

## **Appendix 1: Help Point Update**

### **Introduction**

The Help Point is an essential service offered by Burgess Hill Town Council, acting as the primary customer service hub for the community. It provides residents with critical information, resources, and assistance, enhancing access to council services, promoting community engagement, and supporting local events and activities.

---

### **Comprehensive Resource Hub**

- The Help Point is a comprehensive source of information, delivering resources ranging from bus schedules and tourist information to social activities and food bank vouchers. This extensive array of services plays a vital role in supporting residents' daily needs and ensuring they have access to necessary community resources.

### **Bridging the Digital Divide**

- With the increasing reliance on digital platforms, the Help Point is vital in bridging the technology gap. Our team assists residents who find navigating digital systems challenging, ensuring that everyone can access information and services equitably and inclusively.

### **Community Engagement and Trust**

- The Help Point's team has established strong relationships within the community, fostering trust and a sense of belonging. Visitors frequently return not just for services but for meaningful interactions, valuing the kindness, patience, and empathy shown by staff. This personal touch strengthens community ties and enhances residents' well-being.
- 

### **Economic and Social Contributions**

- **Supporting Local Businesses**

The Help Point's shop provides an affordable platform for local businesses to reach new customers. This initiative has proven to be beneficial for local entrepreneurs, creating economic opportunities and enriching the community's shopping landscape.

- **Promoting Local Art and Culture**

Through the "artist of the month" initiative, the Help Point showcases the work of local artists, celebrating and enriching the town's cultural landscape. This effort not only supports local talent but also adds a creative touch to the community.

- **Revenue Generation and Cost Savings**

By managing the hire of the Council Chamber and Small Meeting Room, the Help Point generates income for the council while providing affordable spaces for community use. This contributes to the council's financial sustainability and supports local organizations and residents.

---

### **Essential Services Offered**

- **Streamlining Access to MSDC Services**

The Help Point acts as a convenient drop-off point for MSDC paperwork, saving residents time and travel. This in-person service enhances user experience by maintaining direct human interaction.

- **Wellbeing Outreach and Appointments**

The Help Point coordinates bi-weekly wellbeing outreach sessions, making health and wellbeing services more accessible. These appointments are promoted through the quarterly *About Town* publication to ensure widespread awareness.

- **Experienced and Dedicated Staff**

The Help Point team brings together a range of expertise and experience, providing exceptional service and ensuring seamless interactions across departments. Their dedication is integral to the council's ability to serve the community effectively.

- **Integral to Burgess Hill Town Council**

As the front-facing department of Burgess Hill Town Council, the Help Point is essential to operational success. Its absence would significantly affect the efficiency of the council's service delivery.

- **Essential to the Operation of Burgess Hill Food Bank**

Provision of Foodbank vouchers for users and liaising with Food Bank regarding policies and information for users. Most recently the Help Point team were responsible for submitting data from the Food Bank to the Christmas Hamper project.

- **Lloyds Banking Hub**

Lloyds Bank offer a community hub from a room within the Town Council building. The Help Point run the reception and promotion of this service.

- **NHS Audiology Service**

Outside Clinic run an audiology clinic from a room within the Town Council building. The Help Point run the reception for this service.

---

## **Tourism Support**

The Help Point is the only networked Tourist Information Centre in Mid Sussex and plays a crucial role in promoting local tourism. Services include:

- **Visitor Support:** Assisting with accommodation bookings, local attractions, and family-friendly activities.
- **Leaflet Distribution:** Offering a selection of brochures and sourcing information for visitors.
- **Event Promotion:** Displaying information through various channels, including the shop window, website, and TV screens.

- **Digital Presence:** Updated tourism pages on the website, including a Google translation feature for international visitors.

#### **Additional Services:**

- **Ticket Sales/Box Office:** Providing a commission-free ticket service for local events and a booking point for events run by the BHTC community team.
  - **Public Transport Information:** Stocking and reproducing bus and rail schedules.
  - **Theatre Tokens:** Offering a convenient way for residents to purchase theatre tokens.
  - **Welcome Guides:** Providing guides to introduce visitors and new residents to Burgess Hill.
- 

#### **Council Tax and Housing Services**

The Help Point supports residents with various council tax and housing benefit needs, including:

- **Document Verification:** Photocopying and signing documents for authenticity.
  - **Paperwork Drop-Off:** Accepting housing/council tax benefit documents and forwarding them to the relevant departments.
- 

#### **Leisure and Environmental Support**

The Help Point acts as a liaison for residents to access information and report issues related to local leisure facilities and environmental concerns:

- **Parks and Playgrounds:** Reporting damage or maintenance requirements.
- **Anti-Social Behaviour:** Coordinating with authorities for effective responses.
- **Online Booking Assistance:** Guiding residents to access online booking systems for sports facilities.
- **Environmental Services:** Assisting with recycling, waste collection, and pest control queries.

#### **Parking and Cleansing Services:**

- **Parking Support:** Assisting with issues related to fines and electric charging points.
  - **Waste Management:** Reporting missed collections, fly-tipping, and providing recycling and waste guidance.
- 

#### **Public and Legal Services**

The Help Point also provides access to various public and legal services:

- **Electoral Services:** Assisting with inquiries regarding voting, postal/proxy voting, and election results.
- **Licensing:** Signposting customers to online applications for licensing requirements, including premises, personal licenses, and temporary event notices.

---

Appendix 1a

Attached are the collated statistics of the top 27 enquiries within the Help Point for the year 2024.

Foodbank	2043
Reception for BHTC	1721
Community Events	963
Tourist Information	914
Shop Items	831
Bus Timetables	668
Customer Admin	372
Housing and Council Tax Benefit	282
Highways	277
Audiology	271
Allotments	260
Planning	248
Ticket Sales	229
Senior Citizen Bus Pass	195
Parks and Open Spaces	183
Citizens Advice	181
Council Tax	166
Senior Citizen Rail Card	132
Community Projects	125
Photocopying	113
Overgrown Vegetation	111
Amenity Site	82
Street Cleaning	65
Fly Tipping	45
Theatre Tokens	21
Job Centre Plus	11
Graffiti	4

