

Executive Summary

Reporting Period – 1st July – 30th September 2025

This report reflects the above reporting period for the contract between OWBC and Helping Hands Community Trust.

SUMMARY OF THE REPORTING PERIOD

From the 1st July to 30th September 2025, the highest electoral ward area was again South Wigston, with the Trust seeing approximately 108 new unique clients from Oadby & Wigston Borough during this reporting period. This quarter, welfare rights was again the highest matter category for clients seeking support.

Key Information

Overview

This quarter has seen several significant achievements and developments for our organisation. We successfully secured six months of funding from Leicester City Council through our Reaching People membership, working in partnership on the *Money Wise Living Plus* scheme. This is an exciting milestone, as we have supported city clients for many years, and this funding represents a positive step towards strengthening our recognised role in the area.

In addition, we are delighted to have been awarded 18 months of funding from The National Lottery, which provides vital stability for our ongoing work and helps us to maintain key services while we plan for long-term sustainability.

We have also had the generous commitment of a £25k per annual donation from Richard Mackay for the next 5 years. Which will be used to help support the completion of some significant developments of our strategy.

Organisational Development

Our Business Club continues to go from strength to strength, with active collaboration with Oadby and Wigston Borough Council to build strong relationships with local businesses. We are also preparing for our Annual General Meeting (AGM) in November, where we will proudly launch our new branding and organisational strategy.

While funding remains a challenge and continues to stretch our resources and capacity, we are focused on strengthening our financial position. The new funding streams represent a great success; however, they primarily

allow us to maintain a balanced budget. We are now concentrating on securing funding for 2026/27 to ensure sustainability.

To diversify our income streams and boost community engagement, we are launching a new Ambassador Package to encourage greater involvement from both local businesses and community members.

Partnerships and Representation

We continue to collaborate with key partners and remain active on several boards and steering groups, including:

- LLR Financial Inclusion Group
- Oadby and Wigston Integrated Neighbourhood Team (INT)
- Fundraising Exchange
- Better Mental Health Partnership
- Health and Wellbeing Board
- Reaching People membership network

In addition:

- De Montfort University (DMU) is completing an impact report for us, which will help evidence our outcomes, impacts and inform future development.
- Voluntary Action Leicester (VAL): Our CEO has joined the VAL CEO Peer Group, strengthening sector leadership connections.
- University of Leicester: Will be providing support with tribunal cases, further enhancing our advocacy capacity.

Community Engagement and Fundraising

We recently held a successful community bingo fundraiser, which was a wonderful evening that brought together many local residents and service users. The positive feedback from attendees was heartwarming and reaffirmed the importance of maintaining our grassroots, community-focused presence.

Upcoming Events

Looking ahead to 2026, we have several exciting activities planned:

- Leicester 10K Run: Our CEO, two members of staff, and a local business owner from our Business Club will be taking part to raise awareness and funds.
- CEO Sleepout 2026: We are pleased to confirm that we have been accepted as a partner charity for this major fundraising event.

Demographics

Please see separate client data report at Appendix 5

Quantitative data

Council Area - Number of NEW Clients

Client Address Council Area	Client Details Count Number of Clients
Blaby District Council	29
Charnwood Borough Council	11
Harborough District Council	17
Hinckley & Bosworth	4
Leicester City Council	92
Melton	1
North West Leicestershire District Council	3
Oadby & Wigston Borough Council	108
Out of Leicestershire	2
Report Total	267

Council Area - Number of Clients (New & Existing)

Client Address Council Area	Client Details Count Number of Clients
Blaby District Council	76
Charnwood Borough Council	32
Harborough District Council	48
Hinckley & Bosworth	15
Leicester City Council	192
Melton	1
North West Leicestershire District Council	5
Oadby & Wigston Borough Council	350
Out of Leicestershire	2
Report Total	721

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The first table above shows new clients only, within each council area. The second table above shows both new and existing clients within each council area. The number of clients shown in both the above tables have been seen during this reporting period.

Oadby and Wigston continue to be areas that have the highest number of clients seen; this is a result of our focus on the local community and our commitment to supporting people within the Oadby and Wigston Borough. However, we continue to ensure that we support whoever needs our help, with residents from the city increasingly seeking our support.

OWBC Electoral Ward - Number of NEW Clients

Client Address Electoral Ward	Client Details Count Number of Clients
	7
Braunstone Millfield	1
Braunstone Ravenhurst	2
Glen	1
Glen Parva	1
Oadby Brocks Hill	3
Oadby Grange	7
Oadby St Peter's	3
Oadby Uplands	3
Oadby Woodlands	3
South Wigston	30
Wigston All Saints	12
Wigston Fields	10
Wigston Meadowcourt	14
Wigston St Wolstan's	11
Report Total	108

OWBC Electoral Ward - Number of Clients (New & Existing)

Client Address Electoral Ward	Client Details Count Number of Clients
Oadby Brocks Hill	12
Oadby Grange	11
Oadby St Peter's	28
Oadby Uplands	22
Oadby Woodlands	13
South Wigston	94
Wigston All Saints	37
Wigston Fields	41
Wigston Meadowcourt	46
Wigston St Wolstan's	32
Report Total	336

This report shows 108 clients from the above electoral wards were new clients, with a total of 350, where 242 were existing or repeat clients. (The difference between the 2 figures for new & existing clients within the borough and electoral ward - 350 were from O&W borough but only 336 were divided by electoral ward, and this is due to 14 clients not providing their full postcode when sending an email enquiry through to us. They unfortunately only added LE18, therefore our report was unable to give specific electoral wards for South Wigston & Wigston)

As you can see, Helping Hands Community Trust continue to support many people beyond Oadby and Wigston, with 371 people seeking our support from beyond the borough. We try to provide our unique service to all those that need our support by using funding from other sources, and we rely on additional volunteer support to help deliver our full service to all residents of Leicester and Leicestershire. We want to ensure that we do not turn anyone away who is in need and/or in crisis.

We can only presume that the increase in clients from the City, may be due to CALS losing some of their funding as many clients have stated that they were advised to come to Helping Hands. The other figures observed are those for form filling and appeals and tribunal work, again this is due to CALS no longer offering support for form filing (Benefit forms) and Mosaic also do not get county funding but again are referring people to Helping Hands for support.

Council Area - Clients & Matter Categories (issues)

Client Address Council Area	Case Details Matter Category	Client Details Count Number of Clients
Oadby & Wigston Borough Council	Community Care	3
	Consumer/General Contract	45
	Debt	62
	Education	2
	Employment	13
	Family	12
	FOODBANK	20
	GDPR	1
	General	1
	Housing	34
	Land and Environment	1
	Legal Advice - Solicitor	11
	Mental Health	5
	Miscellaneous	50
	Personal (Self)	1
	Public Law	1
	Welfare Rights	309
Report Total		571

For Work Completed items and time spent, see Appendix 6

You will see from the attached report it shows all matter categories (issues) that those 350 clients across all electoral wards within Oadby & Wigston have presented to us. It clearly states that we have dealt with 571 issues from 350 clients within this quarterly reporting period. This shows that clients are approaching us with multiple issues, and all are being addressed and dealt with.

I have also provided you with a second additional report attached, showing the time each issue takes per visit. You will see that 2092 work completed items have taken 44449 minutes (approx. 741 hours).

As before I will give you a quick summary of the reports.

Total number of client (New & Existing = 350

Total number of Issues/categories/matters = 571

Total number of work completed items (everything done for each case) = 2092

Total time spent = 44449 minutes

We are spending approx. 2 hours 12 minutes with each client.

The financial Outcomes report see Appendix 7

Gaining good financial outcomes and helpful advice on welfare and debt are core services in our delivery. Along with financial outcomes we are also logging non-financial outcomes being the 'soft' outcomes where we monitor our impact, such as, clients now feel able to cope, clients stress and mental health has significantly reduced, client is no longer feeling suicidal, client is now feeling more confident and empowered, client left more knowledgeable, client now able to manage their finances better etc.

The support we offer is focused around a holistic and person-centred approach. The quality of advice and support goes beyond the financial gains for the people we support within communities. We support clients with many different issues; welfare benefits, debt advice and money management, claims and applications, general advice, form filling, domestic abuse concerns, housing issues, employment and education issues, food and fuel poverty, legal advice, mental health support and appeals and tribunal representation.

Developments and moving forward

We continue to work with many partners operating in the Borough. In addition to those who provide funding for us, we have a great working relationship with the Local Area Co-Ordinators, the Social Prescribers (from O&W PCN), and other charities such as Trussell Trust, Menphys, Real Purpose, and The Bridge (a Leicester-based charity that uses our premises weekly). We also have drop-in sessions where clients can access legal advice through local solicitors. We continue to work to build relationships and networks across LLR. We now have LAMP operating from our South Wigton office once a month providing advocacy for those suffering with poor mental health.

Please see the 2 case studies below to reflect on the extra mile and person-centred approach that the team take in helping individuals and families across LLR.

Case Study 1

Client Seen By: Niles

Date: 31 July 2025

Location: South Wigston Office

Client Profile & Case Background:

Background:

CL male, 68, retired, living with partner (36) in a council rented property.
CL and his partner have learning difficulties and cannot read or write.
CL and his partner are receiving UC/PIP /HB and Council tax support

Summary of Issues & Needs Assessment:

CL and his partner have been visiting HH for several years for help with various issues including Benefits and Housing

Because of their learning difficulties and the fact they cannot read and write they visit HH at least monthly, sometimes weekly for help with letters /bills and other correspondence received.

This occasion they came for help with the following-

1. Council tax Bill 9 Jun 2025.
2. OWBC letter 6 Jun 25 CTR.
3. Virgin Media letter 4 July 25.
4. Santander Statement Jun 25.
5. Nationwide statements Jun and July 25.
6. OWBC EICR letter 23 July 25.
- 7 Nationwide letter 29 May 25.

Resources:

Internal-

Advice pro

External-

OWBC /Gov.uk

Options Discussed, Advice Given & Actions Taken:

CL advised of the contents of the letters and supported him with any actions arising.

Outcome:

CL went home quite relieved as they were unsure of the benefit entitlements and their wedding savings were disappearing.

Any Unusual Factors or Difficulties for Client:

CL and his partner have learning difficulties and are unable to read or write. CL's partner also has physical disabilities. They are both extremely reliant on Helping Hands as they are not eligible for Support Workers and do not have a current Social Worker.

Without Helping Hands there is no other service that will help them with reading their letters and taking the time to explain them to this couple. They are always so very grateful.

What Was Learned:

Not everyone has the basic skills to read and write!

Client Seen By: Halimah

Date: September 2025

Location: South Wigston Advice Centre

Client Profile & Case Background:

The client and wife have to migrate to Universal Credit because he gets Income-Related Employment and Support Allowance.
Both have health conditions and are in their 60s.
They get confused and struggle with the internet/computers/smartphones.

Summary of Issues & Needs Assessment:

Both needed help applying for Universal Credit. They both have multiple physical health conditions, and the wife has poor mental health. The wife is the client's carer. They both struggle with the internet and are unable to apply online on their own.
They did not understand Universal Credit and were worried about the change.

Resources:

Internal-

External-

https://www.gov.uk/guidance/move-to-universal-credit-if-you-get-a-migration-notice-letter?utm_source=print&utm_medium=offline&utm_campaign=move-to-uc#how-to-claim-universal-credit

Options Discussed, Advice Given & Actions Taken:

I explained a phone and online claim. They chose the online claim.
I explained the full process and next steps.
They returned multiple times for help with the claim as they kept forgetting documents e.g. ATM receipt or bank statement to show what their savings were that day.
I emailed their log-in info to them for safekeeping as they would forget it otherwise.
They were capable of logging in after the username and password was saved to their phone and so would auto-fill the page. I also bookmarked the Universal Credit sign-in page to make it easier to navigate to. I showed them how to sign-in and navigate the Universal Credit account.

Outcome:

Application successful. Financial outcome of £812.15/m.
They are also able to log in on their own now and were empowered to handle their claim themselves.

Any Unusual Factors or Difficulties For Client:
With very poor internet/tech skills and the impact of their health conditions on being at the drop-in with me, more had to be done to support them.

What Was Learned:
They learnt how to log-in and use Universal Credit.

Contacts

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We also have accounts on the following social media platforms:

Facebook

X (formerly Twitter)

Instagram

LinkedIn