



The Rainbow Centre, Scarborough

Impact Report-2017

Chairman's Report

In October this year, the Rainbow Centre celebrated its 20th Anniversary. Twenty years is quite an achievement for a church-based charity! It is a perfect example of the hard work and dedication of so many individuals, some of whom are no longer with us, who have given their time, energy and commitment to Rainbow whether it be as a trustee, a volunteer or a member of staff. On behalf of myself and the other Trustees I thank you all most sincerely.

This impact report aims to provide an insight into the work we do and the outcomes achieved, though numbers don't always tell the story or measure the smallest victory when helping someone in need. Whilst I'm pleased to say that we are currently in a financially viable position, the work that we do to address the problems in the community and wider area is continuously changing. Anticipating the needs ahead, one thing we can be sure of is that funds deplete quickly and the challenge to remain financially viable is an ongoing battle.

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 , or find us on Facebook or call us on 01723 500663.

Howard Newton, Chair of the Trustees

People

The Rainbow Centre is a very busy place. The Client Support team sees people through the day, Monday to Friday, and there is always a steady stream of people visiting the café, attending interviews at Rainbow Money and accessing other much needed support through our work with other partners in the community.

Being a seasonal resort, Scarborough suffers from seasonal issues; as tourism numbers fall dramatically in the colder months, people become jobless as guesthouses, cafes, amusements and visitor services close for winter.

Total number of client interventions in 2017	15,000
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Percentage of clients requiring emergency food parcels	60%
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■ Social Action

When the centre was first established in 1996, the outline work of the centre was to meet the needs of vulnerable people in the local area. Rainbow now does a significant amount towards preventing homelessness and assisting homeless people.

The figures below give some indication of the range of work undertaken in 2017-showing compassion, supporting them through difficult times and giving them hope for the future.

We donated emergency clothing to individuals in need	640 times
We gave clients vital housing advice to gain new tenancy or secure accommodation	412 times
We gave access to shower or washing facilities	224 times
We gave access to a computer / land line phone to secure paid work or benefits	2011 times

■ Client Support

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

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.

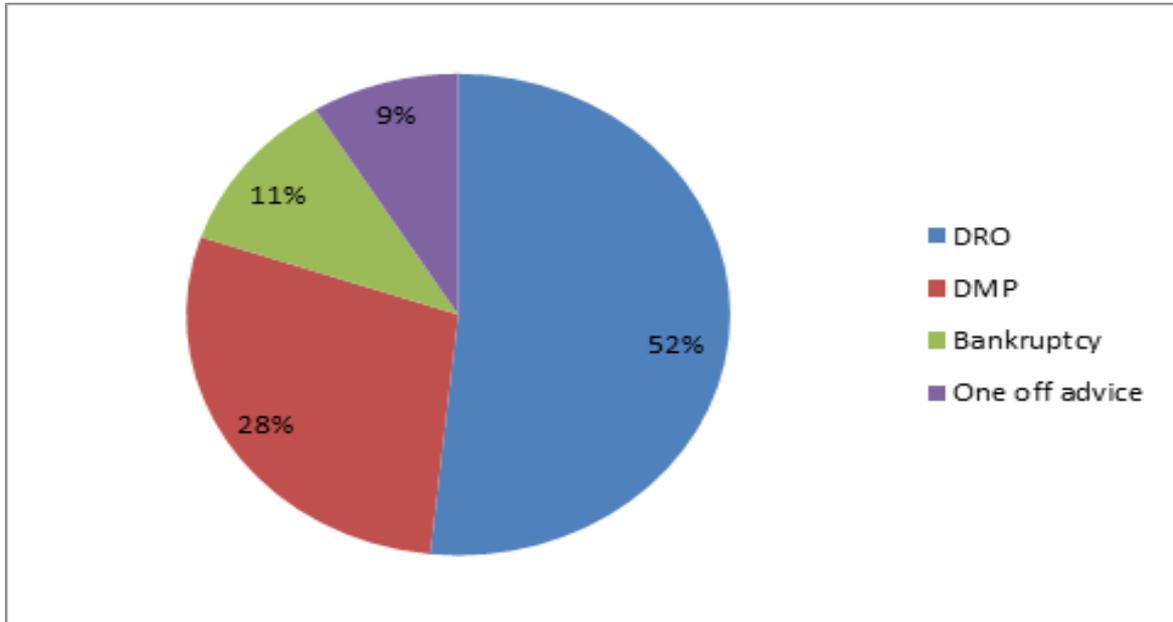
Due to long term staff sickness, referrals stopped for just over 3 months which has impacted on the figures reported, reducing them significantly.

The figures below outline the types of advice accessed through the centre in 2017.

- Help with Debt Relief Order (DRO)
- Support with Debt Management Plan (DMP)
- Support with Bankruptcy
- One off Advice

Number of different clients seen	92 (ranging from 2 appointments to 10)
Debt dealt with	£902,000

Types of advice given



45% clients were on a disability benefit

Rainbow money had 5 part time advisers in the Rainbow Centre and 2 at Eastfield

■ Food

The Rainbow Café...

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.

Emergency Food provision

From early on, the Centre has been a hub for basic food provision. Year on year we have witnessed the struggles of local people to provide for themselves and their families. We have flexible emergency food parcels for those in need and have assisted the Scarborough delivery of North Yorkshire Local Assistance Fund food provision on behalf of the local authority.

■ New Funding Support

We were delighted to partner with The Seafood Social Café- a social enterprise based in Scarborough that aims to tackle homelessness and the issues that can lead to homelessness. The aim is to develop The Seafood Social as a destination café for top-notch seafood, whilst offering employment and skill-building opportunities that can lead to further work for its employees.

We were grateful to secure funding support from North Yorkshire County Council to engage an external consultant to work with us to develop a forward strategy that will help us to set our priorities for the next three years ahead.

A big thank you to the Cloth Workers for funding to purchase a much needed new van, and also to the Masonic Charity and Chocs & Socks for their financial 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 2017 is below.

If you would like to know more about the Rainbow Centre please visit www.therainbowcentre.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.

Income	
Earned Income	23,974
Donated Income	118,592
Grant Income	111,057
Total	253,623

Expenditure	
Staff costs	92,402
Running costs	128,185
Total:	220,587
Net position	33,036



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

Established in 1997 the project offers compassion, support and hope to those who are homeless, struggling with issues of substance misuse, recent release from prison and other social challenges.

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