

Manna Centre: Report on Telephone & Email Activity – w/e 10/04/20

Inbound Calls (from clients)	111
Outbound calls (on behalf of clients)	90
Clients emails answered	49
Client emails inbound	73

Brief synopsis of activity

Areas covered – homelessness applications, referrals to outreach teams for clients rough sleeping, referrals to local authorities for temporary accommodation housing benefit overpayments, better off benefit calculations, access to food - food bank vouchers and places still offering take-out meals, access to showers, rent deposit schemes, housing benefit applications,

Issues arising

- a) Logistics – accessing services and time in getting responses
- b) Quality of response – Streetlink teams failing to adapt to current situation
- c) Have adopted triage to prioritise clients – homeless clients and those needing support with basic subsistence needs first, then clients with other issues
- d) Local authorities running out of temporary accommodation and putting clients in high cost accommodation the cost of which they are trying to recoup for working clients who are not at fault
- e) Need to explain systems to clients resulting in lengthy phone calls and emails to clients