

Manna Centre: Report on Telephone & Email Activity – w/e 13th June 2020

Inbound Calls (from clients)	52
Outbound calls (on behalf of clients)	88
Clients emails answered	134
Client emails inbound	196

Brief synopsis of activity:

- a) NRPF clients – post lockdown arrangements
- b) Dispersal of funds from grants
- c) Benefit options and queries
- d) Housing referrals and establishing options from clients
- e) Alerting clients of re-opening of service and appointment arrangements
- f) Information collection to assist with grant applications
- g) Universal Credit – housing costs arrangements
- h) Shopping for clients to manage grants or meeting clients to assist with financial needs

Issues arising:

- a) We are being approached by a larger cohort of younger clients (under 25) to house them. This is going to present a problem - many hostels and other accommodation are still not housing clients and are largely full.
- b) Greater pressure on our funds as many have up-front costs that clients do not have funds to pay
- c) PRS accommodation particularly single rooms are likely to be rented at above local housing allowance rates – clients will have to be in a position to pay towards rent or claim Discretionary Housing payments which cannot be guaranteed
- d) Greater pressure on the service as we re-open as many clients will not be able to return to employment in the short term or indeed when their business opens as to whether they have a job to return to
- e) People on furlough needing to find accommodation – does this present a challenge in putting them forward to landlord – I would say yes as there is not guarantee they will have work to return to.

Margaret Shapland – Advice and Welfare 15/06/20