THCAN Tower Hamlets
Community Advice Network

Quarterly Report

2024

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Azka Mir

Referral Data – Q1 –Q4

| Referral Data Q1- Q3 2024	Q1	Q2	Q3	Q4
No of Issued referred	530	474	627	703
Referrals Closed	505	402	445	559
Organisation Accepting referral over 2024	23	26	24	18
Registered organisation using referral	34	45	45	39

This data reflects fluctuating trends across quarters, with the number of issues referred reaching its highest in **Q4**, while the number of organisations using referrals remains relatively stable from **Q2 onwards**. This could indicate sustained engagement and growing reliance on the referral system.

The overall trend suggests an expanding system, with increasing referrals and closures demonstrating organisational participation and **responsiveness**.

The dip in closed referrals during **Q2** may point to potential challenges in processing or capacity constraints, warranting further assessment to ensure smooth case resolution.

The surge in Q3 referrals and closures could signify enhanced efficiency in the referral process, indicating a well-structured system capable of handling a rising caseload effectively.
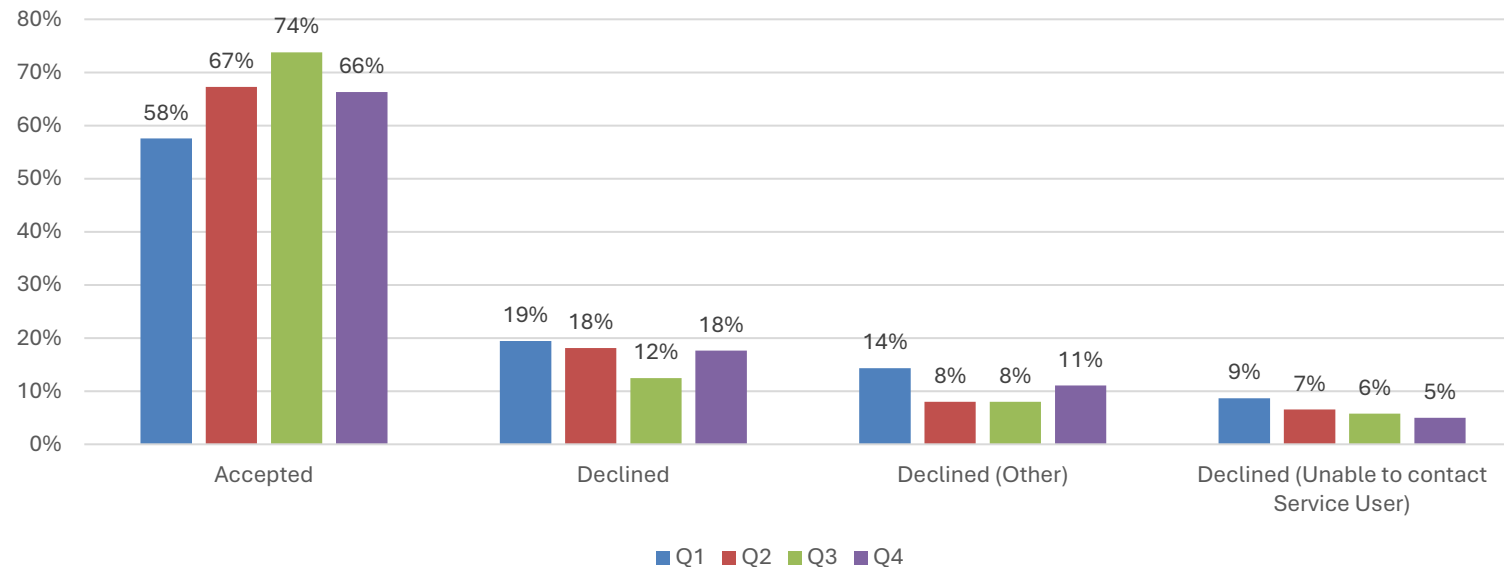
Accepted Referrals:

Acceptance rates started at **58%** in **Q1**, **increasing** slightly to **67%** in **Q2** and further to **74%** in **Q3** and **dropping** slightly to **66% Q4**.
This decline could indicate increasing complexity in cases or capacity challenges affecting acceptance rates.

Declined Referrals:

Declined referrals dropped from **19%** in **Q1** to **12%** in **Q3** before rising to **18%** in **Q4**.

Declined (Other):

The percentage decreased from **14%** in **Q1** to **8%** in **Q2** and **Q3**, then slightly rose to **11%** in **Q4**.

Unable to Contact:

Cases in this category declined steadily from **9%** in **Q1** to **5%** in **Q4**.

Overall, the data reflects both positive trends in communication and challenges in meeting referral acceptance criteria.
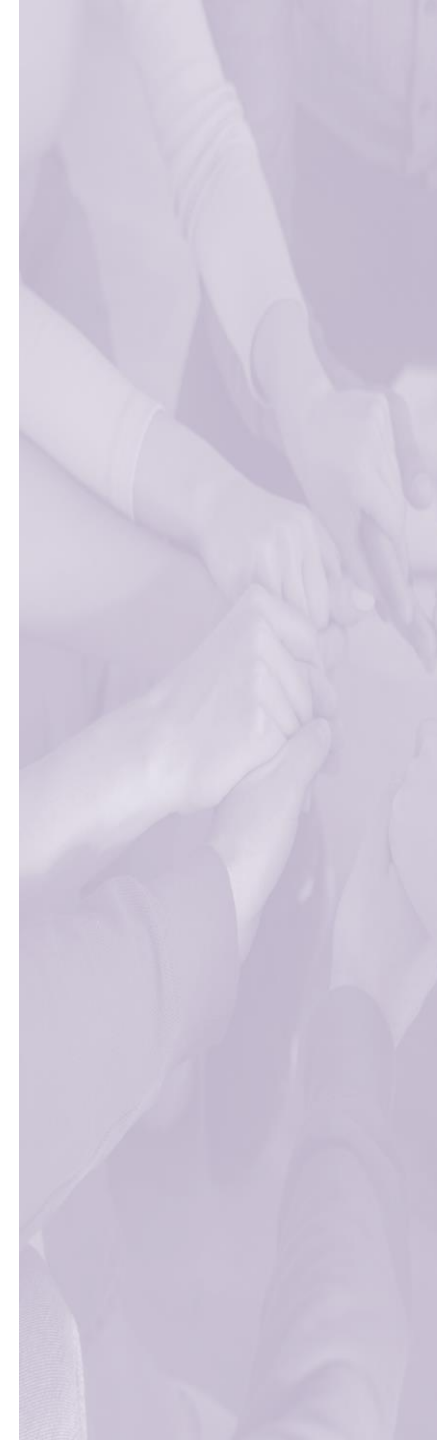
Referrals Status - Q1- Q4 2024

THCAN
Members of the Referral site

Chart axis values: 0, 100, 200, 300, 400, 500, 600

Categories: Referral Acknowledged, Referral Closed, Referral Open (Not Yet Acknowledged)

Legend: ■ Q1 ■ Q2 ■ Q3 ■ Q4

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

1.Referral Acknowledged: Low across all quarters, with a slight increase in **Q4**, indicating some improvement in response acknowledgment.

2.Referral Closed: Highest in **Q4 (over 550)** 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 and then gradual decline in **Q4** suggesting improved efficiency in managing referrals. The drop in open referrals in **Q4** suggests that organizations are more active in updating referrals and closing them.

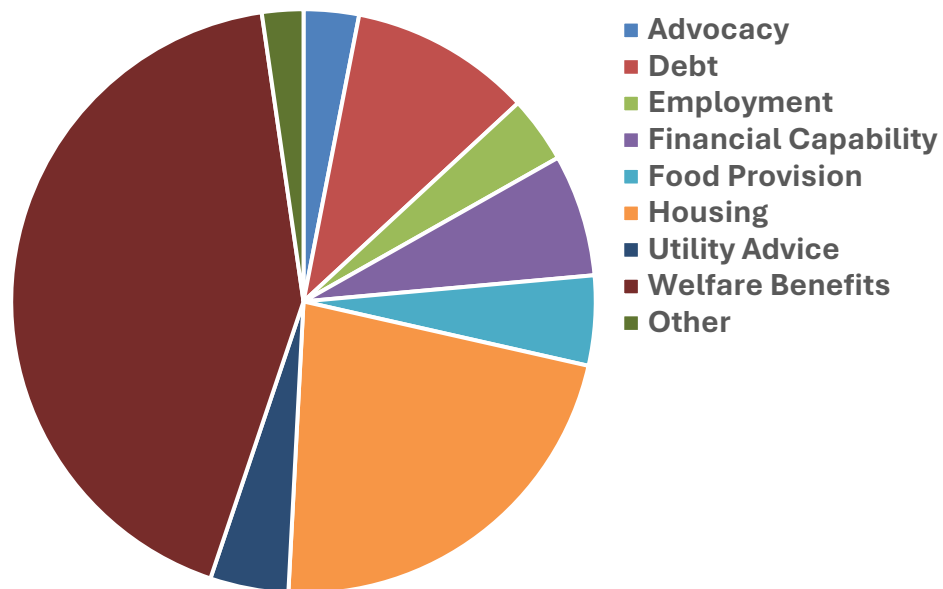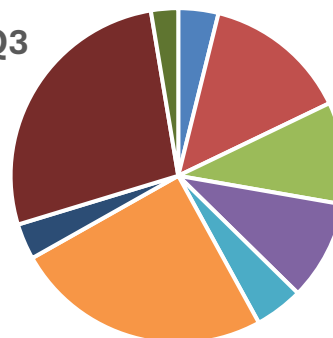| Some Reasons for declined referrals	
Organisation doesn't deal with issue referred	Please remember to refer 1 issue at 1 time to 1 organisation
Client already receiving help elsewhere	Please remember to refer 1 issue at 1 time to 1 organisation
Organisation doesn't have capacity	Please remember to 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

Referred Issues –Q1- Q4 2024
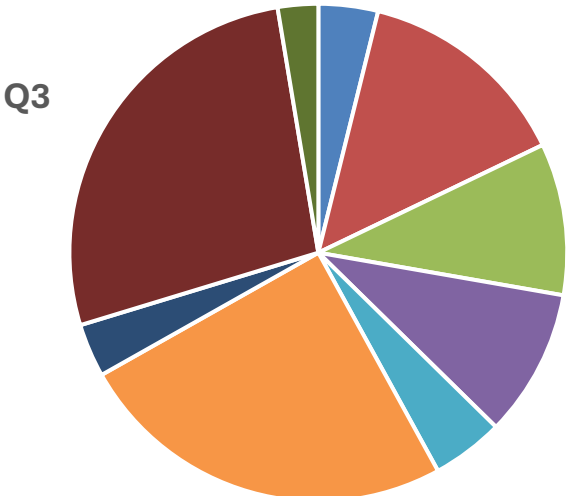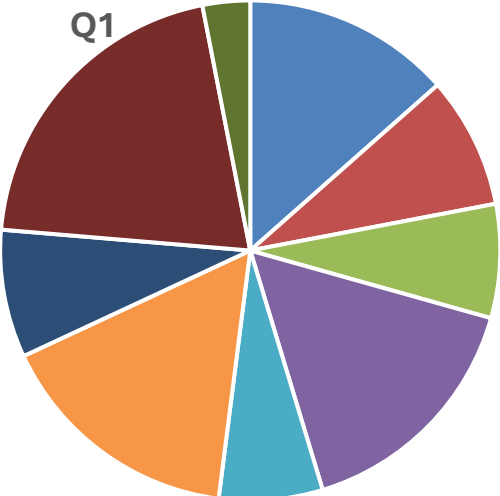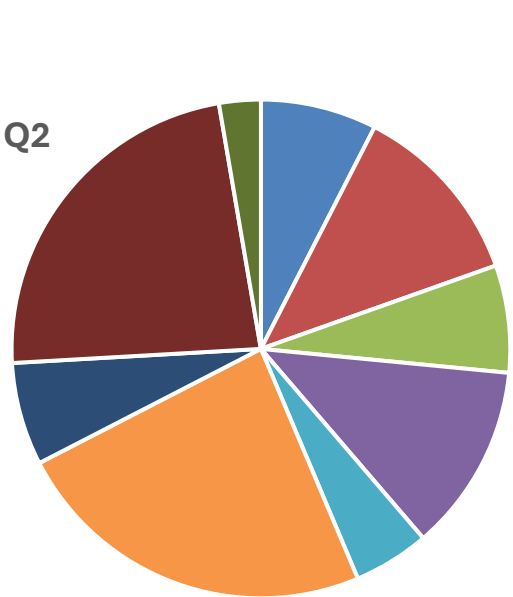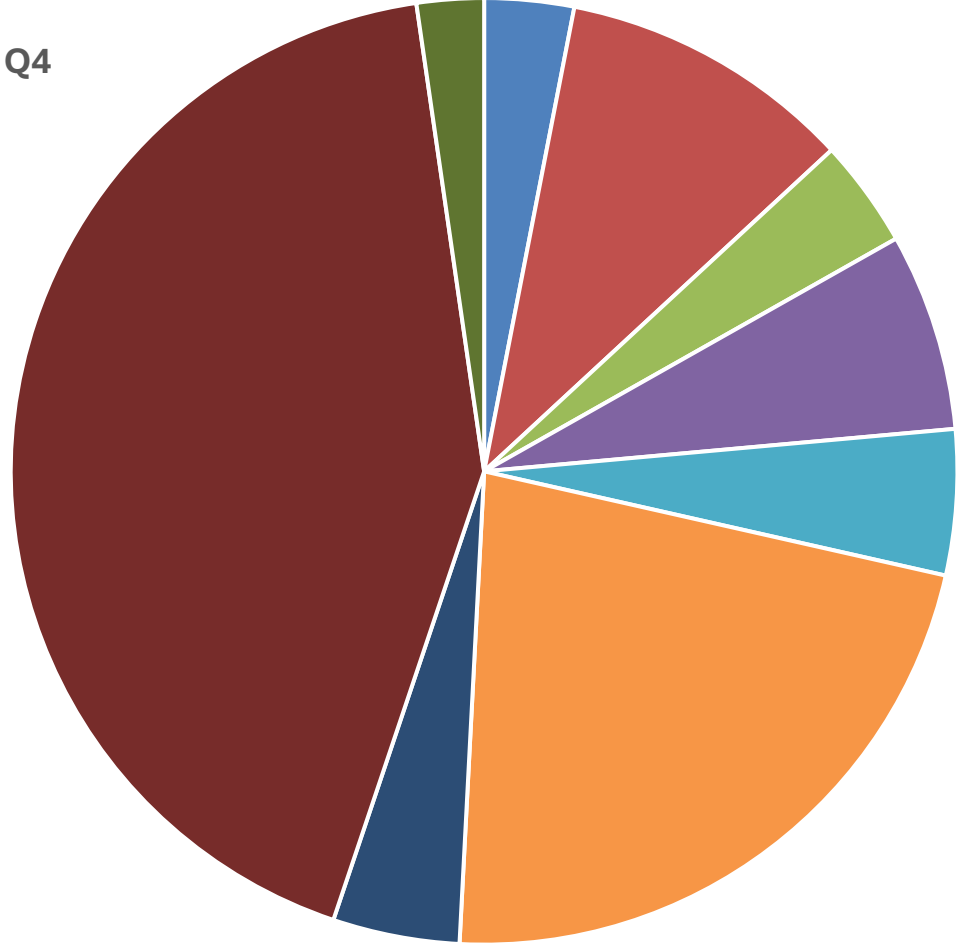
Legend:
- Advocacy
- Debt
- Employment
- Financial Capability
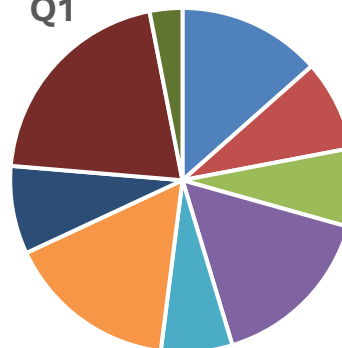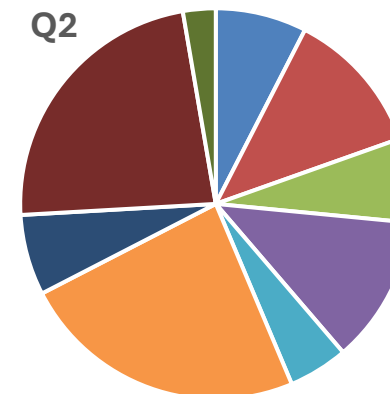- Food Provision
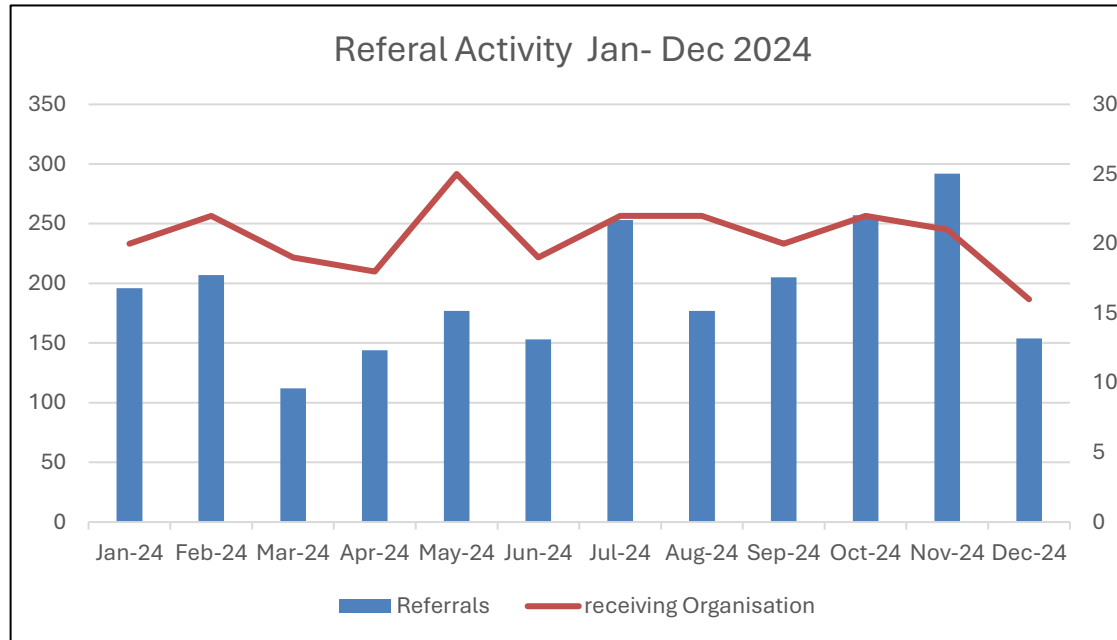- Housing
- Utility Advice
- Welfare Benefits
- Other

- **Q1** shows a relatively balanced distribution of referrals, with Housing, Welfare Benefits, and Debt being prominent categories.

- **Q2** reflects a slight increase in Welfare Benefits and Housing referrals, while Debt remains a significant issue.

- **Q3** marks a noticeable rise in Welfare Benefits referrals, likely due to ongoing economic challenges.

- **Q4** sees a **sharp rise in Welfare Benefits referrals**, driven by the **Pension Credit campaign led by the Local Authority across all organisations**, increasing awareness and accessibility.

- These trends suggest that financial support needs, particularly related to Welfare Benefits and Debt, have grown significantly over the year, with targeted initiatives contributing to higher referrals in Q4.

Referral Activity Jan- Dec 2024

Referal Activity Jan- Dec 2024

Legend: Referrals (blue bars), receiving Organisation (red line)

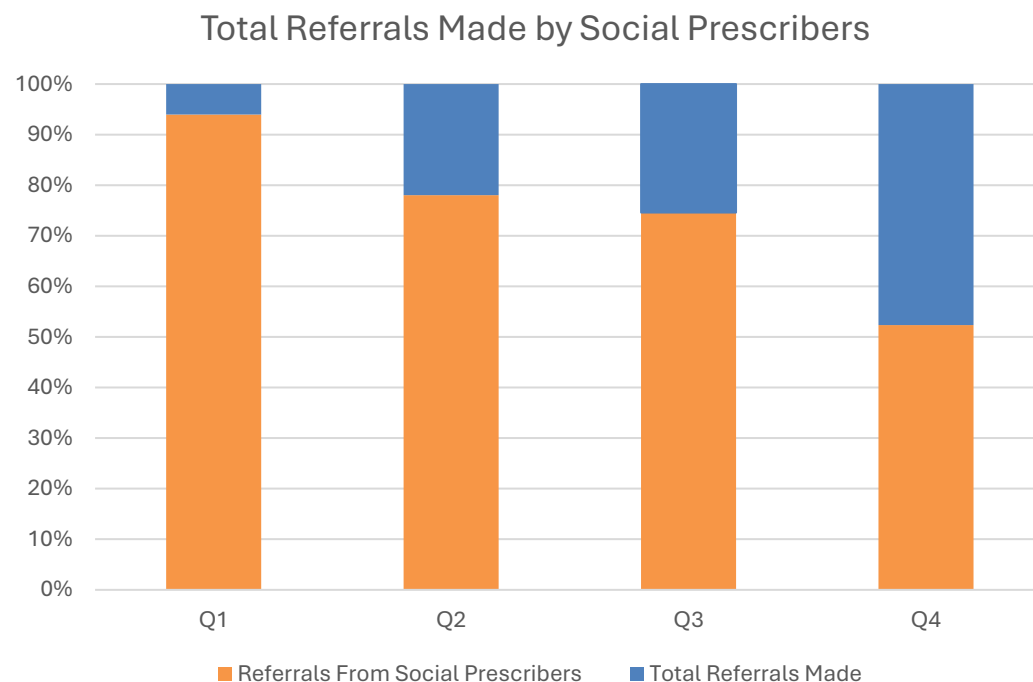1. **Referrals (blue bars):**

    1. The number of referrals fluctuates across the months.

    2. **January** and **February** show **high** referral activity, around **200**.

    3. **July** experiences a noticeable **increase**, with referrals around **253**.

    4. After **March**, referral activity gradually rises, peaking in **July**, falling gradually while peaking again in **November**.

    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 **December**, corresponding with the drop in referrals.

- **In the year 2024:**

- An average of **193 referrals** were made each month.

- An average of **582 referrals** were made per Quarter

- An average of **21 organisations** were open for referrals each month.

- The month of **November** recorded the highest number of referrals, with **21 organisations** participating

- In summary, the chart illustrates a general rise in referral activity after a **dip in March and dip between November and December**, while the number of receiving organizations remains relatively stable with slight variations.

Social Prescribers Data :

Total Referrals Made by Social Prescribers


Legend: ■ Referrals From Social Prescribers ■ Total Referrals Made

- **In the year 2024 (for Q1, Q2 and Q3):**

- An average of **586 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 **52%** of referrals in the **4th Quarter** were made by Social Prescribers.

Referred Issues (Social Prescribers) Per Quarter 2024

Legend: Q1 ■ Q2 ■ Q3 ■ Q4
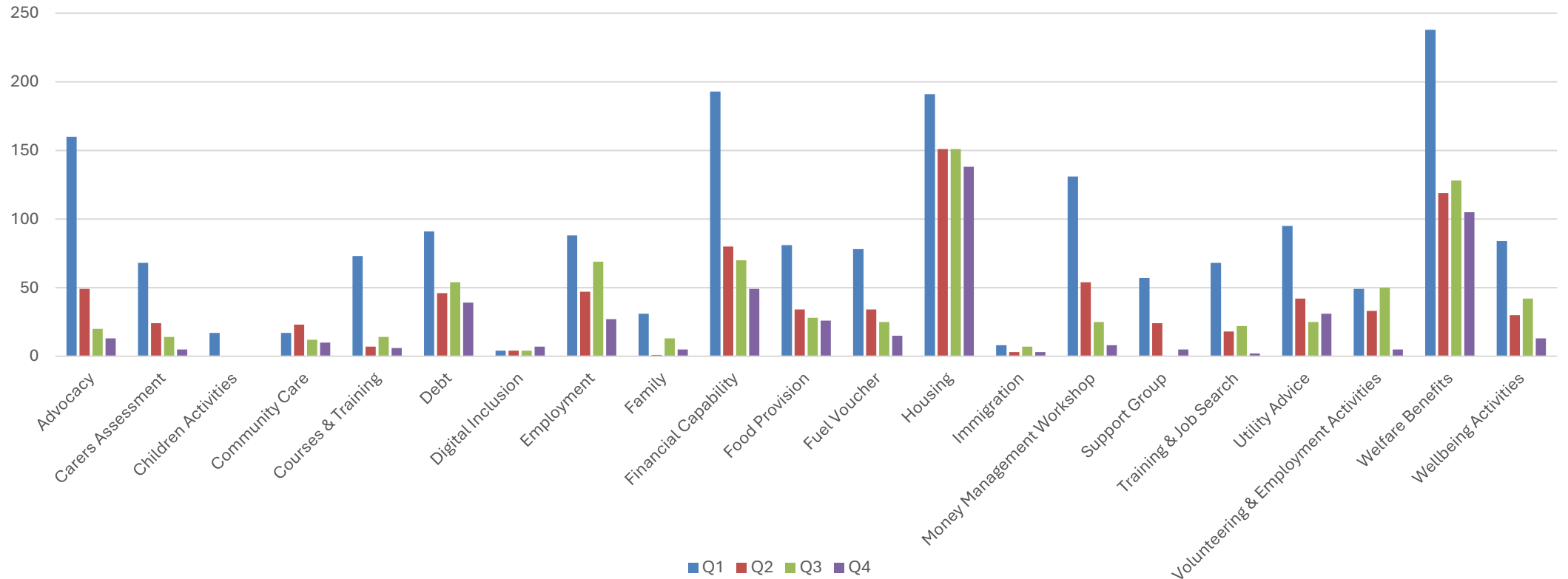
- Advocacy, Housing, and Welfare Benefits have the highest number of referrals, especially in **Q1**.

- Immigration and Money Management Workshops see high referrals in **Q2** and **Q3**.

- **Q4** has a higher number or Housing referrals made through out the quarter.

   Several categories, like Employment, Family, and Support Group, show relatively consistent but lower referrals across the quarters.

Local Authority Data:
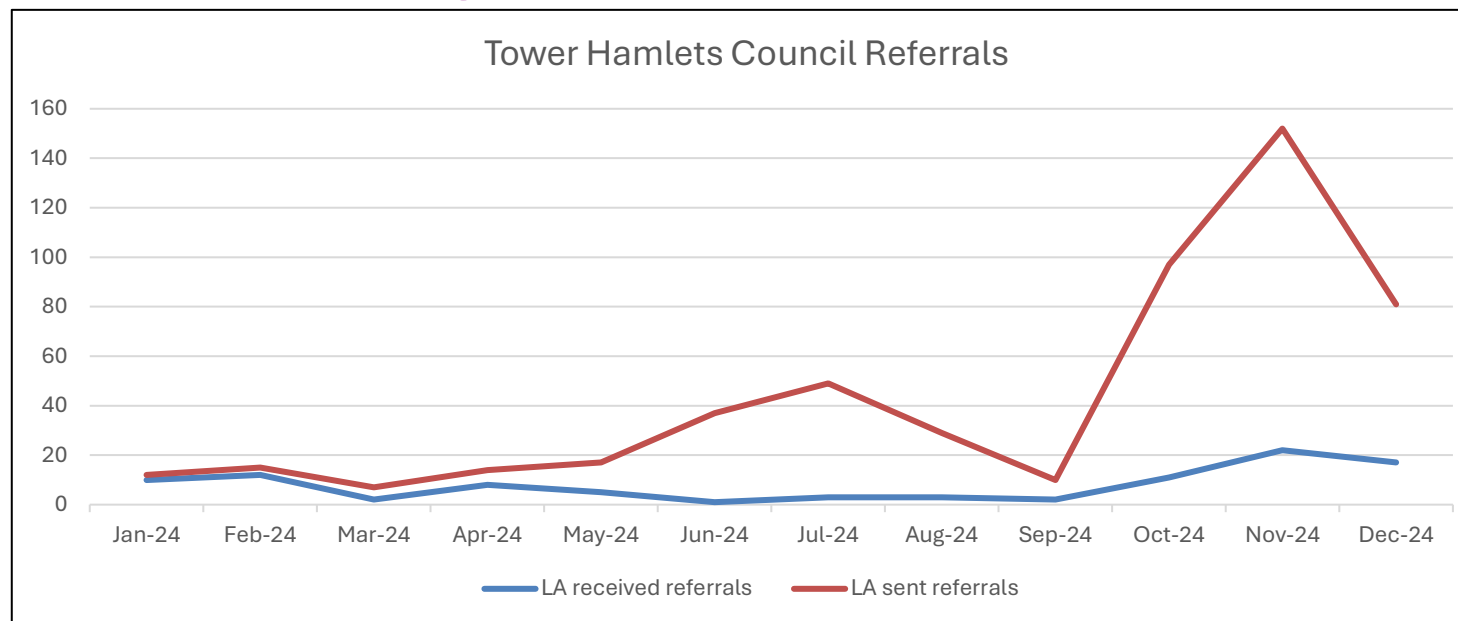
Notes:

- 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.**
- Additionally**,** there was a huge surge in referrals **sent** by Tower Hamlets Council between **September 2024** and **November2024**.
- Between **November2024** and **December 2024** , a decline in referrals sent and received by the Tower Hamlets Council.
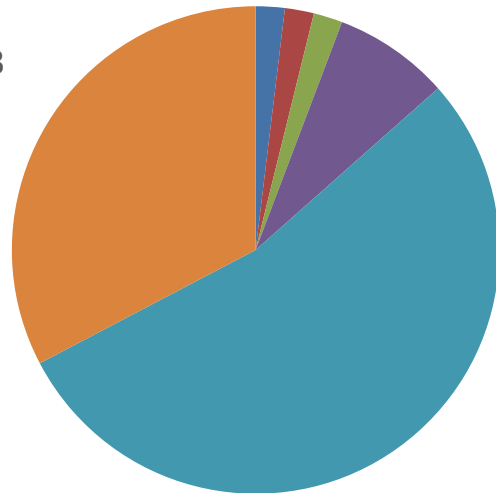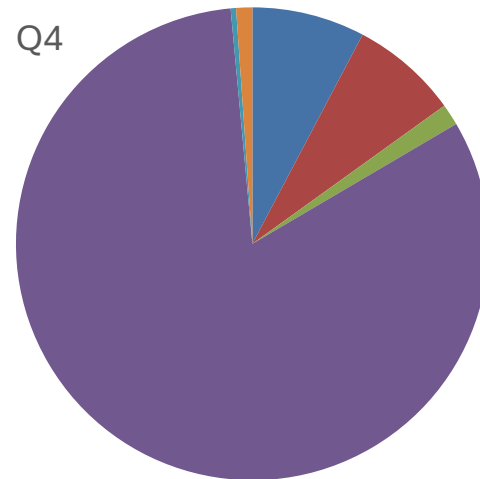
Referred Issues – Q1 , Q2 & Q3 (Council)
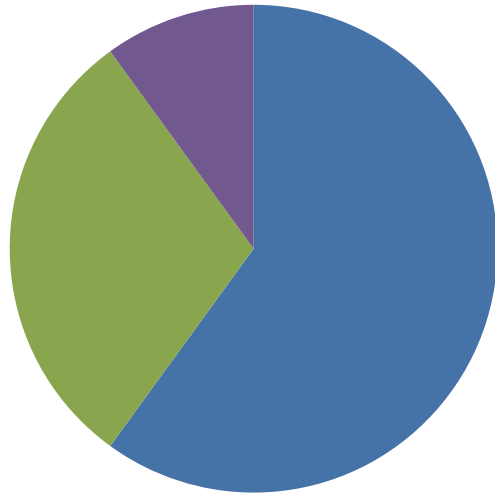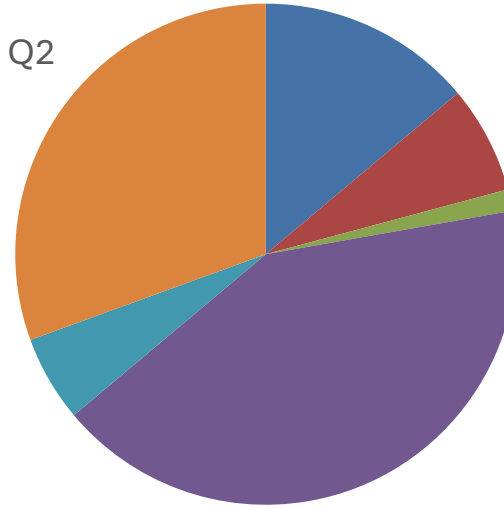
- In **Q1**, Debt and Utility Advice appear to be the most significant referred issues, with Welfare Benefits also accounting for a notable portion.

- In **Q2**, there is a more balanced distribution, with Housing and Welfare Benefits showing an increase, while Debt remains a key issue.

- **Q3** shows a shift, with Utility Advice becoming the dominant category, followed by Housing, while other categories represent a smaller proportion.

- By **Q4**, Welfare Benefits have significantly increased, becoming the largest category, while other issues such as Housing and Fuel Vouchers remain relatively minor.

- This trend suggests a growing need for Welfare Benefits support towards the end of the year, while Debt and Housing concerns fluctuate across the quarters.

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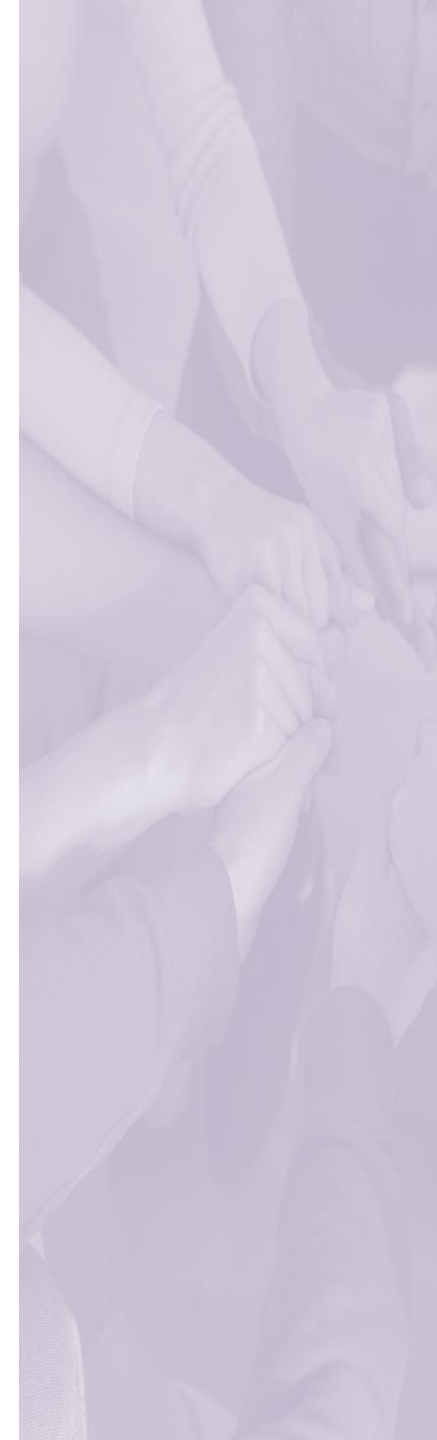Gateway Housing Association
Praxis
Look Ahead ILCS
Island House SKILLS
Carers Centre Tower Hamlets
REAL Advocacy
TH Connect - REAL
East End Energy Fit

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

THCAN
Members of the Referral site

BENEFITS OF A
Digital Referral System

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.

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.**