

Manna Centre: Report on Telephone & Email Activity

Week ending 17th July 2020

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| Inbound Calls (from clients) | 23 |
| Outbound calls (on behalf of clients) | 48 |
| Clients emails answered | 103(some multiple emails to clients) |
| Client emails inbound | 41 |

Brief synopsis of activity:

Administrative – Ongoing:

- a) Preparing new clients for appointments – setting up client details and initial goals
- b) Booking and 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 to enable workers in centre to have more time to devote to achieving outcomes
- e) Going through database records to ensure accurate reporting for monitoring reports and running baseline reports – ongoing preparation for annual report
- f) Writing monitoring report – this due for submission by end of week
- g) Writing protocol for consistent input into database
- h) Liaising with colleagues in centre

Client work:

- a) Preparation of homelessness applications - 4
- b) Linking 2 NRPF client to immigration advice and support
- c) Providing details of other day centre and food resources to 3 clients
- d) 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 – information given to 3 clients
- e) In conjunction with a colleague acquiring information through a solicitor on citizenship process to enable informed decision
- f) Housing referrals for 3 clients

Issues arising:

- a) As the Advice work returns to some degree of normality, the focus of my work is changing to a more support role rather than front-facing
- b) Issue with lack of temporary accommodation – most year-round shelters are still shut. This makes Streetlink the only game in town for any hope of temporary accommodation provision. As we know the service has been overwhelmed especially during lockdown and is creaking at the seams. It also operates within very specific boundaries that can create difficulties for clients

hoping to get a service. We have prepared a template to maximise a client's chances of being found by the outreach team

- c) Lead times to get clients into accommodation are very stretched – either because some providers are not open or pressure on the accommodation they have available. Our expectation is that may increase as the true economic impact of COVID-19 is felt
- d) Local authorities placing clients in accommodation where they are responsible for top-up costs from their Universal Credit personal allowance. This should raise alarm bells as seems to stem from a desire to meet the task handed down from Government to place those accepted into lockdown accommodation into more permanent accommodation but has a downside whereby cyclical homelessness may come about at the end of the tenancy period as this is increasing poverty levels on groups already challenged in terms of basic survival.

Margaret Shapland – Advice and Welfare 20/07/20