

Helpline Analysis

Helpline Analysis September 2017

Incoming calls

Direct calls 503
Internal transfer calls 189
Average call length 5.5mins

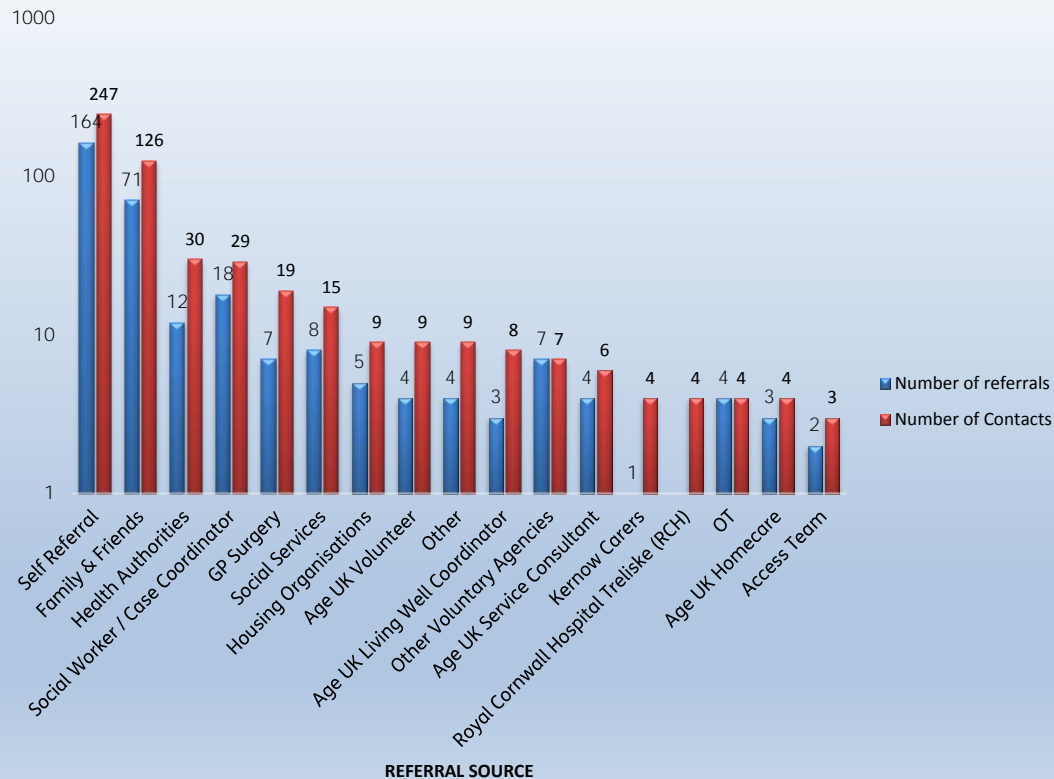
Other call traffic

Abandoned calls 9
Calls to voicemail 205
Outgoing calls 619

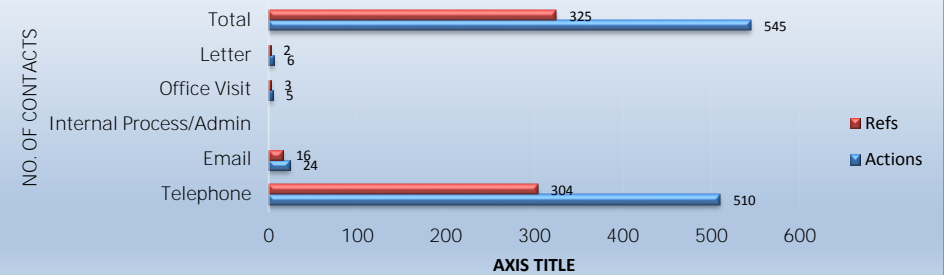
Reception call comparison

Direct calls 868
Abandoned calls 61
Average call length 1.4mins

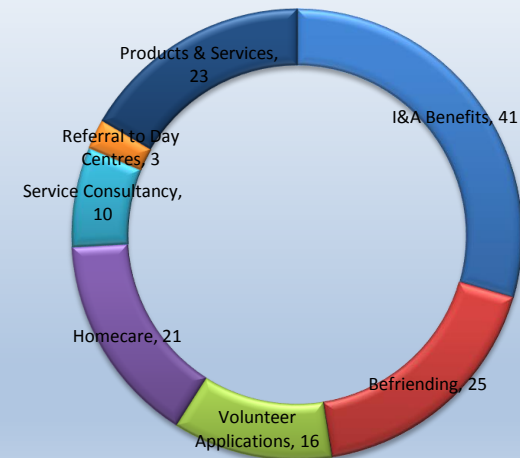
Referrals by source



Contacts by method



Helpline referrals to internal services



Monthly Summary

Sep-17

Referrals to other services	Count
I&A Benefits	41
Befriending	25
Volunteer Applications	16
Homecare	21
Service Consultancy	10
Referral to Day Centres	3
Products & Services	23
Total	139

Call Success Rate	Referrals	Contacts
Successful	316	536
Unsuccessful (Add To Notes)	9	9
Grand Total	325	545

Contact method	Referrals	Contacts
Telephone	304	510
Email	16	24
Letter	2	6
Office Visit	3	5
Internal Process		
Total	325	545

Source of referral	Number of referrals	Number of Contacts
Self Referral	164	247
Family & Friends	71	126
Health Authorities	12	30
Social Worker / Case Coordinator	18	29
GP Surgery	7	19
Social Services	8	15
Housing Organisations	5	9
Age UK Volunteer	4	9
Other	4	9
Age UK Living Well Coordinator	3	8
Other Voluntary Agencies	7	7
Age UK Service Consultant	4	6
Kernow Carers	1	4
Royal Cornwall Hospital Treliske (RCH)		4
OT	4	4
Age UK Homecare	3	4
Access Team	2	3
Age UK Products & Services		1
Unknown	7	9
Age UK ICAS	1	2
Total	325	545

Month on Month Analysis

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

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

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

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

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

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					
Avg. incoming call duration	3.9	4.9	5.7	5.9	4.6	5.7	5.5					
Abandoned calls	5	9	14	11	14	13	9					
Calls to voicemail	72	76	116	89	141	201	189					
Incoming - Internal calls	241	204	218	211	218	201	205					
Outgoing calls	674	558	529	559	471	572	619					
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					
Average call duration	1.4	1.5	1.4	1.5	1.4	1.2	1.4					
Abandoned calls	89	98	98	63	50	32	61					

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					
Average call duration	2.7	3.2	3.5	3.7	3.0	3.4	3.4					
Abandoned calls	94	107	112	74	64	45	70					

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 Name
5797	6235	Unsuccessful (Add To Notes)	Information & Advice Helpline	Client did not feel she could wait for our volunteer.
5837	6304	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide homecare/sitting service in torpoint
5909	6437	Unsuccessful (Add To Notes)	Information & Advice Helpline	Complex issue unable to clarify due to situation presented.
5969	6519	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide home care (shopping) in penzance, gave a list of numbers for different care companies instead
6009	6575	Unsuccessful (Add To Notes)	Information & Advice Helpline	not happy that we don't provide a footcare service anymore
6039	6620	Unsuccessful (Add To Notes)	Information & Advice Helpline	unable to provide footcare service
6064	6655	Unsuccessful (Add To Notes)	Information & Advice Helpline	wanting us to provide sitting service for her husband - not we have no capicity in liskead, unable to provide service
6077	6672	Unsuccessful (Add To Notes)	Information & Advice Helpline	Client unable to hear or understand what I was trying to discuss with him.
6092	6687	Unsuccessful (Add To Notes)	Information & Advice Helpline	No help was available for transport.