



Our Impact - 2023



Photo credit Manuel Vazquez

About Jimmy's

Jimmy's is a community-based charity, and our vision is that no-one should have to sleep rough in Cambridge.

We provide safe places people can call home. From emergency accommodation within the 25 rooms at our hostel on East Road, or longer-term support in one of the 9 bedrooms at our multiple needs centre, to rooms in our 10 supported shared houses and our 22 modular homes. All are important stepping stones towards independence.

At our accommodation on East Road and Newmarket Road, residents can access support from staff 24 hours a day, 7 days a week. When residents are ready to move into one of our shared supported houses or a modular

home, they continue to receive regular support from their individual support worker through regular visits. We offer targeted, wraparound support to promote physical and mental wellbeing, and to help our residents fulfil their goals. To back this up, we collect and use evidence to help improve our services and be a voice for change.

From the moment people come through the doors they become part of the Jimmy's family, and are supported by our fantastic staff and volunteers until they are ready to move on with their lives.

**“Thank you so much for your help and encouragement over these last 15 months. If I hadn't got into here [Jimmy's], my life would be totally different, if not gone.”
- Eddie, Jimmy's resident**



Jimmy's
CAMBRIDGE

Barry and Sara attending one of many summer fayres in Cambridge

Letter from Chair

Hannah Baldwin, Chair of Trustees



Rough sleeping continues to be an issue in Cambridge. It is sadly a problem that is worsening and is expected to continue. Recognising this incredible demand from people who need a bed and support, in 2023 we expanded our front-line, emergency accommodation at East Road from 20 to 25 bedrooms by converting unused office space.

Thanks to some incredible partnerships with a range of companies and experts, alongside generous donations from our community, I'm proud to say we completed this project in record time. We initially opened the rooms in the summer to test them out, ensuring they were fully ready for the winter when demand on our services is highest. These 5 new bedrooms, each with private bathrooms, including one room which is fully accessible for people with mobility needs, meant we could welcome even more people off the streets. But Jimmy's is more than just a bed, as each individual receives the support of our incredible team of staff and volunteers.

Against a backdrop of rising costs of living, and a growing shortage of affordable accommodation, the need for Jimmy's is ever present. We continue to raise awareness of homelessness and help people understand what leads to people sleeping rough on the streets, in the hope that we may also help prevent more people finding themselves there.

Jimmy's resident Eamonn was invited to the Buckingham Palace Garden Party




Celebrating opening 5 new bedrooms at East Road, Summer 2023

We also work closely with our partners including the local councils and local organisations providing different but related services. In particular we continue to work closely within the Streets to Home partnership; a collective of six of the leading organisations in Cambridge supporting adults who are rough sleeping. By working together, we hope to provide the best possible service to the people who need our help the most. For those who do walk through Jimmy's doors, they will benefit from the kindness and support provided by our staff and volunteers.

In 2023 we continued our journey to be a Trauma Informed organisation. This means that at every stage of a person's journey, we seek to understand our residents and their behaviour, routinely considering it in the context of their unique situation and background. Most of the people we help have been through trauma, ultimately leading them to be homeless, and so by recognising this, we ensure they don't experience additional trauma. Our aim is to provide them with a place of respite and safety.

We continue to be hugely grateful for the support that you and many others give to Jimmy's. Without it, we couldn't continue to do what we do. We believe no-one should have to sleep rough, and your support helps us realise that vision.

Thank you so much for support. We look forward to working with you in 2024 and beyond.

 Hannah Baldwin, Chair of Trustees

Former Jimmy's Resident

"Having a fresh start with my history, was hugely appreciated. I found myself more settled than previously, and the all round package of staff support, regular access to cooked meals and food have been vital to helping me get back on my feet."



Sodexo volunteers helping at one of Jimmy's gardens

Our year in numbers



Thanks to the generosity of all our supporters, 2023 saw:

200

people were helped by Jimmy's Cambridge in 2023. This included, tailored support, housing and more.

62

individuals were supported into more independent accommodation.

26,000

volunteer hours were given to support Jimmy's mission.



40,000

meals were provided for people across all of our accommodation.

Our support is available
24 hours

a day, 7 days a week, 365 days a year



79%

of people coming into East Road tell us they are struggling with mental ill health. We provide mental health support either directly or through trusted partners.

Voluntary donation breakdown

53%
Individuals

20%
Legacies

10%
Corporates

6%
Trust & Foundations

5%
Gift Aid

4%
Community Groups

2%
Schools & Colleges

Personal stories



Vicki, Volunteer

I became a trustee for Jimmy's after 4 years of being a reception and gardening volunteer for them. When I retired from the NHS, I felt ready to get a bit more involved, and to work with the trustee team to help run this impressive organisation.

I feel privileged to be part of the team. I find it rewarding and interesting to play a part in the care of homeless people in Cambridge. I have years of experience in working with people in health settings and I hope to learn new skills as I settle into the trustee role. I have time to give, and this feels a great way to do it.



Deb, East Road Team Leader

Arriving at East Road, it can often be the first place a resident may have felt safe for a long time. They are offered some food and a drink and then shown their new room. **Walking into a room, with fresh new bedlinen and a few other quality home comforts, can go a long way to help people feel truly valued and begin to restore self-esteem.** This is often the first step in helping someone leave the trauma of homelessness behind and begin to rebuild their life.

From there, success looks different depending on the individual. For one person it is that they use their bed every night, for another it is getting their own accommodation, getting a job and moving forward. It's what people would consider 'normal' to society but can be extraordinary to one of our residents.

A highlight of 2023 was opening 5 new bedrooms at East Road. Expanding our capacity means we can help even more people.



Resident stories

Eddie, Resident



Following a relationship breakdown in his 20s, Eddie found himself living in a world of substance abuse and petty crime in order to survive.

A well-known face at Jimmy's over the last decade, Eddie had had several stays in the hostel. He was known to have spent time in prison and was a regular drug user.

At 56, his body experiencing the toll of 30 years of substance abuse, Eddie was offered temporary accommodation at Jimmy's complex needs centre so he could convalesce after a hospital stay.

This time things seemed to fall into place and Eddie finally started to make some incredible breakthroughs with his substance abuse. He then accepted a more permanent room to continue the positive journey he was embarking on.

"Thank you so much for your help and encouragement over these last 15 months. If I hadn't got into here [Jimmy's], my life would be totally different, if not gone."

In 2023 Eddie was able to say farewell to Jimmy's as he moved into a permanent one-bedroom flat. A flat the Jimmy's team helped him apply for, furnish and supported him to learn the day to day skills he'll need to live an independent life.

"As for the flat, I have nothing but love for the chance, I will not let you, myself down or Monty [Eddie's dog]."

As with all our residents, our door is always open if they want to pop in and say hi. Eddie's heartfelt thank you letter came with a P.S. – "I'll be over Sunday for the roast!!"



Resident stories

Trevor, Resident



Trevor met the love of his life, Sue, in 1986. "We later had a son called Jake who was born on the 26th May 1991. It was the best day of my life."

Tragically, several years later both Sue and Jake were killed in a car accident.

"I took drugs to get rid of the pain and hurt of losing them. I took anything that would take the memories and dreams away."

Looking back, Trevor feels disappointed he went down that route, one that led him to spending time in prison. Once released, he travelled to Cambridge.

"I was lucky because I met Eleanor [from Jimmy's]. She sat beside me outside Primark, and I remember her saying, "We are going to try and get you into Jimmy's".

"A few days later Eleanor came and found me. I was living on Barnwell Common. I had built myself a bender (a house made from plastic and wood) to keep warm and dry. Eleanor said, "We have a place for you Trevor". I literally left my plastic home and went to Jimmy's.

"I spent a year and a half at Jimmy's East Road. The day I moved in my head clicked into place. I got clean and I've not had a relapse since. It's phenomenal."

Since then Trevor has moved into one of Jimmy's Modular homes. A place he feels safe, secure and settled.

"My story has been nothing but trauma, it is a relief to be here (in the modular home). I can shut my door and lock it and just breathe. I am content."



Antje, Trevor's Support Worker

"When someone has been through trauma it takes considerable work on their part to get to a place of contentment. Trevor has been open to the support Jimmy's has to offer and it has been wonderful to watch him grow and rebuild his life."

Our year in pictures

Our cook Teresa preparing nutritious meals for our residents



Jeremy and Simon volunteering on Christmas Day



Analys Mason volunteers helping to sort food



Thanks to the members of The Barn Boot Camp for their fundraising



Resident's day out to Duxford Air Museum



Our year in pictures

Oscar's Pizza's donation



Wonde delivering much needed donations to us at Christmas



Jimmy's was Cambridge Building Society's Charity of the Year 2023



Barry and The Lord-Lieutenant of Cambridgeshire, Mrs Julie Spence OBE OPM, at East Road Room Opening



Ness, one of our resident's much loved dogs!



Resident at home in his Modular home - photo credit Manuel Vazquez

Thank you!

We are immensely grateful to everyone who partnered with us or supported us in 2023. Through your donations we have made, and continue to make, a transformational difference to the lives of people in need within our community.

Contact

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Registered Charity
Number: 1058737

*Names/photos may have been changed to protect our residents' identities.