

Telephone Advice Monthly Report – October 2021

Telephone:

Incoming calls: 288

Outbound calls: 297

Inbound client related emails: 265

Inbound admin related emails: 149

Outbound client related emails: 241

Outbound admin related emails : 129

Client activity:

No: Nett Clients: 76 (of which 14 are not on the database)

Total client contacts : 169

Appointment Setting: 34 (some not in month)

Housing Referrals/Housing Advice: 33 (of which 8 were referrals)

Housing Placements: 2

Nightshelter: 1

Outreach Referrals: 2

Housing Interventions: 15

Income Maximisation: 14 (2 grant achieved)

Welfare Benefits (including HB/CTA): 23

Immigration: 3

Legal: 16

ID: 2

Other: 25 (including appointments with other organisations, mail permissions, research to access services for clients, access to free food, general health – access to GPs, specialist services)

Other:

Advice to external agencies: 5