

Manna Centre: Report on Telephone & Email Activity – w/e 29th May 2020

Inbound Calls (from clients)	10 (problems with inbound system)
Outbound calls (on behalf of clients)	104
Clients emails answered	86
Client emails inbound	115

Brief synopsis of activity

- a) Hostel referral
- b) Housing benefit applications or updates
- c) Tenancy management for clients
- d) New client applications – initial emails requesting details so emergency referrals can be made
- d) NRPF client – arrangements post lockdown
- e) Immigration support (information provided by Praxis)
- e) Suitability review requests
- f) Advice on overpayments of benefit
- g) Explanations of results of housing enquiries by local authorities
- f) Grant confirmations

Issues arising

- a) Still homeless clients approaching us for emergency accommodation as excluded by friends
- b) Questionable Housing decisions if re-connecting clients to areas where the COVID R-rate is higher – should it be on strict housing regulations to take into account that you are potentially moving a client to a higher risk area

Margaret Shapland – Advice and Welfare 31/05/20