

Manna Centre: Report on Telephone & Email Activity
Week ending: 3rd July 2020

Inbound Calls (from clients)	62
Outbound calls (on behalf of clients)	52
Clients emails answered	114
Client emails inbound	101

Brief synopsis of activity:

Administrative

- a) Preparing new clients for appointments – setting up client details and initial goals
- b) Maintaining and logging appointments for clients
- c) Chasing up clients with appointments to ensure they attend
- d) Preparation of new flier to advise clients of Advice & Welfare service (to be dispersed with takeaway meals)
- e) Discussion re: re-instatement of EU settlement service post lockdown
- f) Going through database records to ensure accurate reporting for monitoring reports and running baseline reports
- g) Writing protocol for consistent input into database

Client work:

- a) Obtaining solicitors for immigration representation
- b) Researching alternative grant opportunities for a NRPF client
- c) Partnering with other agencies to give support to a vulnerable clients until his appointment with our service
- d) Referrals to outreach teams via Streetlink
- e) “better off” welfare calculations for clients
- f) Setting up external appointments for EU citizens to apply for settlement status
- g) Administering external grants for 2 clients
- h) Hostel referrals
- i) Accessing rent deposit schemes for clients who have no financial resource

Issues arising

- a) Some housing providers are not able to manage clients where there are communication issues relating to language barriers and therefore feel unable to offer placements where that is an issue
- b) As a number of key organisations remain closed or operating remotely, there are considerable time gaps between requesting information and receiving it which means that we cannot resolve issues with the speed that we would want to

Margaret Shapland
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