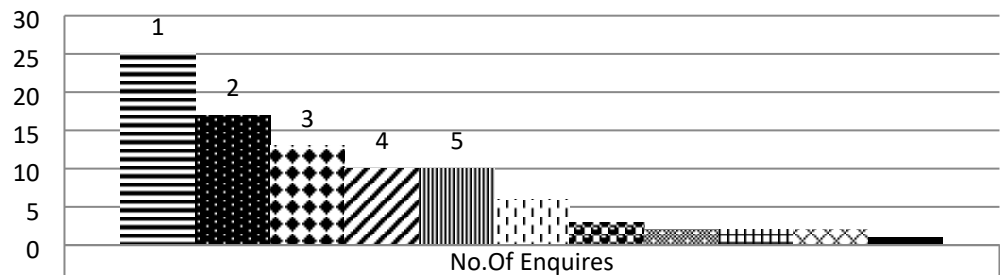
1. Since October 2022 Customers are triaged by our Security Colleagues at both sites and their interactions are recorded alongside Customer Service interactions. This way we can see how many customers security have been able to signpost to other agencies or back into our services but via website or telephone.
2. Face to Face interactions have dramatically decreased since pre pandemic as more and more customers access our services via different channels. The customer enquiries we do handle are usually more complex or with customers that need extra help and assistance.
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 statistics show that most customers visiting our reception areas are seeking advice or assistance with Council Tax (3,417), Housing Support (3,770) and Benefits (1,986).
5. We have also started outreach work in the district, our team have been accompanying community support hubs with the community safety teams. Customer services also implemented this with veteran clubs and now attend monthly meetings at the RAFA club in Bognor, The Waverley Pub in Bognor and the Old Cornstores in Littlehampton. This has been received well and we are seeing an increase in customers attending with their queries. We have 3 Armed Forces Champions within customer services. We have included some statistics for this below.

## Venues and Numbers at Venues March 2024 - To Date



▨ 1) Creative Heart	17
■ 2) Morisson's L'ton	16
♣ 3) L'ton Library	6
♠ 4) The Waverley	11
▮ 5) Old Cornstores	25
⋄ 6) RAFA club Bognor Regis	9
■ 7) Bersted Green Community Hub	7

## Top Enquires at Outreach, March 2024 - To Date



▨ 1) General	25
■ 2) Housing	17
♣ 3) WSCC	13
♠ 4) Cleansing	10
▮ 5) Environmental Health	10
⋄ 6) Council Tax	6
♣ 7) Planning	3
⊠ 8) Benefits	2
⊞ 9) Car Parks	2
⊗ 10) Elections	2
■ 11) Building Control	1

6. We started attending these and adding to venues in February of 2024, when we first started these, we were not logging down numbers or types of enquiries. March, we asked one of our advisors to create a spreadsheet and start keeping track of the amount of enquires and the types of enquiries. We have included data from March 2024 to date which although is not strictly 2023/24 we are proud to have started this work and are happy with the community's response to us being out in the district.