



## Bexhill-on-Sea Town Council Monthly Report on Hub data. – March 2025

### **Introduction:**

The role of Customer Services within the Hub is to assist residents with their queries and issues. This may be helping to find telephone numbers, email addresses, website addresses or signposting the resident to the correct authority / location.

At times customer service will also fill in online forms for the relevant authority as a third-party complaint on behalf of the resident, this could be because the resident does not use the internet or online methods – or even if they have tried and had no success.

Customer service also display leaflets and information in the front desk area of the office, at times residents come into the Hub to pick up leaflets / find information on local events.

Each resident that comes into the Hub is logged on a spreadsheet, with data ranging from date and time they came in, mood, the question or enquiry, the authority, contact information is provided. The data is collected, maintained and monitored by Customer Service; this enables us to make sure we are providing the most productive service we can offer.

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The Hub opened Monday to Friday from Monday 15<sup>th</sup> July 2024.

- The Hub opened Monday to Friday on 15<sup>th</sup> July 2024
- Opening times for the Hub is 10am to 2:30pm

- ❖ *Please note that Monday 17<sup>th</sup> March The Hub was closed all day due to staff training.*
- ❖ *Please note that Friday 28<sup>th</sup> March The Hub was closed all day due to staff shortages.*
  
- ❖ *It is worth noting that The Civic Awards happened on Saturday 29<sup>th</sup> March at St. Peters Community Hall, Old Town, Bexhill-on-Sea.*
  
- ❖ *It is also worth noting that the Annual Town Meeting happened after The Civic Awards on Saturday 29<sup>th</sup> March also at St. Peters Community Hall, Old Town, Bexhill-on-Sea.*



## Bexhill-on-Sea Town Council Monthly Report on Hub data. – March 2025

### **Stats:**

Footfall for March **2025** is as follows:

- ❖ Please note that Monday 17<sup>th</sup> March The Hub was closed all day due to staff training.
- ❖ Please note that Friday 28<sup>th</sup> March The Hub was closed all day due to staff shortages.
  
- ❖ It is worth noting that The Civic Awards happened on Saturday 29<sup>th</sup> March at St. Peters Community Hall, Old Town, Bexhill-on-Sea.
  
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Hub Visitor Numbers							
<b>2025</b>	Month	Mon	Tues	Wed	Thur	Fri	Total
	March	33	38	40	40	17	<b>168</b>

### **Breakdown:**

A breakdown of March **2025** footfall by day is as follows:

2025	Monday	Tuesday	Wednesday	Thursday	Friday
March	03/03/2025	04/03/2025	05/03/2025	06/03/2025	07/03/2025
	8	5	8	12	8
	10/03/2025	11/03/2025	12/03/2025	13/03/2025	14/03/2025
	11	2	11	6	3
	17/03/2025	18/03/2025	19/03/2025	20/03/2025	21/03/2025
	0	18	14	11	6
24/03/2025	25/03/2025	26/03/2025	27/03/2025	28/03/2025	
9	13	7	11	0	
31/03/2025	5				

- March 2025 is the eighth month that The Hub has been open full time – Monday to Friday.
- Opening hours are 10am to 2.30pm
- The Hub was open for = **19 Working days**
- Total footfall for March 2025 was = **168 People**



## Bexhill-on-Sea Town Council Monthly Report on Hub data. – March 2025

### **Comparison:**

Footfall for March **2024** as a comparison is as follows:

→ Please note that in March 2024 The Hub was only open **Part Time** – Tuesday, Wednesday and Thursday.

→ Opening hours where 10am to 12 midday (Closed for lunch) 12:30pm to 2:30pm

→ The Hub was open for = **12 Working days**

→ Total footfall for March 2024 was = **96 People**

→ Tuesdays in 2024 = **32 People**

→ Wednesdays in 2024 = **32 People**

→ Thursdays in 2024 = **32 People**

→ The busiest day in March 2024 was = **Tuesday 19<sup>th</sup> March = 16 People**

→ The quietist days in March 2024 were:

- **Tuesday 12<sup>th</sup> March = 3 People**
- **Thursday 28<sup>th</sup> March = 3 People**

<b>2024</b>	<b>Month</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Total</b>
	March	0	32	32	32	0	<b>96</b>

<b>2024</b>	<b>Monday</b>		<b>Tuesday</b>		<b>Wednesday</b>		<b>Thursday</b>		<b>Friday</b>	
<b>March</b>									01/03/2024	0
	04/03/2024	0	05/03/2024	5	06/03/2024	9	07/03/2024	12	08/03/2024	0
	11/03/2024	0	12/03/2024	3	13/03/2024	9	14/03/2024	6	15/03/2024	0
	18/03/2024	0	19/03/2024	16	20/03/2024	8	21/03/2024	11	22/03/2024	0
	25/03/2024	0	26/03/2024	8	27/03/2024	6	28/03/2024	3	29/03/2024	0



**Bexhill-on-Sea Town Council  
Monthly Report on Hub data. – March 2025**

**Footfall for March 2023 as a comparison is as follows:**

- Please note that in March 2023 The Hub was only open **Part Time** – Tuesday, Wednesday and Thursday.
- Opening hours were 10am to 12 midday (Closed for lunch) 12:30pm to 2:30pm
- The Hub was open for = **14 Working days**
- Total footfall for March 2023 was = **175 People**
- Tuesdays in 2023 = **55 People**
- Wednesdays in 2023 = **54 People**
- Thursdays in 2023 = **66 People**
- The busiest day in March 2023 was = **Thursday 9<sup>th</sup> March = 20 People**
- The quietest day in March 2023 was = **Wednesday 29<sup>th</sup> March = 5 People**

**2023**

Month	Tuesday	Month	Wednesday	Month	Thursday
		March	12	March	17
March	15	March	9	March	20
March	11	March	16	March	10
March	15	March	12	March	9
March	14	March	5	March	10

**2023**

Month	Total
March	175



## Bexhill-on-Sea Town Council Monthly Report on Hub data. – March 2025

### **Question & enquiries Breakdown by authority:**

At the Hub we log questions and enquiries by authority type, this enables us to keep track of how many residents have questions and enquiries for particular authorities.

The total number of **191** is the number of questions received in **March 2025**.

For example: If a resident comes in with three questions one for BoSTC, ESCC and RDC – these are logged individually to accurately reflect the number of questions we receive.

March 2025	
Overall Questions	191

### **Further Breakdown for March 2025:**

March is the eighth month that The Hub has been open Full Time.

- The opening days for The Hub are - Monday to Friday.
- The opening times for The Hub are – 10am to 2.30pm
  
- ❖ *Please note that Monday 17<sup>th</sup> March The Hub was closed all day due to staff training.*
- ❖ *Please note that Friday 28<sup>th</sup> March The Hub was closed all day due to staff shortages.*
  
- ❖ *It is worth noting that The Civic Awards happened on Saturday 29<sup>th</sup> March at St. Peters Community Hall, Old Town, Bexhill-on-Sea.*
  
- ❖ *It is also worth noting that the Annual Town Meeting happened after The Civic Awards on Saturday 29<sup>th</sup> March also at St. Peters Community Hall, Old Town, Bexhill-on-Sea.*
  
- ✓ The overall total number of questions asked on a **Monday** is: = **36 questions**.
  
- ✓ The overall total number of questions asked on a **Friday** is: = **17 questions**.
  
- ✓ The authority with the **most** questions in March 2025:  
→ **Bexhill-on-Sea Town Council = 115 questions**.
  
- ✓ The authority with the **least** questions in March 2025:  
→ **East Sussex Highways = 9 questions**.



## Bexhill-on-Sea Town Council Monthly Report on Hub data. – March 2025

### Further breakdown of question & enquiries by authority:

At the Hub we log questions and enquiries by authority type, this enables us to keep track of how many residents have questions and enquiries for particular authorities.

The yellow highlighted Mondays and Fridays are to show the extended opening days.

The Hub was closed for two days this month – Monday 17<sup>th</sup> March due to staff training. Friday 28<sup>th</sup> March due to staff shortages. These two days are marked on the chart in green.

March 2025		BoSTC	ESCC	ESH	RDC	Other
03/03/2025	Monday	3	1		2	2
04/03/2025	Tuesday	5			1	
05/03/2025	Wednesday	5	1	1		1
06/03/2025	Thursday	6			5	1
07/03/2025	Friday	4		1	3	
10/03/2025	Monday	7	2		2	2
11/03/2025	Tuesday	2				1
12/03/2025	Wednesday	10	1	2	1	
13/03/2025	Thursday	4	1			1
14/03/2025	Friday	1	1			1
17/03/2025	Monday	Hub Closed	Due To	Staff	Training	
18/03/2025	Tuesday	11	2	1	2	3
19/03/2025	Wednesday	12	1		3	1
20/03/2025	Thursday	5	2	2	2	3
21/03/2025	Friday	2	1		1	2
24/03/2025	Monday	8	1			1
25/03/2025	Tuesday	16			1	
26/03/2025	Wednesday	7				
27/03/2025	Thursday	5	1	1	3	5
28/03/2025	Friday	Hub Closed	Due To	Staff	Shortage	
31/03/2025	Monday	2		1	2	
	<b>March TOTAL</b>	<b>115</b>	<b>15</b>	<b>9</b>	<b>28</b>	<b>24</b>

<b>Overall Questions</b>	<b>191</b>
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## Bexhill-on-Sea Town Council Monthly Report on Hub data. – March 2025

### The moods of the residents are as follows:

- Red = They came in very upset / agitated.
- Amber = They came in slightly upset
- Green = They came in happy

Mar-25	Total
In	0
In	9
In	182

Mar-25	Total
Out	0
Out	2
Out	189

### A further breakdown of 'Mood' based by authority:

	BTC		RDC		ESCC		ESH		OTHER		TOTAL		
	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	
MAR	0	0	0	0	0	0	0	0	0	0	0	0	MAR
MAR	4	4	0	0	1	1	1	1	3	3	9	2	MAR
MAR	111	111	28	28	14	14	8	8	111	111	182	189	MAR

### Factors:

Some factors that can affect footfall are as follows:

✓ **Weather:**

- a) Very sunny weather tends to mean a lower footfall.
- b) Very wet and windy weather also tends to mean lower footfall.

✓ **Social media influences:**

- a) Questions circulating online can have an impact on footfall.
- b) News circulating online can also have an impact on footfall.

✓ **Events:** Local and seasonal events have an impact on footfall.

- a) The Civic Awards took place on Saturday 29<sup>th</sup> March at St. Peters Community Hall, Old Town, Bexhill-on-Sea.
- b) The Annual Town Meeting also took place on Saturday 29<sup>th</sup> March at St. Peters Community Hall, Old Town, Bexhill-on-Sea.

✓ **Services:**

- a) The number of services that Bexhill-on-Sea Town Council have / offer is a factor in footfall.
- b) Bexhill-on-Sea Town Council recently took on the service of maintenance of Bus Shelters.
- c) December saw the completion of the first 'Street Art' Bus Shelter by W.Ave Arts – The bus shelter is located outside LIDL in Sidley.

- ✓ An increased understanding of what the Hub can offer is a factor to determine footfall.



## Bexhill-on-Sea Town Council Monthly Report on Hub data. – March 2025

### **Conclusion:**

Overall, the breakdown for March 2025 is as follows:

- ❖ *Please note that Monday 17<sup>th</sup> March 2025 The Hub was closed all day due to staff training.*
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- ❖ *It is worth noting that The Civic Awards took place on Saturday 29<sup>th</sup> March 2025 at St. Peters Community Hall, Old Town, Bexhill-on-Sea.*
  
- ❖ *It is also worth noting that the Annual Town Meeting also took place on Saturday 29<sup>th</sup> March 2025 also at St. Peters Community Hall, Old Town, Bexhill-on-Sea.*
  
- ✓ The Hub was **open** = **19 working Days** (Monday – Friday)
  
- ✓ Total footfall for March as a whole month: = **168 People**
  
- ✓ Monday overall total footfall: = **33 People.**
  
- ✓ Friday overall total footfall: = **17 People.**
  
- ✓ The **busiest** individual day overall in March 2025 was:  
→ **Tuesday 18<sup>th</sup> March 2025 = 18 People**
  
- ✓ The **quietest** individual day in March 2025 was:  
→ **Tuesday 11<sup>th</sup> March 2025 = 2 People**
  
- ✓ Collectively the **busiest** days overall in the whole of March 2025 were:  
→ **Wednesdays = 40 People Overall**  
→ **Thursdays = 40 People Overall.**
  
- ✓ Collectively the **quietest** day overall in the whole of March 2025 was:  
→ **Fridays = 17 People Overall.**
  
- ✓ Total amount of questions asked at The Hub in March 2025:  
→ = **191 Questions.**
  
- ✓ The authority with the **most** questions in March 2025:  
→ **Bexhill-on-Sea Town Council = 115 questions.**
  
- ✓ The authority with the **least** questions in March 2025:  
→ **East Sussex Highways = 9 questions.**