

## Telephone Advice Monthly Report – June 2021

### Telephone:

Incoming calls	: 238
Outbound calls	: 199
Inbound client related emails	: 220
Inbound admin related emails	: 61
Outbound client related emails	: 201
Outbound admin related emails	: 52

### Client activity:

No: Nett Clients	: 66 + 9 (not on database) = 75
Total client contacts	: 175
Appointment Setting (some not in month)	: 36 (total appts in June = 68)
Housing Referrals/Housing Advice	: 55 contacts, 4 referrals
Housing Placements	: 2
Nightshelter	: 1 placement, 3 contacts
Outreach Referrals	: 1 placement, 4 referrals, 7 contacts
Housing Interventions	: 1
Income Maximisation	: 9
Welfare Benefits (including HB/CTA)	: 27
Immigration	: 16
Legal	: 2
ID	: 0
Other	: 7
<u>Advice to external agencies</u>	: 8