



Service Delivery Committee	Tuesday, 10 March 2026	Matter for Decision
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Report Title: **Appointment Hub Review**

Report Author(s): **Trish Hatton (Head of Policy, Performance & Transformation)**

Purpose of Report:	To review the current utilisation of the Appointment Hubs and to determine the strategic requirement for their continued operation in the future.
Report Summary:	The report provides an overview of the usage statistics for the Appointment Hubs, and the Reception Point at Brocks Hill. It outlines the ongoing requirement for the provision of in-person support and invites Members to consider options for the future delivery model.
Recommendation(s):	That the contents of the report be noted, and that the Council adopt the approach outlined in Option 2, to discontinue the provision of Appointment Hubs in the three town centre locations and instead deliver in-person appointments from the Brocks Hill Council Offices.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	Trish Hatton (Head of Customer Service & Transformation) (0116) 257 2700 trish.hatton@oadby-wigston.gov.uk Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk
Strategic Objectives:	Our Council (SO1)
Vision and Values:	"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	No corporate risk(s) identified
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.

Chief Finance Officer:	The report is satisfactory.
Interim Monitoring Officer	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	None.

1. Background

- 1.1 The Council's Customer Experience Strategy was developed in 2023, following a comprehensive consultation that directly shaped its priorities and actions. In response to the feedback received, the Council expanded its face-to-face service offer in June 2023.
- 1.2 To improve access to in-person, face to face support, the Council opened a new Reception Point at our Council Offices located at Brocks Hill Country Park. Additionally, Appointment Hubs were introduced at central locations within each of our town centres.

2. The Reception Point

- 2.1 The Council's Reception Point opened in June 2023 following the relocation of our main Council Offices to Brocks Hill. Since opening, the reception has proved highly successful.
- 2.2 A significant number of customers visit each day to receive face-to-face help and advice. The chart below provides a breakdown of the customer enquiries received.

Reception Stats			
Enquiry Type	2023 (June – Dec)	2024 (Jan – Dec)	2025 (Jan – Dec)
Number of Quick Enquiries	2589	4517	4520
Number of Full Enquiries	640	502	753
Total	3229	5019	5273

- 2.3 Initially there was a concern that customers might not travel to Brocks Hill, but the data show that this is not the case and this is a very well used service.

3.0 Appointment Hubs

- 3.1 The Appointment Hubs are located in the following locations on the following days/times:

Location	Day	Time
South Wigston Elliot Hall	Tuesday	9am – 12pm
Oadby Trinity Methodist Church	Wednesday	10am – 1pm
Wigston King's Centre	Thursday	1pm – 4pm

- 3.2 The Councils has proactively promoted the Appointment Hubs in a variety of ways including:

- Prominent signage and information leaflets provided in all hub locations.
- Council contacts us page has details on how to book an appointment.
- Regular posts about hubs on our social media accounts including Facebook and twitter.
- Reminders about appointment hubs are included in relevant emails to email subscribers through Gov Delivery
- Including information about them in "Our Borough" newsletter

3.3 Despite this, the Appointment Hubs have not proved to be popular. The chart shows the yearly usage breakdown:

Appointment Hub Stats			
Appointment Hub Location	2023 Number of Appointments (June – Dec)	2024 Number of Appointments (Jan – Dec)	2025 Number of Appointments (Jan – Dec)
South Wigston Elliot Hall	0	0	0
Oadby Trinity Methodist Church	2	0	0
Wigston King's Centre	7	2	1
Total Number of Appointments	9	2	1

3.4 Customer feedback shows that the main reason for the low usage is that when the customers call to make an appointment, our phone service is so effective, that the Customer Service Officer resolves their enquiry over the telephone which negates the need for the appointment. Customer feedback has been very positive relating to this.

3.5 Another reason for the lack of use, is that our digital channels continue to grow, with many customers choosing to deal with their enquiry via email and online.

3.6 The cost of the appointment hubs is £1800.00 per year. This is to secure the room hire at the locations listed above.

4. Summary

4.1 The Customer Experience Strategy consultation highlighted the importance customers place on accessing in-person support.

4.2 The reception point at Brocks Hill now provides face-to-face help and advice every working day, and the data indicates that this is the preferred method of contact for customers seeking in-person assistance.

4.3 In contrast, usage of the Appointment Hubs has been extremely low.

4.4 The Appointment Hubs contract expires in May 2026, it is now necessary to consider and determine the future arrangements for their provision.

5. Options

5.1 Option 1

- Continue providing appointment hubs at a cost of £1800.00 each year.

5.2 Option 2

- Discontinue the Appointment Hubs at the end of their contract in May 2026 and instead offer customer appointments at Brocks Hill Council Offices.

Where a customer is housebound or unable to travel to Brocks Hill, alternative options would be offered, including a telephone or virtual appointment. In some cases, a home visit may also be considered.