

## Telephone Advice Monthly Report – January 2021

### Telephone:

Incoming calls	: 300(estimated based on average month)
Outbound calls	: 204
Inbound client related emails	: 319
Inbound admin related emails	: 89
Outbound client related emails	: 264
Inbound admin related emails	: 68

### Client activity:

No: Nett Clients = 64 + 14 (did not wish to be recorded on the database)

Total contacts = 138 + 14 = 152

Appointment Setting: 87 (Includes multiple appointments and appointments which are booked in advance outside January)

Housing Referrals/Housing Advice	: 17
Housing Placements	: 6
Night shelter	: 3 (referrals)
Outreach Referrals	: 7 (2 placements)
Housing Interventions	: 19
Income Maximisation	: 6
Welfare Benefits (including HB/CTA)	: 17
Immigration	: 13
Legal	: 14
ID	: 3
Other	: 8
Advice to external agencies	: 11

### Other Activity:

Recommendation re: church group (finally ended up with decision to go with Gift cards)