

Appendix 1 – Gateway Data

Gateway Stats													
	<u>Nov-22</u>	<u>Dec-22</u>	<u>Jan-23</u>	<u>Feb-23</u>	<u>Mar-23</u>	<u>Apr-23</u>	<u>May-23</u>	<u>Jun-23</u>	<u>Jul-23</u>	<u>Aug-23</u>	<u>Sep-23</u>	<u>Oct-23</u>	<u>Total</u>
Number of appointments available to book	40	34	46	40	44	40	46	44	40	50	40	46	510
Number of Appointments booked	4	9	8	5	11	10	7	11	5	6	9	7	92
Percentage of appointments booked v number available to book	10%	27%	17%	13%	25%	25%	15%	25%	13%	12%	23%	15%	18%
Number of appointments attended	1	8	7	5	11	10	6	9	4	6	7	5	79
Number of appointments not attened (no shows or switched to telephone appointments)	3	1	1	0	0	0	1	2	1	0	2	2	13
Number of Housing customers that may have been offered a face to face appointment (may be booked for the following month)	64	51	64	60	82	54	68	47	78	92	103	76	839
Number of uses of the direct dial phone	48	35	23	22	N/A	N/A	N/A	4	73	62	46	59	372