

Telephone Advice Monthly Report – May 2021

Telephone:

Incoming calls	: 233
Outbound calls	: 191
Inbound client related emails	: 269
Inbound admin related emails	: 95
Outbound client related emails	: 251
Outbound admin related emails	: 76

Client activity:

No: Nett Clients	: 92 (80+12 not on database)
Total client contacts	: 189
Appointment Setting (some not in month)	: 37 via phone. Total appts in month = 90
Housing Referrals/Housing Advice	: 69 (14 referrals)
Housing Placements	: 2
Nightshelter	: 1
Outreach Referrals	: 3
Housing Interventions	: 1
Income Maximisation	: 19 (4 grants achieved)
Welfare Benefits (including HB/CTA)	: 16
Immigration	: 11
Legal	: 10
ID	: 0
Other	: 23
<u>Advice to external agencies:</u>	: 12