



Action:1

Following discussion and questioning, it was agreed that that Jennifer Mackenzie obtain further information and clarity from our Health Partners as to the state and numbers of vaccinations taking place in the borough.

Action:2

Circulate the presentation.

## **19. HELPING HANDS OFFER TO THE BOROUGH (PRESENTATION)**

Nigel Swan presented on the Helping Hands offer to the residents of the borough and shared the attached presentation.

Helping Hands provide free, independent specialist advice via paid and volunteer staff. Paid and unpaid staff are covered by the AQS standard. Advisers are trained as Active Listeners.

Helping Hands provide services to the socially excluded. On average Helping Hands provide a service to roughly forty-five clients a week. A surgery is provided at Oadby Methodist Church once a week.

Numbers are growing re face-to-face advice and advice support services are provided online and by telephone. Services are provided with input from local solicitors.

Helping Hands is a charity governed by Trustees.

For the past three years Helping Hands has been appointed as the area Advice Providers. The organisation is supported through regional grants. It has a couple of support Workers and is looking to review its funding. It has also focussed on providing support for people away from employment. Helping Hands is a Trust governed by Trustees

Helping Hands will be the main provider of advice funded by the Local Council over the next three years, Helping Hands have received regional grants and employ a couple of support workers. It is working to renew its funding and have focussed on helping people apart from those requiring employment.

Helping Hands is developing its working links closer to the Local Authority. The organisation also provides a service to people with a disability. The advice the service provides is independent of the Council.

The Chair noted that with the loss of AGE UK locally that talks on this service loss is to take place with Rutland Council Friday 30th July, 2021. In relation to the question posed as to whether Helping Hands are seeing more customers coming across from Blaby; advice was not being restricted from such areas.

Action:3

Circulate the shared presentation

## **20. MIND APPLES MENTAL HEALTH INTERVENTION (PRESENTATION)**

Mind Apples Mental Health Intervention (Presentation Attached)

Julian Harrison, Mind Apples Group Mental Health and Wellbeing Campaigner presented information on Mind Apples.

Mind Apples has been in existence for the past five years.

It was acknowledged that the UK has been in the midst of a mental health crisis for some

years.

It was explained that Mind Apples is about self-help. It exists to support one's health mental health which we all have. The M Community Champion Volunteers, Walking Groups Statistics and Take Up (Presentation) were shared.

The Mind Apples Group meets every fortnight. Attendees share anecdotes and supports others to cope with their worries and anxieties. It is about how to deal with mindfulness in the moment.

Julian facilitated a Mind Apples exercise with these present.

The exercise consisted of each person answering one of twenty questions on what things they usually practice to defuse anxiety and worried. The more questions a person answered the stronger their health and wellbeing might.

It was emphasised that other questions could be substituted for the ones asked on the evening. Messages placed in a jar can help uplift one's sprits a promote mental good health.

Mind Apples can be found on Facebook.

Action:4

The list of twenty questions is to be circulated.

## **21. OADBY & WIGSTON COUNCIL VOLUNTARY COMMUNITY COVID 19 RECOVERY FUNDING SCHEME GRANT**

The Community Engagement Officer shared information about the Oadby & Wigston Council Voluntary Community Sector Covid 19 Recovery Funding Scheme Grant link, prior to the meeting.

The VCS COVID-19 Recovery Grant Scheme aims to support local voluntary groups in Oadby, Wigston or South Wigston to help get them back on their feet.

Eight groups applied for the funding. The minimum sum was £150 and the highest sum £300.

The original sum provided by the Council was £4,000. The closing date for applications is 31st December 2021. Once the has run out it will not be topped up. Funding applications are accepted on a first come, first served basis.

Groups have been provided with the link to apply for the funding, To access the funding click on the following link.

[https://myaccount.oadby-wigston.gov.uk/en/service/VCS Recovery Grant Scheme](https://myaccount.oadby-wigston.gov.uk/en/service/VCS_Recovery_Grant_Scheme)

**Action:5**

Share the link to the funding grant with everyone.

## **22. ANY OTHER BUSINESS**

The number of attendees at the meeting were low.

**Action:6**

To encourage attendance at future meetings the Chair requested the Community Engagement Officer write to all those who proffered their apologies for non-attendance to; find out why they did not attend and what can be done to encourage future attendance.

**23. DATE OF NEXT MEETING : TUESDAY 26 OCTOBER 2021**

**THE MEETING CLOSED AT 7.00 PM**



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**Chair**

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**Tuesday, 26 October 2021**

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# Oadby and Wigston Borough Council

Jennifer Mackenzie

Community Health Improvement Officer

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**Oadby & Wigston**  
BOROUGH COUNCIL

Minute Item 18

# Walking Programme

- Group walks provide an opportunity to get active, socialise and improve mental and physical wellbeing.
- 1-1 walking support for those who are physically and mentally vulnerable and/or socially isolated.
- Walks are free and accessible for anyone, and ran by local volunteers.

# Community Health Champion Programme



~ Page 7 ~

**Support with the promotion of key health messages, campaigns and interventions to the community.**



# Volunteer Role

- Share local health and wellbeing information and opportunities
- Share factual information on Covid-19 vaccinations and testing
- Support in the creation of targeted health messages and campaigns, including video campaigns.
- Act as a point of contact for health and wellbeing information
- Voice the health and wellbeing concerns



# Benefits to our Volunteers

- Bespoke training package
- Regular catch ups and support
- Meet new people
- Improve knowledge in health & wellbeing
- Help the community

# Current Progress and Next Steps

- Recruitment
- Fortnightly newsletters
- Establishing networks and knowledge of existing volunteers
- Developing Youth Health Champion Programme
- Pop Ups in Oadby and Wigston Town centres
- Working with PCN on drop in Vaccination Clinics

More information

<https://bit.ly/36foe1R>

Comments, questions or feedback

[Jennifer.Mackenzie@oadby-wigston.gov.uk](mailto:Jennifer.Mackenzie@oadby-wigston.gov.uk)

# Helping Hands Community Trust

## Oadby & Wigston Borough Council



### Community Engagement Forum 21<sup>st</sup> July 2021

“Whatever your needs, we will always help”.

 **0116 278 2001**



helpinghandsadv



helpinghandsadv



helpinghandsadv

# Who are we.....?

- Helping Hands Community Trust is a Charity and Limited Company, founded in 1997, providing social welfare advice based in South Wigston and serving the Borough of Oadby and Wigston.
- We provide free, independent, specialist advice services
- Helping Hands is accredited by the Advice Quality Standard (AQS) for the provision of advice in the areas of Housing, Employment, Consumer and General Contract law, Health and Community Care; and for advice and Casework in all areas of Welfare Benefits.
- Our advisors are trained as 'active listeners' providing bespoke service focusing on identifying and addressing needs, and resolving problems confronting people whose lives are in crisis, affected by poverty or who are marginalised by circumstances.



- Helping Hands' commitment is the delivery of 'holistic social inclusion', building personal resilience and enriching the lives of our clients and their communities.
- Helping Hands South Wigston Centre sees approximately 45 clients/residents per week, many presenting with complex multiple issues.
- We anticipate increasing accommodation, family, debt, benefits, work issues that have arisen or been exacerbated by the Covid lockdown and are aware of the potential additional threat of domestic violence, homelessness and self-harm.



- Welfare benefits
- Money/debt management
- Utilities
- Housing
- Health Care
- Education
- Training
- Employment
- Legal advice
- Domestic abuse
- Advocacy
- Appeals/Tribunals, including representation particularly for ESA and PIP.



- As a Registered Charity we are governed by a Board of Trustees
- As our services are provided free at the point of delivery we rely on funding – such as from OWBC
- Due to our reputation in the community we are fortunate that we receive ad hoc financial support from local business, charitable foundations, faith groups & individuals. This is critical to our survival
- We also are supported from time to time by national/regional grant making trusts for specific work
- HHCT has also been successful in gaining funding for specific projects and work. This is targeted funding not necessarily relating to our core activity
- Currently we have:
  - 2 Mental Health Support Workers employed until September through funding from Randal Charitable Foundation
  - Funding from European Social Fund co-ordinated by Futures to help those furthest from employment to begin their journey back to work







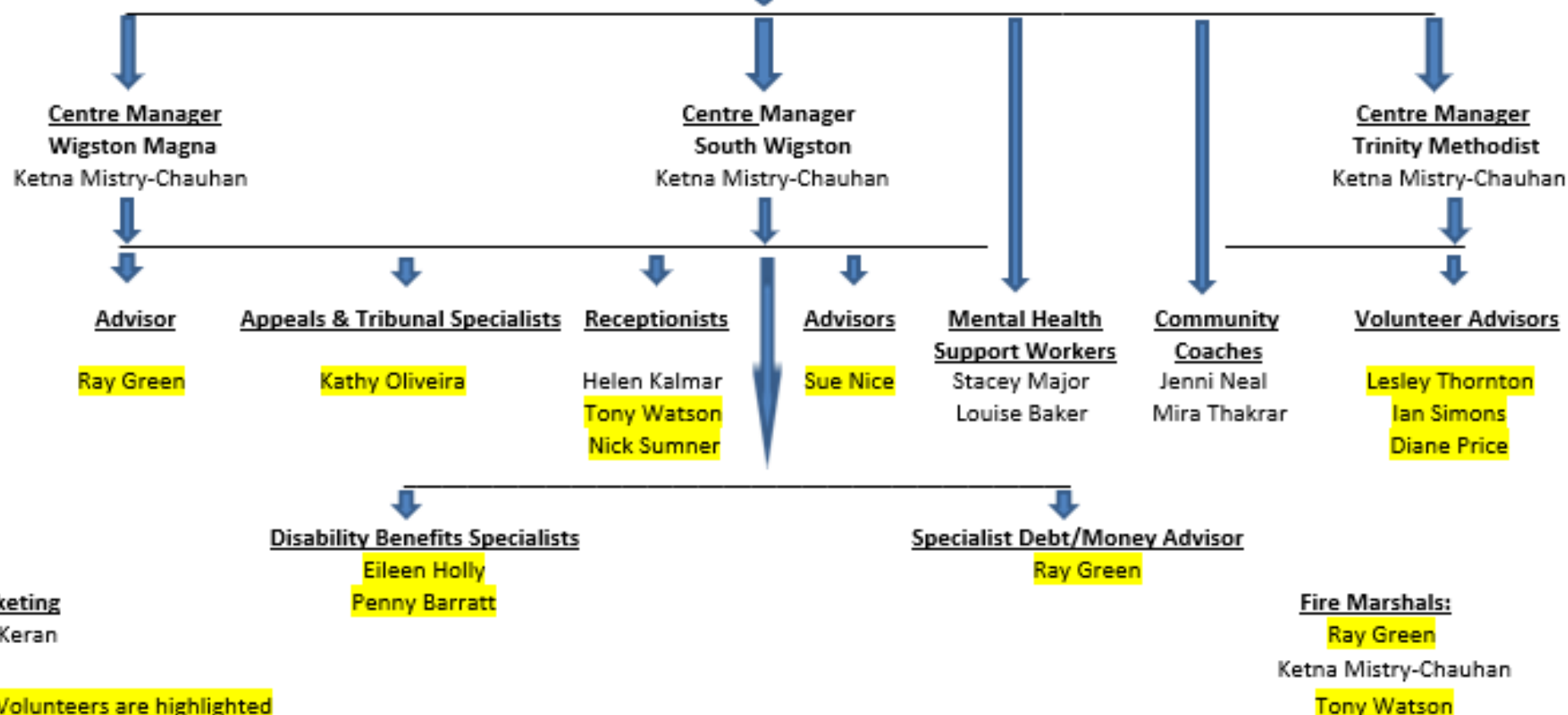
## Organisation Structure

### Trustees

Nigel Swan - Chair	Rev. Les Gill – Treasurer
Lesley Thornton – Secretary	Ray Green
Kathy Oliveira	Tony Watson

### Service Manager/Project Development Manager

Amanda Murgatroyd



**Marketing**  
Dan Keran

\*All Volunteers are highlighted

Designated Safeguarding Lead: Amanda Murgatroyd

Data Protection Officer: Amanda Murgatroyd

# Where are we .....?



Our offices are on  
Blaby Road, South  
Wigston

Currently operate a  
drop in service Mon,  
Wed & Fri  
10am – 4pm

Oadby Trinity Church  
Mondays  
9:30 to 12

Wigston URC  
Tuesdays  
10am – 2pm



# What services will HHCT be providing ...

- Accessible advice and information service between the hours of 9:00am & 4:30pm five days a week across the Borough.
- Operate **drop in services** in Sth. Wigston, Wigston & Oadby – in at least one centre 10am – 2pm across 5 days
  - No appointments required – recognise that most people arrive not with a single issue but a complex mix of needs
  - Generalist advice/information can be given there and then
  - Assist in referrals and/or booking appointments with agencies/organisations eg DWP
  - Trained staff available at each surgery
- **Booked appointments** with a specialist advisor
  - Where issues are known an appointment system operates outside the drop in hours - depending on availability of specialist advisors – disability, debt/money, appeals & tribunals, family & employment law (two firms of solicitors have appointments available at HHCT pro bono)



# What services will HHCT be providing .....

- **Self Help stations** – offered in Sth. Wigston if residents want to come and search for advice/complete forms online etc
- **Phone advice** – Outside the drop in hours phones will be manned to help those unable to come to a surgery . Advice can be given over the phone if appropriate or a suitable booking can be made
  - HHCT operates with a number of ‘receptionists’ able to support on a range of issues or to make appointments
- **Social Media** – residents can use our Facebook page to contact us – either to ask a question or to book an appointment
- **Website** – includes a contact form and is being further developed to assist in ‘self help’



# Partnership

- We are also working with many other community based organisations –
- Trussell Trust – recently successful in obtaining funding along with Leicester South Foodbank to jointly provide Money Management & Welfare Benefit Advice
- Oadby & Wigston PCN – working with NHS in providing social prescribing services alongside local GP surgeries
- Mental Health support - funding to support a Mental Health Support Worker to provide additional support for those in need (supported by Randal Charitable Fund)



Also work with Menphys, Citizen Advice Leicestershire, Sue Young Cancer Care, Salvation Army

# Help Required!!

- We are looking for new Trustees – specifically with Finance, HR and Marketing expertise
- Paid advisor/Community Coach roles to be advertised soon ....
- We also would love to have more volunteers – receptionists, advisors, Walk & Talk mentors
- Funding – to create sustainably we are looking for organisations to help fund our core work across the Borough
- Insight – we want to hear people’s stories – to understand better the issues within our community so we can ensure we are meeting the needs!



# Minute Item 20



Take a bath



Light a candle



Read a book



Go for a run



Have a coffee



Go to a body of water



Call a friend



Take some photos



Have a good laugh



Buy and smell flowers



Watch the sunset



Have a nap



Experience the outdoors



Ride a bike



Buy a present for someone



Meditate



Listen to some music



Send a friendly email



Play with your pet



Have a sort out at home



Post on Facebook



Dance to music



Smile at people



Paint a picture



Drive in the country



Listen to guided relaxation



Prepare a simple meal



Enjoy a favourite smell



Look at the clouds



Gaze at the stars



Watch your favourite film



Gentle stretching



Go somewhere new



Take inspiration from art



Listen to the wind in the trees



Do some colouring



Do some deep breathing



Stroll in town



Sit in a park



Enjoy a massage



Support your team



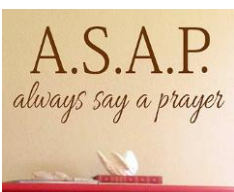
Say 'thank you'



Play with your children



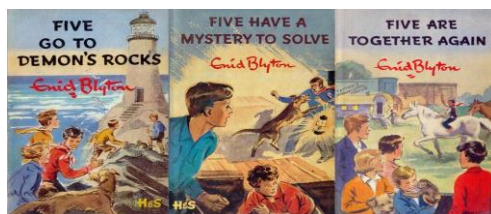
Give to charity



Say a prayer



Write a blog post



Read favourite books from childhood