

Manna Centre: Report on Telephone & Email Activity
Week ending 24th July 2020

Inbound Calls (from clients)	56
Outbound calls (on behalf of clients)	52
Clients emails answered	77
Client emails inbound	108 (Some multiple emails)

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 Annual Report article
- g) Writing protocol for consistent input into database
- h) Liaising with colleagues in centre
- i) Preparing monthly housing statistics

Client work

- a) Housing referrals – 5 clients
- b) Grant application for NRPF client – 1
- c) Details on guardianship schemes – 1 client
- d) Contact with NRPF client re: visa extension and support worker at NRPF team
- e) Support letters for EU settlement and immigration matters – 3
- f) Information support on UK citizenship in UK – 1 client
- g) Administering block grant payment to secure housing for 1 client
- h) Partnership working on low support clients rough sleeping in Southwark – support with re-settlement
- i) Arranging meeting for briefing on new application for self-search of reasonably priced housing

Issues arising:

- a) Access to new provider – 30 spaces in shared housing
- b) Large number of non-Southwark clients approaching us due to other centres only offering telephone advice to existing clients or not open at all
- c) Many do not have local connections to any London boroughs and are recent arrivals

- d) Many clients still rough sleeping having not received any quality advice from local authorities

Margaret Shapland – 27/07/20