

## **Telephone Advice Monthly Report – November 2021**

### **Telephone:**

Incoming calls: 294

Outbound calls: 281

Inbound client related emails: 347

Inbound admin related emails: 170

Outbound client related emails: 319

Outbound admin related emails: 159

### **Client activity:**

No: Nett Clients: 67(of which 7 are new clients)

Total client contacts: 185

Appointment Setting: 28 (some not in month)

Housing Referrals/Housing Advice: 50 (of which 7 were referrals)

Housing Placements: 5

Nightshelter: 2

Outreach Referrals: 3

Housing Interventions: 22

Income Maximisation: 13 (1 grant achieved)

Welfare Benefits (including HB/CTA): 6

Immigration: 4

Legal: 19

ID: 2

Other: 31(including advice on services mail permissions, social care, welfare check, signpost to other services)

Advice to external agencies: 5

### **Other:**

Daily vacancy email

Appointment follow-ups and reminders

Bid information

Continuing research – direct application housing associations