



Bexhill-on-Sea Town Council End Of Year Report 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.

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- The Hub was open part time from Tuesday 2nd January 2024 to Friday 12th July 2024
 - Part time opening hours for The Hub where 10am – 12 and 12.30pm – 2.30pm

 - The Hub opened Full time – on Monday 15th July 2024
 - Full time opening hours for The Hub is 10am to 2:30pm



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Stats:

We have collected visitor footfall numbers by day and month, showing how many visitors The Hub received every opening day of 2024.

- Please note that from Tuesday 2nd January to Thursday 11th July The Hub was only open part time – Tuesday, Wednesday and Thursday 10am – 12 and 12.30pm -2.30pm.
- From Monday 15th July to Friday 20th December The Hub was open full time – Monday to Friday 10am – 2.30pm.
- It is also worth noting that once The Hub opened full time the opening hours ran from 10am to 2.30pm without closing the door for lunch. Whereas, when The Hub was open part time the opening hours included closing The Hub for half hour for lunch break.

From this data collection, we can easily evaluate which days and months are the busiest and which are the quietest. When looking at this data collection, it is important to note when The Hub opened part time and when it opened full time.

Total footfall for 2024 = **1539 People**

Total
1539

Hub Visitor Numbers	Month	Mon	Tues	Wed	Thur	Fri	Total
	January	0	28	46	35	0	109
	February	0	36	27	41	0	104
	March	0	32	32	32	0	96
	April	0	57	38	43	0	138
	May	0	29	38	47	0	114
	June	0	44	38	40	0	122
	July	11	37	35	40	5	128
	August	18	53	32	22	43	168
	September	45	31	40	17	24	157
	October	12	21	28	51	18	130
	November	21	36	45	30	25	157
	December	26	18	25	20	27	116
Total	133	422	424	418	142	1539	



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Breakdown:

A more detailed breakdown of footfall by individual day is as follows:

2024	Monday		Tuesday		Wednesday		Thursday		Friday	
January	01/01/2024	0	02/01/2024	3	03/01/2024	9	04/01/2024	15	05/01/2024	0
	08/01/2024	0	09/01/2024	11	10/01/2024	8	11/01/2024	4	12/01/2024	0
	15/01/2024	0	16/01/2024	4	17/01/2024	12	18/01/2024	5	19/01/2024	0
	22/01/2024	0	23/01/2024	6	24/01/2024	7	25/01/2024	11	26/01/2024	0
	29/01/2024	0	30/01/2024	4	31/01/2024	10				
February							01/02/2024	13	02/02/2024	0
	05/02/2024	0	06/02/2024	8	07/02/2024	11	08/02/2024	10	09/02/2024	0
	12/02/2024	0	13/02/2024	2	14/02/2024	2	15/02/2024	9	16/02/2024	0
	19/02/2024	0	20/02/2024	15	21/02/2024	8	22/02/2024	7	23/02/2024	0
	26/02/2024	0	27/02/2024	11	28/02/2024	6	29/02/2024	2		
March									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
April	01/04/2024	0	02/04/2024	9	03/04/2024	13	04/04/2024	8	05/04/2024	0
	08/04/2024	0	09/04/2024	6	10/04/2024	9	11/04/2024	12	12/04/2024	0
	15/04/2024	0	16/04/2024	7	17/04/2024	8	18/04/2024	5	19/04/2024	0
	22/04/2024	0	23/04/2024	21	24/04/2024	8	25/04/2024	18	26/04/2024	0
	29/04/2024	0	30/04/2024	14						
May					01/05/2024	9	02/05/2024	14	03/05/2024	0
	06/05/2024	0	07/05/2024	9	08/05/2024	8	09/05/2024	4	10/05/2024	0
	13/05/2024	0	14/05/2024	6	15/05/2024	8	16/05/2024	8	17/05/2024	0
	20/05/2024	0	21/05/2024	10	22/05/2024	4	23/05/2024	11	24/05/2024	0
	27/05/2024	0	28/05/2024	4	29/05/2024	9	30/05/2024	10	31/05/2024	0
June	03/06/2024	0	04/06/2024	17	05/06/2024	10	06/06/2024	6	07/06/2024	0
	10/06/2024	0	11/06/2024	10	12/06/2024	9	13/06/2024	8	14/06/2024	0
	17/06/2024	0	18/06/2024	7	19/06/2024	9	20/06/2024	13	21/06/2024	0
	24/06/2024	0	25/06/2024	10	26/06/2024	10	27/06/2024	13	28/06/2024	0
July	01/07/2024	0	02/07/2024	11	03/07/2024	3	04/07/2024	7	05/07/2024	0
	08/07/2024	0	09/07/2024	10	10/07/2024	8	11/07/2024	14	12/07/2024	0
	15/07/2024	6	16/07/2024	8	17/07/2024	13	18/07/2024	9	19/07/2024	2
	22/07/2024	5	23/07/2024	8	24/07/2024	9	25/07/2024	10	26/07/2024	3
	29/07/2024	0	30/07/2024	0	31/07/2024	2				
August							01/08/2024	8	02/08/2024	8
	05/08/2024	9	06/08/2024	13	07/08/2024	6	08/08/2024	2	09/08/2024	6
	12/08/2024	4	13/08/2024	14	14/08/2024	11	15/08/2024	6	16/08/2024	14
	19/08/2024	5	20/08/2024	12	21/08/2024	10	22/08/2024	4	23/08/2024	6
	26/08/2024	0	27/08/2024	14	28/08/2024	5	29/08/2024	2	30/08/2024	9
September	02/09/2024	11	03/09/2024	12	04/09/2024	8	05/09/2024	6	06/09/2024	6
	09/09/2024	10	10/09/2024	6	11/09/2024	10	12/09/2024	8	13/09/2024	8
	16/09/2024	10	17/09/2024	9	18/09/2024	15	19/09/2024	3	20/09/2024	10
	23/09/2024	5	24/09/2024	4	25/09/2024	7	26/09/2024	0	27/09/2024	0
	30/09/2024	9								
October			01/10/2024	8	02/10/2024	5	03/10/2024	12	04/10/2024	5
	07/10/2024	7	08/10/2024	2	09/10/2024	12	10/10/2024	13	11/10/2024	4
	14/10/2024	4	15/10/2024	9	16/10/2024	4	17/10/2024	14	18/10/2024	9
	21/10/2024	1	22/10/2024	2	23/10/2024	7	24/10/2024	12	25/10/2024	0
	28/10/2024	0	29/10/2024	0	30/10/2024	0	31/10/2024	0		
November									01/11/2024	0
	04/11/2024	4	05/11/2024	10	06/11/2024	10	07/11/2024	9	08/11/2024	9
	11/11/2024	6	12/11/2024	9	13/11/2024	15	14/11/2024	10	15/11/2024	5
	18/11/2024	5	19/11/2024	4	20/11/2024	10	21/11/2024	3	22/11/2024	1
	25/11/2024	6	26/11/2024	13	27/11/2024	10	28/11/2024	8	29/11/2024	10
December	02/12/2024	12	03/12/2024	9	04/12/2024	15	05/12/2024	5	06/12/2024	18
	09/12/2024	9	10/12/2024	4	11/12/2024	4	12/12/2024	8	13/12/2024	5
	16/12/2024	5	17/12/2024	5	18/12/2024	6	19/12/2024	7	20/12/2024	4
	23/12/2024	0	24/12/2024	0	25/12/2024	0	26/12/2024	0	27/12/2024	0
	30/12/2024	0	31/12/2024	0						



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Opening Days and Hours:

- The Hub was open **part time** from January 2nd 2024 to July 11th 2024 (Tuesdays, Wednesdays and Thursdays)
 - The part time opening hours for The Hub was 10am – 12 and 12.30 – 2.30pm – including closing The Hub for half hour for lunch break.
- The Hub was open **full time** from July 15th 2024, to December 20th 2024 (Monday to Friday)
 - The full-time opening hours for The Hub have been 10am to 2.30pm

The Hub was open to the public a total of **188 working days** in 2024, this is out of a total number of **206 working days**. (2nd January to 11th July part time and 15th July to 20th December full time)

The Hub was closed for a total of **18 working days** in 2024
This breaks down to the following:

- Staff shortages = **10 days**
 - *Please note that even though The Hub was closed to the public as there was not enough staff to safely operate the opening and running of The Hub for that particular day – The staff that were present worked within The Hub on these days, however the front door remained locked to the public.*
- Bank holidays = **3 days**
 - (Monday August 26th, Wednesday 25th December – Christmas Day, Thursday 26th December – Boxing Day)
 - *Please note this does not include any bank holidays before July as The Hub was not open Mondays or Fridays, therefore not effected by the closure of Bank Holidays.*
- Closed for Christmas break = **5 days**
 - *Please note that this does not include the two days of Bank Holidays that occur over Christmas – these have been included in the above Bank Holiday calculation.*



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Opening Days:

The chart below shows the breakdown of how many working days The Hub could be open, and the last column shows how many working days The Hub was able to open.

The chart has been divided into Part Time and Full Time.

Part Time - Tuesday, Wednesday, Thursday. 10am - 12pm and 12.30pm - 2.30pm

Month	Working Days	Working Days - The Hub was open.
January	14	14
February	13	13
March	12	12
April	13	13
May	14	14
June	12	12

Full Time - Monday to Friday. 10am - 2.30pm

Month	Working Days	Working Days - The Hub was open.
July	19	17
August	22	21
September	21	19
October	23	18
November	21	20
December	22	15
TOTAL:	206	188



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The chart below shows both the quietest days and the busiest days of each particular month in 2024:

- The quietest days were Monday October 21st = **1 Person**.
- Friday November 22nd = **1 Person**.
- The busiest day was Tuesday April 23rd = **21 People**.

Month	Quietest Day	Number Of People	Busiest Day	Number Of People
January	Tuesday 2nd	3	Thursday 4th	15
February	Tuesday 13th	2	Tuesday 20th	15
	Wednesday 14th	2		
	Thursday 29th	2		
March	Tuesday 12th	3	Tuesday 19th	16
	Thursday 28th	3		
April	Thursday 18th	5	Tuesday 23rd	21
May	Thursday 9th	4	Tuesday 2nd	14
	Wednesday 22nd	4		
	Tuesday 28th	4		
June	Thursday 6th	6	Tuesday 4th	17
July	Friday 19th	2	Thursday 11th	14
	Wednesday 31st	2		
August	Thursday 8th	2	Tuesday 13th	14
	Thursday 29th	2	Friday 16th	14
			Tuesday 27th	14
September	Thursday 19th	3	Wednesday 18th	15
October	Monday 21st	1	Thursday 17th	14
November	Friday 22nd	1	Wednesday 13th	15
December	Tuesday 10th	4	Friday 6th	18
	Wednesday 11th	4		
	Friday 20th	4		



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Further Breakdown by Visitors:

- The overall total number of visitors on a **Monday** is = 133
- The overall total number of visitors on a **Tuesday** is = 422
- The overall total number of visitors on a **Wednesday** is = 424
- The overall total number of visitors on a **Thursday** is = 418
- The overall total number of visitors on a **Friday** is = 142

Month	Mon	Tues	Wed	Thur	Fri	Total
Total	133	422	424	418	142	1539

Busiest day collectively = Wednesdays = 424 People

→ Please note that The Hub has always opened Wednesdays, therefore the numbers for a Wednesday start from January until December.

Quietest day collectively = Mondays = 133 People

→ Please note that The Hub only started opening on Mondays on 15th July 2024. Therefore, the numbers for a Monday only go from July 15th to December.

Busiest month = August = 168 People

→ Please note that The Hub was open full time by August (Mondays – Fridays)

Quietest month = March = 96 People

→ Please note that The Hub was only open part time in March (Tuesdays – Thursdays)

Hub Visitor Numbers	Month	Total
	January	109
	February	104
	March	96
	April	138
	May	114
	June	122
	July	128
	August	168
	September	157
	October	130
	November	157
	December	116
Total	1539	



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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

The chart below shows the overall RAG – Red, Amber and Green “Mood” of visitors to The Hub. Please note that this data was put into chart form from opening full time – therefore, the charts started counting from mid-July until December 2024. The RAG “Mood” charts give a representative of visitor mood for the period of full time only.

→ The “Mood” of visitors has always been collected and recorded in the customer log, However the charts below only started collecting and recording data from the time The Hub opened full time - July 2024 to December 2024.

Total RAG				
	IN	%	OUT	%
	23	2%	12	1%
	71	7%	30	3%
	854	90%	906	96%

- A further breakdown of “Mood” for each authority was calculated based on visitors to The Hub from July to December 2024:

Bexhill-on-Sea Town Council				
	IN	%	OUT	%
	3	1%	3	1%
	20	4%	6	1%
	547	96%	561	98%

Rother DC				
	IN	%	OUT	%
	7	6%	2	2%
	22	18%	8	7%
	93	76%	112	92%

ESCC				
	IN	%	OUT	%
	3	5%	2	4%
	6	11%	2	4%
	47	84%	52	93%

ES Highways				
	IN	%	OUT	%
	6	12%	1	2%
	8	15%	3	6%
	38	73%	48	92%



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Further breakdown of “Mood” based on month and authority:

		RAG for Enquiries by Authority per Month (from 18/07)																								
		BTC		RDC		ESCC		ESH		OTHER		TOTAL														
		IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT													IN
JUL		0	0	1	0	0	0	3	0	0	0	0	4	0												
		6	3	4	1	1	1	2	1	1	1	1	14	7												
		80	83	20	24	9	9	13	17	21	21	143	154													
AUG		0	0	2	1	0	0	4	0	0	0	6	1													
		10	10	8	2	5	0	4	1	5	4	32	10													
		111	111	19	26	10	15	13	20	32	33	185	212													
SEP		2	2	3	0	1	1	0	0	3	3	9	6													
		1	1	5	3	1	1	2	0	2	2	11	7													
		93	93	29	34	15	15	8	10	31	31	176	183													
OCT		0	0	1	1	1	1	0	0	0	0	2	2													
		1	1	3	1	0	0	0	0	1	0	5	1													
		106	106	13	15	9	9	6	6	17	18	151	155													
NOV		0	0	0	0	1	0	0	0	0	0	1	0													
		4	4	3	0	0	1	1	1	5	3	13	6													
		110	110	16	19	5	5	3	3	23	25	157	165													
DEC		1	1	0	0	0	0	1	0	1	1	3	3													
		3	3	2	2	0	0	0	0	2	2	7	4													
		96	96	11	11	3	3	4	4	14	14	128	131													
		IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	
		BTC		RDC		ESCC		ESH		OTHER		TOTAL														



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

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.

→ The chart below shows the overall questions received pe month at The Hub in 2024:

Month	Number of questions OVERALL
January	132
February	124
March	104
April	158
May	145
June	157
July	161
August	223
September	197
October	158
November	170
December	138
TOTAL:	1867

- The month with the **most** question is **August = 223** questions overall.
→ Please note that during this time The Hub was open Full Time – Monday through Friday
- The month with the **least** questions is **March = 104** questions overall.
→ Please note that during this time The Hub was open Part Time – Tuesday, Wednesday, Thursday.



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The chart below shows how many questions each authority received between January – March 2024.

→ Please note that during this time The Hub was open Part Time – Tuesday, Wednesday and Thursday.

Questions Received

Month	Day	B oSTC	ESCC	ESH	RDC	Other
January	Tuesday	20	1	5	6	3
	Wednesday	30		4	13	3
	Thursday	19	4	7	10	7
	Total:	69	5	16	29	13
Month Total:	132					

Questions Received

Month	Day	B oSTC	ESCC	ESH	RDC	Other
February	Tuesday	15	3	4	11	5
	Wednesday	19	2	6	3	
	Thursday	19	7	12	12	6
	Total:	53	12	22	26	11
Month Total:	124					

Questions Received

Month	Day	B oSTC	ESCC	ESH	RDC	Other
March	Tuesday	22		1	10	2
	Wednesday	20	4	1	8	1
	Thursday	16	4	3	4	8
	Total:	58	8	5	22	11
Month Total:	104					



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The chart below shows how many questions each authority received between April – June 2024.

→ Please note that during this time The Hub was open Part Time – Tuesday, Wednesday and Thursday.

Questions Received

Month	Day	BoSTC	ESCC	ESH	RDC	Other
April	Tuesday	37	5	2	13	9
	Wednesday	29	1	2	7	6
	Thursday	28	5	2	9	3
	Total:	94	11	6	29	18
Month Total:	158					

Questions Received

Month	Day	BoSTC	ESCC	ESH	RDC	Other
May	Tuesday	23		3	12	5
	Wednesday	23	5	2	4	10
	Thursday	33	1	5	14	5
	Total:	79	6	10	30	20
Month Total:	145					

Questions Received

Month	Day	BoSTC	ESCC	ESH	RDC	Other
June	Tuesday	29	4	11	10	5
	Wednesday	32	3	1	5	8
	Thursday	31	3	4	5	6
	Total:	92	10	16	20	19
Month Total:	157					



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The chart below shows how many questions each authority received between July - September 2024.

→ Please note that during this time The Hub was open Full Time – Monday through Friday.

Questions Received

Month	Day	BoSTC	ESCC	ESH	RDC	Other
July	Monday	2	1	5	2	6
	Tuesday	25	4	8	11	4
	Wednesday	26	2	3	7	2
	Thursday	31	3	2	5	7
	Friday	1	0	0	0	4
	Total:		85	10	18	25
Month Total:	161					

Questions Received

Month	Day	BoSTC	ESCC	ESH	RDC	Other
August	Monday	20	1	2	2	3
	Tuesday	37	4	12	8	11
	Wednesday	21	3	2	7	9
	Thursday	13	2	3	5	6
	Friday	30	5	2	7	8
	Total:		121	15	21	29
Month Total:	223					

Questions Received

Month	Day	BoSTC	ESCC	ESH	RDC	Other
September	Monday	23	5	4	10	13
	Tuesday	21	5	4	9	6
	Wednesday	22	3	1	9	7
	Thursday	10	1	1	4	6
	Friday	21	3	0	5	4
	Total:		97	17	10	37
Month Total:	197					



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The chart below shows how many questions each authority received between October - December 2024.

→ Please note that during this time The Hub was open Full Time – Monday through Friday

Questions Received

Month	Day	BoSTC	ESCC	ESH	RDC	Other
October	Monday	8	2	1	3	1
	Tuesday	14	1	1	3	4
	Wednesday	23	5	2	3	5
	Thursday	42	2	1	7	7
	Friday	20	0	1	1	1
	Total:		107	10	6	17
Month Total:	158					

Questions Received

Month	Day	BoSTC	ESCC	ESH	RDC	Other
November	Monday	14	2	1	2	2
	Tuesday	30	1	0	4	5
	Wednesday	34	2	2	4	10
	Thursday	21	1	1	4	5
	Friday	15	0	0	4	6
	Total:		114	6	4	18
Month Total:	170					

Questions Received

Month	Day	BoSTC	ESCC	ESH	RDC	Other
December	Monday	17	1	3	3	5
	Tuesday	14	0	1	4	2
	Wednesday	20	1	1	2	5
	Thursday	17	1	0	2	2
	Friday	32	0	0	2	3
	Total:		100	3	5	13
Month Total:	138					



Bexhill-on-Sea Town Council End Of Year Report 2024

The chart below shows the number of questions received for Bexhill-on-Sea Town Council in each month of 2024.

Month	Number of questions for BoSTC
January	69
February	53
March	58
April	94
May	79
June	92
July	85
August	121
September	97
October	107
November	114
December	100
TOTAL:	1069

The month with the **most** questions asked for Bexhill-on-Sea Town Council was **August = 121**

→ Please note that The Hub was open full time by August (Mondays – Fridays)

The month with the **least** questions asked for Bexhill-on-Sea Town Council was **February = 53**

→ Please note that The Hub was only open part time in February (Tuesdays – Thursdays)

- It is a notable point that both the months with the most and least questions for Bexhill-on-Sea Town council are months that school holidays occur.



Bexhill-on-Sea Town Council End Of Year Report 2024

Further Breakdown by question:

- The overall total number of questions asked on a **Monday** was = **164**
→ Please note that The Hub started opening Mondays on 15th July 2024. Therefore, these numbers go from July to December 2024.
- The overall total number of questions asked on a **Tuesday** was = **529**
- The overall total number of questions asked on a **Wednesday** was = **495**
- The overall total number of questions asked on a **Thursday** was = **504**
→ Please note that The Hub has always been open on the above three days since January, therefore, these numbers go from January to December.
- The overall total number of questions asked on a **Friday** was = **175**
→ Please note that The Hub started opening Fridays on 19th July 2024. Therefore, these numbers go from July to December 2024.
- The total overall number of questions asked in 2024 was = **1867**

2024

Day	Total Number of Questions
Monday	164
Tuesday	529
Wednesday	495
Thursday	504
Friday	175
TOTAL:	1867



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Further Breakdown by question:

- The total overall number of questions for Bexhill-on-Sea Town Council was = **1069**
- The total overall number of questions for East Sussex County Council was = **113**
- The total overall number of questions for East Sussex Highways was = **139**
- The total overall number of questions for Rother District Council was = **295**
- The total overall number of questions for “Other” was = **251**

Questions Received

2024	BoSTC	ESCC	ESH	RDC	Other
Total Number of Questions Asked	1069	113	139	295	251

- The authority with the **most** questions throughout 2024 was =
→ Bexhill-on-Sea Town Council with **1069** questions.
- The authority with the **least** questions throughout 2024 was =
→ East Sussex County Council with **113** questions.



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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:**
 - a) Local and seasonal events have an impact on footfall.
 - b) Saturday 30th November saw the Christmas Light Switch On Event.
 - c) Friday December 6th saw the local MP - Dr Kieran Mullan attend The Hub to receive questions from attending Councillors.

- **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 responsibility of Devonshire Square toilets.
 - c) Bexhill-on-Sea Town Council recently took on the service of maintenance of Bus Shelters.

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



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Conclusion:

Overall, the breakdown for 2024 is as follows:

- ❖ The total footfall for 2024 at The Hub was = **1539 People**

- ❖ The Hub was open for = **188** working day
 - Please note that this is Tuesdays, Wednesdays and Thursdays for January 2nd 2024 to Thursday July 11th 2024. And then Monday to Fridays from Monday 15th July 2024 to Friday 20th December 2024.

- ❖ The Hub could have been open for a total of **206** working days.
 - Please note that this is Tuesdays, Wednesdays and Thursdays for January 2nd 2024 to Thursday July 11th 2024. And then Monday to Fridays from Monday 15th July 2024 to Friday 20th December 2024.

- ❖ The Hub was closed for a total of **18** working days.
 - This breaks down to:
 - **10** working days due to staff shortages.
This could be due to illness or holidays etc.

 - **3** working days due to bank holidays.
Please note that this does not include the Bank Holidays when The Hub was only open Part Time – As The Hub would have been closed on these particular days anyway.

 - **5** working days Christmas break.
Please note that this time does not include the Bank Holidays – these have been included in the calculation above.

- ❖ Since opening Full Time – Monday to Friday, we have been tracking the footfall on the two extra days that The Hub is open. Please note that this is calculation started from Monday 15th July 2024 and Friday 19th July 2024.
 - Monday overall total footfall = **133 People**

 - Friday overall total footfall = **142 People**



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Footfall:

- ❖ The **busiest** individual day in 2024 was:
→ Tuesday April 23rd with **21 People**.
- ❖ The **quietest** individual day in 2024 was:
→ Monday October 21st with **1 person**.
→ and Friday November 22nd also with **1 person**.
- ❖ Collectively the **busiest** day in 2024 was:
→ **Wednesdays** with a combined total of **424 People**.
- ❖ Collectively the **quietest** day in 2024 was:
→ **Mondays** with a combined total of **133 People**.
- ❖ The **Busiest** month in 2024 was:
→ **August** with a footfall of **168 People**.
- ❖ The **Quietest** month in 2024 was:
→ **March** with a footfall of **96 People**.

Questions:

- ❖ The total amount of questions asked at The Hub in 2024:
→ **1867 Questions**.
- ❖ The total number of questions asked for **BoSTC**:
→ **1069 Questions**.
- ❖ The month with the **MOST** questions in 2024:
→ **August = 223 Questions**.
- ❖ The month with the **LEAST** questions in 2024:
→ **March = 104 Questions**.
- ❖ The authority with the **MOST** questions in 2024:
→ **Bexhill-on-Sea Town Council = 1069 Questions**.
- ❖ The authority with the **LEAST** questions in 2024:
→ **East Sussex County Council = 113 Questions**.