

Helping Hands Community Trust

Oadby & Wigston Borough Council

Community Engagement Forum
21st July 2021



“Whatever your needs, we will always help”.

 **0116 278 2001**



helpinghandsadv



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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





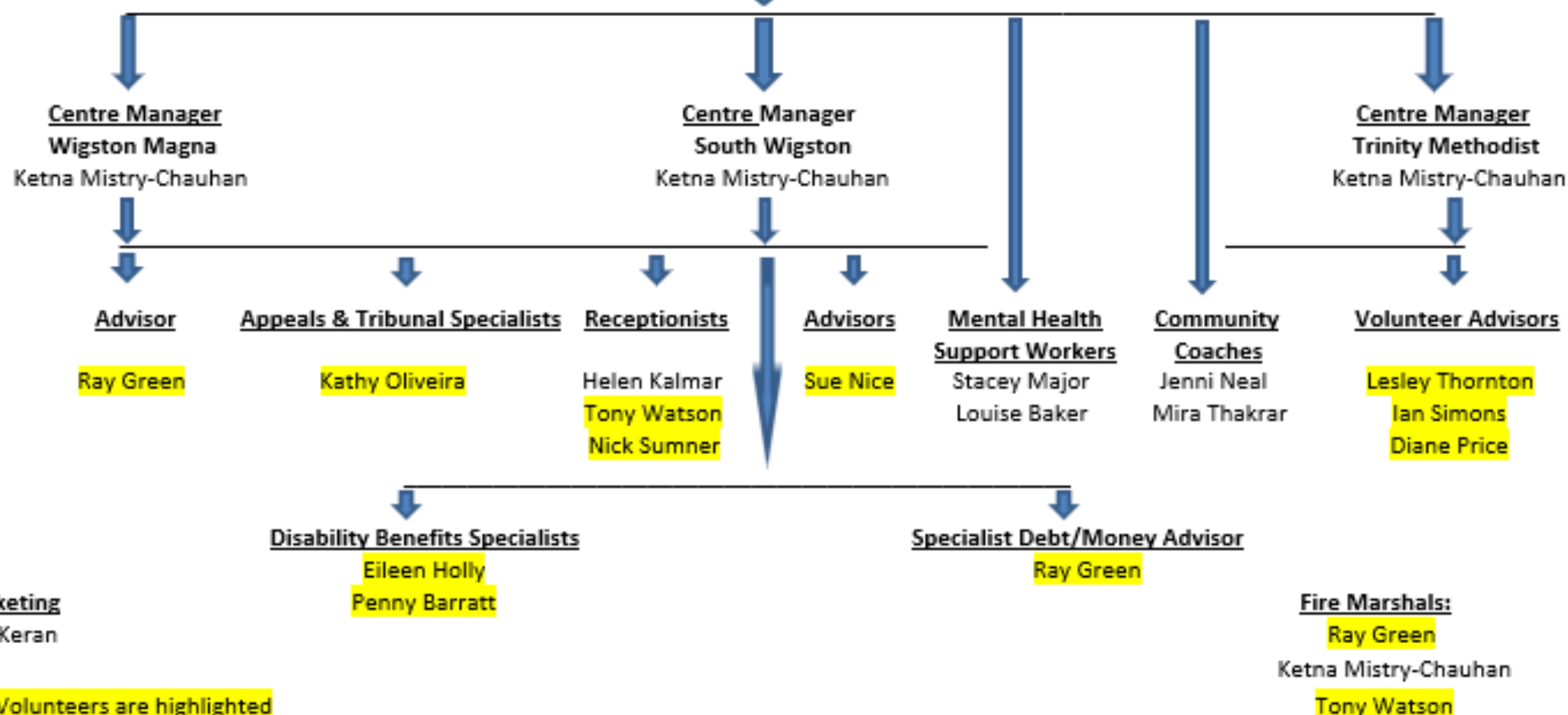
Organisation Structure

Trustees

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

Service Manager/Project Development Manager

Amanda Murgatroyd



*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!

