

Monthly Report for telephone advice service – October 2020

Telephone

Incoming calls	: 326
Outbound calls	: 218
Inbound client related emails	: 191
Inbound admin related emails	: 146
Outbound client related emails	: 193
Inbound admin related emails	: 92

Client activity:

No: Nett Clients = 72

Appointments made for in-centre appointments in October & early November = 33

Housing Interventions: 11

Social Services : 1

Welfare Benefits : 6

Mail Perm : 2

Housing Ref/Advice : 27 (Placements 3)

Bank account : 1

Debt : 2

Tenancy Sustainment: 1

Mental Health : 4

Immigration : 3

Legal : 8

Grants : 2

Income Maximisation : 7

Outreach Referrals : 1

Employment : 2

Miscellaneous referral: 2