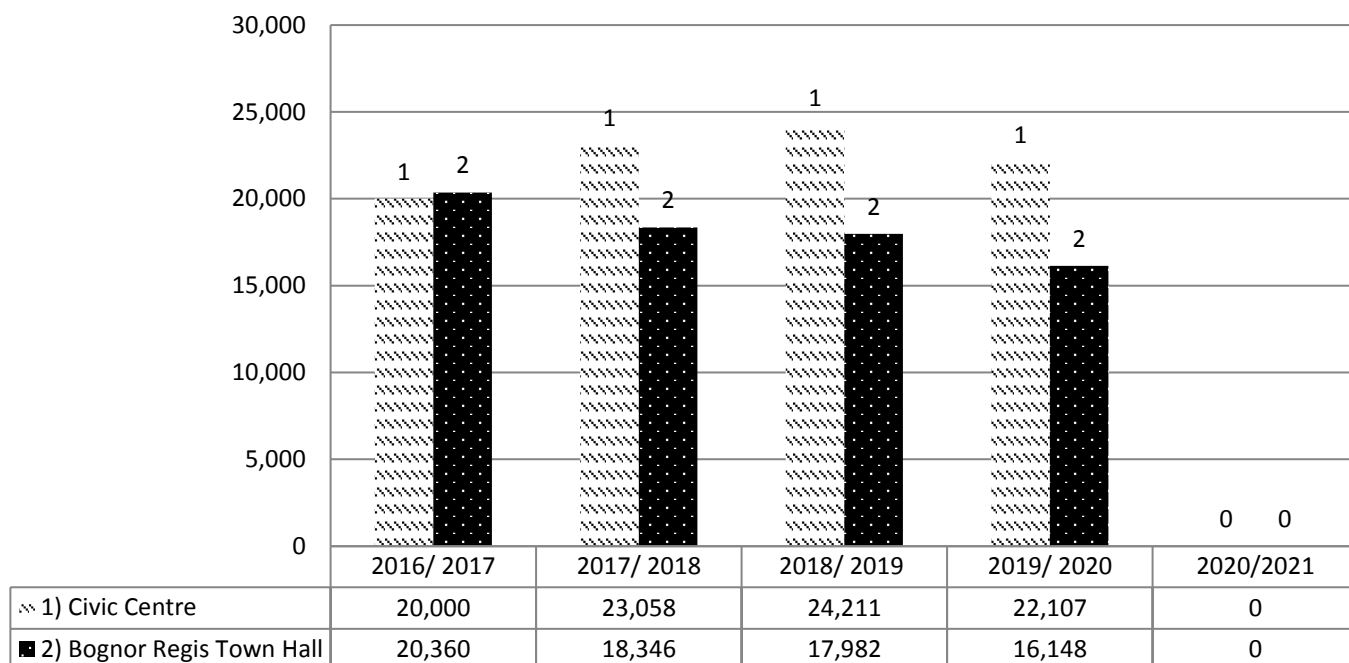


## Appendix 2

### Arund District Council Come In Figures 2016 – 2021



1. These figures exclude Revenues & Benefits and Homelessness Triage Service as these are not services that are currently handled by Arun Direct and Customer Services in a face to face manner.
2. These figures include Housing, General Enquiries, Meet & Greet Services and Appointments across both sites.
3. The total numbers of customers visiting the Littlehampton Civic Centre has continued to rise each year while the total visiting Bognor Regis Town Hall has steadily fallen by roughly the same amount. Both offices saw a decrease in the 2019/2020 year due to restrictions being put in place from February 2020 in response to the Coronavirus Pandemic.
4. As the offices have remained closed throughout the 2020/2021 year, due to the ongoing pandemic and restrictions, no customers were support through a Face to Face capacity. Any customers who did approach the offices were redirected to the telephony service or the website and have been included in the other appendixes.