

Manna Centre: Report on Telephone & Email Activity – w/e 7th August 2020

Inbound Calls (from clients)	91
Outbound calls (on behalf of clients)	79
Clients emails answered	112
Client emails inbound	121

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
- g) Starting written risk assessment for home working
- h) Setting up Zoom meeting for “My Social Housing” App through Bridge Housing Solutions
- i) Reporting on use of grants to funder

Client work:

- a) Housing referrals – 5
 - b) Research on property guardianship schemes for lower cost PRS. Sent to client and A&W colleagues
 - c) Referral to CARIS Haringey for single parent family group
 - d) Investigation of COVID-19 precautions for a very young child
 - e) Chased property offer for 1 client and maintained client in loop
 - f) Supporting client with MH issues to validate a property offer
 - g) Telephone advice to client on HMRC scam phone call – checked validity
 - h) Obtaining foodbank voucher for Newham foodbank for destitute client
 - i) Preparing letter and liaising with client’s TST worker, the housing provider and colleagues in A&W re: suitability of current accommodation pending sending to line manager at Thames Reach
 - j) Managing boundaries for client with our service who has a care package from Social Services and has decamped to London. Agreeing boundaries with Social Worker.
 - k) Making enquiries as to financial support levels for verified client
 - l) Supporting other organisations with information or advice on services and shared clients -
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Issues arising:

Proliferation of young individuals who have come to UK as unaccompanied minors and decamp to London with no provision in place in capital. Greater number of calls from Social Workers in other areas of the country who need advice and support on how to assist clients who have made this decision.

Margaret Shapland – 10/08/2020