

Telephone Advice Monthly Report – July 2021

Telephone:

Incoming calls : 163
Outbound calls : 157
Inbound client related emails : 343
Inbound admin related emails : 167
Outbound client related emails : 296
Outbound admin related emails : 105

Client activity:

No: Nett Clients : 82 (including 10 not on database)
Total client contacts : 220
Appointment Setting : 40 (total appts in month = 68)

Housing Referrals/Housing Advice : 81
Housing Placements : 4
Nightshelter : 2 (placed)
Outreach Referrals : 4 (1 accepted, 3 contacts)
Housing Interventions : 3
Income Maximisation : 24 (5 grants achieved)
Welfare Benefits (including HB/CTA) : 24
Immigration : 6
Legal : 1
ID : 1
Other :28 (included mail permission requests, miscellaneous referrals to other services not included above)
Advice to external agencies : 9