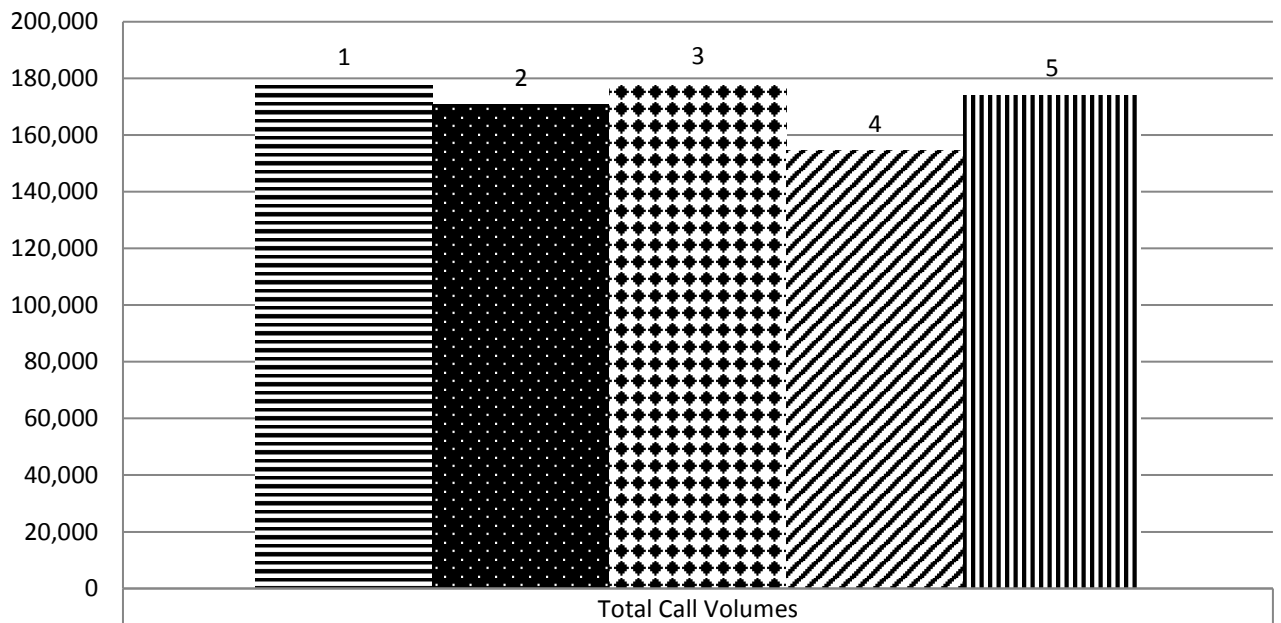


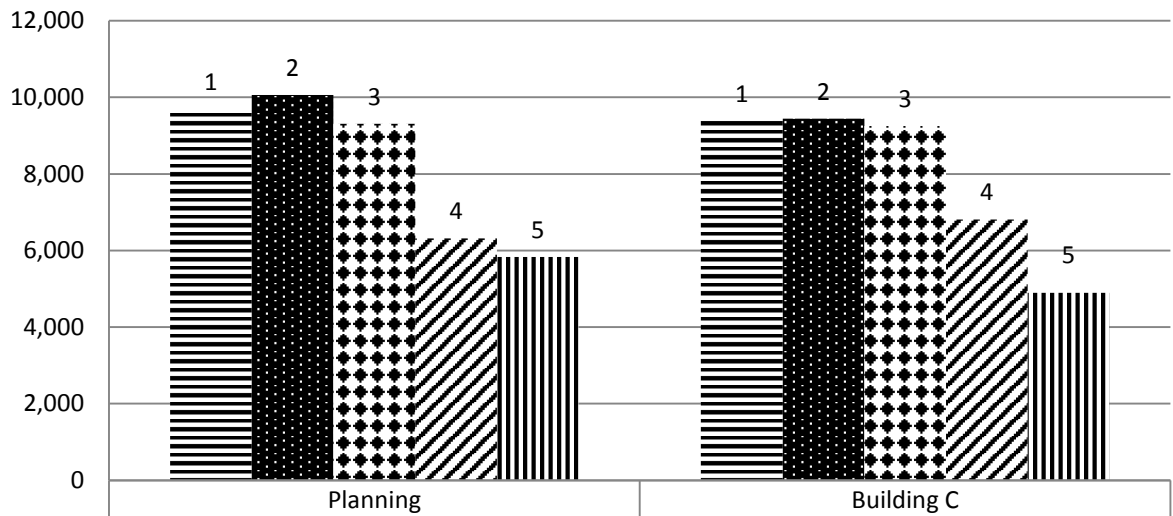
## Arun District Council Telephony Figures 2016 - 2021

### Overall Call Volume 2016 - 2021



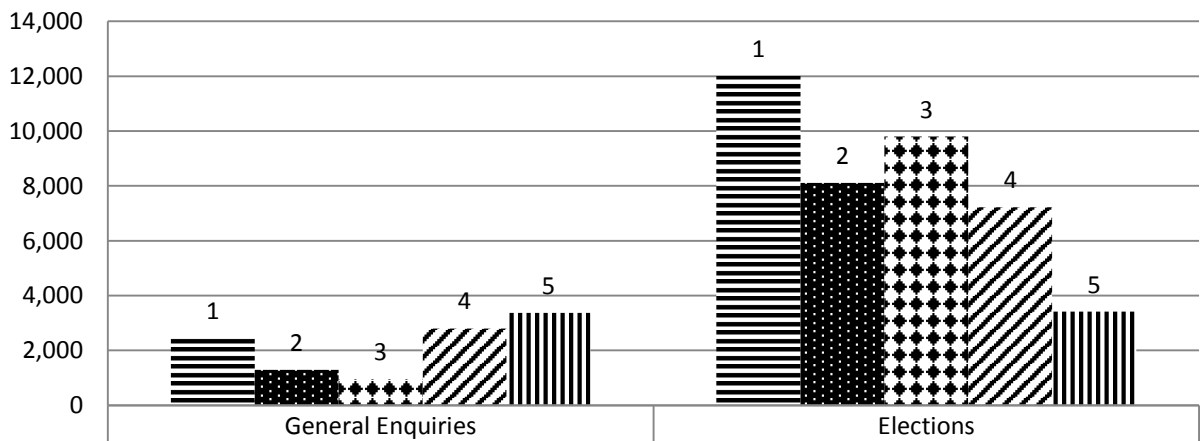
▬ 1)2016/2017	178,054
■ 2)2017/2018	170,726
▩ 3)2018/2019	178,153
▨ 4)2019/2020	154,458
▮ 5)2020/2021	174,104

### Planning & Building Control Total Volumes 2016 - 2021



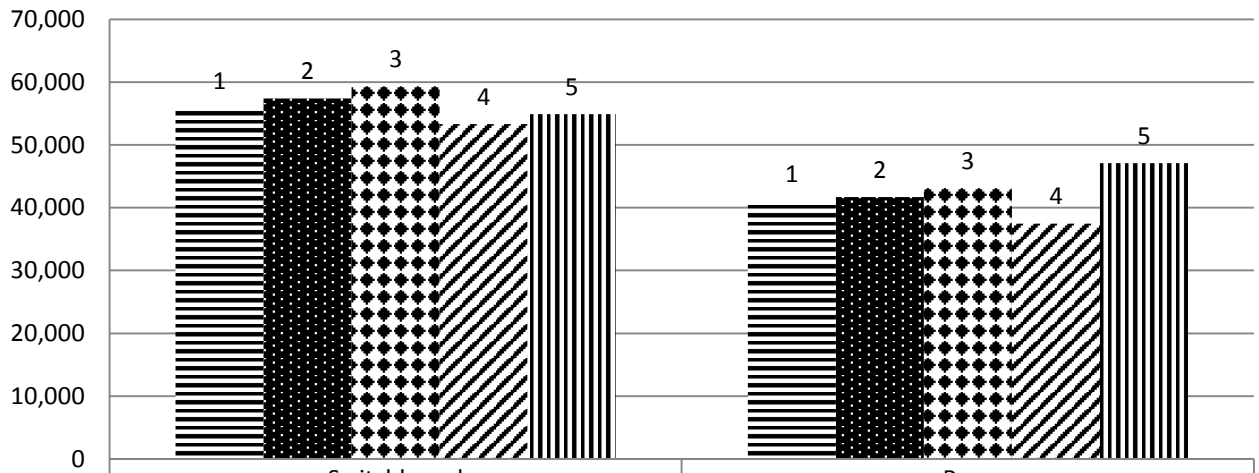
	Planning	Building C
≡ 1) 2016/2017	9,694	9,389
■ 2) 2017/2018	10,064	9,442
◆ 3) 2018/2019	9,311	9,252
▨ 4) 2019/2020	6,321	6,810
▩ 5) 2020/2021	5,836	4,893

### General Enquiries & Elections Total Call Volumes 2016 - 2021



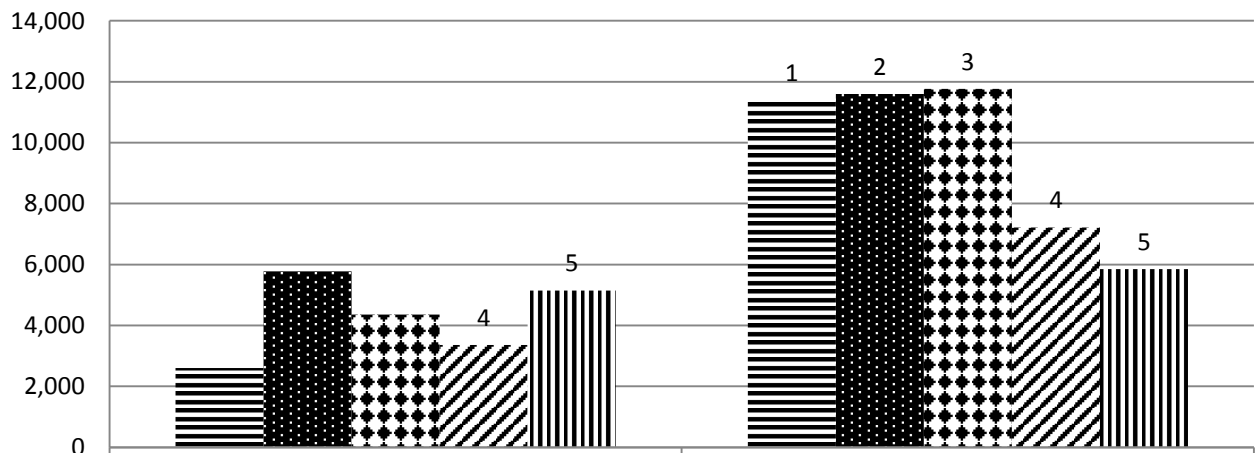
	General Enquiries	Elections
≡ 1) 2016/2017	2,444	12,010
■ 2) 2017/2018	1,293	8,112
◆ 3) 2018/2019	959	9,798
▨ 4) 2019/2020	2,801	7,218
▩ 5) 2020/2021	3,372	3,415

### Switchboard & Revenues Total Call Volumes 2016 - 2021



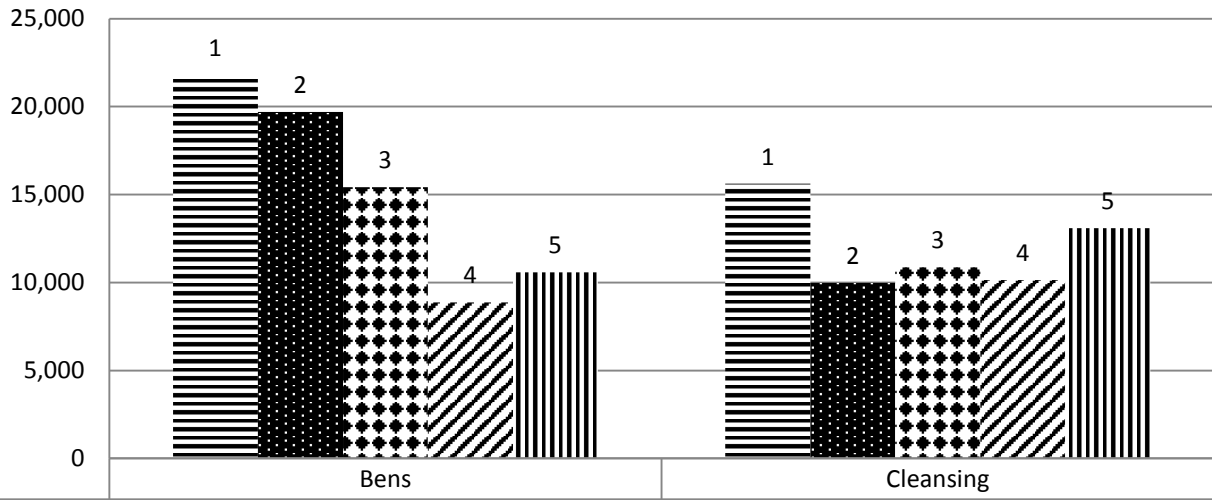
	Switchboard	Revs
▬ 1) 2016/2017	55,834	40,969
■ 2) 2017/2018	57,391	41,713
◆ 3) 2018/2019	59,316	43,121
▨ 4) 2019/ 2020	53,296	37,453
▮ 5) 2020/ 2021	54,898	47,110

### Car Parks & Environmental Health Total Call Volumes 2016 - 2021



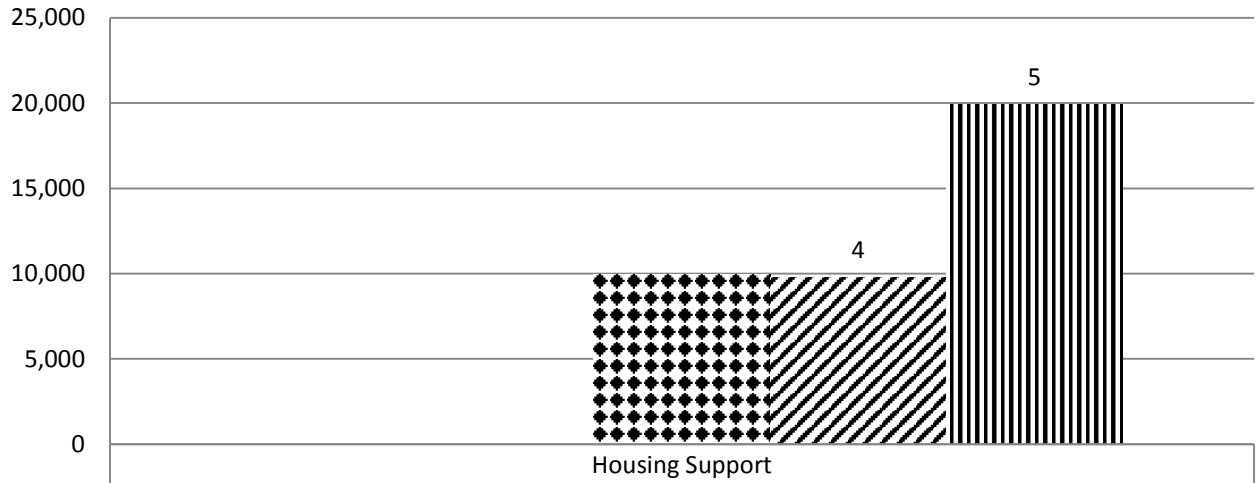
	Car Parks	Environmental Health
▬ 1) 2016/2017	2,607	11,405
■ 2) 2017/2018	5,770	11,594
▩ 3) 2018/2019	4,354	11,767
▨ 4) 2019/ 2020	3,360	7,218
▮ 5) 2020/ 2021	5,146	5,852

### Benefits & Cleansing Total Call Volumes 2016 - 2021



	Bens	Cleansing
1) 2016/2017	21,788	15,611
2) 2017/2018	19,693	9,977
3) 2018/2019	15,416	10,863
4) 2019/ 2020	8,875	10,143
5) 2020/ 2021	10,570	13,098

### Housing Support Total Call Volumes 2014 - 2019



	Housing Support
1) 2016/2017	0
2) 2017/2018	0
3) 2018/2019	9,957
4) 2019/ 2020	9,784
5) 2020/ 2021	19,914

1. Overall calls are lower for the 2019/ 2020 year due to the impact of the Coronavirus pandemic requiring us to modify our working arrangements without a sufficient alternative phone system in place. New working arrangements were installed in April 2020 to prevent inaccuracies going forward.
2. Planning & Building Control calls have continued to decrease over the last five years. These are significantly lower in the 2020/ 2021 year due to the closure of several Planning & Building Control services due to the ongoing national lockdown. This includes services such as Building Control inspections, Planning applications and site visits which normally generate a larger amount of calls to our telephony service.
3. Elections calls have also halved since the 2019/ 2020 year. This is also due to the ongoing pandemic which lead to any Elections due in 2020 being postponed.
4. Environmental Health has seen a significant decrease in total calls over the previous 5 years. This is due to the implementation of the online Tascomi Portal which allows customers to self-serve rather than utilise our telephony service for support.
5. Revenues and Benefits have both seen significant increase in calls during the 2020/ 2021 year. This is due to the various grants Arun District Council has supported during lockdown (Including Business Grants, Self-Isolation Payments etc.) As well as concerns regarding customers paying Council Tax while furloughed.
6. The introduction of Universal Credit in the 2018/ 2019 year saw a sharp decrease in the total number of Benefit calls handled.
7. In May 2018 Arun Direct took over handling Housing Rent calls to support the Housing Rent team. This led to an additional 9,957 calls being handled by Arun Direct advisors. This has grown over the last few years and we now take around 19,000 calls per year for this service.