

Data insight led review of customer service outlets

Civic & Community Hub

Covid has impacted the way that residents interact with us and many are continuing to interact online. Residents who do require face to face support are seeing Officers or Partners within our Community Hub, this is often as a 'walk in' with partners advising clients on the specific days they are in the Hub. We do of course still have walk in's for emergency situations such as homelessness. Footfall for the Community Hub has declined in the last few months and we are working with partners on ways to promote and encourage footfall. Longer term, learnings from the Hub will be incorporated into the strategic direction of future Hubs.

The table below gives a full breakdown of visitors once we re-opened and reasons for visits. Comparison is shown for 2019 and 2020. In particular, in 2019 we had 949 visits for recycling sacks and 700 for sacks in 2020. Outlets are available throughout the district for collection of sacks and residents continue to use those which are closer to home and more convenient.

| Row Labels | 2021 | | | Total | 2022 | | Total | Grand Total |
|--|------------|------------|------------|-------------|------------|------------|------------|-------------|
| | Oct | Nov | Dec | | Jan | Feb | | |
| *Community Hub | 49 | 101 | 40 | 190 | 58 | 22 | 80 | 270 |
| *Community, Culture and wellbeing | 1 | | | 1 | | | | 1 |
| *Democracy | 2 | 1 | 1 | 4 | 2 | 1 | 3 | 7 |
| *Directions within The Civic | 15 | 103 | 117 | 235 | 114 | 34 | 148 | 383 |
| *Environment | 2 | 1 | | 3 | 4 | 2 | 6 | 9 |
| *Finance | | | | | 1 | | 1 | 1 |
| *General Non-specific | 70 | 5 | 19 | 94 | 14 | 5 | 19 | 113 |
| *Housing | 66 | 49 | 37 | 152 | 45 | 11 | 56 | 208 |
| *Meeting | 69 | 64 | 6 | 139 | 3 | 2 | 5 | 144 |
| *Neighbourhoods and Community Resilience | 6 | 1 | 1 | 8 | 5 | | 5 | 13 |
| *Non EFDC functions | 6 | 5 | 3 | 14 | 3 | 3 | 6 | 20 |
| *Other | 11 | 14 | 5 | 30 | 7 | 8 | 15 | 45 |
| *Parking & Travel | 10 | 5 | 3 | 18 | 6 | 2 | 8 | 26 |
| *Planning | 9 | 8 | 2 | 19 | 7 | 3 | 10 | 29 |
| *Recycling Bags | 48 | 73 | 38 | 159 | 50 | 11 | 61 | 220 |
| *Rev's & Ben's | 110 | 97 | 60 | 267 | 94 | 15 | 109 | 376 |
| *Support Services | 4 | 1 | 2 | 7 | 2 | 1 | 3 | 10 |
| *Waste | 4 | 7 | 4 | 15 | 6 | 2 | 8 | 23 |
| Grand Total | 482 | 535 | 338 | 1355 | 421 | 122 | 543 | 1898 |

| Row Labels | 2019 | | | Total | 2020 | | Total | Grand Total |
|--------------------------|-----------|-------------|-------------|-------------|-------------|------------|-------------|-------------|
| | Oct | Nov | Dec | | Jan | Feb | | |
| ⊕ Community & Leisure | | 30 | 7 | 37 | 2 | | 2 | 39 |
| ⊕ Democracy | | 106 | 80 | 186 | 9 | 1 | 10 | 196 |
| ⊕ Directions within EFDC | 7 | 87 | 48 | 142 | 18 | 4 | 22 | 164 |
| ⊕ Environment | 2 | 58 | 24 | 84 | 24 | 2 | 26 | 110 |
| ⊕ General Non-specific | 4 | 62 | 51 | 117 | 57 | 8 | 65 | 182 |
| ⊕ Housing | 10 | 170 | 93 | 273 | 147 | 14 | 161 | 434 |
| ⊕ Meeting | 27 | 177 | 123 | 327 | 162 | 23 | 185 | 512 |
| ⊕ Non EFDC | 1 | 20 | 7 | 28 | 11 | 1 | 12 | 40 |
| ⊕ Other | | 27 | 7 | 34 | 19 | 4 | 23 | 57 |
| ⊕ Parking & Travel | 4 | 39 | 22 | 65 | 17 | 1 | 18 | 83 |
| ⊕ Planning | 7 | 112 | 57 | 176 | 90 | 11 | 101 | 277 |
| ⊕ Recycling Bags | 24 | 505 | 420 | 949 | 574 | 126 | 700 | 1649 |
| ⊕ Rev's & Ben's | | 37 | 17 | 54 | 34 | 5 | 39 | 93 |
| ⊕ Support Services | 1 | 47 | 33 | 81 | 13 | 1 | 14 | 95 |
| ⊕ Waste | 2 | 42 | 19 | 63 | 27 | 4 | 31 | 94 |
| Grand Total | 89 | 1519 | 1008 | 2616 | 1204 | 205 | 1409 | 4025 |

Digital inclusion

There is a strong appetite amongst partners and voluntary organisations to adopt a collaborative approach to digital inclusion and our role is to facilitate this working group. The group met in January to resume discussions, following the initial meeting last August, it was placed on hold due to lack of a Team Manager.

Clive Emmett from the West Essex Community Action Network (WECAN) described the challenge of how to reach those groups who struggle to access digital, kit, data, internet and training such as BAME groups and those with mental health issues.

The groups purpose will be to

- Connect, collaborate and identify how they can help each other
- Facilitate access to training, venues, hardware/devices
- Promote via our communication tools the support available to our residents
- Enable digitally excluded residents to access the support they need

WECAN have a programme of projects to support the use and uptake of digital technology. There are some great examples of how their projects can support our residents and we will be providing the team with nominations for the following.

- Access to six months Vodafone data for residents in need of data
- Wristbands for rough sleepers which will send alerts to their care worker if, for example, their temperature drops

The working group are meeting on a monthly basis to share updates and continue this work.