

Advice Worker Weekly Report on in-centre appointments

Week ending 17th July 2020

Clients seen: 9

Housing referrals: 4

Summary

- Housing referrals to shared accommodation for 4 clients
- Preparation to make homeless application for 1 client
- Funding applications for 2 clients
- Progressing Universal Credit application for 1 client
- Advocacy work for 2 clients
- Universal Credit applications for 2 clients
- Arranging appointment at embassy and appropriate support for 1 client
- Liaised with two emergency shelters re their re-opening
- Chased up bank account for 1 client
- Email advice for 6 clients

Case Study

Mike is a long term user of the Manna Centre who was not able to work under lockdown so lost his only source of income. His housing continued to be paid for by housing benefit, thankfully, but he did not have any personal income for food, travel etc. He was also paying back arrears to his housing provider from his wages which he could no longer do without his work. He does not have a phone so it has been hard for him to access help. I assisted him to make a claim for Universal Credit. I also supported him to explain to his housing provider what was going on, and that we would be back in touch when his Universal Credit claim was up and running to discuss a repayment plan, to prevent him from getting evicted. I made a grant application for a phone, so that he would be able to co-ordinate with different agencies and manage his Universal Credit claim more independently.