

Manna Centre: Report on Telephone & Email Activity – w/e 10th July 2020

Inbound Calls (from clients)	55
Outbound calls (on behalf of clients)	41
Clients emails answered	101
Client emails inbound	71

Brief synopsis of activity

Administrative – Ongoing:

- 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 records for new clients booked for appointments
- e) Going through database records to ensure accurate reporting for monitoring reports and running baseline reports
- f) Writing monitoring report
- g) Writing protocol for consistent input into database

Client work:

- a) Preparation of homelessness applications for 2 clients
- b) Researching grant options for a client who has recently moved into social housing
- c) Advising clients on how to make a Streetlink referral independently and seeking information from clients to enable us to make accurate Streetlink referrals. Production of a template for information needed to achieve this
- d) Council tax assistance and challenging of CT liability for 2 clients
- e) Providing support for clients seeking private rented accommodation
- f) Hostel referrals for 4 clients
- g) Explaining the benefit cap to clients and calculation of potential liability over and above what UC housing costs will pay
- h) Explaining the concept of a Universal Credit housing cost top-up when returning to work

Issues arising:

- a) We are continuing to see clients who have been in COVID-19 temporary accommodation being re-settled into accommodation where the rent is at local housing allowance but the client is subject to a benefit cap and they will be required to make a contribution from their personal benefit allowance. This is concerning as it is likely to make that accommodation either unsustainable or will exacerbate poverty among this group.

Margaret Shapland – Advice and Welfare 13/07/2020