

Service demands and performance -1

Demands on the council's services have increased. However, through redeployment of staff to provide additional support and resilience in the most pressurised areas, the council has been able to meet the demand. Redeployment of staff has largely been away from discretionary and corporate services (eg tourism and strategy teams) and not from key frontline statutory services.

Below are some figures which reflect the increased demand on council's services:

- Online webchats: increased by 1557% since 27 January*
- Email enquiries: increased by 70.63% since 27 January*
- Phone calls to Coronavirus council number since launch on 30 March: 1362*
**Lewes District and Eastbourne Borough combined*
- Business grant portal applications since going live on 9 April-22 April: 1179
- Benefits: 350% increase compared with same period last year in Lewes district

Despite the increase in demands, performance has remained within target, including in the processing of benefits applications which is within target processing times.

We expect to see a continued rise in benefits applications, and discretionary housing awards.