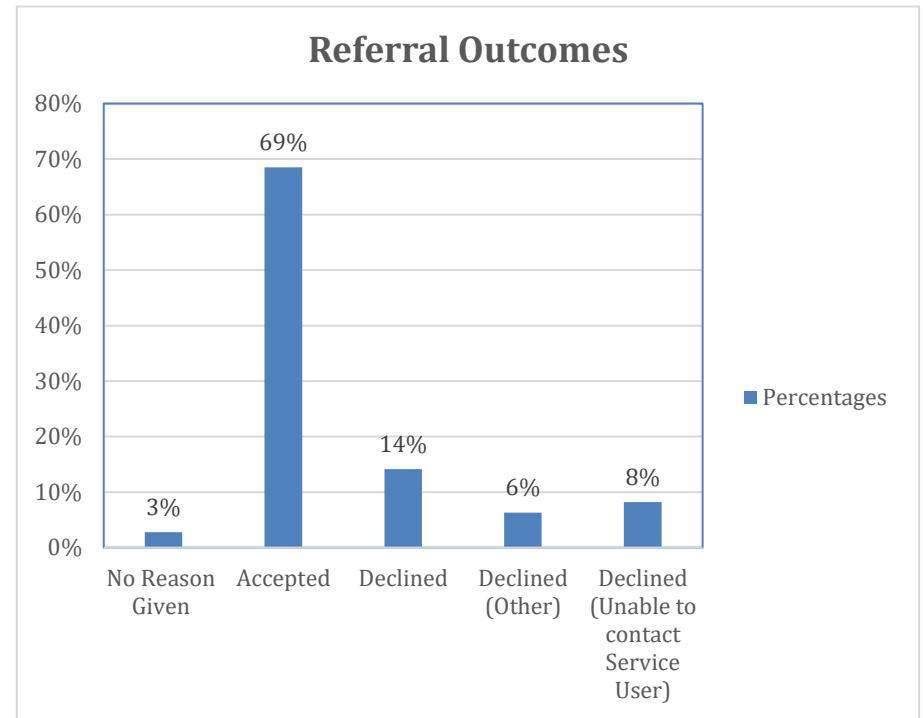




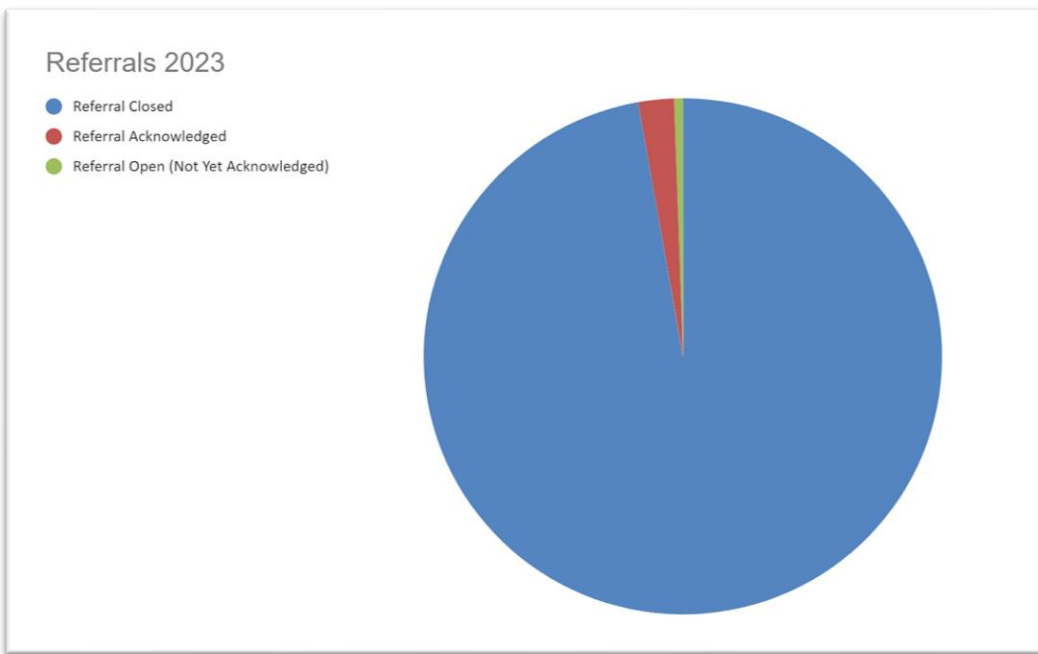
## During the Year 2023:

No of Issued referred	1617
Referrals Closed	1572
Organization Accepting referral over the year	29
Registered organization using referral	31

*Table 1:Referral Data 2023*



*Figure 2: Outcome of Referrals*



*Figure 1:Referrals 2023*

<b>Some Reasons for declined referrals</b>	
<b>Organization doesnt deal with issue referred</b>	Please remember to refer <b>1 issue</b> at <b>1 time</b> to <b>1 organisation</b>
<b>Client already receiving help elsewhere</b>	Please remember to refer <b>1 issue</b> at <b>1 time</b> to <b>1 organisation</b>
<b>Organization doesnt have capacity</b>	Please remember to <b>turn off referral acceptance</b> or <b>remove issue</b> (under managing organisation) if no or limited capacity in the organisation
<b>Inappropriate referrals send to a specialist agency</b>	Please check whether the referral is appropriate for the organisation by checking agency details available via THCAN directory
<b>Inappropriate referral in light of client issues</b>	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
<b>Unable to Contact Service provider</b>	Please try to update your contact information as and when there is a change, or please contact the Admin regarding the same, so that timely amendments can be made

*Table 2: Reasons for Declined Referrals*

The system currently has 21 different issues:

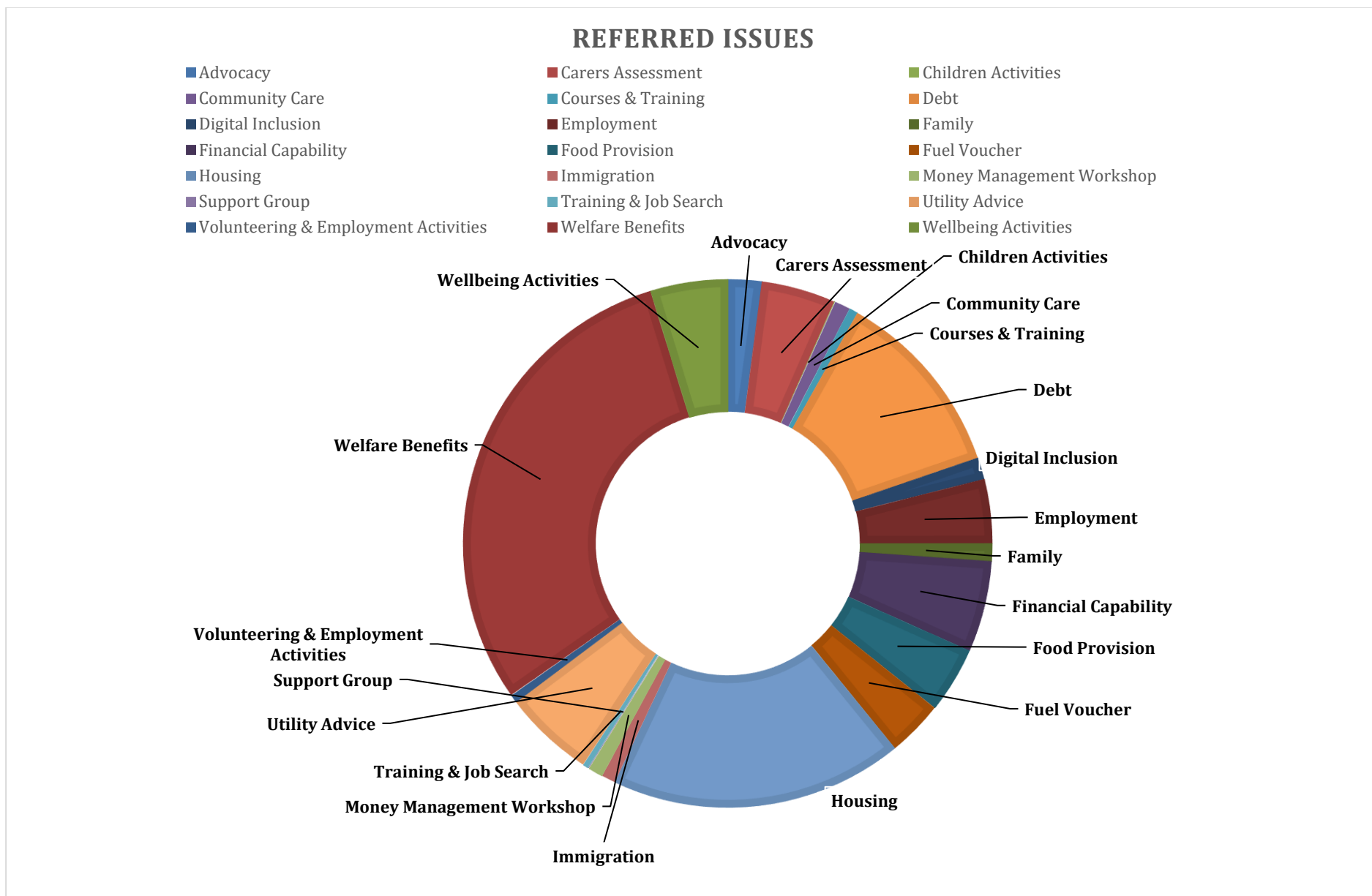
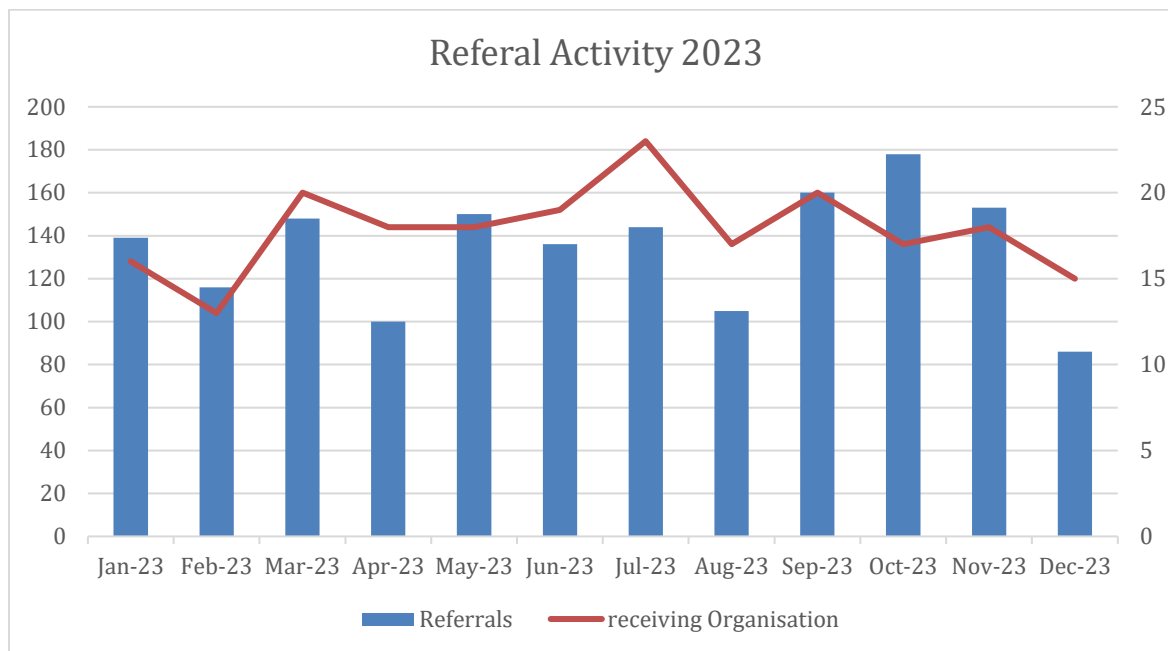


Figure 4: Referred Issues



Issues	No of referral made	No of organisation accepting referrals	No of referral Accepted	No of referral declined	Not yet closed
Advocacy	41	10	33	8	6
Carers Assessment	90	3	72	18	1
Children Activities	1	1	1	1	1
Community Care	19	2	16	3	1
Courses & Training	11	2	7	4	1
Debt	229	13	172	57	10
Digital Inclusion	27	2	15	12	1
Employment	77	9	43	33	1
Family	22	9	14	8	1
Financial Capability	110	17	92	16	7
Food Provision	80	11	52	28	1
Fuel Voucher	68	6	56	12	1
Housing	355	19	227	121	11
Immigration	17	5	7	10	1
Money Management Wo	18	10	13	4	2
Support Group	1	1	1	1	1
Training & Job Search	7	4	5	2	1
Utility Advice	110	9	96	14	1
Volunteering & Employm	10	2	8	2	1
Welfare Benefits	594	19	382	209	26
Wellbeing Activities	94	9	84	10	1

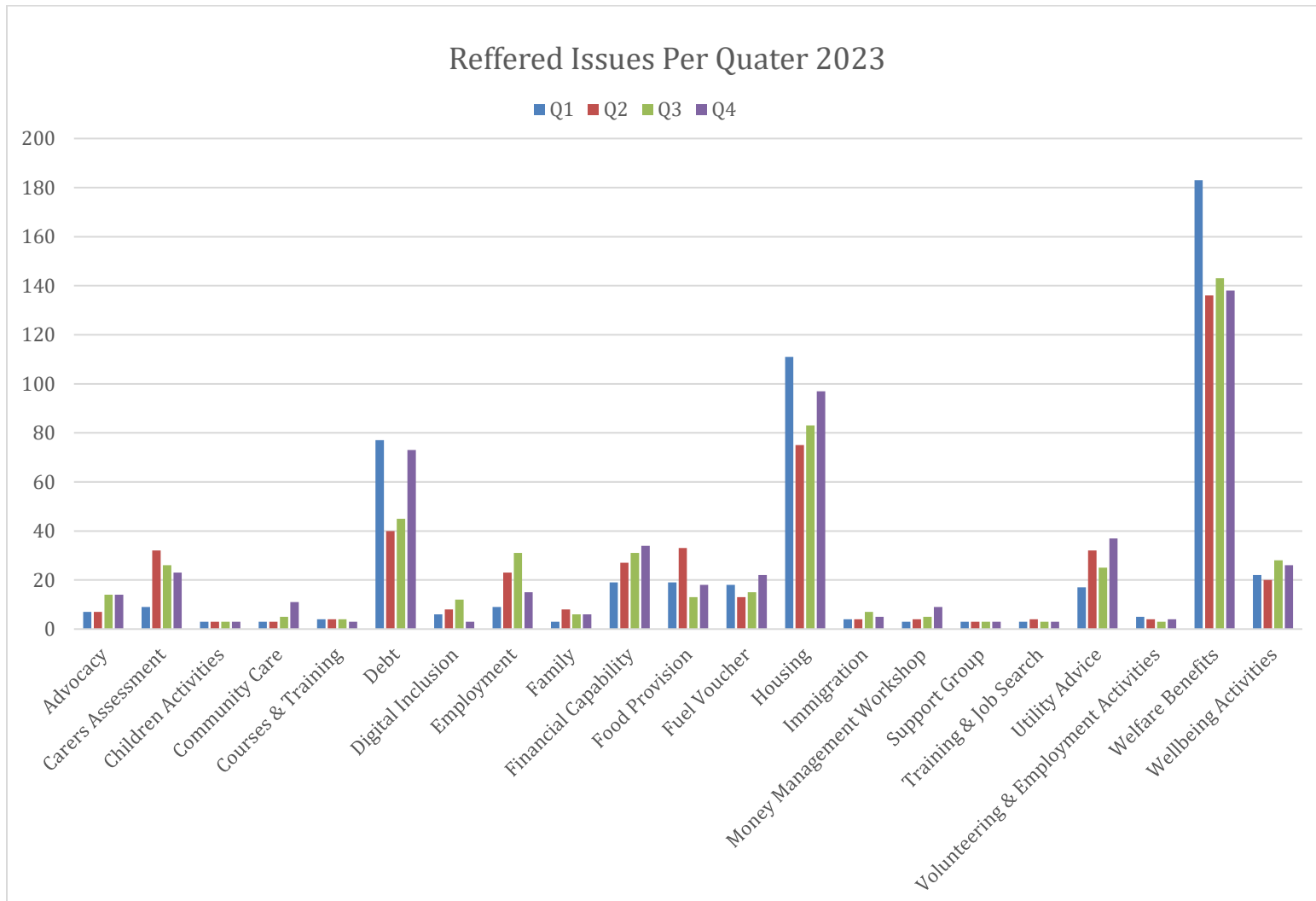
*Table 3: Data of Referrals 2023*



**Figure 5: Referral Activity 2023**

**In the year 2023:**

- An average of **135 referrals** were made each month.
- An average of **18 organizations** were open for referrals each month.
- The month of **October** recorded the highest number of referrals, with **17 organizations** participating.



**Figure 6: Referred Issues Per Quater 2023**



Thank You to all registered organizations:

Family Action  
East End Energy Fit  
Toynbee Hall  
Tower Hamlets Law Centre  
Neighbours In Poplar  
Rooted Finance (formerly Fair Money Advice)  
Debt Free Advice (Toynbee Hall)  
Carers Centre Tower Hamlets  
Limehouse Project  
LinkAge Plus  
Clean Slate  
APASEN  
Island Advice Centre  
WorkPath

Bow Food Bank  
TH Connect  
Tower Hamlets Council  
Working Well Trust Upskill Project  
St Margaret's House  
TH Connect - Island Advice Centre  
Island House SKILLS  
First Love Foundation  
East End CAB  
Positive East  
Deaf Plus  
Stifford Centre  
DeafPlus Health & Wellbeing  
REALAdvocacy  
Real TCOYL

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](mailto:thcan@island-advice.org.uk)

