



THCAN Tower Hamlets
Community Advice Network

Quarterly Report

Q1, Q2 & Q3

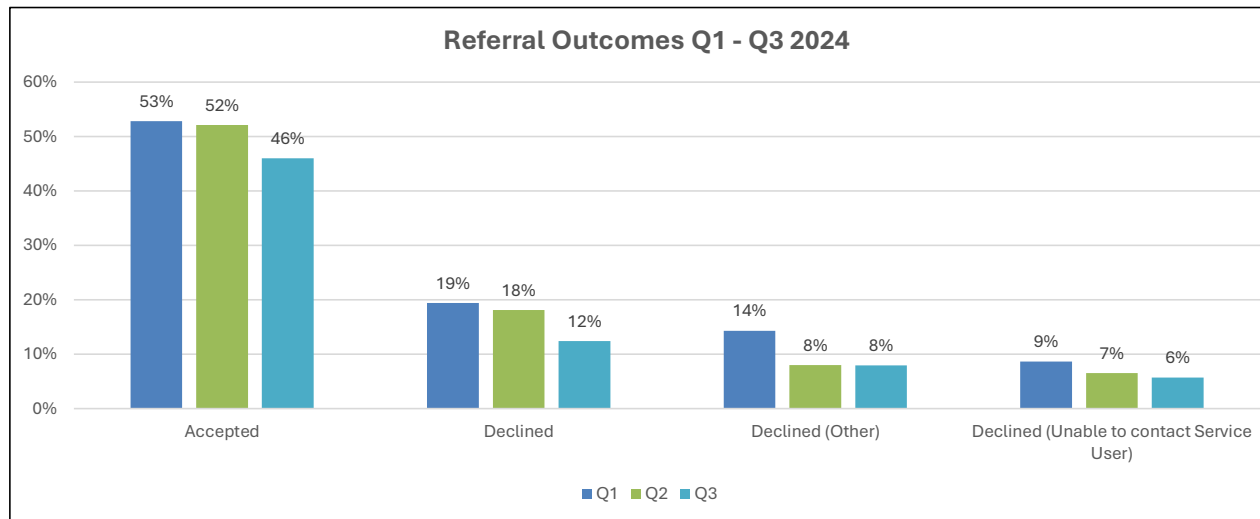
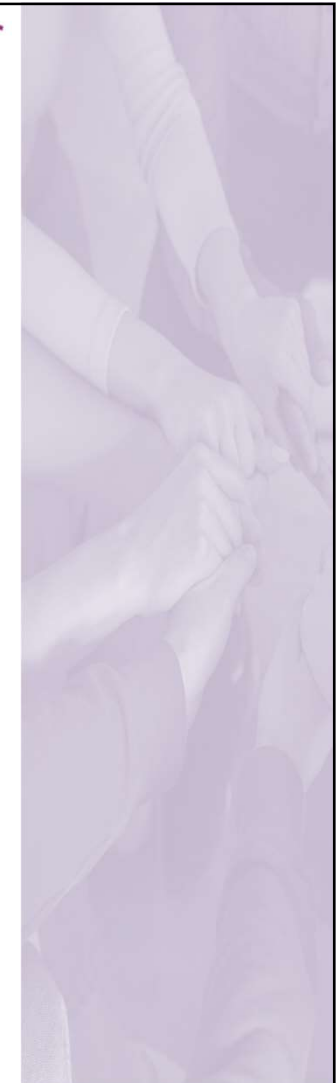
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Azka Mir



Referral Data – Q1 , Q2 & Q3

<i>Referral Data Q1- Q3 2024</i>	Q1	Q2	Q3
No of Issued referred	530	474	627
Referrals Closed	505	402	445
Organisation Accepting referral over the Q1 2024	23	26	24
Registered organisation using referral	34	45	45

- This data shows fluctuating trends across quarters, with the number of issues referred increasing by Q3, and the number of organizations using referrals stabilizing from Q2 onwards. This may indicate an increase in demand and participation in the referral system over time.
- The overall trend suggests that the system is growing, both in terms of **issues being referred** and **organizational involvement**.
- The **Q2 dip** in closed referrals could highlight potential bottlenecks in the system, which might need further investigation to ensure efficient case handling.
- The **increase in Q3 referrals** and closed cases could be a positive sign of **improved process efficiency**, reflecting a well-functioning system that can handle more cases as participation increases.



• **Accepted Referrals:**

Acceptance rates dropped from **53% in Q1** to **46% in Q3**, indicating possible capacity or complexity issues over time.

• **Declined Referrals:**

User-declined referrals decreased from **19% in Q1** to **12% in Q3**, which may suggest better communication with service users.

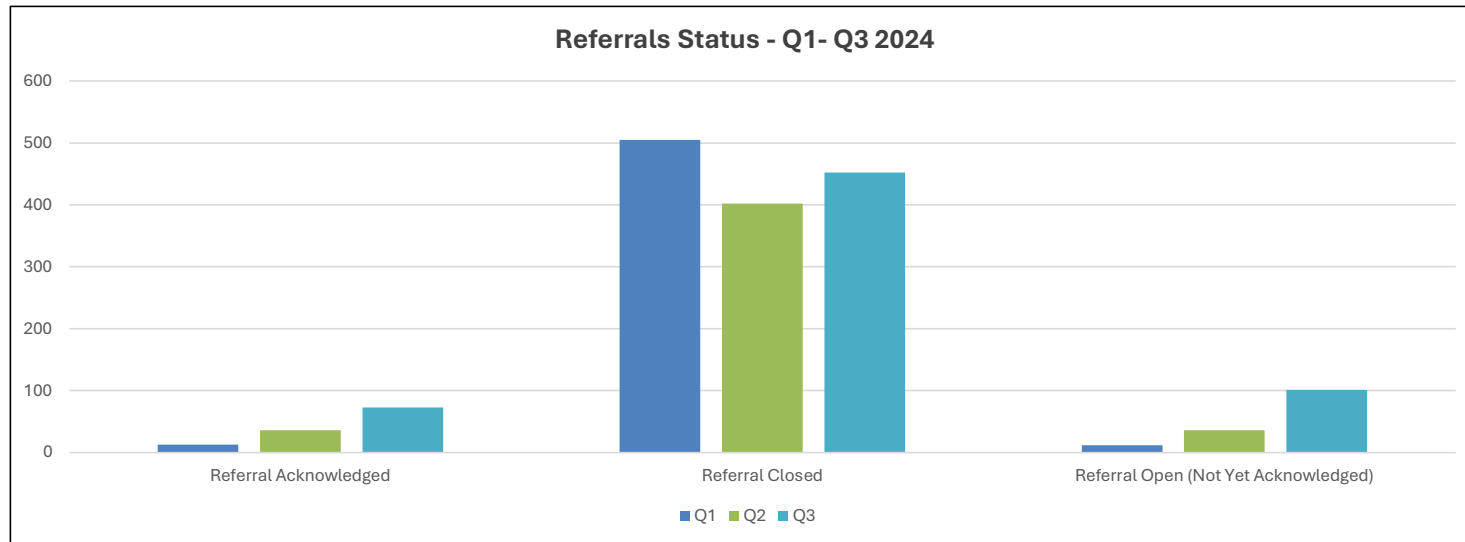
• **Declined (Other):**

These stayed lower, dropping from **14% in Q1** to **8%** in Q2 and Q3, possibly due to improved referral processes.

• **Unable to Contact:**

This category saw a steady decline, from **9% in Q1** to **6% in Q3**, suggesting improved outreach efforts.

Overall, the data reflects both positive trends in communication and challenges in meeting referral acceptance criteria.



The **Referrals Status Q1 - Q3 2024** chart shows:

1. Referral Acknowledged: Low across all quarters, with a slight increase in Q3, indicating some improvement in response acknowledgment.

2. Referral Closed: Highest in **Q1 (over 500)** but decreases through **Q2 and Q3**, reflecting either a slowdown in processing or fewer referrals handled efficiently.

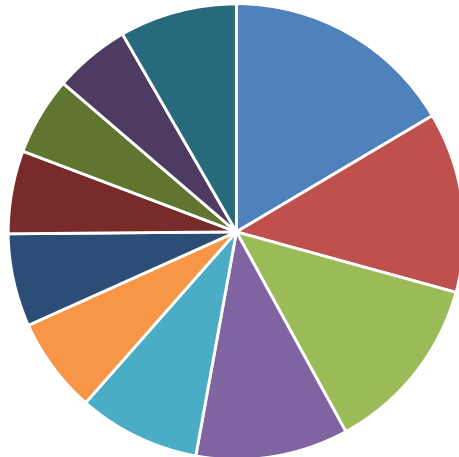
3. Referral Open (Not Yet Acknowledged): Gradually increasing by Q3, suggesting a growing backlog or delays in referral acknowledgment as the year progresses.

This suggests operational delays with fewer referrals being closed and more **open** cases awaiting acknowledgment in later quarters.

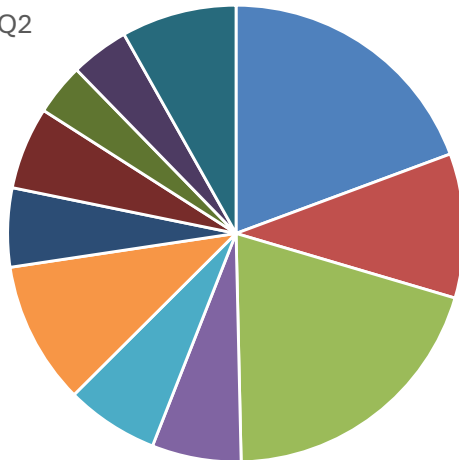
Referred Issues – Q1 , Q2 & Q3



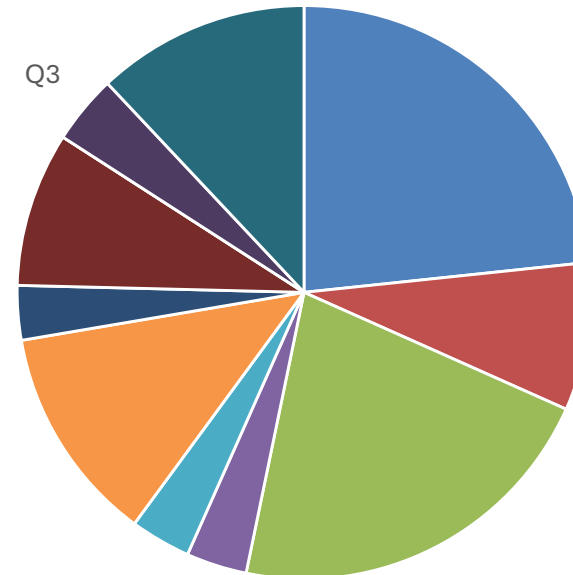
Q1



Q2



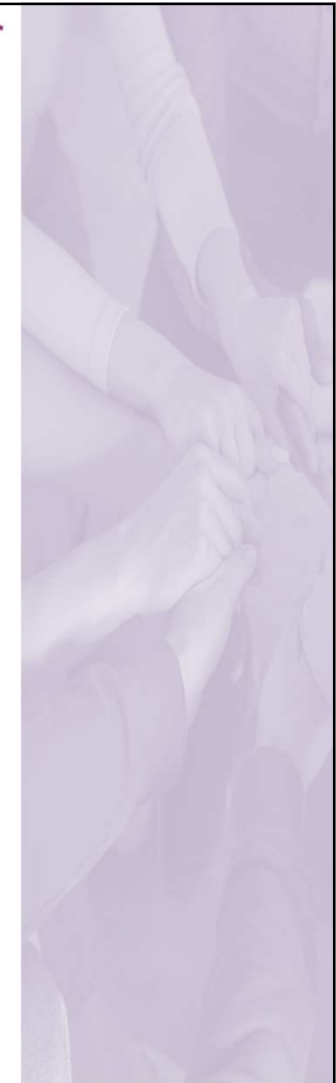
Q3



- Welfare Benefits
- Housing
- Money Management Workshop
- Utility Advice
- Wellbeing Activities
- Other
- Financial Capability
- Advocacy
- Debt
- Employment
- Food Provision



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 referrals 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
Unable to Contact Service provider	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



Referral Activity Jan- Sep 2024



• In the year 2024:

- An average of **179 referrals** were made each month.
- An average of **653 referrals** were made per Quarter
- An average of **21 organisations** were open for referrals each month.
- The month of **July** recorded the highest number of referrals, with **22 organisations** participating
- In summary, the chart illustrates a general rise in referral activity after a **dip in March**, while the number of receiving organizations remains relatively stable with slight variations.

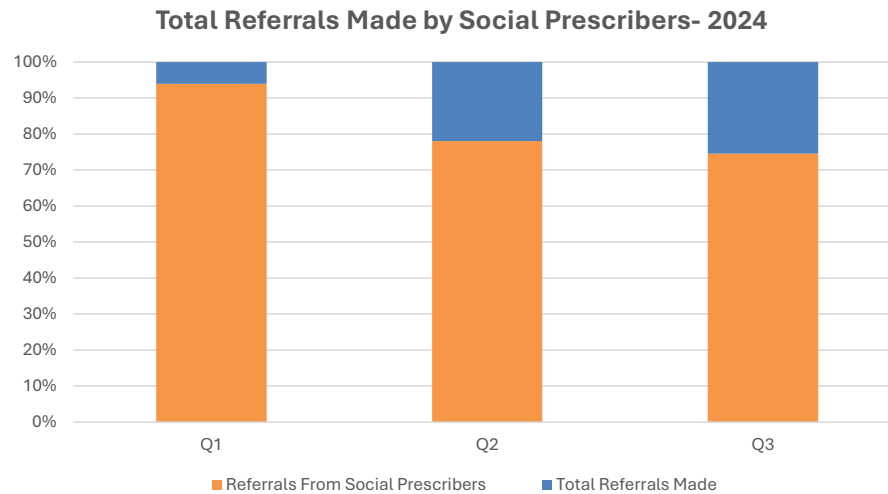
1. Referrals (blue bars):

1. The number of referrals fluctuates across the months.
2. **January** and **February** show **high** referral activity, around **200**.
3. **March** experiences a noticeable **drop**, with referrals around **100**.
4. After March, referral activity gradually rises, peaking in July, reaching about **250**.
5. There is a slight decline in **August** and **September**, settling between **150** and **200** referrals.

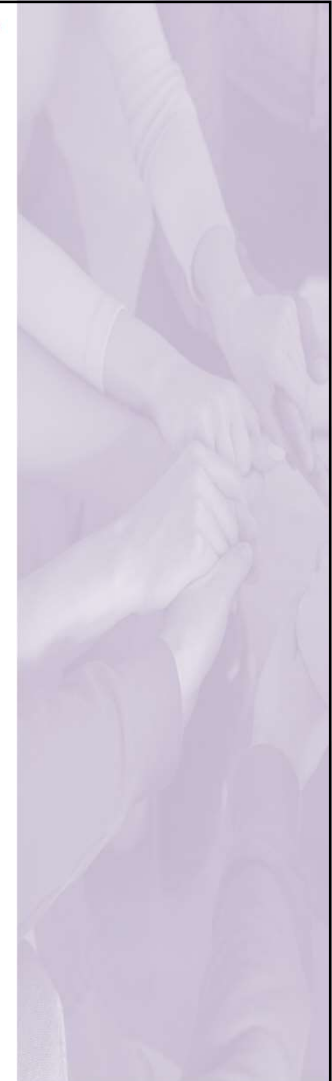
2. Receiving Organizations (red line):

1. The number of receiving organizations remains relatively stable between **15** and **25** across the months.
2. The **highest** number of organizations is in **February** and **May**, peaking around **25**.
3. The **lowest** is in **March**, corresponding with the drop in referrals.

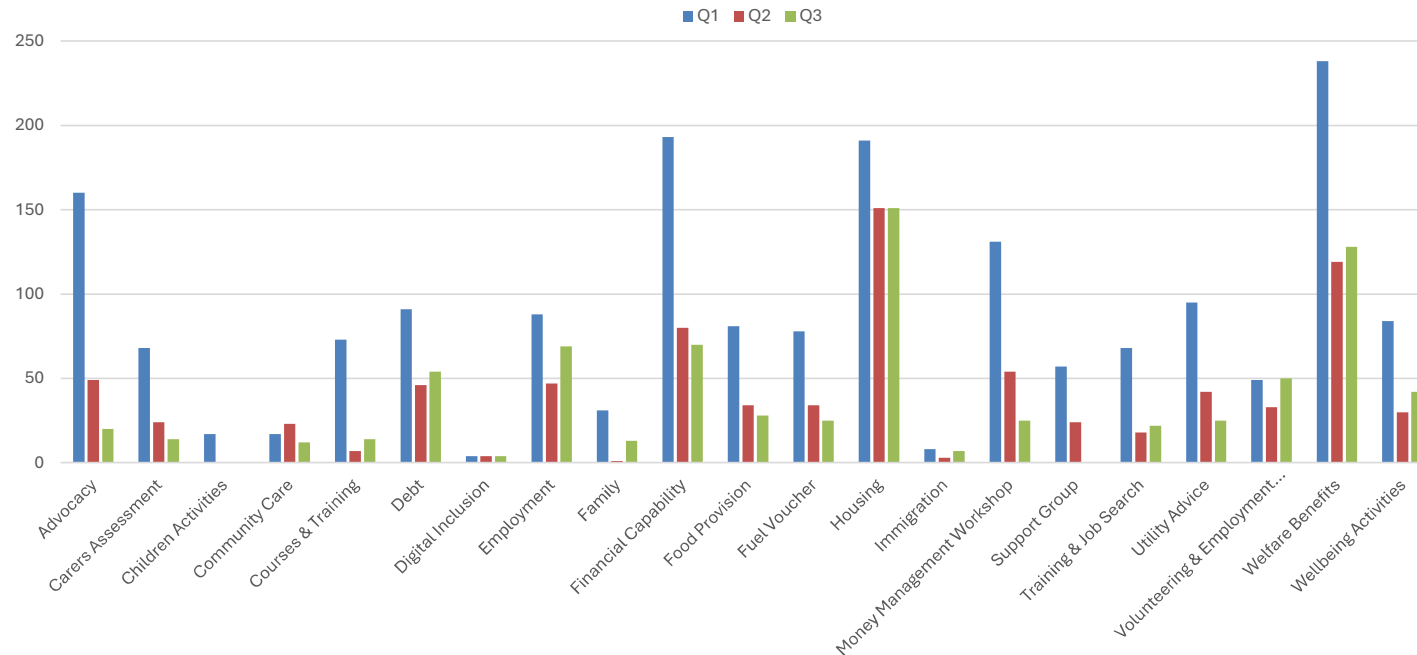
Social Prescribers Data :



- In the year 2024 (for Q1, Q2 and Q3):
 - An average of **444 referrals** were made by Social Prescribers for each quarter.
 - In **Quarter 1** alone, Social Prescribers made about **94%** of the total referrals.
 - An average of **82% of** referrals in the 3 Quarters were made by Social Prescribers.

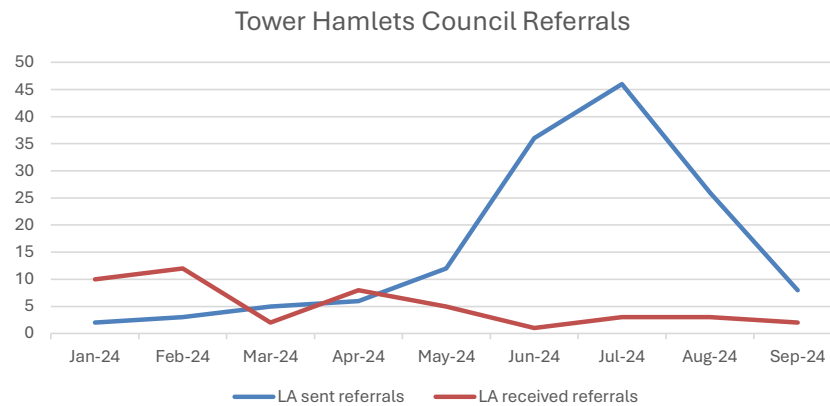


Referred Issues (Social Prescribers) Per Quarter 2024



- Advocacy, Housing, and Welfare Benefits have the highest number of referrals, especially in Q1.
- Immigration and Money Management Workshops see high referrals in Q2 and Q3.
- Several categories, like Employment, Family, and Support Group, show relatively consistent but lower referrals across the quarters.

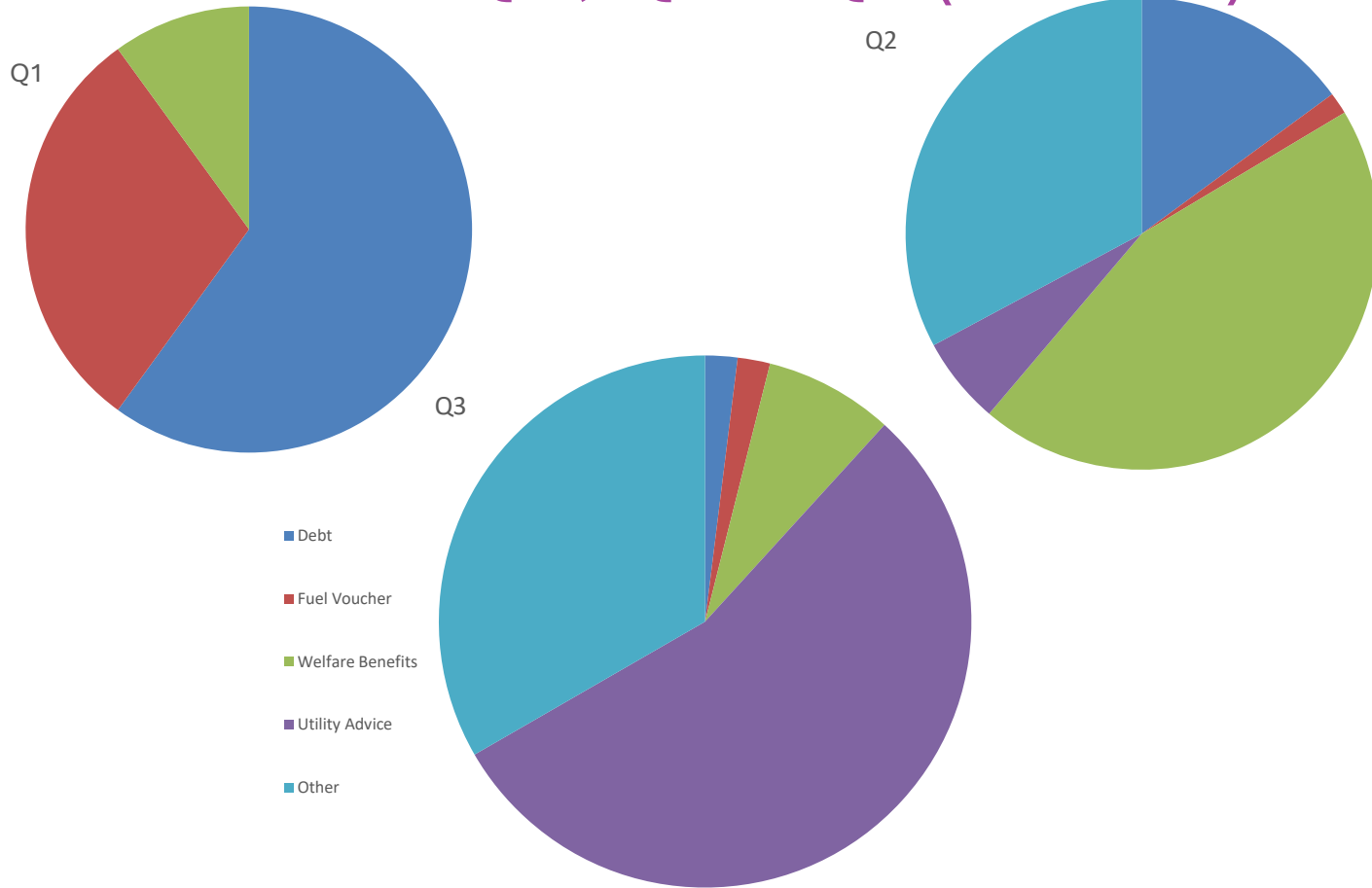
Local Authority Data:



Notes:

- Tower Hamlets Resident's Hub was activated in **May2024**
- There is a surge of referrals sent by Tower Hamlets Council in the month of **July2024**
- There is a sharp decline in the number of referrals received by Tower Hamlets Council between **April2024** and **June2024**.

Referred Issues – Q1 , Q2 & Q3 (Council)





Organisation Part of the THCAN Network

WorkPath
 Working Well Trust Upskill Project
 Family Action
 APASEN
 Clean Slate
 First Love Foundation
 Bromley by Bow Centre
 Rooted Finance (formerly Fair Money Advice)
 Ocean Regeneration
 East End CAB
 DeafPlus Health & Wellbeing
 Aishah Help

Stifford Centre
 REFEO
 Tower Hamlets Resident's Hub
 Bow Food Bank
 Gateway Housing Association
 Praxis
 Look Ahead ILCS
 Island House SKILLS
 Carers Centre Tower Hamlets
 REAL Advocacy
 TH Connect - REAL
 East End Energy Fit





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:

Azka-Mir.Vicar@island-advice.org.uk

Supporting **uptake of benefits and support** such as Local Welfare Assistance (in England) and Discretionary Assistance Fund (in Wales).

Improving **data** about community needs to support evidence-based planning.

Improving **transparency and accountability** between organisations.

BENEFITS OF A
Digital Referral System

Increasing **awareness** of the breadth of services available amongst referring organisations.

Empowers smaller organisations to **manage their capacity** by controlling the flow of referrals.

Improving the process of **tracking progress** of clients / customers over time and between organisations.

Supporting advice professionals to work efficiently, **saving time**.