

# The Rainbow Centre Scarborough

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## Impact Report 2020

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CIO: 1183490

## **Chairman's Report for 2020**

The Rainbow Centre charity converted to a Charitable Incorporated Organisation, or CIO, at the start of the 2020 financial year and so this is the first annual report for the new charity. In fact, the new CIO was officially registered by the Charity Commission on 20 May 2019, so both charities were running in parallel until the former charity was wound up on 30 December 2019.

When the new CIO started life, no-one had heard of COVID and everyone thought that zoom referred to a fast moving vehicle. Little did we know what would lie ahead. The first national lockdown came into force on 23 March 2020 and the world suddenly started to look a totally different place. Staff had to be furloughed, volunteers were shielding, the building had to close but our clients still needed help with emergency food parcels, with utility costs and with debt counselling. There was then a sudden and dramatic increase in the demand for our services with a huge spike in the number of new clients as they lost their jobs or were furloughed themselves. Many clients were forced to self-isolate, making a simple trip to the shop for food impossible.

The food bank moved into the main hall to meet the increased demand and we started making home deliveries with the help of some of our staff and volunteers and the local fire service. The food bank had to move three times during the year between the shed, the main hall and the Auborough Room, as circumstances and demand continually changed. Some of our volunteers continued to work from home, where this was possible, keeping up with data input and other administrative tasks. Debt counselling, and other advice services, continued but over the phone only. Our expenditure increased with food purchases, delivery costs, the phone bill and with the purchase of simple kitchen equipment and white goods for those who had been moved into hotel accommodation.

The staff and volunteers were working for significantly longer hours every day and most of the staff were unable to take any holidays during the year because of the pressure of work. The result was utter exhaustion. We have a duty of care for our staff and volunteers and so we adapted our working practices and introduced greater flexibility to alleviate this fatigue as much as possible and the lessons learnt have had a significant impact on our future operations. Our links with other agencies have also been strengthened as a result of the pandemic.

We finished the financial year with a surplus despite the increase in expenditure caused by COVID. This was achieved largely because of an increase in donations, and we have to thank, most sincerely, the generosity of our donors and the general public for their understanding and kindness throughout these difficult times.

The trustees recognize the dedication of the staff and volunteers throughout the year, and the generosity of our donors, and we thank them all.

### **Kevin Moxon**

Chair of Trustees

### **The Charity**

The Rainbow Centre is a social action centre established in 1997, to offer practical support to vulnerable people in the local community. Since then, we have grown and offer an open door to anyone who needs help with any issues they are facing, offering compassion, support and hope. We provide critical intervention assistance to people in need by offering support and access to poverty relief solutions including debt-relief advice.

Amongst our day care centre services, we provide access to a food bank, clothing and bedding store and essential kitchen items and appliances. There is a shower room, laundry, television lounge and a garden for people to enjoy in a safe, comfortable environment. We have a community café offering homemade affordable meals and provide discretionary meals for rough sleepers. During periods of lockdown, these items were distributed through our delivery service to ensure people had the necessary provisions in place to isolate.

We are a Christian organisation, aiming to provide compassion, support and hope to all, regardless of age, gender or religion. We welcome anyone, and everyone is treated the same with a non-judgemental and empathic approach.

We are based in Castle Ward- ranked in the top 10% of areas of deprivation in the Indices of Multiple Deprivation 2019, the nature of the struggles our clients face is wide and varied. Alongside the seasonality of the resort and

the challenges to remain in employment outside of the tourist season, the wages in Scarborough are much lower than the national average. Local people have been hit significantly harder in 2020 as caravan sites, amusement arcades, cafes, restaurants and hotels closed down. Many Europeans were unable to return to their home countries and were forced to remain in the area with no income.

**Our Mission** is the reason that we do what we do. From our client meetings to making critical interventions, our mission has always remained steadfast.... **to do the work of Jesus in the community.**

**Our Vision** is that adults with multiple needs should have access to support, guidance and advice to assist them to cope with the challenges of everyday life within their community; with services that are linked and offer avenues that lead to education, training and employment.

**Our Values**

<b>Compassion</b>	<b>Support</b>	<b>Hope</b>	<b>Working in Partnership</b>	<b>Being Present</b>
We will work to break down the barriers clients face to enable them to access critical services in order to lead healthy, happy and fulfilling lives.	We will encourage our clients to make positive steps towards changing their circumstances in a non-judgemental environment.	We will work in responsive ways that mean we are constantly responding to the challenges facing our community.	We will work to strengthen partner relations and develop projects that offer maximum impact to reach the most disengaged.	We will work towards exploring opportunities for long-term sustainability.

## About us

We're a small team made up of staff and volunteers, governed by a group of trustees, who work together to provide much needed services to people in the community. We welcome people from all walks of life that for a variety of reasons have found themselves in times of hardship. We offer invaluable support to individuals and families that are struggling. Our client support workers offer a listening ear and try to help in any way we can.

Through the kindness and generosity of our supporters, donors and grant awarding bodies, we can be there for people in crisis.

We believe that if we all view each other as equals regardless of our backgrounds, faith, sexuality or race we can contribute to society and make the town we love and live in a little better for everyone.

Our location in the Castle Ward area of Scarborough means we are easily accessible and act as a crisis intervention centre that many of our partners in the town refer people on to for help.

## How we help people

We offer practical solutions to ease the issues vulnerable people are facing through a range of services including:

<b>Discretionary meals for the homeless</b>	<b>Access to showers and washing facilities</b>
<b>Food bank</b>	<b>Clothing</b>
<b>Toiletries</b>	<b>Kitchen &amp; electrical appliances</b>
<b>Essential baby provisions</b>	<b>Affordable hot food at our cafe</b>
<b>Access to a phone and computer</b>	<b>Money &amp; debt relief advice</b>
<b>Interview clothes</b>	<b>Bedding, curtains and household items</b>
<b>School uniforms</b>	<b>Children's lunch parcels in school holidays</b>

Our client support workers sit down with each client to talk through their concerns and worries. We listen and try to help as best we can. Sometimes that will be with a food parcel for those struggling financially and for others it may be something that we need to refer on to one of our partner agencies in the town. We often make and attend emergency GP appointments and make referrals to Rainbow Money if we feel the underlying issues causing someone distress is related to their financial circumstances. We try to advocate and mediate on behalf of someone in difficulty that does not feel able to do so for themselves.

We work with a wide range of organisations across the Scarborough Borough including Scarborough Borough Council, North Yorkshire County Council, North Yorkshire Police, North Yorkshire Fire & Rescue, Beyond Housing, Horton Housing, Horizons, Survivors, Mind, CAB, Age Concern and many, many more.

We are always interested in the feedback from our service users....

"Helpful great people a general blessing in the Scarborough area" Kya

"Excellent help available for poor families"  
Wayne

"A marvellous charity which is there for everyone and anyone"

"Cannot thank these people enough. Helped me through a bad patch when building work dried up. Absolute legends of the community"  
Daniel

"Amazing very helpful service for family who are suffering from having nothing" Nicola

## **Our mission in action in 2020**

In the year that the Covid-19 pandemic ripped through homes and communities around the world we are very humbled to say the Charity is still standing thanks to the colossal generosity of the local community and the commitment and dedication of our staff and volunteers.

From the day the press showed images of panic buying and empty shelves in the supermarkets, the demand for our services began to quickly increase and then when the Government announced the first lockdown it sky rocketed. It was a time of fear and confusion. Amid the panic, we lost the majority of our staff and volunteers overnight as many were forced to isolate for health reasons. We could no longer operate from our food shed- we now needed the entire church hall at Parish House, all the upstairs rooms and every corner of the rainbow centre. Whilst we closed the centre to the general public, we were operating daily behind closed doors through a delivery system run by staff, volunteers and the wonderful help of Scarborough Borough Council and North Yorkshire Fire & Rescue.

As hotels, cafes, restaurants, holiday campsite shops and our wonderful supporters at Seafood Social closed their doors we were so grateful when they donated all their stock to us. It enabled us to cook meals to be sent out to people in emergency accommodation and to others who were struggling with a lack of cooking facilities. Thankfully, Scarborough and Locals Together and ACTS 435 we were able to meet additional needs including purchasing essential kitchen equipment such as microwaves, kettles, cookers and cots for newborn babies, children's beds and other furniture that clients desperately needed in order to isolate in some small level of comfort.

Despite being hit by floods which heavily restricted our ability to accept clothing and bedding donations, we changed and adapted our ways of working many times to meet the necessary measures imposed by the Coronavirus restrictions. We moved the foodbank three times in 6 months! The introduction of PPE, wall mounted hand sanitizers, barriers, signage, and Track and Trace all enabled us to re-open the centre ensuring the safety of clients, volunteers and staff.

Through working with Scarborough Borough Council, North Yorkshire County Council and The Literacy Trust, we were able to support children of families that would normally be in receipt of free school meals through our school holiday lunch club. We bought, packaged and delivered- through the unwavering support of the Fire Brigade- weekly lunch parcels through half term holidays and the big summer holidays.

We finished the year with the annual Christmas preparations which would not have been possible without the wonderful support from Queen Street Methodist Church who allowed us to use their building. McCain foods, who support us throughout each year, came to Parish House and cooked and served a fabulous Christmas lunch which really lifted people's spirits and provided a Christmas dinner for people that without their help would not have had one this year. It was a heart-warming ending to a pretty challenging year!

### **Christmas 2020 overview**

Adults fed 705

Children fed 563

Gifts given to 553 children

It is with grateful hearts that we thank Aldi, Bookers, Boyes, Gregg's, Heron Frozen Foods, Lidl, Marks & Spencer's, Morrisons, Proudfoot's, Tesco and Sainsbury's, The Seafood Social and Whitby Scampi, The Spar garages and all the other food drop off points in churches and schools for their continued support. To all the businesses that do not wish to be named and to all the grant awarding bodies, we are so humbled by your generosity. Once again, the support of the community, individuals, churches, organisations, schools and businesses all dug deep and presented us with enough funding and presents to ensure 553 children in need received gifts at Christmas. A great achievement by all!

What really shone through in 2020 was the sheer kindness and good will of people. The commitment and dedication of all the key workers and volunteers across the whole community that stepped forward to help those who needed help, were struggling or couldn't care for themselves. Groups, organisations and businesses cooked meals, delivered medicines, sourced essential provisions and drove people to hospital and for vaccinations. Many played a role in befriending and being that listening ear on the end of the telephone offering a source of comfort. We are very proud to be part of the Scarborough community and work alongside such amazing people.

Special thanks go to the staff at Scarborough Borough Council who worked tirelessly to deliver food parcels throughout the year and to our local Fire Brigade- who shopped for us, provided a soup kitchen from their own funds, helped move the food bank (3 times!), hung bunting for the pre-school, fixed their play shed and delivered food parcels twice per week to people in emergency accommodation. Alongside shopping for Christmas presents and helping distribute them over the Christmas period.

To The John Kendell Trust for supporting families in need of school uniform, what a blessing to our local community you are.

## **2020 Statistics**

21,290 food parcels to individuals, couples and families

Over 18,000 interventions including sourcing white goods, purchasing cots, beds, clothing, bedding, kitchen equipment, school uniforms and assistance with gas & electricity. The list is long and varied.

In addition to this were the hundreds of phone calls each week from people in despair needing a listening ear and a comforting voice at the end of the phone. People who just needed to talk to someone. Our volunteers and staff are nothing short of amazing. They cried along with those on the end of the phone, suffering their own personal losses of dear family and friends.

From day one of lock-down we continued to see those most vulnerable behind closed doors that needed washing, showering, clean clothes and feeding despite lockdown restrictions. These are people that have suffered life debilitating injuries that can't care for themselves and where there is no duty of care.

## **Rainbow Money 2020 overview**

In 2020, the team largely worked over Zoom, never wavering in their quest to help alleviate debt and alleviate the mental struggles attached to this. The service raised £8045 for clients through Acts 435, an amazing online charity managed through a network of churches who's goal it is to get 100% of donated funds quickly to those in need. There have been 64 requests ranging from white goods, help with vet fees, bonds, DRO fees and even a Chromebook for a boy for school. So, it's been brilliant this year for Acts. For context 2019 was £3950 and 46 requests! So more than doubled the amount given! Rainbow Money is needed more than ever before as the long-term impact of this pandemic unfolds. The Rainbow Money Team worked to alleviate over £300,000 worth of debt in 2020. We are so proud of the team and the ways in which they help people, reassuring those in desperate need of light in a dark tunnel. Well done Rainbow Money!

To wind up 2020, we express many, many thanks to everyone single person that has contributed their time, energy and donations to help meet the needs of those less fortunate than themselves. We would not be here without your kindness and generosity.

God bless,

The Rainbow Centre team

Income	
Earned Income	£5,024
Donated income including Gift Aid	£249,173
Grant Income	£117,550
Total	£371,747

Expenditure	
Staff costs	£136,441
Running costs	£170,311
Total:	£306,752
Net position	£64,995



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.

If you would like to know more about the Rainbow Centre, please visit [www.therainbowcentre.org](http://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.