

# Helpline Analysis

## Helpline Analysis October 2017

### Incoming calls

Direct calls 547  
Internal transfer calls 209  
Average call length 4.9mins

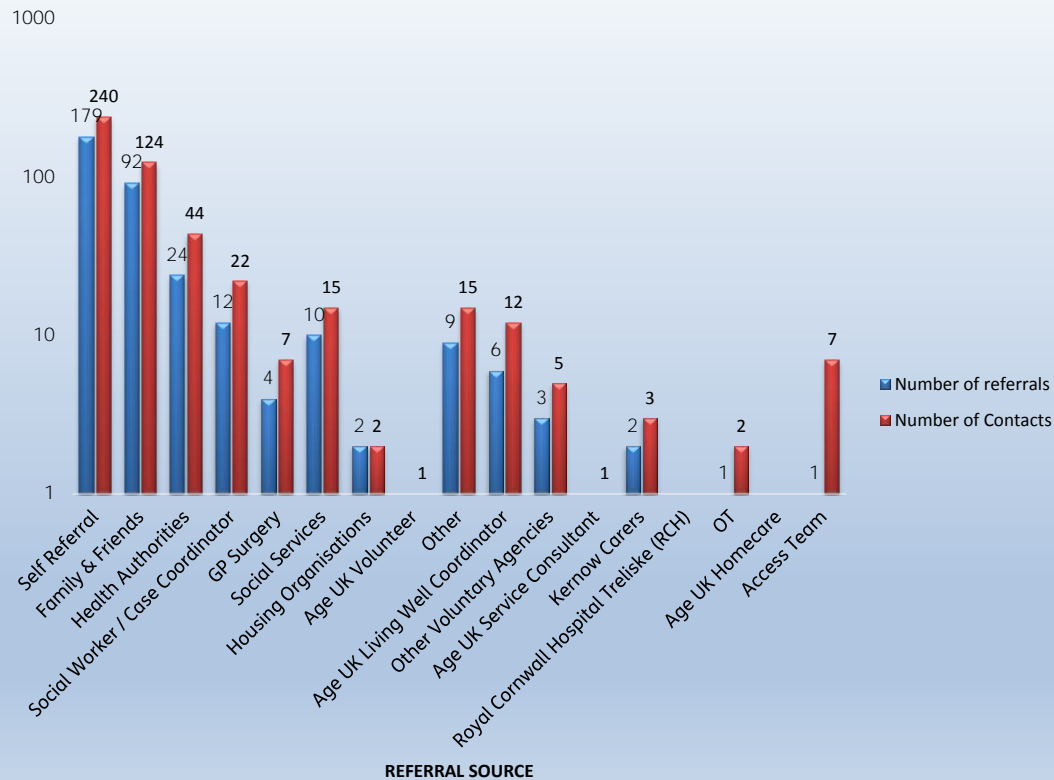
### Other call traffic

Abandoned calls 20  
Calls to voicemail 143  
Outgoing calls 628

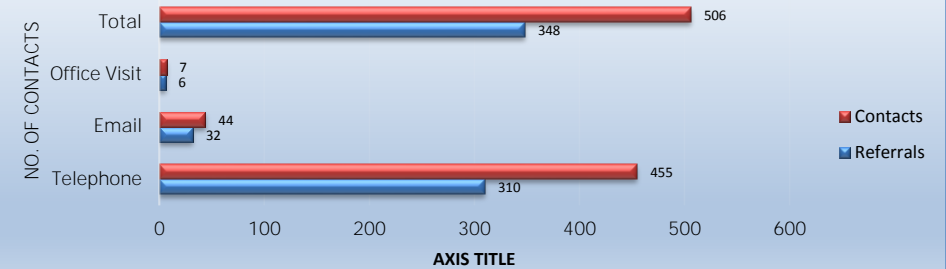
### Reception call comparison

Direct calls 865  
Abandoned calls 51  
Average call length 1.3mins

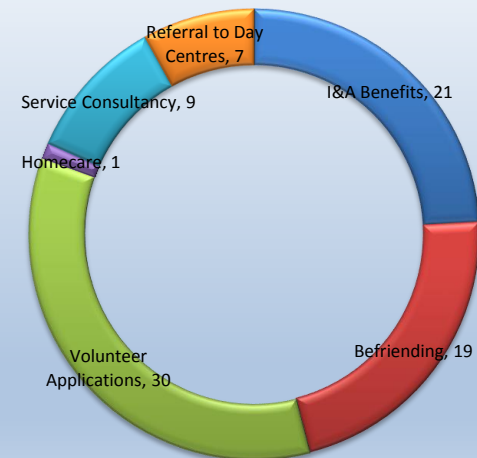
### Referrals by source



### Contacts by method



### Helpline referrals to internal services



# Monthly Summary

**Oct-17**

Referrals to other services	Count
I&A Benefits	21
Befriending	19
Volunteer Applications	30
Homecare	1
Service Consultancy	9
Referral to Day Centres	7
Products & Services	0
<b>Total</b>	<b>87</b>

Call Success Rate	Referrals	Contacts
Successful	328	482
Unsuccessful (Add To Notes)	18	19
<b>Grand Total</b>	<b>346</b>	<b>501</b>

Contact method	Referrals	Contacts
Telephone	310	455
Email	32	44
Letter		
Office Visit	6	7
Internal Process		
<b>Total</b>	<b>348</b>	<b>506</b>

Source of referral	Number of referrals	Number of Contacts
Self Referral	179	240
Family & Friends	92	124
Health Authorities	24	44
Social Worker / Case Coordinator	12	22
GP Surgery	4	7
Social Services	10	15
Housing Organisations	2	2
Age UK Volunteer	0	1
Other	9	15
Age UK Living Well Coordinator	6	12
Other Voluntary Agencies	3	5
Age UK Service Consultant	0	1
Kernow Carers	2	3
Royal Cornwall Hospital Treliske (RCH)	0	0
OT	1	2
Age UK Homecare	0	0
Access Team	1	7
Age UK Products & Services	0	0
Unknown	3	6
Age UK ICAS	0	0
<b>Total</b>	<b>348</b>	<b>506</b>

## Month on Month Analysis

Referrals to other services	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
I&A Benefits	16	54	51	22	38	45	41	21
Befriending	0	0	0	20	31	31	25	19
Volunteer Applications	0	0	11	1	19	20	16	30
Service Consultancy	1	1	5	14	14	6	10	9
Homecare	20	24	23	29	10	17	21	1
Referral to Day Centres	2	0	0	0	5	4	3	7
Products & Services	0	0	0	3	1	2	23	0
TAP	1	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>40</b>	<b>79</b>	<b>90</b>	<b>89</b>	<b>118</b>	<b>125</b>	<b>139</b>	<b>87</b>

Contact method	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Telephone	261	243	272	260	349	362	304	310
Email	5	13	2	1	17	18	16	32
Letter	1	1	0	1	2	0	2	0
Office Visit	3	2	0	0	3	1	3	6
Internal Process	0	0	0	1	7	0	0	0
Other	2	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>272</b>	<b>259</b>	<b>274</b>	<b>263</b>	<b>378</b>	<b>381</b>	<b>325</b>	<b>348</b>

Call Success Rate	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Successful	263	242	268	243	352	353	316	328
Unsuccessful (Add To Notes)	9	17	6	20	26	28	9	18
Percentage Success rate	97%	93%	98%	92%	93%	92%	97%	95%
<b>Grand Total</b>	<b>272</b>	<b>259</b>	<b>274</b>	<b>263</b>	<b>378</b>	<b>381</b>	<b>325</b>	<b>346</b>

Source of referral	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Self Referral	134	139	145	130	196	195	164	179
Family & Friends	86	63	67	66	82	87	71	92
Health Authorities	20	16	15	8	24	20	12	24
Social Services	11	6	9	8	17	9	8	10
GP Surgery	6	6	6	4	13	8	7	4
Age UK Living Well Coordinator	3	2	0	7	7	6	3	6
Social Worker / Case Coordinator	1	2	2	9	7	14	18	12
Other Voluntary Agencies	4	11	10	11	6	4	7	3
Housing Organisations	1	2	2	1	6	4	5	2
Royal Cornwall Hospital Treliske	1	3	2	0	5	3	0	0
Age UK Volunteer	0	0	1	1	3	2	4	0
Other	0	0	3	6	3	7	4	9
Carers Support Service	6	0	7	0	2	9	1	2
Age UK ICAS	0	0	1	1	2	2	1	0
OT	0	0	0	3	2	3	4	1
Access Team	0	2	0	1	1	1	2	1
Age UK Service Consultant	0	0	0	0	0	0	4	0
Age UK Homecare	0	0	0	1	1	0	3	0
Unknown	4	2	0	0	0	4	0	0
Cornwall Council	1	0	0	4	0	1	0	0
Truro College	1	0	0	0	0	0	0	0
Age UK Products & Services	0	4	1	1	0	2	0	0
West Cornwall Hospital (WCH)	0	1	0	0	0	0	0	0
Bodmin Hospital	0	0	2	1	0	0	0	0
AUK TAP	0	0	1	0	1	0	0	0

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
<b>Total Helpline Referrals</b>	<b>272</b>	<b>259</b>	<b>274</b>	<b>263</b>	<b>378</b>	<b>381</b>	<b>325</b>	<b>348</b>
<b>Total Helpline actions</b>	<b>354</b>	<b>377</b>	<b>407</b>	<b>414</b>	<b>545</b>	<b>600</b>	<b>545</b>	<b>506</b>
<b>Total Incoming Direct Calls</b>	<b>251</b>	<b>268</b>	<b>346</b>	<b>328</b>	<b>428</b>	<b>507</b>	<b>503</b>	<b>547</b>

## ***Taske Telephony Data***

Helpline call stats	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Incoming - Direct calls	251	268	346	328	428	507	503	547				
Avg. incoming call duration	3.9	4.9	5.7	5.9	4.6	5.7	5.5	4.9				
Abandoned calls	5	9	14	11	14	13	9	20				
Calls to voicemail	72	76	116	89	141	201	189	209				
Incoming - Interflowed	241	204	218	211	218	201	205	143				
Outgoing calls	674	558	529	559	471	572	619	628				
Reception calls comparison	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Incoming - Direct calls	1519	1096	1138	878	780	768	868	865				
Average call duration	1.4	1.5	1.4	1.5	1.4	1.2	1.4	1.3				
Abandoned calls	89	98	98	63	50	32	61	51				

Combined R+H Calls	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Incoming - Direct calls	1770	1364	1484	1206	1208	1275	1371	1412				
Average call duration	2.7	3.2	3.5	3.7	3.0	3.4	3.4	3.1				
Abandoned calls	94	107	112	74	64	45	70	71				

Reception calls comparison	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Incoming - Direct calls	1557	1426	1492	1615	1384	1551	1519	1435	1601	1100	1722	1429
Average call duration	1.4	1.5	1.4	1.4	1.4	1.4	1.5	1.6	1.7	1.6	1.6	1.6
Abandoned calls	133	109	133	173	111	93	136	114	160	101	193	110

## Unsuccessful Outcomes

Client ID	Referral Da	Outcome	Project	Outcome Reason
6190	6793	Unsuccessful (Add To Notes)	Information & Advice Helpline	was wanting help in filling AA form -no volunteers in Torpoint - gave information on citizens advice, and explained that DWP can send people out if has no one to help
6208	6819	Unsuccessful (Add To Notes)	Information & Advice Helpline	wanted homecare on a Saturday, which we cant/don't provide
6219	6833	Unsuccessful (Add To Notes)	Information & Advice Helpline	Client put the phone down before I could clarify they had the correct number written down and completed conversation.
6241	6866	Unsuccessful (Add To Notes)	Information & Advice Helpline	Unable to help with applying for PIP as over 65 years old and already in receipt of AA.
6276	6911	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide a carer that does personal care - through homecare
6284	6922	Unsuccessful (Add To Notes)	Information & Advice Helpline	wanted us to provide homecare(companionship) however we are unable to provide in the roseland area
6296	6940	Unsuccessful (Add To Notes)	Information & Advice Helpline	Unable to assist due to location Mevagsissey.
6309	6958	Unsuccessful (Add To Notes)	Information & Advice Helpline	No availability for Homecare Carbis Bay
6351	7014	Unsuccessful (Add To Notes)	Information & Advice Helpline	wanted us to provide shopping service, but we can not provide in penzance.
6352	7015	Unsuccessful (Add To Notes)	Information & Advice Helpline	not able to provide shopping service in the hayle area, however happy that I rang around different companies an was able to go back to her with two options
6356	7020	Unsuccessful (Add To Notes)	Information & Advice Helpline	wanted us to provide footcare service Client was signposted to: helpline Client was given information on: explained couldn't do recommendations but could give few phone numbers from yellow pages, and the client explained she could do that, so said she would look herself
6364	7031	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide homecare services in penzance at the moment
6379	7047	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide homecare in hayle - also wanted it free of charge as just got out of hospital - gave details for the redcross
6388	7057	Unsuccessful (Add To Notes)	Information & Advice Helpline	Homecare three mornings a week and four evenings a week in the Pool area spoke to Homecare unable to full fill request.
6442	7110	Unsuccessful (Add To Notes)	Information & Advice Helpline	Homecare no availability in the Roseland area Tregony.
6702	7284	Unsuccessful (Add To Notes)	Information & Advice Helpline	wanting help to applying for AA, however no volunteer in Saltash who can fill in form
6703	7285	Unsuccessful (Add To Notes)	Information & Advice Helpline	wanting help to applying for AA, however no volunteer in Saltash who can fill in form
6724	7299	Unsuccessful (Add To Notes)	Information & Advice Helpline	Unable to help with forms as no volunteer in area.
6077	6672	Unsuccessful (Add To Notes)	Information & Advice Helpline	Client unable to hear or understand what I was trying to discuss with him.