

Manna Centre: Report on Telephone & Email Activity – w/e 19th June 2020

Inbound Calls (from clients)	109
Outbound calls (on behalf of clients)	98
Clients emails answered	153
Client emails inbound	226

Brief synopsis of activity

- a) Hostel referrals
- b) Grant applications for up-front housing costs and arrears
- c) Direct payments to landlords
- d) Management of existing housing providers – including issues around rent arrears and end of tenancies
- e) Universal credit payments
- f) Arrangements of appointments for new and existing clients
- g) Universal Housing Cost applications
- h) Arrangements for NRPF clients re: visa extensions, return to home country and support whilst in UK
- i) Shopping and delivery for indisposed client
- j) Chasing existing housing referrals
- k) Prevention of evictions

Issues arising

- a) Large increase in calls from clients not previously known to us coming largely through word of mouth, mostly recently arrived in London or period of staying with friends has been terminated
- b) Complexity of benefit regulations confusing clients
- c) Larger number of emails due to clients sending up multiple emails for documents needed for appointments or to enable us to make applications

Margaret Shapland – Advice and Welfare 22/06/20