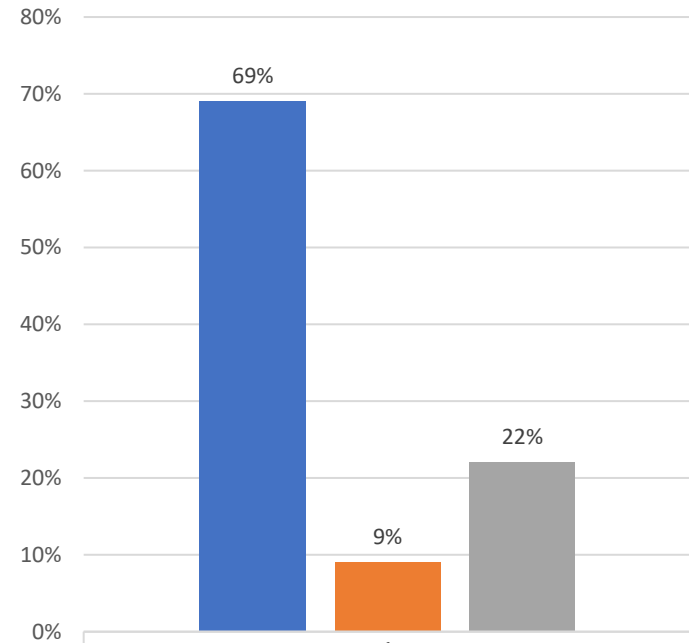




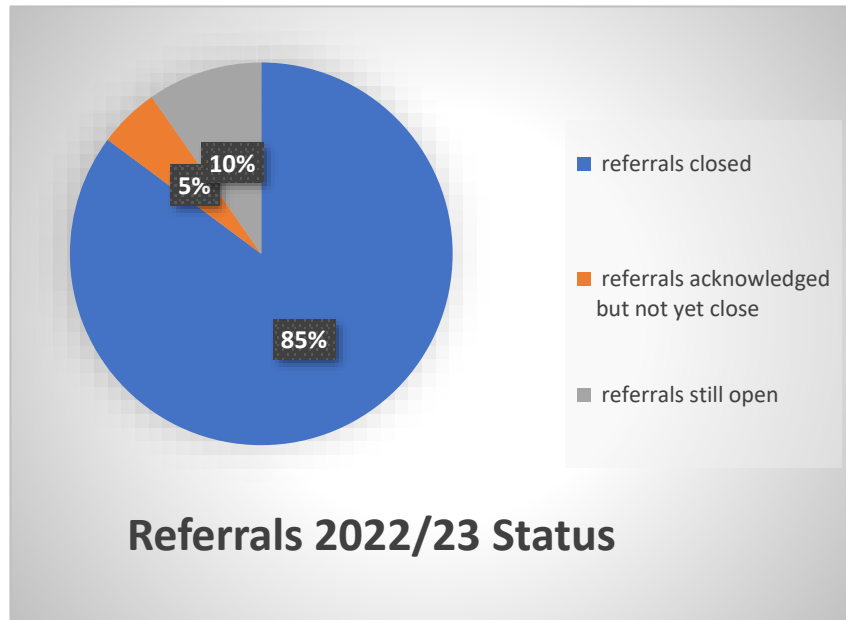
During the Year 2022:

No of Issued referred	2150
Referrals Closed	1837
Organisation Accepting referral over the year	30
Registered organisation using referral	39

Referral outcomes



■ Number of referrals accepted	1
■ Number of referrals declined due to not been able to contact service user	69%
■ Number of referrals declined for other reasons	9%
	22%



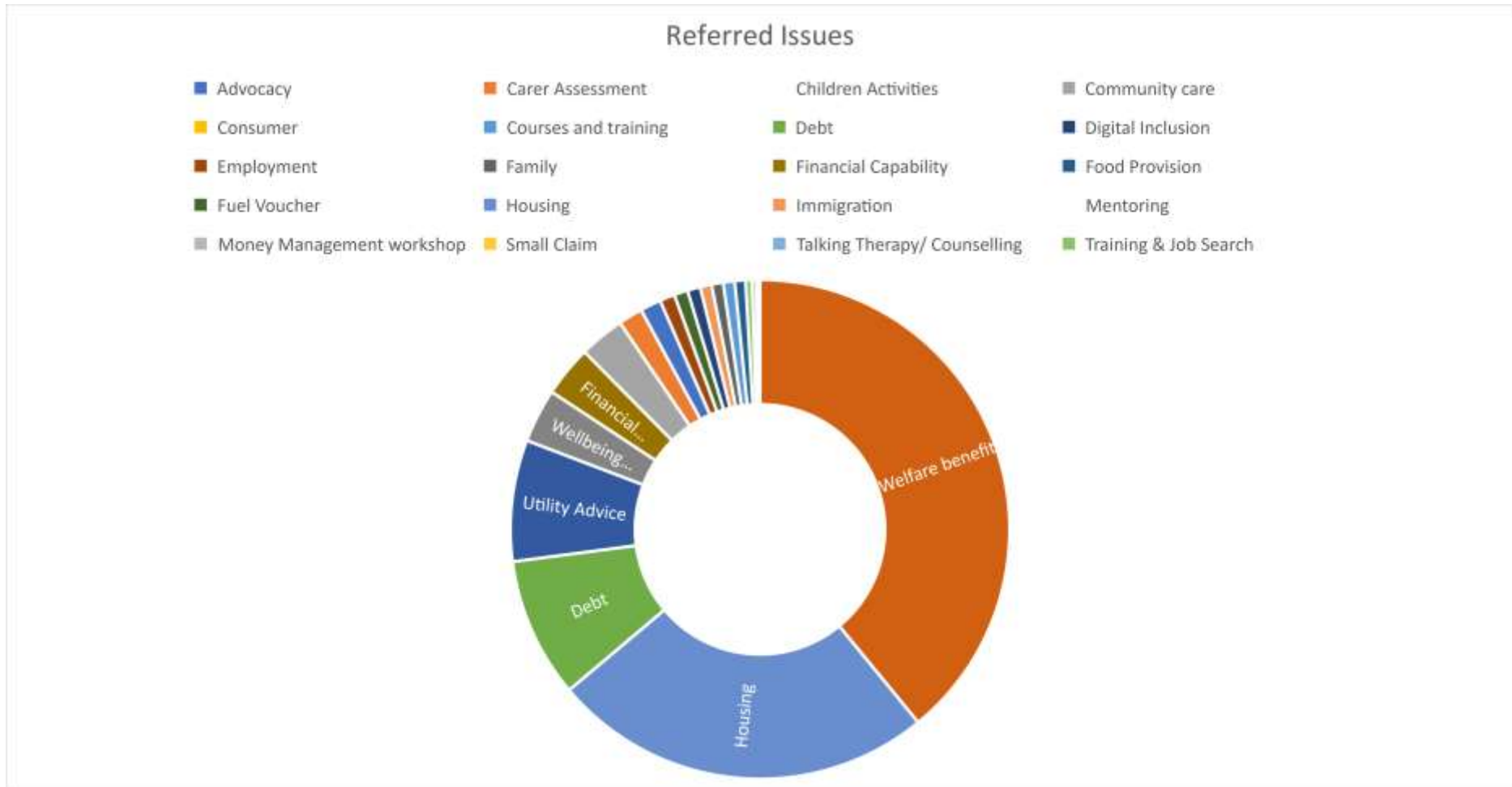


Some Reasons for declined referrals

Organisation doesn't deal with issue referred	Please remember to refer 1 issue at 1 time to 1 organisation
Client already receiving help elsewhere	Please remember to refer 1 issue at 1 time to 1 organisation
Organisation doesn't have capacity	Please remember to turn off referral acceptance or remove issue (under managing organisation) if no or limited capacity in the organisation
Inappropriate referral send to a specialist agency	Please check whether the referral is appropriate for the organisation by checking agency details available via THCAN directory
Inappropriate referral in light of client issues	Please try to provide as much details as to why a referral is required to ensure receiving organisation can fully assess client's need and avoid client having to repeat story again



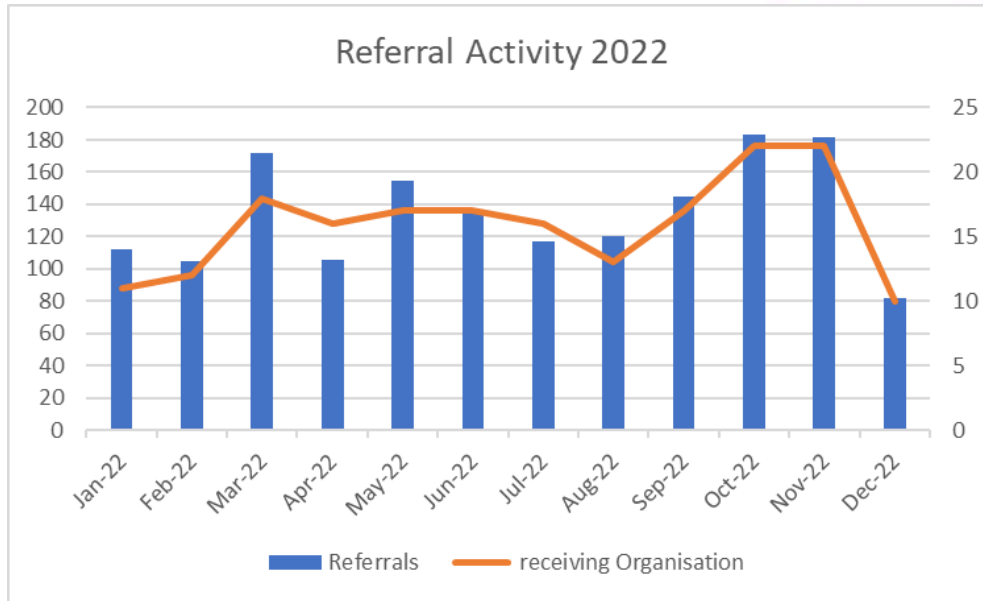
The system currently has 20 different issues



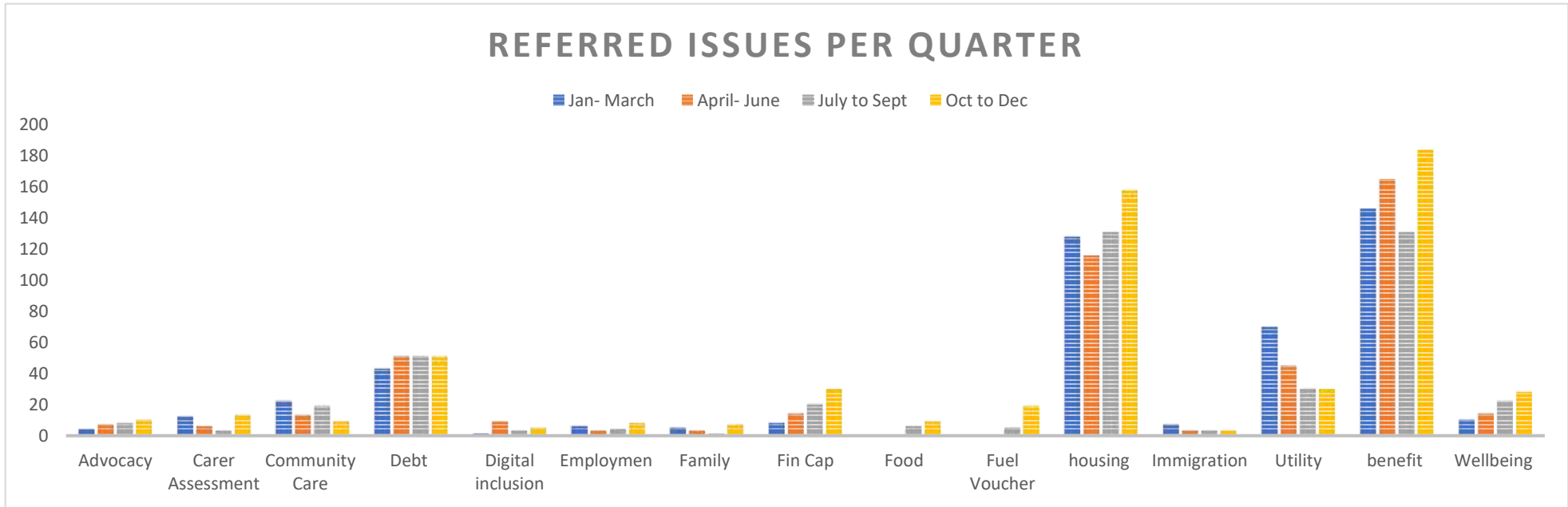
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Issues	No of referral made	No of organisation accepting referrals	No of referral Accepted	No of referral declined	Not yet closed
Advocacy	29	3	18	6	5
Carer Assessment	34	1	19	9	6
Children Activities	0	0	0	0	0
Community care	63	2	28	22	13
Consumer	3	1	0	0	3
Courses and training	16	4	5	3	8
Debt	195	7	111	49	35
Digital Inclusion	18	2	5	8	5
Employment	21	2	13	5	3
Family	16	3	8	5	3
Financial Capability	71	4	40	17	14
Food Provision	15	2	9	2	4
Fuel Voucher	19	3	5	3	11
Housing	533	5	300	162	75
Immigration	16	3	7	7	2
Mentoring	0	0	0	0	0
Money Management workshop	6	1	4	2	0
Small Claim	1	0	0	1	0
Talking Therapy/ Counselling	1	1	1	0	0
Training & Job Search	9	2	5	2	2
Utility Advice	169	1	135	19	15
Welfare benefit	840	10	497	241	101
Wellbeing Activities	75	5	48	16	11



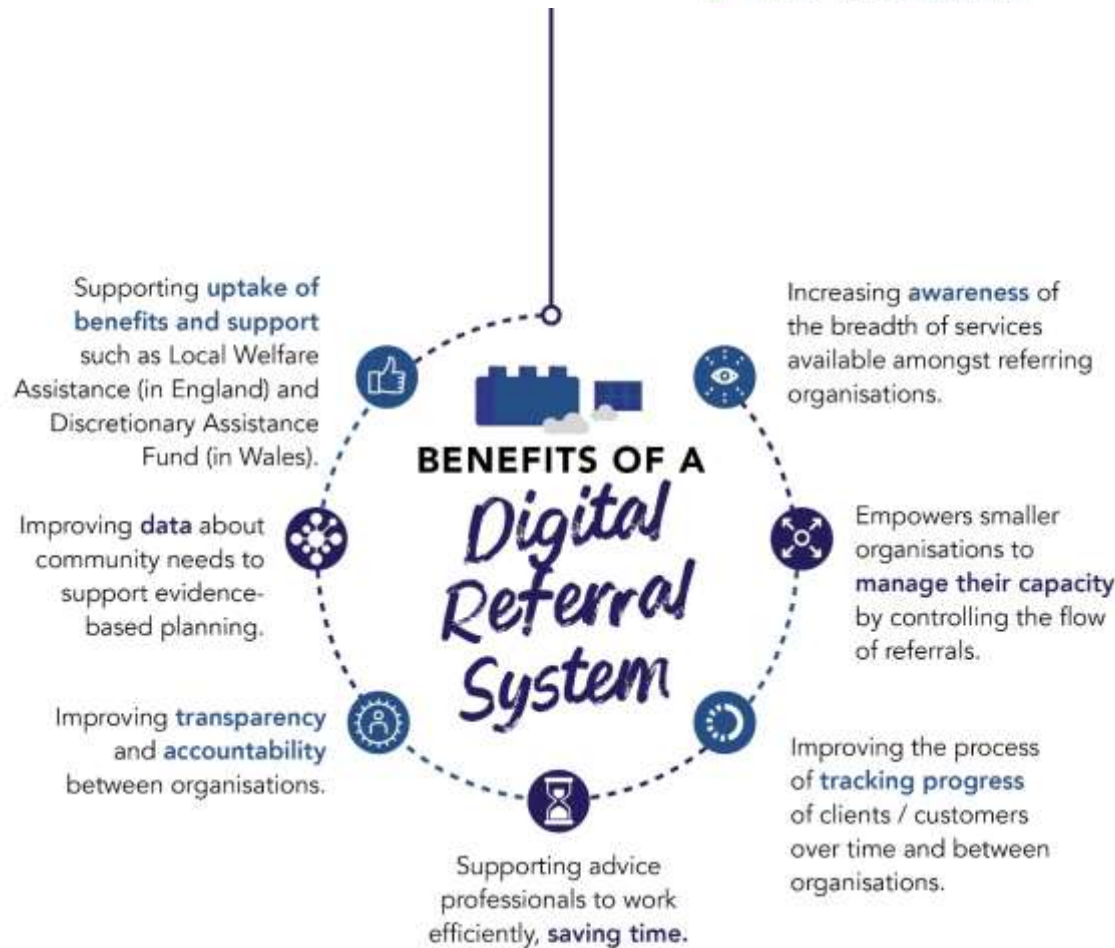
- In the year 2022
- An average of 135 referral per month were made
 - And an average of 16 organizations were open for referral each month
 - October was the busiest month with 185 referrals made to 22 organizations





Thank You to all registered organisations:

Account3	Financial Health Centre	REAL
Age UK	First Love Foundation	Social Prescribers Tower Hamlets
APASEN	Gateway Housing Association	Spitalfields Housing Association
Bangabandhu Primary School	Island Advice Centre	St Hilda's Advice Services
Bromley by Bow Centre	Island House SKILLS	Stifford Centre
Carers Centre Tower Hamlets	LEAP	St Margaret's House
Chisenhale School	Limehouse Project	TH Council Housing Prevention Team
Clean Slate	LinkAge Plus	Tower Hamlets Council
Deaf PLUS	Look Ahead ILCS	Tower Hamlets Law Centre
East End CAB	Manorfield School	Toynbee Hall
East End Energy Fit	Mind in Tower Hamlets & Newham	Toynbee Hall Debt Free London
Fair Money Advice	Praxis	UoSiL
Family Action	REFEO	Working Well Trust Upskill Project



A system upgrade should be completed in 2023
improving users' experience

How to make it better?

If you need a refresher demo, want to know more about registering or wish to discuss the THCAN referral system and its network, please email:

thcan@island-advice.org.uk