

Manna Centre: Report on Telephone & Email Activity – w/e 01/05/20

Inbound Calls (from clients)	95
Outbound calls (on behalf of clients)	75
Clients emails answered	105
Client emails inbound	80

Brief synopsis of activity

Areas covered – grant acquisition, No recourse to public funds application, emergency accommodation, access to accommodation, foodbank applications, new tenancy support, council tax applications, hostel applications, Universal Credit advance payment applications and change of circumstance, obtaining legal advice for clients with immigration issues, support letters for immigration matters, explanation emails on how the benefits system works and how housing and outreach protocols work

Issues arising

- a) Disjoint between ability to fit exact needs of clients and the boundaries of services
- b) Completion of forms etc more protracted – doing things in a piecemeal fashion owing to the communication logistics – e.g. sending consent forms to clients as no access to electronic communications
- c) The “what next” question after lockdown – there was a miracle of loaves and fishes as evidenced in finding accommodation during lockdown but will we return to the same old problems in procuring accommodation and could it be worse as lodger style accommodation may drop away, staying with friends may not return as an option?

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