

Telephone advice monthly Report – November 2020

Telephone:

Incoming calls	: 326
Outbound calls	: 135
Inbound client related emails	: 191
Inbound admin related emails	: 74
Outbound client related emails	: 135
Inbound admin related emails	: 39

Client activity:

No: Nett Clients = 107 (11 did not wish to be recorded on the database)

Appointment Setting: 80 (Includes multiple appointments and appointments which are booked in advance outside November)

Housing Interventions:	19
Social Services:	1
Welfare Benefits:	16
Mail Perm:	2
Housing Ref/Advice:	29 (Placements 7)
Bank account:	0
Debt:	0
Tenancy Sustainment:	0
Mental Health:	4
Immigration:	11
Legal:	4
Grants:	3
Income Maximisation:	17
Outreach Referrals:	2
Employment:	0
Miscellaneous referral:	5
Other day centres:	3
Other:	7
Housing Benefit:	3

Admin Activity:

Support to other services: 6

Research on winter shelter availability