

Appendix 1 - Help Point Report June 2025

Reporting Period: January 1 - May 29, 2025

Total Recorded Service Interactions: 7,674

Summary

Burgess Hill Help Point served as a vital community hub during the first five months of 2025, recording 7,674 total service interactions, with approximately 2,000 of these relating to MSDC responsibilities. These figures demonstrate the Help Point's comprehensive approach to meeting diverse community needs.

Service Delivery Overview

Primary Service Categories (6,281 total interactions)

The Help Point's main operational focus centred on high-volume, daily-use services:

Top 5 Service Areas:

1. **Reception for Burgess Hill Town Council** - 1,562 interactions (24.9%)
2. **Food Bank Services** - 761 interactions (12.1%)
3. **Community Events** - 561 interactions (8.9%)
4. **Bus Timetables** - 560 interactions (8.9%)
5. **Tourist Information** - 392 interactions (6.2%)

Specialized Information Services (1,393 enquiries)

The Help Point also provided detailed information and referral services across 30 specialized categories, with banking information (188 enquiries) and venue hire assistance (87 enquiries) being most requested.

Detailed Analysis by Service Category

Community Support Services (20.2% of total volume)

- **Food Bank:** 761 interactions - indicating significant ongoing food security needs
- **Citizens Advice:** 122 interactions - demonstrating demand for welfare and legal guidance
- **Customer Welfare:** 62 interactions - showing additional welfare support requirements **(TO NOTE: THIS CATEGORY OPTION HAS ONLY EXSITED SINCE MID APRIL – previously these types of interaction were recorded under BHTC Reception or under a related category))**

Local Government Interface (28.3% of total volume)

- **Town Council Reception:** 1,562 interactions - the single largest service area
- **Council Tax:** 131 interactions - consistent demand for local taxation support
- **Planning:** 116 interactions - active community engagement in development processes

Transport and Mobility (11.5% of total volume)

- **Bus Timetables:** 560 interactions - essential daily transport information
- **Senior Citizen Bus Pass:** 106 interactions - supporting older residents' mobility
- **Senior Citizen Rail Card:** 55 interactions - facilitating wider transport access

Community Engagement and Recreation (15.1% of total volume)

- **Community Events:** 561 interactions - strong community participation
- **Tourist Information:** 392 interactions - supporting local economy and visitors
- **Ticket Sales:** 151 interactions - facilitating access to cultural activities

Administrative and Practical Services (11.8% of total volume)

- **Customer Admin:** 244 interactions - general administrative support
- **Photocopying:** 129 interactions - essential document services
- **Shop Items:** 306 interactions - retail component supporting operations

Infrastructure and Environment (6.1% of total volume)

- **Highways:** 172 interactions - roads and transport infrastructure concerns
- **Parks and Open Spaces:** 100 interactions - environmental and recreational facility issues
- **Allotments:** 84 interactions - community gardening support

Service Impact Assessment

Critical Community Needs

The data reveals several areas of high community dependency:

Food Security: With 761 food bank interactions plus 19 food-related enquiries from the specialist service, food insecurity affects a significant portion of the community.

Transport Access: Combined transport-related services (715 interactions) indicate the Help Point serves as a crucial mobility enabler, particularly for older residents.

Local Government Access: The 1,562 Town Council reception interactions plus 131 council tax queries demonstrate the Help Point's role as a primary interface between residents and local government.

Service Integration Success

The Help Point effectively combines high-volume routine services with specialized information provision, creating a comprehensive community resource that addresses both immediate practical needs and complex enquiry resolution.

Community Welfare Focus

Welfare-related services (food bank, citizens advice, customer welfare, benefits information) account for approximately 1,100 total interactions, highlighting the Help Point's crucial role in community support infrastructure.

Conclusion

Burgess Hill Help Point demonstrates exceptional community value through its dual-service approach, handling both high-volume daily needs and complex specialized enquiries. The centre's role in food security, transport access, and local government interface makes it an indispensable community asset. With 7,674 total interactions over five months, the Help Point maintains consistent high utilization while adapting to diverse community needs. The data strongly supports continued investment in this comprehensive community resource model.

Burgess Hill Help Point - Top 30 Services Distribution

Service volume analysis: January - May 2025 (Total interactions: 6,672)

Service Breakdown

Reception for BHTC1,562 interactions (23.4%)
Food Bank761 interactions (11.4%)
Community Events561 interactions (8.4%)
Bus Timetables560 interactions (8.4%)
Tourist Information392 interactions (5.9%)
Shop Items306 interactions (4.6%)
Customer Admin244 interactions (3.7%)
Housing/Council Tax Benefit202 interactions (3.0%)
Banks (Info)188 interactions (2.8%)
Highways172 interactions (2.6%)
Audiology169 interactions (2.5%)
Ticket Sales151 interactions (2.3%)
Council Tax131 interactions (2.0%)
Photocopying129 interactions (1.9%)
Citizens Advice122 interactions (1.8%)
Planning116 interactions (1.7%)
Senior Citizen Bus Pass106 interactions (1.6%)
Parks/Open Spaces100 interactions (1.5%)
Halls/Rooms for Hire87 interactions (1.3%)
Allotments84 interactions (1.3%)
Car Parks (Info)72 interactions (1.1%)
Street/House Naming70 interactions (1.0%)
Banking Hubs67 interactions (1.0%)
Customer Welfare62 interactions (0.9%)
Community Projects61 interactions (0.9%)
Senior Citizen Rail Card55 interactions (0.8%)
Youth Organisations43 interactions (0.6%)
Overgrown Vegetation36 interactions (0.5%)
Street Cleaning33 interactions (0.5%)
Police in West Sussex30 interactions (0.4%)