

Manna Centre: Report on Telephone & Email Activity – w/e 15th May 2020

Inbound Calls (from clients)	44 (problem with technology 11-12 May)
Outbound calls (on behalf of clients)	78
Clients emails answered	81
Client emails inbound	86

Brief synopsis of activity

Areas covered – support for No recourse to Public Funds (NRPF) clients - letters, applications for permanent accommodation, food support – food bank vouchers, grants. Maximising income relief for clients. Access to legal support, Benefit queries and better off welfare calculations. Suitability reviews of existing accommodation. Ongoing research into direct applications for sheltered housing. Access to emergency accommodation. Signposting to local organisations who can provide support alongside the Manna Society. Searching for private rented accommodation

Issues arising

- a) Email sent to existing providers re: protocols after lockdown
- b) Clear picture that greater level of support will be needed post-lockdown to enable clients to move into accommodation
- c) IT problem on first 2 days last week may have led to a lower number of incoming calls

Margaret Shapland – 18/05/20