

The Rainbow Centre, Scarborough
Impact Report - 2016

The Rainbow Centre is a vibrant social action project based in Scarborough, North Yorkshire.

Established in 1997 the project supports, uplifts and encourages those who are homeless, struggling with issues of substance misuse, recent release from prison and other social challenges.



Hi and welcome to our 2016 Impact Report. This year has seen a high level of community activity with practical support across the community of Scarborough.

I'd like to take this opportunity to thank all who made this work 'happen' in 2016. We are privileged to have an extraordinary staff team who show dedication and compassion even when 'under fire' and it is clear that the Centre would not be able to undertake this challenging work without all of them.

I'd also like to thank the Rainbow Centre Trustees for their energy and commitment to the vision and for their willingness to get involved, raising funds and promoting the Centre's cause in the wider community of Scarborough.

This impact report aims to highlight the important numbers – those numbers that really tell the story of 2016 I'm pleased to say we remain financially viable but the 'cash' numbers, although important, don't paint the whole picture.

Thanks for taking the time to read this report and for showing an interest in the Centre's activity. If you are a regular supporter can I say a big thank you for all your generosity – monetarily but also in kind and by donating time, skills and practical resources.

If you want to find out more about the Rainbow Centre please visit our website at: www.therainbowcentre.org, find us on Facebook or email simonatrainbow@btconnect.com

Yours

Howard

Howard Newton, Chair of the Trustees

People...

If you've ever visited the Rainbow Centre you'll already know that we are a very busy project. The Client Support team sees people through the day, Monday to Friday, and there are always folks visiting the community cafe, attending interviews with staff from Rainbow Money, attending the Wednesday Social Club.... the list goes on and on.

All formal intervention meetings are documented and the graphs outlined below are drawn from the work in 2016. The nature of these meetings changes from client to client but all have profound impact on the lives of those people who seek our help and support. We'd like to recognise the fantastic work undertaken by the Centre Manager and all the support staff for their work over the past 12 months - changing people's lives for the better one step at a time.

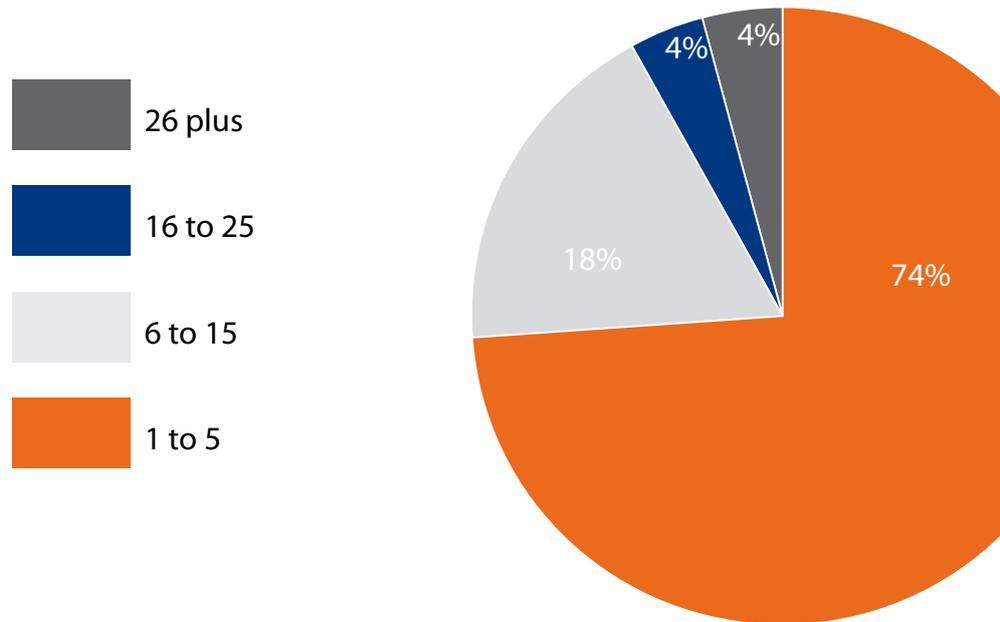
Total Number of general client support meetings in 2016

11,288

Total Number of individual clients in 2016

2046

We are always concerned to provide appropriate support to clients - without them becoming over reliant on us. In 2016 we saw 92% of our client base no more than 15 times in the year.



Social Action...

The Rainbow Centre provides a range of support to the local community. When the Centre was established in 1996 the main focus of the work was on the homeless community and this work continues. However, it was recognised fairly early on, that the issues surrounding poverty and homelessness are complex and there is a need to address multiple facets of social issues to make a real impact.

The figures below give some indication of the range of work undertaken in 2016 - supporting, uplifting and encouraging those who are really struggling.

We donated emergency clothing to individuals in need	831 times
We gave clients vital housing advice to gain new tenancy or secure accommodation	741 times
We acted as a secure postal address for homeless individuals	302 times
We gave access to shower or washing facilities	245 times
We gave bedding items to individuals and families in need	432 times
We gave people access to a computer or land line phone to secure paid work or benefits	2186 times
We cried...	a few times
We laughed...	loads of times
We tried to make a positive difference...	Always!

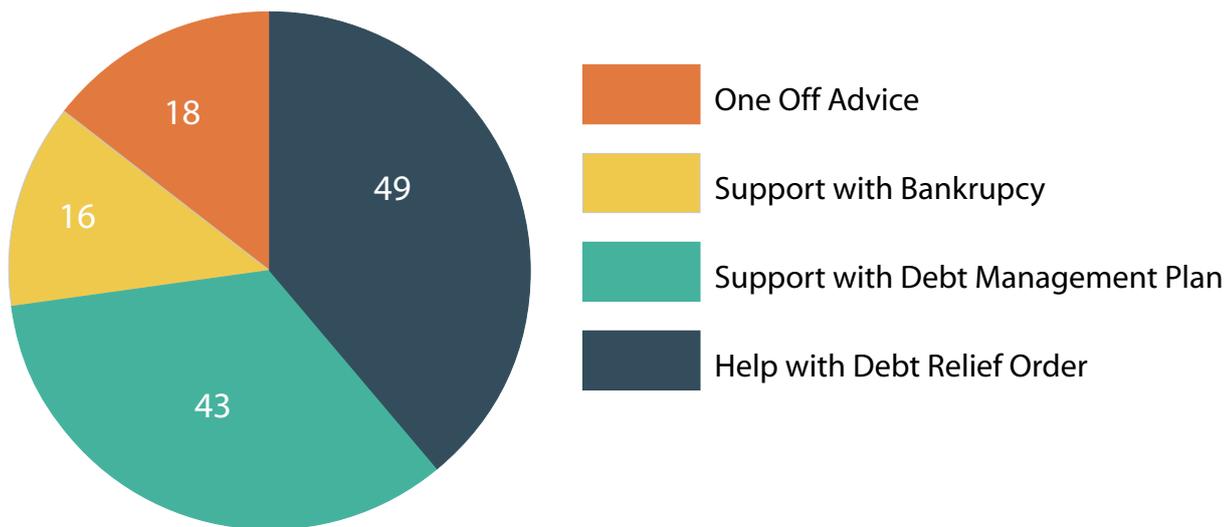
Client Supporting...

The client support team play a fundamental and crucial role in the delivery of support through the Rainbow Centre. The team is made up of paid and volunteer staff and they act as the first point of contact for Centre clients. In a normal day the team meets and works with between 60 and 80 people, offering support, providing advice and acting as an advocate or liaison with statutory and other charitable services.

Rainbow Money...

Total number of new clients registered in 2016: **155**
Estimated total debt being managed: **£1.46m**

 Rainbow Money Activity in 2016



Sleepless Nights...
Family arguments...
Unopened letters...

Community debt is a major problem in the Scarborough area, causing heartache, family break up and potentially exacerbating issues surrounding substance misuse and homelessness.

Rainbow Money provides vital support and impartial advice to community members who have found themselves with serious money or debt problems.

We have been successful in attracting support funding from North Yorkshire County Council's Stronger Communities Fund which will allow us to employ a new part time staff member for the coming year.

Food...

A great deal of the Centre's activity is focused on food - serving, preparing, donating and storing. Here is some of our vital work, feeding and supporting the community, with a particular focus on those in most need.

The Rainbow Cafe - a Welcome Space for All...

Usually the first 'port of call' or any Centre visitor, the Rainbow Cafe provides a warm and welcoming place to meet, wait to see someone or make an appointment. The cafe is open five days per week and sees over 40 people a day as customers. We want to make sure that the food is great and priced for all to enjoy and the cafe has a local reputation for one of the best full English breakfasts on the East Coast!

The team provides food for events on site and supports the regular Wednesday Club - a social group targeted at those over 65 who are living alone.

Emergency Food Provision...

The Centre has been a hub for basic provision support since its inception in 1997. Over the last few years we have provided flexible emergency food packs to community members in need and have enabled the Scarborough delivery of North Yorkshire Local Assistance Fund food provision on behalf of the local authority.

A great deal of the food items are donated by local individuals and families, schools and businesses. We have been working closely with Sainsbury's Supermarket, Greggs bakers, McCains Frozen Foods and others - reducing their throw away surplus food and feeding those who are often in a desperate place.

A big thank you to all who donated food to us in 2016.

New Funding Support...

We were very pleased to secure substantial funding support from [Lloyds Bank Foundation](#) in 2016. This funding support allowed us to increase our client support capacity - helping us deal with the increasing footfall on site and the range of issues that we are asked to help with. We want to say thank you for this support.

We were also invited to be a member of the new national homeless support network set up by [St. Martin in the Fields in London](#). This gave us an opportunity to share our work, network with other organisations undertaking similar activity across the UK and access support funding to develop local networks and strengthen working relationships between all those who support the homeless in Scarborough. We established a regular open breakfast event on a bi monthly basis - inviting clients and support agencies to meet and work together to address the issues that people were facing.

These have proven to be very successful and we are grateful to The St. Martins Frontline Network for their support.



The Numbers...

We hope that this Impact Report gives an insight into the work of the Rainbow Centre across the community of Scarborough. We publish a full set of formal accounts every year as part of our charity requirement and these are now available to download from our page on the Charity Commission's website. The figures below represent our operating position and do not include a notional liability for depreciation.

A brief financial outline for the year of 2016 is below.

If you would like to know more about the Rainbow Centre please visit www.the.rainbowcentre.org or find us on Facebook. We are very grateful to all who support us on a regular basis and, if you are interested in getting involved please call us on 01723 500663, check our our website at www.therainbowcentre.org or find us on Facebook.

Income

Earned Income	113355
Donated Income	99946
Other	14396
Total	227697

Expenditure

Staff Costs	84735
Running Costs	137741
Total:	222476
Net Position	5221



The Rainbow Centre

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Registered Charity No: 1071090

