

Telephone Advice Monthly Report – August 2021

Telephone:

Incoming calls: 149

Outbound calls: 138

Inbound client related emails: 266

Inbound admin related emails: 129

Outbound client related emails: 272

Outbound admin related emails: 99

Client activity:

No: Nett Clients: 78 (including 14 not on database)

Total client contacts: 196

Appointment Setting: 30 (total appts in month = 78) (some not in month)

Housing Referrals/Housing Advice: 39

Housing Placements: 4

Nightshelter : 3 (1 placed, 2 offered but unable to reach clients)

Outreach Referrals: 3 (3 contacts)

Housing Interventions: 14

Income Maximisation: 16 (2 grants achieved)

Welfare Benefits (including HB/CTA): 23

Immigration: 5

Legal: 14

ID: 4

Other: 40 (including signposting to other day centre services, services for pets, mail permission, contacts with health services, miscellaneous referrals to other services not included above)

Advice to external agencies : 5