

Manna Centre: Report on Telephone & Email Activity – w/e 24/04/20

Inbound Calls (from clients)	107
Outbound calls (on behalf of clients)	123
Clients emails answered	85
Client emails inbound	88

Brief synopsis of activity

Areas covered – emergency housing, access to food through foodbanks e-vouchers or grants, support for homelessness applications, accessing services for no recourse clients and planning future move-on, mediation to allow individuals to continue to maintain existing accommodation, outreach referrals, accommodation support grants, accessing legal resources on behalf of clients

Issues arising

- a) People are still outside – concern outreach teams may be applying criteria that were their brief pre-COVID lockdown which adversely affect some clients
- b) Individuals excluded from households where they are not a member forcing them to become street homeless
- c) Local authorities applying too rigid criteria – localism is still very apparent – we are struggling with someone who has lived in a borough for 5 years but because he lived since March 20 with a friend with no formal rental agreement and previously with his wife from whom he is separated and held the tenancy in her name, he is being denied access to emergency accommodation. We have requested details of why he is not being offered emergency accommodation despite providing substantial documentation

Margaret Shapland – 27/04/20