

## **Monthly Report including telephone advice – June 2024**

### **Telephone**

Incoming calls: 217

Outbound calls: 185

### **Emails:**

Inbound client related emails: 319

Inbound admin related emails: 124

Outbound client related emails: 291

Outbound admin related emails: 101

### **Client activity:**

No: Nett Clients: 83 (42 not recorded on database)

Total client contacts: 176

### **Tasks achieved:**

- Housing Referrals/Housing Advice: 67 (5 referrals)
- Other: 31 (mail permission, general health, compensation claims, contact with other day centres/signposting, details of local food services)
- Housing Interventions: 18
- Welfare Benefits (including Housing Benefit & Council Tax Assistance): 16
- Income Maximisation: 15 (2 grants)
- Appointment Setting: 14 (0 drop-in)
- Legal: 13
- Housing Placements: 2
- Immigration: 1
- Outreach Referrals: 1