

Manna Centre: Report on Telephone & Email Activity – w/e 22nd May 2020

Inbound Calls (from clients)	14 (problem with technology)
Outbound calls (on behalf of clients)	61 (combination of 3CX+Landline)
Clients emails answered	86
Client emails inbound	75

Brief synopsis of activity

Areas covered:

- a) Development of shopping list for food grant application,
 - b) External referrals to hostels and shared housing,
 - c) Picking up completed consent and declaration forms where client has no electronic means,
 - d) Support letters for No Recourse to Public Funds (NRPF clients),
 - e) Transitioning of benefits,
 - f) Welfare benefit calculations and explanations of benefit regulations,
 - g) supporting clients with homeless applications,
 - h) updating housing benefit changes
- and
- i) Grant applications

Issues arising

- a) Clients starting to think about their housing situation post lockdown and now number of referrals for post lockdown housing increasing
- b) At this time, still lack of information from Government or councils on how clients in lock-down accommodation will be managed or re-housed once this provision starts to be withdrawn

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