

Manna Centre: Report on Telephone & Email Activity – w/e 5th June 2020

Inbound Calls (from clients)	33
Outbound calls (on behalf of clients)	50
Clients emails answered	67
Client emails inbound	79

Brief synopsis of activity:

- a) Hostel referral b) PRS referrals c) Tenancy management for clients d) New client applications – initial emails requesting details so emergency referrals can be made d) freedom pass e) Immigration support (EUSS) f) debt management g) update on cases

Issues arising

- a) Still homeless clients approaching us for emergency accommodation as excluded by friends

Karolina Muszynska – Advice and Welfare 08/06/20