

Telephone Advice Monthly Report – April 2022

Telephone:

Incoming calls: 176

Outbound calls; 184

Inbound client related emails: 264

Inbound admin related emails: 133

Outbound client related emails: 272

Outbound admin related emails: 127

Client activity:

No: Nett Clients: 64

Total client contacts: 142

Housing Referrals/Housing Advice: 41 (of which 8 were referrals)

Appointment Setting: 31 (some not in month)

Other: 24 (Mental health, appointments with other local day centres, signposting to culturally specific services, mail permission)

Welfare Benefits (including HB/CTA): 16

Housing Interventions: 11

Advice to external agencies: 8

Outreach Referrals: 7

Legal: 5

Immigration: 4

Housing Placements: 2

Income Maximisation: 2

Nightshelter: 1

Other Activity:

Daily vacancy emails and appointment reminders

Preparation for LBS Monitoring Report

Set-up HSBC meeting

Increasing housing provision – Meetings and draft for potential routes