

Monthly contacts with Lewes District Council

Contact by phone - Calls per month

35,000 calls per month averaging 1866 calls per day excluding Christmas week

Service	Figures from IT Telephone Response Times	Department	Figures from individual department records
Chief Executive	360		
Communities & Enterprise	863		
District Services	2624	Waste & Recycling	3977
		Clean & Green	589
		Parks	70
		Amenities	17
Environmental Health	3571		
Financial Services	9887	Benefits	2479 (60% existing customers)
Housing Services	10838	Needs & Allocation	140
LDC Switchboard	6447		
Legal & Democratic Services	2606		
Planning Services	4553	Reception	423

Face to Face Contact - per month

Building		Department	Figures from individual Reception stats
Fisher Street	1195	Benefits	587
		Council Tax / NDR	232
		Income	22
		Housing/ Rents	224
		Other LDC Depts	34
		Other Councils	24
		Misc inc Deliveries	72
Southover House	318	Planning/Building Control	168
		District Services	14
		Communities & Enterprise	86
		Environmental Health	27
		Housing Services	13
		Other LDC Depts inc Land Charges	10
Fort Road	400	Housing Services	

Contact by email - Emails per month*

Service		Department	
District Services	467	Waste & Recycling	269
		Clean & Green	161
		Parks	23
		Amenities	14
Environmental Health	70	Online forms	30
		Generic Env Health email	40
Financial Services	800	Generic Benefits email	300
		Local Tax email	500
Planning Services	4553	Reception	48
		Generic Planning email	290
		Building Control	234
		Development Mngmnt	240
Housing Services	360	Property Services	40
		Fort Road	120
		Needs and Allocation	200

* Figures not accurate as no way to monitor emails to individual accounts. Figures mostly based on I@W indexing.

Most Common enquiries

Benefits

- payment frequencies, amounts, etc
- from people on benefit about their rent or Council Tax arrears
- Chasing the progress of a submitted claim.
- Customers wishing to report a change of circs (moving house, change in income, etc)
- Replies to letters we send requesting further information/arranging a visit
- Queries about letters we have sent

Housing Services

- Repairs – toilets, taps, windows, lights, doors/locks
- Anything to do with Locata
- Advice on homeless and to homeless
- Rents questions
- Antisocial behaviour
- Application requests
- People moving to the area

District Services

- Missed bin
- Missed recycling / join recycling
- Bulky waste collection
- Street cleaning/ fly tipping
- Clinical Waste / sharps request

Planning/Building Control

- 'Do I need planning permission?'
- Pre-application advice
- Booking building control inspection
- People wanting to speak to an officer
- How to access information on the web (either ours or SDNPA's website)
- Neighbour issues such as tree, enforcement and boundary issues

Environmental Health

- Pest Control
- Dog Control
- Private Sector Housing
- Noise nuisance
- Bonfires and other nuisances