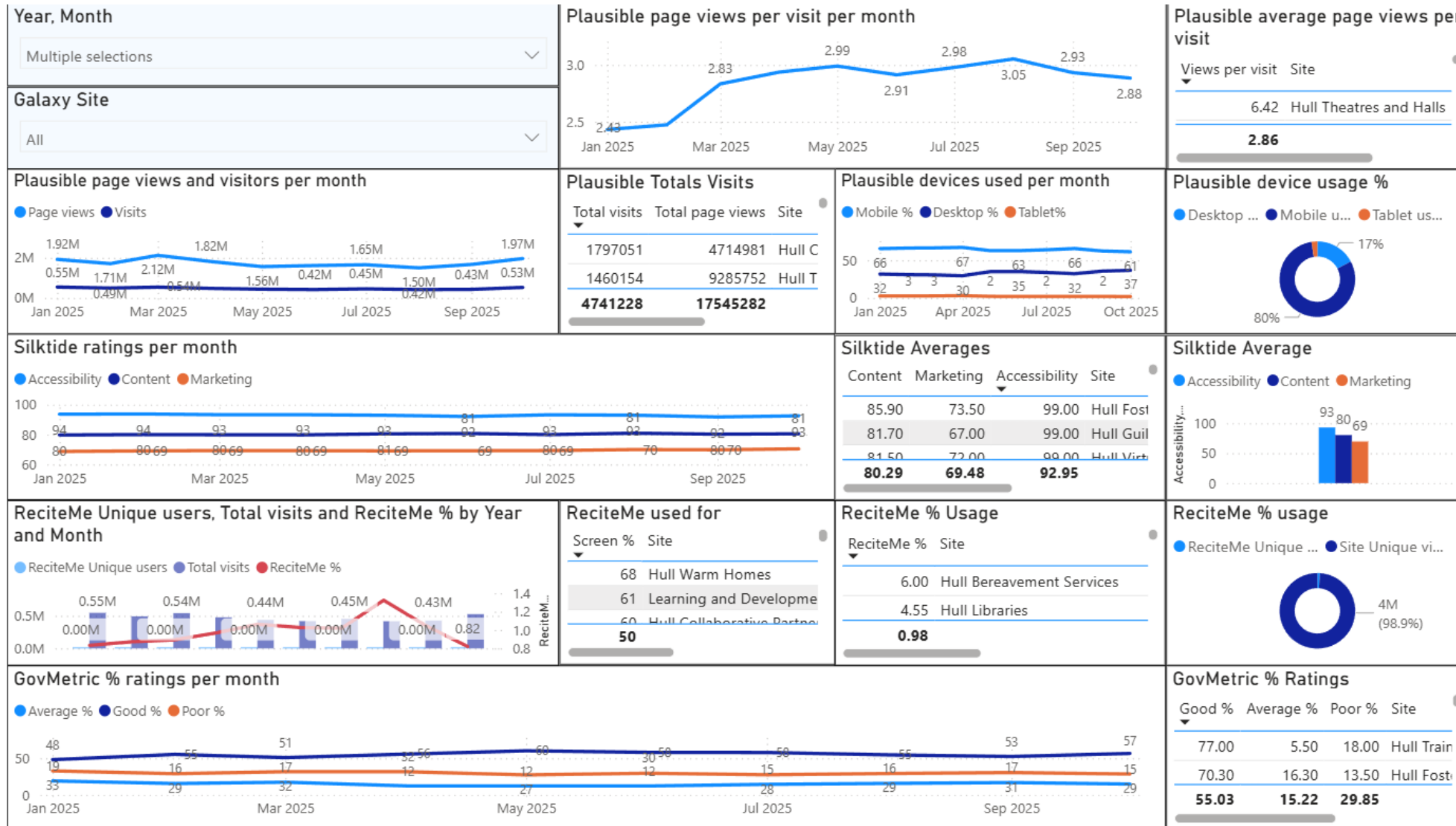


Customer Services Activity Data

11th December 2025

Appendices

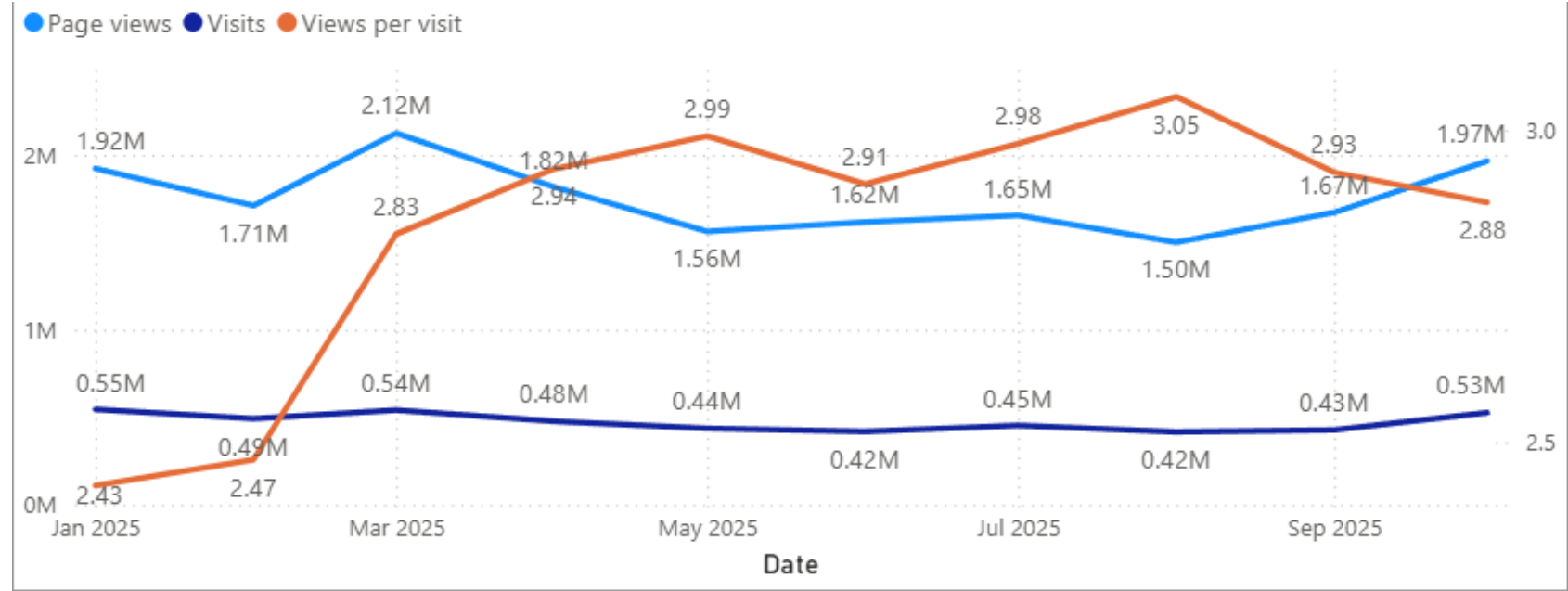
Appendix 1 Website usage [Power BI](#)



Accessibility Tool Usage – October

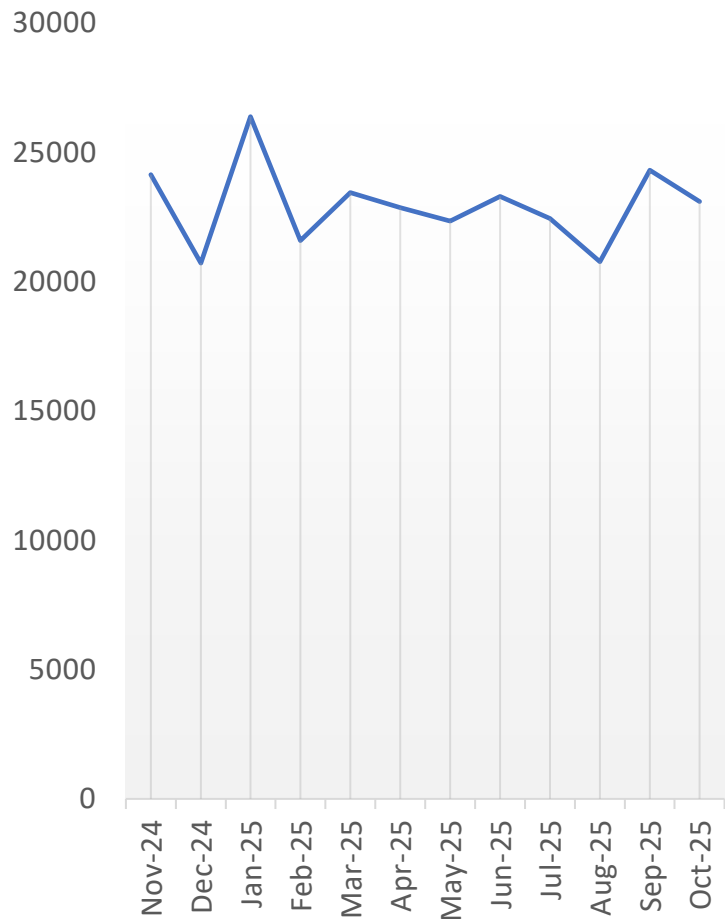
| Screen | Styling | Translation | Reading | Site |
|-----------|-----------|-------------|----------|--|
| 82 | 18 | 0 | 0 | Hull Warm Homes |
| 76 | 24 | 0 | 0 | Hull and East Yorkshire Combined Authority |
| 68 | 30 | 2 | 0 | Hull SEND Local Offer |
| 66 | 34 | 0 | 0 | Hull Collaborative Partnership |
| 61 | 13 | 26 | 0 | Live Well Hull |
| 55 | 45 | 0 | 0 | Hull Bereavement Services |
| 50 | 50 | 0 | 0 | Leaving Care Hull |
| 47 | 53 | 0 | 0 | Learning and Development |
| 47 | 49 | 4 | 0 | Hull Corporate |
| 44 | 56 | 0 | 0 | Hull Fostering |
| 43 | 56 | 1 | 0 | Live it Hull |
| 42 | 58 | 0 | 0 | Hull Training |
| 41 | 55 | 4 | 0 | Working for Hull City Council |
| 40 | 60 | 0 | 0 | East Riding and Hull Coroners Service |
| 39 | 60 | 1 | 0 | Weddings and Ceremonies in Hull |
| 31 | 67 | 0 | 1 | Hull Libraries |
| 31 | 67 | 0 | 2 | Hull Museums and Gallery |
| 13 | 5 | 82 | 0 | Family Hubs |
| 0 | 100 | 0 | 0 | Changing Futures Hull |
| 46 | 47 | 6 | 0 | |

Visits – All sites 2025

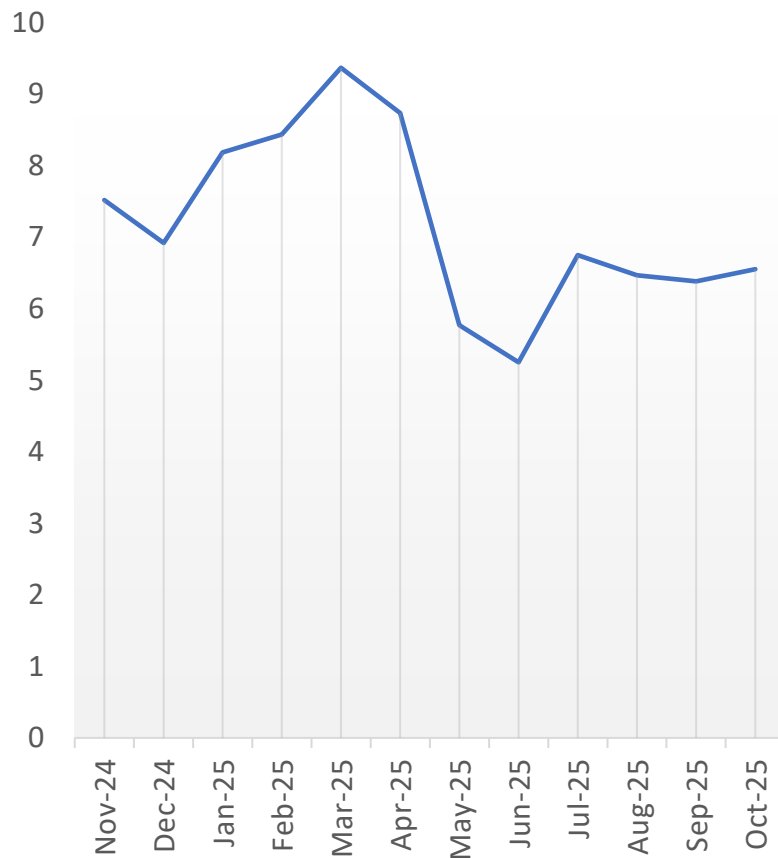


Appendix 1 Contact Centre data

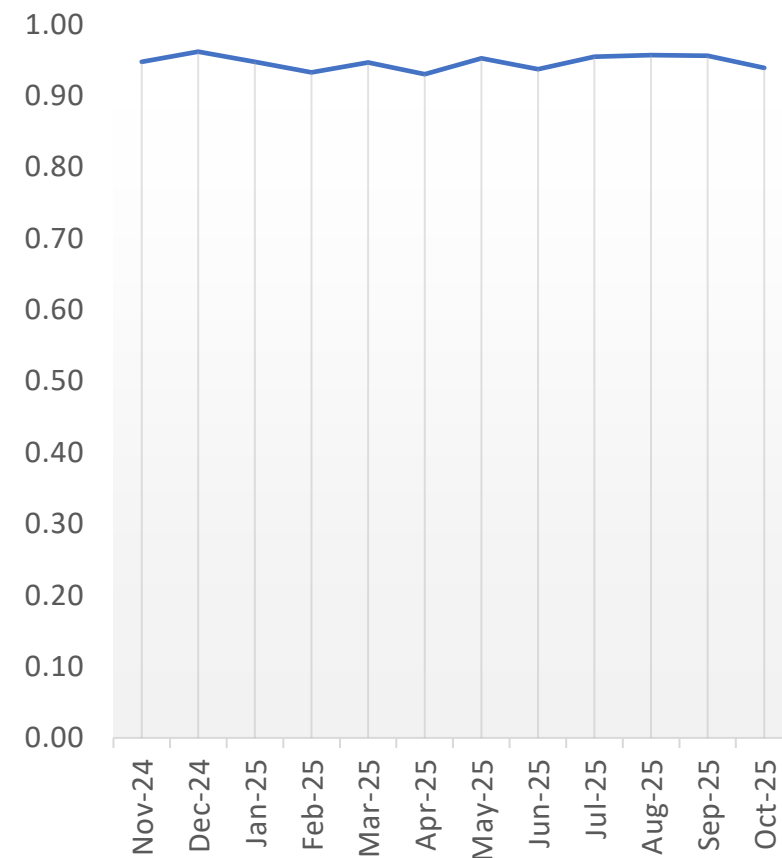
Calls Answered by Advisor



Average Call Wait Times in Minutes



Contact Centre Net Satisfaction



Appendix 2 Our Customers

In terms of engagement with Hull City Council, it's helpful to split our customers, broadly into three categories:

Digitally Included Self-Servers – By volume of residents this is the largest group. They are digitally-included and they choose to self-serve. This group generally have the lowest service demand.

Digitally Included Supported - This group will likely use the internet for other purposes but are much less likely to engage with us online.

Digitally Excluded Support – This group is digitally-excluded and as such are often unable to self-serve. This group tend to have a much higher service demand.



Residents

Digitally Excluded Supported

Digitally Included Supported

Digitally Included Self Servers



Demand


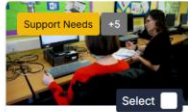
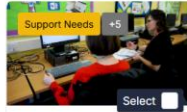
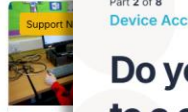
Digital Inclusion Tool

East Riding Progress Online

This resource list has been created depending on your answers. You may [change your answers](#) to find other resources.

Search resource database

0 resources selected

| | | | |
|--|--|--|--|
|  <p>Using Computers courses @ Goole Adult Learning Centre</p> <p>Master the basics, explore online & unleash creativity with our computer courses! No prior knowledge needed. Learn, connect & boost your confidence today!</p> <p>Location: <input type="radio"/> Public Location</p> <p>Area: <input type="radio"/> Goole North</p> <p>Service by: <input type="radio"/> East Riding Adult Lear...</p> |  <p>Using Computers courses @ Cottingham Adult Learning Centre</p> <p>Master the basics, explore online & unleash creativity with our computer courses! No prior knowledge needed. Learn, connect & boost your confidence today!</p> <p>Location: <input type="radio"/> Public Location</p> <p>Area: <input type="radio"/> Cottingham South</p> <p>Service by: <input type="radio"/> East Riding Adult Lear...</p> |  <p>Using Computers courses @ Bridlington Adult Learning Centre</p> <p>Master the basics, explore online & unleash creativity with our computer courses! No prior knowledge needed. Learn, connect & boost your confidence today!</p> <p>Location: <input type="radio"/> Public Location</p> <p>Area: <input type="radio"/> Bridlington South</p> <p>Service by: <input type="radio"/> East Riding Adult Lear...</p> |  <p>Using Computers courses @ East Riding Adult Learning Centre</p> <p>Master the basics, explore online & unleash creativity with our computer courses! No prior knowledge needed. Learn, connect & boost your confidence today!</p> <p>Location: <input type="radio"/> Public Location</p> <p>Area: <input type="radio"/></p> <p>Service by: <input type="radio"/></p> |
|--|--|--|--|

← Back



Part 2 of 8
Device Access


Yes

No

Do you need access to a computer, smartphone or tablet to get online?

If you need help getting access to a device please select 'Yes'.
If you already have access to one of these devices, please select 'No'.

East Riding Progress Online is a service for East Riding of Yorkshire Council and Humber and North Yorkshire Health and Care Partnership. The Digital Inclusion Triage Tool is a Local Government Association backed product powered by 

East Riding Progress Online


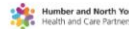
Helping you get online, use the internet and improve your digital skills.


Click 'Start' to find the help you need

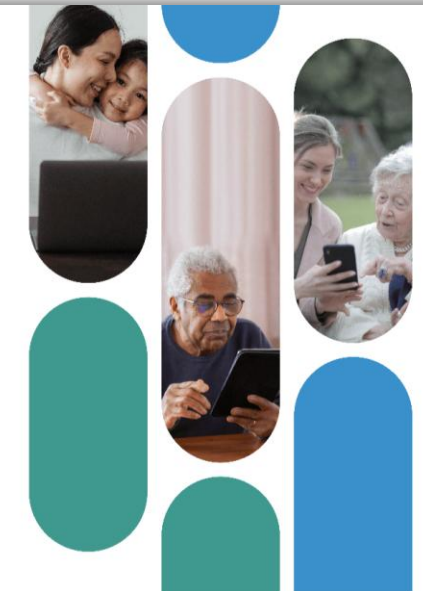
You will be guided through a few questions before being shown information and services that can help you.

Alternatively you can follow [this link to the directory](#) where you can search for services directly.

1 If you provide digital inclusion opportunities for residents in East Riding [contact us](#) to become a service partner. For more information on digital inclusion in East Riding and to get in touch please visit [happid](#).

East Riding Progress Online is a service for East Riding of Yorkshire Council and Humber and North Yorkshire Health and Care Partnership. The Digital Inclusion Triage Tool is a Local Government Association backed product powered by 



Appendix 2 Info needed re the community hubs

Community Hub Visitors



| Key | Where? | When? |
|-----|----------------------------------|---|
| 1 | Hull Mosque and Islamic Centre | Alternate Fridays after Prayer |
| 2 | Hull Jame Masjid Mosque | Alternate Fridays after Prayer |
| 3 | Welcome House | Fridays 10am-12pm |
| 4 | Hull Minster | Thursdays 11am-1pm |
| 5 | Eastmount Recreation Centre | Thursdays 2pm-4.30pm |
| 6 | St Hilda's Church | Tuesdays 10am-1pm Wednesdays 10am-2pm |
| 7 | Ings Library | Tuesdays 2pm-4.30pm |
| 8 | The Pennine | Tuesdays 9.30am-12.30pm |
| 9 | St Stephens Neighbourhood Centre | Thursdays 9am-1pm |
| 10 | Sutton Warm Welcome | Mondays 10.30am-12pm |
| 11 | EMS | Thursday 10am-1pm |
| 12 | Johnny Whiteley Centre | Alternate Thursday 10am-2pm |
| 13 | Lonsdale Community Centre | Tuesdays 10am-1pm |
| 14 | St Martin's Church | Tuesdays 10.30am-1pm |
| 15 | Bransholme Library | Mondays, Tuesdays and Thursdays 9.30am-12.30pm / 1.30pm-5pm |
| 16 | Bodmin Road Church | Wednesdays 9.15am-3pm |
| 17 | Alf Marshall Centre | Fridays 9am-1pm |
| 18 | St Philip's Church | Fridays 10am-12pm |

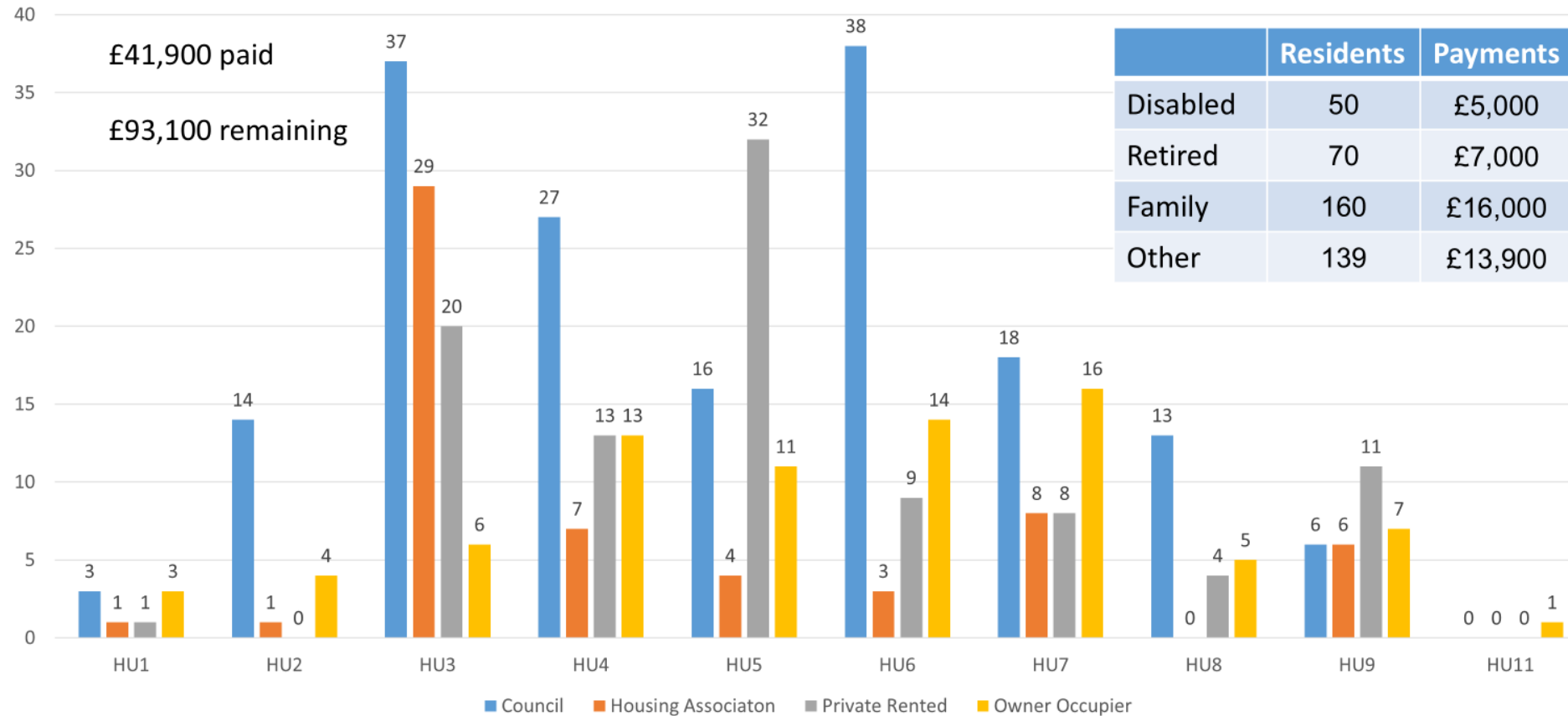
What is a Community Hub?

Community Hubs are based at community-run locations. Alongside the community services, Hull City Council Customer Service Advisors are available during the times listed above and are able to support with a wide range of enquiries. Please pop in and see us, no appointment is needed.

Appendix 3 HSF 7: Money Matters (*first months*)

OFFICIAL

Household Support Fund – Money Matters



OFFICIAL

Appendix 4: Advice Services Dashboard

