

Telephone Advice Monthly Report – December 20

Telephone:

Incoming calls	: 132
Outbound calls	: 95
Inbound client related emails	: 195
Inbound admin related emails	: 57
Outbound client related emails	: 194
Inbound admin related emails	: 30

Client activity:

No: Nett Clients = 61 (4 did not wish to be recorded on the database)

Appointment Setting: 47 (Includes multiple appointments and appointments which are booked in advance outside December)

Housing Interventions: 5

Welfare Benefits : 4

Mail Permission : 1

Housing Ref/Advice: 24 (Placements 2)

Tenancy Sustainment: 6

Mental Health: 2

Immigration: 7

Legal: 3

Grants : 0

Income Maximisation : 2

Outreach Referrals : 2

Employment : 0

Miscellaneous referral: 1

Other day centres : 1

Other : 1

Housing Benefit : 6

General health : 1

Admin Activity:

Support to other services : 6