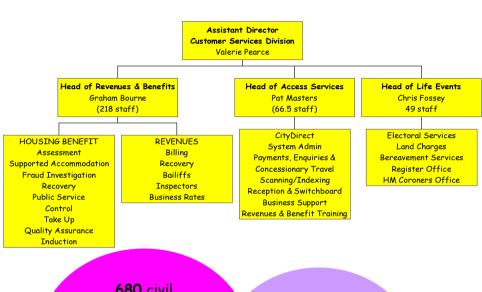
Introduction to Customer Services Division



- A division that has direct contact with every household and every business within the city.
- We have contact with citizens at key stages of their lives, for example registering a birth, getting married or moving house.
- There are 334 staff approx. mainly located at Priory House and Brighton Town Hall, but also at Hove Town Hall, Woodvale Crematorium, Kings House & Barts House.
- We are an award winning division, being proud holders of 6 Charter Marks.
- We have 11 BVPI's and HB performance feeds into the council's CPA score.

680 civil partnerships have been conducted to date - which is the highest in the country

There are 30,000 HB Claimants and £134million is paid in Housing Benefit & Council Tax Benefit

549 burials & **1871** cremations take place every year

£180million is collected in each year

Our Concessionary Travel Team administer 40,000 bus passes each year

Council Tax and **Business Rates**

320,000 telephone calls per year to our main switchboard

There are 120,000 Council Tax properties & 10,000 Business Rate properties

The Cashiers process £50million every year

There are 190,436 names on the electoral register

> Our City Direct Centres see over 80,000 visitors per year

£550,000 of fraudulent Housing Benefit has been detected and recovery proceeding taken