

Telephone Advice Monthly Report – March 2021

Telephone:

Incoming calls	: 249
Outbound calls	: 170
Inbound client related emails	: 169
Inbound admin related emails	: 77
Outbound client related emails	: 162
Outbound admin related emails	: 75

Client activity:

No: Nett Clients = 77 (67+10 (who are not recorded on database))

Total client contacts = 173 + 10 = 183

Appointment Setting: 36 (Includes multiple appointments)

Total appointments booked for March = 70*

Housing Referrals/Housing Advice	: 73 (5 referrals)
Housing Placements	: 0
Nightshelter	: 1
Outreach Referrals	: 2 (1 placement)
Housing Interventions	: 2
Income Maximisation	: 4
Welfare Benefits(including HB/CTA)	: 22
Immigration	: 3
Legal	: 10
ID	: 0
Other	: 20
Advice to external agencies	: 9

*We now have an open calendar to book appointments so other advice and welfare workers can book appointments when they are with clients to reduce the admin time taken in booking appointments. I booked 36 appointments on the phone.

Reduced appointments due to advice workers on annual leave (9 days).