

Manna Centre: Report on Telephone & Email Activity – w/e 31st July 2020

Inbound Calls (from clients)	55
Outbound calls (on behalf of clients)	80
Clients emails answered	107
Client emails inbound	189 (some multiple from same client)

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 annual statistics for newsletter and completing newsletter article

Client work:

- a) Housing referrals – 6
- b) Better off calculations – 3 clients
- c) Research on family law services which are pro-bono - 1
- d) Support for client re: suitability of current accommodation – ongoing 1
- e) Maintaining contact with housing providers re: current referrals
- f) Phone calls to housing clients suitable for shared accommodation with new provider – 20 calls
- g) Responding to queries from other services re: shared clients- 7

Issues arising:

The main issue that is providing concern at the moment is the suitability of accommodation being provided post-lockdown to clients. We are currently dealing with one case where the client is making a personal contribution to his rent out of his benefits despite having no access to a signal so that he cannot make and receive phone calls to get employment – this will compromise his benefits as he will be failing to meet his claimant commitments. There is a signal in other parts of the property. He has been given 1 offer from a large homelessness provider – we are currently disputing this placement with a view to obtaining an alternative offer.

Margaret Shapland – 03/08/2020