

Telephone Advice Monthly Report – March 2022

Telephone:

Incoming calls: 207

Outbound calls: 218

Inbound client related emails: 259

Inbound admin related emails: 177

Outbound client related emails: 267

Outbound admin related emails: 151

Client activity:

No: Nett Clients: 80 (of which 7 are not on the database)

Total client contacts: 145

Appointment Setting: 34 (some not in month)

Housing Referrals/Housing Advice: 38 (of which 6 were referrals)

Housing Placements: 3

Nightshelter: 2

Outreach Referrals: 5

Housing Interventions: 1

Income Maximisation: 4

Welfare Benefits (including HB/CTA): 13

Immigration: 5

Legal: 2

ID: 2

Other: 39 (debt management, Social Services, local food services, GP registration, mail permission)

Advice to external agencies: 2

Other Activity:

Daily vacancy emails and appointment reminders