

Manna Centre: Report on Telephone & Email Activity – w/e 8th May 2020

Inbound Calls (from clients)	20
Outbound calls (on behalf of clients)	84
Clients emails answered	75
Client emails inbound	105

Brief synopsis of activity

Areas covered – grant applications, foodbank requests, requests from organisations or individuals on access to food or other services, temporary accommodation, access to legal and immigration advice, support letters for immigration issues and housing, completing housing application forms, checking benefit awards from DWP, referrals to outreach teams, explaining benefit and homelessness regulations, accessing support services for a NRPF client who may return home, suitability reviews for temporary accommodation, researching direct application providers in sheltered accommodation

Issues arising

- a) Local authorities exercising the connection rule in assessing clients for temporary accommodation and excessive bureaucracy in processing homelessness applications
- b) No clear picture as yet on housing providers protocols post lockdown. Email to be sent to key providers as to their thoughts on post-lockdown activity to be sent this week
- c) Less activity on phone probably reflects that most people in some form of lock-down accommodation and now “waiting it out” – little thought on their part as to what will happen after lock-down accommodation terminates. More work being done by email to acquire information and move activity forward on cases

Margaret Shapland – 11/05/20