

Telephone Advice Monthly Report – January 2022

Telephone:

Incoming calls: 191

Outbound calls: 203

Inbound client related emails: 327

Inbound admin related emails: 116

Outbound client related emails: 342

Outbound admin related emails: 107

Client activity:

No: Nett Clients: 72 (of which 11 are not on the database)

Total client contacts: 187

Appointment Setting: 33 (some not in month)

Housing Referrals/Housing Advice: 26 (5 referrals)

Housing Placements: 2 (from the 26 consultations)

Nightshelter: 2 (1 placement)

Outreach Referrals: 3

Housing Interventions: 23

Income Maximisation: 8 (2 grants achieved)

Welfare Benefits (including HB/CTA): 5

Immigration: 21

Legal: 34

ID: 1

Other: 30 (debt management, mental health signposting or referrals, general health, mail permissions)

Advice to external agencies: 8