

Telephone Advice Monthly Report – February 2022

Telephone:

Incoming calls: 187

Outbound calls: 317

Inbound client related emails: 227

Inbound admin related emails: 108

Outbound client related emails: 220

Outbound admin related emails: 98

Client activity:

No: Nett Clients: 79 (of which 11 are not on the database)

Total client contacts: 154

Appointment Setting: 29 (some not in month)

Housing Referrals/Housing Advice: 15

Housing Placements: 2

Nightshelter: 0

Outreach Referrals: 5

Housing Interventions: 10

Income Maximisation: 8 (1 grant)

Welfare Benefits (including HB/CTA: 9

Immigration: 17

Legal: 11

ID: 7

Other: 41 (debt management, referrals to other agencies, mail permissions, referrals to specialist agencies e.g. IT drop-in, Home Handy man service etc)

Advice to external agencies: 8