

Telephone Advice Monthly Report – April 2021

Telephone:

Incoming calls	: 237
Outbound calls	: 211
Inbound client related emails	: 220
Inbound admin related emails	: 98
Outbound client related emails	: 201
Outbound admin related emails	: 99

Client activity:

No: Nett Clients: 89+7 (Not on database):	96
Total client contacts:	209

Appointment Setting: 52 (total appointments = 87) (some not in month)

Housing Referrals/Housing Advice:	54
Housing Placements:	9 referrals (4 placements)
Outreach Referrals:	9 (2 accepted)
Housing Interventions:	10
Income Maximisation:	14 (2 grants in month)
Welfare Benefits (including HB/CTA):	27
Legal:	13
Other:	21

Advice to external agencies: 11

Other Activity:

- a) Publicising viewings
- b) Research into alternative grant providers
- c) Support for HWW – letters
- d) SAR activity
- e) Updating records for monitoring purposes and report preparation