

JHC Support Service information for Parish Council meeting
10 November 2020

- * Dealt with over 400 clients this year so far – already more than we saw for the whole of 2019.
- * 1140 bags of food given out, almost triple the amount for whole of 2019. Demand continues to be high, and we anticipate this will continue well into the New Year.
- * Enquiry type – for the first time in many years grants have been top, with over 500 grant enquiries, followed by benefits with almost 400 enquiries
- * Individual grants given out £22,574.22 so far this year.
- * A number of children have had, and are continuing to have counselling in Sawston Schools funded by JHC. Counsellors are at full capacity and have children on their waiting lists.
- * 9 laptops and 17 Raspberry Pi's given out to enable children to do remote learning during lockdown.
- * During first lockdown half of our staff worked from home the rest remained in the office. The office continues to be open every week day, sometimes a shorter day than normal. It is our intention to continue to do this until Christmas Eve lunchtime when we will close until 4th January 2021. However, there are times when the office is unmanned and staff work from home, phone calls and e mails are responded to.
- * NO Citizens Advice drop ins and not likely to resume for the foreseeable future, however clients can either directly contact them via email, website, phone their Advice line, or indeed can still come via JHC who will arrange a call back from an adviser. Specialist debt appointments are still available remotely.
- * Whilst no other organisations are accessing JHC offices, we continue to liaise with our partner agencies, including South Cambs in order to give clients the best and most holistic advice.

Other JHC info

Great Shelford Parochial Charity have allocated money for JHC support staff so that grants can be given to their residents following appointments with JHC staff.

Little Shelford Parish Council, & individual residents have donated money to be given to their residents in need.

St Marys Church have also donated money for church members to access if they are struggling financially.

Babraham Road site – work continues to appoint a developer so that a planning application can be made in 2021.

Kieran Cooper