

Open Hands



WHO WE ARE



Open
Hands



Open Hands charity supports people in need in Leicester with emergency practical help, skills training, and mentoring. Every week more than 400 people access help through our Compassion Centre in the St. Matthews estate in Leicester, supported by our amazing team of over 100 volunteers! We love to go the extra mile, showing love to people through everything we do. Together with your support, we offer care, dignity, and hope for the future to everyone we meet.



The clients we help are known internally as guests. We help a broad range of different people including low-income families, people who are homeless, refugees and asylum seekers and people who are unemployed. The term 'guest' is used to emphasise how we welcome everyone we meet; we value individuals for who they are rather than their circumstances. We support individuals at their point of need and then walk with people on a journey towards living independently.

OUR HISTORY

Open Hands Trust was founded in 2006 by Trinity Life Church (now One Church Leicester) and started with opening our first preschool in Highfields. Two years later, it became clear there was a need to serve the local community in other practical ways too.

Over the past 15 years, it has been our privilege to help to meet people's practical needs through the love of Jesus. We are grateful to partner with lots of different local businesses, faith-based organisations and supporters, and together we serve every person we meet with love and care.

2006

**Open Hands
Trust
founded**

**Hand in Hand
Preschool
opens in
Highfields**

2008

**Food
hampers
launched**



2009

**Compassion
Centre opens
in Highfields**

**Tuesday night
meal and Drop-
In launched**

2010

**Furniture
Project
launched**

**‘Emerge’ Self
Esteem course**

**English Classes
launched**

2011

**‘Open Hearts’
projects**

**Community
Carers**

Cookery classes

SHED Project

2012

**Support Centre
opens to partner
agencies**

**Beauty for Ashes
craft classes**



2013

**A 5-year
grant
enables
us to
expand**

2014

**'Tour de
Leicestershire'
cycling
fundraiser**

2015

**Food Store
launches**

**'Revive'
employability
mentoring**

**Allotment
project**

2016

**6 Degrees
Coffee House
opens**

**Open Hands
receive 'The
Queen's Award
for Voluntary
Service'**

2017

**Hand in Hand
Preschool
opens in
Braunstone**

**Tuesday meal
partners with
Pukka Pies,
now 'Pie Night'**



2018 2019 2020

**Next Steps
employability
workshops**

**‘Restore’
furniture
courses**

**Emergency
services
continue
during
lockdown
(including
‘Click and
Collect’)**

2021

**Open Hands
move to new
centre in
St. Matthews**

**Social
Supermarket
launched**

2022

**Settling
into the
centre,
meeting
an
increase
of need**

2023

**‘VIP’ guest
volunteering
pilot**

**Chaplaincy
team join the
Drop-In**

**‘Run Leicester’
launched**

OUR MISSION

Open Hands seeks to meet the emergency practical needs of people in Leicester through nurturing dignity and hope grown through community care.



Meet Needs



To meet the practical needs of our guests through the supply of emergency provision and service signposting.



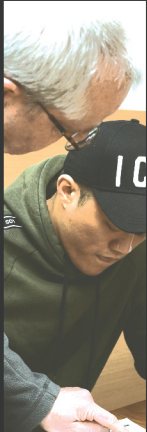
Restore Dignity



To provide opportunities for our guests to have their individual dignity recovered and their place in community realised.



Inspire Hope



To inspire all who engage with Open Hands' services to expand their perspective of themselves, their situation, and others; embracing hope and the possibility of a better future.



Connect People



To connect people with people, inspiring and enabling the local community to support people in need.

OUR VALUES

Open Hands draws its values from Christian foundations. We love relationship, kindness, generosity, empowerment, and honour.

RELATIONAL

We love people and welcome and accept every person as they are.

We treat everyone we meet as an individual, uniquely made in the image of God.

We understand that everyone is different and so give time to listen.

We build community through connecting people of different cultures, life experiences, and backgrounds together, valuing the differences that we all bring.

KIND

We care about people and want the best for every person we meet.

We are compassionate, demonstrating our love through our words and actions.

We offer personal choice whenever possible and uphold people's dignity.



GENEROUS

We go the extra mile to show love to people.

We give our best to show that we value people.

We deliver acts of kindness to go beyond meeting people's essential needs.

EMPOWERING

We stay teachable and encourage each other to learn and grow.

We work in partnership, equipping and enabling each other.

We share hope and the possibility of a better future.

HONOURING

We respect everyone we meet and treat people fairly.

We are grateful for all that we have and steward what we have well.

We celebrate positive steps and share stories together.

We celebrate unity and love working with and championing others.

FOOD



We help people experiencing food poverty through three different ways. For those who are homeless and those with limited access to cooking facilities, we offer 'Pie Night', a free hot meal served on Tuesday evenings. For individuals with no financial means to pay for food or toiletries, we offer free crisis support through our Food Store. For individuals with a limited income but without the means to pay for full supermarket prices, we offer visits to our Social Supermarket, our affordable shopping service. Through our shop individuals gain confidence in choosing food for themselves, starting to think about meal planning and budgeting, helping them on the journey towards managing their food needs independently.



Partners

Pukka Pies
The George Ernest Ellis Foundation
The Emergency Food Partnership
Universal Textiles
Supermarkets, schools and faith groups



Impact in 2023

2,763 hot meals served at Pie Nights
3,610 households visited the Food Store
9,586 weeks of free food given
1,128 weeks of affordable food given through the Social Supermarket



“Thank you so much, I can buy the food I need for me and the kids. You’re a life saver!”

Social Supermarket Member

ESSENTIALS



Our drop-in mornings provide practical support to individuals in need of emergency, clothing, bedding and household items. Individuals are supported in finding the items they need by a wonderful team of volunteers and thanks to the kindness of our donors. Individuals are given choice and dignity through the service as we seek to always provide items that add value to someone's life and express our love and care for people. Our teams are experienced in active listening and providing emotional support in every interaction, ensuring no-one feels alone, and helping to signpost individuals to additional support where needed.



Partners

Pure Table Top
Shoe Zone



Impact in 2023

1,682 households served breakfast

1,813 households given essential support

4,129 visits to our drop-in session



A family who are new to Leicester, and have been going through challenges, noted how people are treated at our centre. They received food, clothes, uniform, household items and prayer.

“ People go from here happy and consoled. It is not just the things they receive but they also get... compassion. ”

FURNITURE



Our furniture service supports recently housed refugees and homeless individuals and low-income households with free or low-cost essential furniture. 98% of social housing tenant homes are not furnished*, and so our aim is to help those who arrive in an empty space to be able to transform their house into a home. We deliver a personal service through offering referred individuals appointments that give the time for us to listen and help to meet their needs in a meaningful way. Individuals can choose their own furniture according to their need, preference and finances. We also work alongside the council to deliver furniture to community support grant holders as part of the Leicestershire and Rutland Re-use Network.

*According to 2022's End Furniture Poverty Report



Partners

Edith Murphy Foundation
Leicester City Council
The National Lottery Community Fund



Impact in 2023

199 furniture deliveries
260 furniture appointments booked
849 items of furniture delivered



“ We're always happy to hear Open Hands are going to make the delivery for our service users because we know that you will do everything you can to help them and make the process as good as it can be. ”

Referral partner

ENGLISH CLASSES



Our classes provide a safe community for asylum seekers, refugees and other adult learners to improve their English language and communication skills. We offer 7 different ability classes to suit a range of needs, from basic conversation classes all the way up to International English Language Testing System (IELTS) level to help individuals into further education and employment. Coupling the care we give with the skills students learn helps individuals to build new friendships, gain confidence in meeting new people, and learn skills that are useful in integrating into the wider community.



Partners

Carley Evangelical Baptist Church
Charity Link



Impact in 2023

97 class students

19 nationalities represented

247 volunteer hours invested each week



“ It's my privilege to be one of the students in your class. You don't teach us just knowledge, but how to tackle real life situations. Thanks for your devotion and support. ”

English class student

HAND IN HAND PRESCHOOL



Hand in Hand provides a warm, safe and caring environment for 2-4 year olds to learn and play. We have two early years settings, one in Highfields and one in Braunstone. The preschool values the importance of children's development, has Talk Matters accreditation and is well known in the community for brilliantly supporting children with Special Education Needs and Disabilities (SEND).



Locations

Highfields
Braunstone



Impact in 2023

46 children

10 staff team

8+ nationalities represented



Our son loves his teachers! He can't wait to come to the nursery. He has made friends and we can see an improvement in his language and behaviour - Parent

The preschool is responsive to the needs of the children and shows warmth, empathy and enjoyment
Assessors, Talk Matters in Leicester

SUPPORTERS & PARTNERS

We would like to thank every individual and organisation who supported our work in 2023. The generosity of support we have received is particularly admirable during the current economic climate that has not only affected our guests but also our supporters. Whether you have invested time, donated items, given financially or shared the word about our work with others, your support has made a difference.

Thank you



Asda Abbey Lane Superstore
Asda Foundation
Asda Oadby Superstore
Ashby School
Avenue Community Church
AXA Health
Bethel Church Wigston
Billesdon Chapel Centre
Bosworth Academy
Brookside Primary School
Carley Evangelical Baptist Church
Charity Link
Clarendon Park Congregational Church
Community Advice & Law Service
Co-op Fleckney
Co-op London Road
CRASH
Deutsche Bank
Edith Murphy Foundation
Fernvale Primary School
Fleckney C of E Primary School
Fleckney New Life Church
Friends of Open Hands
FWD Research
Glenfield Hospital Cardiology
Goodwood Evangelical Church
Hastings Direct
HSBC Leicester
Humberstone Infant Academy
Humberstone Junior Academy
Julia and Hans Rausing

Kestrel Mead Primary Academy
Kibworth PCC
KingsGate Community Church
Leicester
Kingsway Primary School
Knighton Free Church
Leicester City Council
Leicester Wholefoods
Leicestershire and Rutland
Freemasons' Charity
Life Abundant Pentecostal Church
Love Your Neighbour
Lutterworth College
Mattioli Woods
Merrydale Infant and Junior School
Moat Community College
North Evington Free Church
North Mead Primary Academy
Oadby Evangelical Free Church
One Church Leicester
Pukka Pies
Pure Table Top
Reaching People
Rotary Club of Leicester
Rotary Club of Leicester Novus
Run Leicester & all our runners
Rushey Mead Academy
Sainsbury's Fosse Park Superstore
Sainsbury's London Road Local
Shakespeare Martineau Foundation
Shoe Zone
Sisters of St. Joseph of Peace

Smeeton Westerby: Christ Church
Smeeton Westerby PCC
St. Barnabas C of E Primary School
St. Catharine's Church, Houghton on the Hill
St. Christopher's Church
St. Luke's C of E Primary School
St. Matthews Big Local
St. Martin's Coffee Roasters
St. Mary's Church (Humberstone)
St. Patrick's Catholic Voluntary Academy
St. Wilfrid's Kibworth
The Access Group
The Department for Digital, Culture, Media & Sport (DCMS)
The George Ernest Ellis Foundation
The Hearth Foundation
The Lionheart Trust
The Mead Educational Trust
The National Lottery Community Fund
The Nationwide Foundation
The Oak Centre
The Pamela Barlow Charitable Trust
The Winstanley School
Tudor Grange Samworth Academy
Tugby C of E Primary School
Unite the Union East Midlands
Universal Textiles
Wilten Construction
Work-Link Project



Open Hands

Open Hands Compassion Centre

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