

Manna Centre: Report on Telephone & Email Activity – w/e 14th August 2020

Inbound Calls (from clients)	67
Outbound calls (on behalf of clients)	70
Clients emails answered	141
Client emails inbound	162

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) Liaising with colleagues in centre
- f) Preparing housing statistics for July – continuing this week
- g) Starting written risk assessment for home working – to be completed by 18/08/20
- h) Setting up Zoom meeting for Public Interest Law Unit re: settlement status sessions and meeting on 14/08/20
- i) Setting up Zoom meeting for Advice & Welfare meeting

Client work:

- a) Housing application – 6
- b) Researching evidence for review request for client and liaising with solicitor– 1
- c) Re-tabulating Council Tax Benefit for change of circumstances – 1
- d) Details of foodbank voucher to client by text – 1
- e) Liaising with CMHT on potential housing applications for client with MH issues – 1
- f) Referral to solicitor for homelessness review – 1
- g) Arranging appointment with solicitor re: immigration issues – 1
- h) Linking client to Ethiopian Community in Britain – 1
- i) Sorting out clothing request – 1
- j) Organising travel for stranded client in London – 1
- k) Explaining benefit implications to clients – 4
- l) Offering telephone advice and support to clients and other services - 5

Issues arising

Complaint from provider re: some clients placed in single occupancy accommodation bringing spouses and children to live in shared accommodation in breach of tenancy. We may need to be very specific with clients that the accommodation offered is single occupancy only unless otherwise advised. Need to prepare alternative accommodation before allowing partner and children to travel.

Margaret Shapland – 17/08/20