

# Demand for our services during the Coronavirus (Covid-19) crisis

**CUSTOMER FIRST**

Lewes and Eastbourne Councils  
working together for you

Since the Covid-19 crisis began, we have seen a significant increase in demand for many of our services, in particular responding to customers getting in touch.

The information below illustrates the scale of this increase in a few key service areas. We are proud to say that we have maintained our performance in the face of this increase, despite a reduction in staff due to the need to self-isolate.

We would encourage residents with access to the internet to contact us via our website, live chat and social media where possible. This will help free up our phone lines for the most vulnerable in the community.

## Online Webchat Service

Lewes and Eastbourne Councils

(Figures show four-week periods)

24 Feb -20 Mar  
**254 Chats**

27 Jan -21 Feb  
**221 Chats**

## Emails received by Customer First

(Figures show four-week periods)



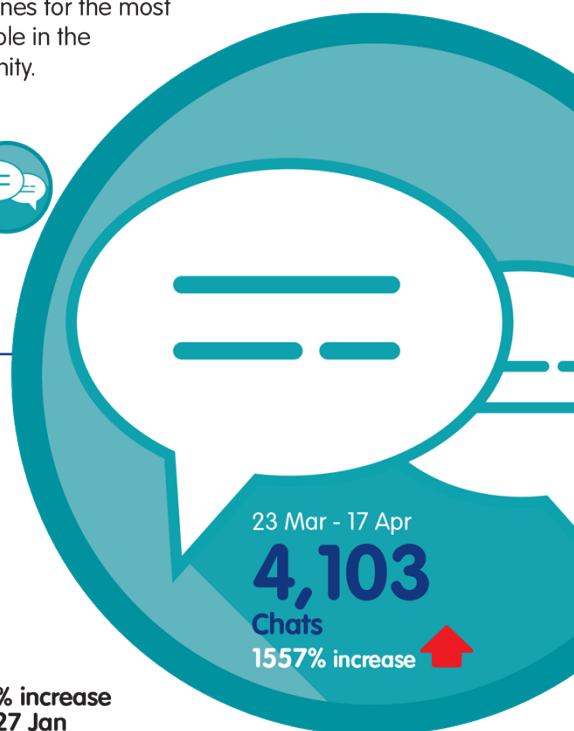
27 Jan - 23 Feb  
**3,905**



24 Feb - 22 Mar  
**4,520**



23 Mar - 19 Apr  
**6,663** ↑ **70.63% increase since 27 Jan**



## 'Request Support for Vulnerable Adults' form completions



Total number of completed 'Request Support for Vulnerable Adults' forms (27 Mar - 22 Apr)

**514**

## Customers making homeless approach: new presentations



Households that are either homeless or at risk of homelessness (1 April - 22 April)

**92**

## Telephone calls to our Coronavirus Community Hub Helpline



Total calls since 30 March (Helpline launch date) to 19 April

**1,362 Calls**

## Business enquiry forms

Since 24 Mar (first form received)

**250**

MP emails (since 3 April)

**200**

## Business Grant Portal

Since going live on 9 April:

**2,336** Completed applications received in first six days

**1,230** Emails asking for assistance, of which **1,100** have so far been responded to

## Garden waste permits processed

Since 6 January 2020

**9,131** Renewals

**1,422** New requests



