



## Bexhill-on-Sea Town Council Year Comparison – 2023 to 2024

### 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.

- 
- It is important to note that in **2023** The Hub was only open **Part Time** – Tuesday, Wednesday and Thursday from 10am – 12pm and 12.30pm – 2.30pm.
  - In **2024** The Hub was open **Part Time** from January 2<sup>nd</sup> to July 11<sup>th</sup> – Tuesday, Wednesday and Thursday from 10am – 12pm and 12.30pm – 2.30pm.
  - On Monday **15<sup>th</sup> July 2024** The Hub opened **Full Time** – Monday to Friday from 10am – 2.30pm.  
Please note that once The Hub opened Full Time, the door was not closed for lunch break.

This report shows the comparison of Hub data from years 2023 and 2024.

The main comparisons are:

- **Overall visitor numbers / footfall.**
- **Busiest month / Quietest month.**
- **Busiest day of the week / Quietest day of the week.**
- **Number of questions asked.**
- **Authority with the most and least questions.**



**Bexhill-on-Sea Town Council  
Year Comparison – 2023 to 2024**

**Overall Visitor Numbers / footfall:**

The below charts show the overall visitor numbers / footfall from both 2023 and 2024.

- *It is important to note that in 2023 The Hub opened in February, whereas in 2024 The Hub was open in January.*
- *It is also important to note that in 2023 The Hub was only open Part Time, whereas in 2024 The Hub was open Part time from January 2<sup>nd</sup> to July 1<sup>st</sup> and then opened Full Time on Monday 15<sup>th</sup> July 2024.*
- ❖ The **green** highlighted months of 2024 show the increase in visitor numbers / footfall from the previous year. December 2024 showed no change in visitor numbers.
- ❖ The total visitor numbers / footfall in **2023** was **1609 people**
- ❖ The total visitor numbers / footfall in **2024** was **1539 people**
- ❖ **70 fewer** people in 2024 than the previous year.

2023	Month Total	2024	Month Total	Difference
N/A The Hub opened in Feb 2023		January	109	109+
February	125	February	104	-21
March	175	March	96	-79
April	165	April	138	-27
May	189	May	114	-75
June	126	June	122	-4
July	147	July	128	-19
August	138	August	168	30+
September	148	September	157	9+
October	146	October	130	-16
November	134	November	157	23+
December	116	December	116	No Change
<b>TOTAL:</b>	<b>1609</b>	<b>TOTAL:</b>	<b>1539</b>	<b>-70</b>



**Bexhill-on-Sea Town Council  
Year Comparison – 2023 to 2024**

**Busiest month / Quietest month.**

→ It is important to note that in 2023 The Hub opened in February, whereas in 2024 The Hub was open in January.

→ It is also important to note that in 2023 The Hub was only open Part Time, whereas in 2024 The Hub was open Part time from January 2<sup>nd</sup> to July 11<sup>th</sup> and then opened Full Time on Monday 15<sup>th</sup> July 2024

- ❖ The **busiest** month in **2023** was **May = 189 visitors.**
- ❖ The **busiest** month in **2024** was **August = 168 visitors.**

Busiest Month

- ❖ The **quietest** month in **2023** was **December = 116 visitors.**
- ❖ The **quietest** month in **2024** was **March = 96 visitors.**

Quietest Month

2023	Month Total	2024	Month Total
N/A The Hub opened in Feb 2023		January	109
February	125	February	104
March	175	March	<b>96</b>
April	165	April	138
May	<b>189</b>	May	114
June	126	June	122
July	147	July	128
August	138	August	<b>168</b>
September	148	September	157
October	146	October	130
November	134	November	157
December	<b>116</b>	December	116
<b>TOTAL:</b>	<b>1609</b>	<b>TOTAL:</b>	<b>1539</b>



**Bexhill-on-Sea Town Council  
Year Comparison – 2023 to 2024**

**Busiest day of the week / Quietest day of the week.**

→ It is important to note that in 2023 The Hub opened in February, whereas in 2024 The Hub was open in January.

→ It is also important to note that in 2023 The Hub was only open Part Time, whereas in 2024 The Hub was open Part time from January 2<sup>nd</sup> to July 11<sup>th</sup> and then opened Full Time on Monday 15<sup>th</sup> July 2024

- ❖ The **busiest day** of the week in **2023** was = **Tuesday = 621 Visitors** to The Hub.
- ❖ The **busiest day** of the week in **2024** was = **Wednesday = 424 Visitors** to The Hub.
- ❖ The **quietest day** of the week in **2023** was = **Thursday = 476 Visitors** to The Hub.
- ❖ The **quietest day** of the week in **2024** was = **Monday = 133 Visitors** to The Hub.

		Busiest Day			Quietest Day		
<b>2023</b>	<b>Day</b>		<b>Day</b>	<b>Total Footfall</b>	<b>Difference</b>		
		Monday			<b>133+</b>		
		Tuesday	621		Tuesday	422	<b>-199</b>
		Wednesday	512		Wednesday	424	<b>-88</b>
		Thursday	476		Thursday	418	<b>-58</b>
		Friday			Friday	142	<b>142+</b>
		<b>TOTAL:</b>	<b>1609</b>				
		<b>TOTAL:</b>	<b>1539</b>	<b>-70</b>			



**Bexhill-on-Sea Town Council  
Year Comparison – 2023 to 2024**

**Number of questions asked**

- *It is important to note that in 2023 The Hub opened in February, whereas in 2024 The Hub was open in January.*
- *It is also important to note that in 2023 The Hub was only open Part Time, whereas in 2024 The Hub was open Part time from January 2<sup>nd</sup> to July 11<sup>th</sup> and then opened Full Time on Monday 15<sup>th</sup> July 2024*
- ❖ In **2023** The Hub received **1839 questions** in total.
- ❖ In **2024** The Hub received **1867 questions** in total.
- There was an **increase in 28 more questions asked in 2024.**
  
- ❖ In **2023** the overall day that received the **most questions = Tuesday = 712 questions.**
- ❖ In **2024** the overall day that received the **most questions = Tuesday = 529 questions.**
  
- ❖ In **2023** the overall day that received the **least questions = Thursday = 557 questions.**
- ❖ In **2024** the overall day that received the **least questions = Monday = 164 questions.**

Most Questions
Least Questions

	2023		2024		Difference
	Day	Total Number of Questions	Day	Total Number of Questions	
	Monday		Monday	164	164+
	Tuesday	712	Tuesday	529	-183
	Wednesday	570	Wednesday	495	-75
	Thursday	557	Thursday	504	-53
	Friday		Friday	175	175+

<b>TOTAL:</b>	<b>1839</b>
---------------	-------------

<b>TOTAL:</b>	<b>1867</b>
---------------	-------------

<b>28+</b>
------------



**Bexhill-on-Sea Town Council  
Year Comparison – 2023 to 2024**

**Authority with the most and least questions.**

→ *It is important to note that in 2023 The Hub opened in February, whereas in 2024 The Hub was open in January.*

→ *It is also important to note that in 2023 The Hub was only open Part Time, whereas in 2024 The Hub was open Part time from January 2<sup>nd</sup> to July 11<sup>th</sup> and then opened Full Time on Monday 15<sup>th</sup> July 2024*

❖ In **2023** the authority that received the **most questions:**  
**Bexhill-on-Sea Town Council = 907 Questions.**

❖ In **2024** the authority that received the **most questions:**  
**Bexhill-on-Sea Town Council = 1609 Questions.**

→ There was an increase in 162 more questions asked for Bexhill-on-Sea Town Council in 2024.

❖ In **2023** the authority that received the **least questions:**  
**East Sussex County Council = 117 Questions.**

❖ In **2024** the authority that received the **least questions:**  
**East Sussex County Council = 113 Questions.**

Most Questions	Least Questions
----------------	-----------------

	2023		2024		Difference
	Authority	Total Number of Questions	Authority	Total Number of Questions	
	Bexhill-on-Sea Town Council	907	Bexhill-on-Sea Town Council	1069	162+
	East Sussex County Council	117	East Sussex County Council	113	-4
	East Sussex Highways	174	East Sussex Highways	139	-35
	Rother District Council	381	Rother District Council	295	-86
	Other	260	Other	251	-9
	<b>TOTAL:</b>	<b>1839</b>	<b>TOTAL:</b>	<b>1867</b>	<b>28+</b>



Bexhill-on-Sea Town Council  
Year Comparison – 2023 to 2024

**Conclusion:**

- ❖ The **overall visitor numbers** / footfall at The Hub in **2023** = **1609 People**.
- ❖ The **overall visitor numbers** / footfall at The Hub in **2024** = **1539 People**.
  - **Showing a decrease in numbers by -70 people** ▼
  
- ↑ The **busiest month** in **2023** = May with **189 People**.
- ↑ The **busiest month** in **2024** = August with **168 People**.
  
- ↓ The **quietest month** in **2023** = December with **116 People**.
- ↓ The **quietest month** in **2024** = March with **96 People**.
  
- ↑ The **busiest day** in **2023** = Tuesday with **621 People**.
- ↑ The **busiest day** in **2024** = Wednesday with **424 People**.
  
- ↓ The **quietest day** in **2023** = Thursday with **476 People**.
- ↓ The **quietest day** in **2024** = Monday with **133 People**.
  
- ❖ The **overall** number of questions received in **2023** = **1839 questions**.
- ❖ The **overall** number of questions received in **2024** = **1867 questions**.
  - **Showing an increase in the number of questions by +28** ▲
  
- ↑ The day with the **most** questions overall in **2023** = Tuesdays with **712 questions**.
- ↑ The day with the **most** questions overall in **2024** = Tuesdays with **529 questions**.
  
- ↓ The day with the **least** questions overall in **2023** = Thursdays with **557 questions**.
- ↓ The day with the **least** questions overall in **2024** = Mondays with **164 questions**.
  
- ↑ The authority with the **most questions** in **2023** =  
Bexhill-on-Sea Town Council with **907 questions**.
  
- ↑ The authority with the **most questions** in **2024** =  
Bexhill-on-Sea Town Council with **1069 questions**.
  - **Showing an increase in questions for this authority by +162.** ▲
  
- ↓ The authority with the **least** number of questions in **2023** =  
East Sussex County Council with **117 questions**.
  
- ↓ The authority with the **least** number of questions in **2024** =  
East Sussex County Council with **113 questions**.