

Telephone Advice Monthly Report – Feb 2021

Telephone:

Incoming calls	: 199
Outbound calls	: 171
Inbound client related emails	: 199
Inbound admin related emails	: 69
Outbound client related emails	: 175
Outbound admin related emails	: 60

Client activity:

No: Nett Clients = 58 +5 = 63 (did not wish to be recorded on the database)

Total contacts = 111+ 5 = 126

Appointment Setting: 52 (Includes multiple appointments and appointments which are booked in advance outside February)

Housing Referrals/Housing Advice	: 14 (3 referrals)
Housing Placements	: 2
Nightshelter	: 0
Outreach Referrals	: 2 (1 placements)
Housing Interventions	: 2
Income Maximisation	: 2
Welfare Benefits(including HB/CTA)	: 11
Immigration	: 3
Legal	: 12
ID	: 0
Other	: 13
Advice to external agencies	: 10

Other Activity:

BBC – research and acquisition of interviewees+ follow-up support to interviewee

Support for MS grant application – Report run on clients met between Oct – Jan

MC – Minutes of Management Committee Meeting

Aldi Gift Cards – Spreadsheet and Form for dispersal of gift cards

Private rented Accommodation – Letter of offer of accommodation for small landlords

Bridge Housing Solutions – Zoom meeting to discuss My Social Housing application