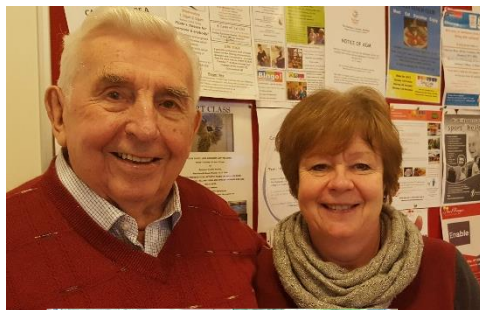




ANNUAL REPORT

November 2017 - October 2018

Working to improve the health and wellbeing of our communities



Background: Who are we?

The Rainbow Centre is a Registered Charity which started in 1994. We are based in Penley and support people across Wrexham and North Shropshire.

Key activities:

- ◊ Provides Opportunities for people to improve their Health and Wellbeing
- ◊ Work to reduce Loneliness and Rural Isolation
- ◊ Provide Support, Services and Facilities that:
 - ◊ Empower older people to retain as much Independence
 - ◊ Promote Positive Ageing
 - ◊ Enable people to Reconnect with their Local Community



Our Vision, Mission and Values

Our Vision is for older people to be recognised to their full potential, and to lead healthy fulfilling lives as engaged citizens, with rights of access to quality services both in their locality and according to their need.

Our Mission is to help older people to regain their sense of worth and discover their full potential, by supporting them in making changes to bring this potential into the world and ensuring their voice is heard.

All Our Work is guided by **4 Values**:

Respect

Dignity

Opportunity

Empowerment

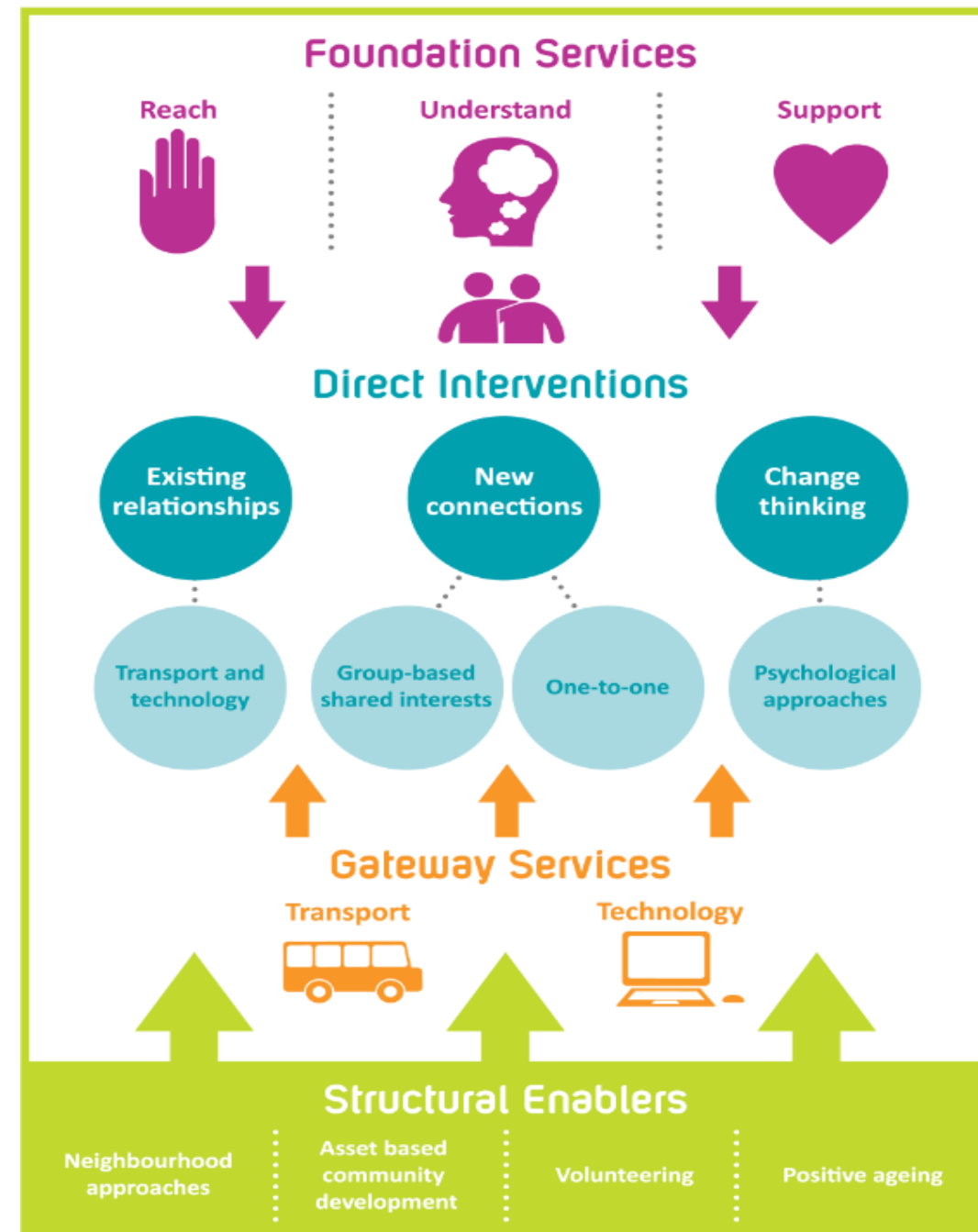


Strategic Approach

Our Strategic Approach to developing services and support consists of delivering:

- **Foundation Services** – identify and make contact with lonely people, seek to gain a deeper understanding of the issues and help them to access existing resources
- **Direct Interventions** – focus on enhancing and developing relationships, and building self-confidence
- **Gateway Interventions** – transport and technology are 2 key areas that can transform lonely people's lives
- **Structural Enablers** – focus on neighbourhoods, volunteering/peer support and advocate for positive ageing/tackling negative stereotypes.

The Rainbow Centre is now in its 24th Year; our Annual Report highlights the range of interventions currently being delivered in line with our core Vision and Values and Strategic Approach.





Our ‘Community Wellbeing Service’

our flagship foundation service _ *reach, understand and support*

Established in May 2018 in partnership with 8 local Community Councils who came together to form the ‘Southern Consortia’

- Overton (lead council)
- Maelor South (Penley and Betisfield)
- Hanmer and Horsemans Green
- Bronington and Whitewell
- Bangor on Dee
- Marchweil
- Sesswick
- Erbistock and Eyton

The contract is funded by the Welsh Government’s Intergrated Care Fund (ICF) until 2020 using Community Agent funds to support older people.

Outputs from May – Oct

The service has supported a caseload over 120 people, offering them in depth advice, support and guidance to improve their access to services and health and wellbeing.





The 'Community Wellbeing Service'

_reaching, understanding and support individuals

Case Study_ Community Agent Intervention

Alf is 90 yrs old, he lives alone since losing his wife 2 years ago. His family don't live locally and most of his friends have passed away. He often feels lonely and isolated. He has always been very active, but recently he feels he is getting more forgetful and physically deteriorating. Alf's has a Telecare system installed, and some aids installed via Occupational Therapy

Alf was referred to the service for a blue badge renewal. We discussed 'what mattered' to Alf and tried to establish what may improve his quality of life. After filling out the forms for the blue badge renewal, we discussed help available to him in the local community. He was particularly interested in the newly formed monthly Lunch Club at the Rainbow Centre, which would help him to make some new social connections. We also discussed Alf's personal care needs and I advised him he would probably qualify for Attendance Allowance and helped him complete the forms. Alf admitted he could not have filled them out himself, as he found them totally overwhelming. I also accompanied Alf to the first lunch club, he was then confident enough to go alone.

Outcome

- Alf got his blue badge
- Is now in receipt of Attendance Allowance of 57.30 a week
- Is an active member of the Lunch Club, he also enjoyed the Christmas Fair at the Rainbow Centre. He has made new friends locally and feels supported in his local community.
- Alf feels that our assistance has made a significant improvement to his general health and that we **'changed his life for the better'**.

This demonstrates how one visit to fill out a form for a blue badge can open the door to so many other interventions and improve the health and wellbeing of people in the community and also how vital the role of a Community Agent is.



Outreach Serviced, offering:

- **Advice & Guidance**
- **Support to access local groups & services**
- **Develop new local services**



- ✓ Benefit and Debt Advice
- ✓ Bereavement Support
- ✓ Relaxation advice, and advice on developing coping with anxiety
- ✓ Referrals to Social and Shared Interest Groups (Lunch Club, Bridge, Art Classes, North Wales Gay Outdoor Club) to reduce loneliness and isolation
- ✓ Referrals for Housing Support, Occupational Therapy, Adult Social Services



‘Day Opportunities’ Service

Direct Intervention – focusing on enhancing and developing relationships, and building self-confidence

Services most likely to meet older people’s needs for promoting health and wellbeing and meaningful social contact are group activities and shared interest groups which offer access to new opportunities, learning, health promotion and support people through difficult times. These groups effectively tackle loneliness, improve resilience and enable new connections to be made (Cattan’s review of loneliness initiatives).

Our Day Opportunities Service does this by:

- Delivering a busy programme of entertainment
- We promote movement (with exercise, dance, and games), self-care, nutritional eating, and social interaction all of which are proven to keep us healthier and active for longer.
- We are always open to try new activities which promote health and wellbeing especially if they are accompanied by laughter.

We have an open caseload of 43 clients who access day opportunities at the Rainbow Centre each week. Clients are involved in our service planning, they are listened to and respected. This results in better physical and mental health and happiness.



The 'Hensioners Project'

We introduced our '**Hensioners Project**', this year which gives clients ownership of our 6 hens living on site. With so many ex farmers this has been a really rewarding project.

The Hensioners Project

- ✧ Gives clients a sense of purpose and responsibility
- ✧ Stimulates memories
- ✧ Provides pleasure and tactile comfort, particularly for those with dementia
- ✧ Provides us with resources for our projects:
 - ✧ baking
 - ✧ reminiscence work
- ✧ Offers new volunteering opportunities



Goose and Goslings

‘Goose and Goslings’, is our weekly intergenerational intervention developed in partnership with Mother Goose Nursery all about developing connections through action songs, dancing, crafts and games to encourage movement, memory, fun and friendship.

It is equally rewarding session for older people and children alike who excitedly visit each week and form new connections.

‘are we going to Rainbows to see john today, he’s best friend’
(Jack, aged 3)

Dementia effects 1 in 6 adults aged over 80 in the UK

Shared play activities is just one of the meaningful ways in which we engage with people living with dementia, it also breaks down barriers between young and old.



Befriending Service

Direct Interventions – focus on enhancing and developing relationships, and building self-confidence

The Befriending Project leads on developing and delivering Shared Interest Groups and Volunteering Opportunities.

Why Befriending / Peer Support Groups?

Loneliness is a bigger problem than simply an emotional experience. Research shows that loneliness and social isolation are harmful to our health: lacking social connections is a comparable risk factor for early death as smoking 15 cigarettes a day, and is worse for us than obesity and physical inactivity. Loneliness increases the likelihood of mortality by 26%. And our dispersed population and lack of public transport has only exasperated this problem.

From our work to date we have developed many peer support groups including:

- 'Lunch and Learn'
- 'Knit, Natter and Crochet'
- 'the Art Group'
- 'Pilates' and
- 'High Tea at Home',
- South Maelor Adventures Group (monthly trips)

Developed after consulting with individuals about their own interests.

508

Peer Support &
Shared Interest Group
Sessions took place



'I had an amazing time doing needle felting at the lunch and learn. A lovely, warm friendly atmosphere' Louise

Befriending Service

Direct Interventions – focus on enhancing and developing relationships, and building self-confidence

This year we established the:

- 'Rainbow Singers Choir'
*'It gives me a real spring in my step, I love it'
'and it not just about the singing, we get to socialise too'*
- Penley Lunch Club
'the cooked meal was a real treat there was a lovely atmosphere, great company too, I will definitely come again'
- Friday Shopping Trips, and
'its great to be able to get out and about and its put me back in touch with an old friend who gets on in Overton'
- 'Crafty Tuesdays'.
'we had a good laugh, and it was nice to try something new'

Because you are never too old to learn, try something new or dream and new dream...!





Enfys Café _ a recipe for improving health!

Our local Community Café works to

- Provide affordable healthy eating options, using locally sourced produce
- Promote social eating via the Café and more recently via Penley Lunch Club
- Reduce social isolation

It also,

- Acts as a gateway to wider services available at the Rainbow Centre
- Helps build natural social capital and friendships beyond formal groups sessions taking place at the Rainbow Centre
- Support the wider community beyond our core service users



Volunteering

Direct Interventions – focus on enhancing and developing relationships, and building self-confidence

Our Volunteers support our day opportunities, befriending project and the wider aims of the organisation.

They tell us that volunteering in a group is more social than one to one work, and that it is meeting their own personal outcomes more effectively than one to one work.

New volunteers have come forward to assist us with Friday's Shopping Trip and also to enable clients to access the Rainbow Centre, the Lunch Club and to help us care for the chickens and Day Opportunities Service.



Volunteers Rod and Alison Dalton and Margaret England (pictured left), tell us why they volunteer at the Lunch Club:

‘I know what its like getting to know people. We are new here so good to be part of the community’ Rod

‘it’s really great to be able to make new friends and volunteer at the same time’ Alison

‘it’s so rewarding to see everyone having a good time, and eating socially’ Margaret

Extending our Transport Service

- transport is a Gateway Intervention which can transform lonely peoples lives

We were struggling to provide transport for our day opportunities clients and wanted to tackle rural isolation in our communities. So we:

- ran a crowdfunding campaign over 42 days to raise funds to buy a mini bus
- raised £21K in total and bought a bus
- recruited and trained a team of volunteer drivers
- extended our Rainbow Centre transport service for clients and,
- piloted a weekly shopping trips to Stan's in St Martins including residents from Lightwood Green, Hanmer and Overton.

‘thanks to Councillor Pene Coles from Overton who initiated this shopping trip and our new volunteer driver Darryn Jones. Everyone on the bus was so grateful for this new service. We intend to keep it going and hopefully extend it to other rural locations’ Pat Burns, Community Agent

Kind support came from local businesses including RB Mechanical Seals, Trotting Mare Garages, R&C Homes Ltd, Knolton Cheese, J&R Millington, MACH Investments, Kronospan, local Community Councils including Bronington, Hanmer and Mealor South, Centre users and the wider public.

‘I’m really happy to support such a valuable local service’. David Bowie, RB Mechanical Seals



Promoting Positive Ageing

Direct Interventions – focus on enhancing and developing relationships, and building self-confidence

The Rainbow Centre featured on:

- Sport Relief's TV campaign in March 2018 and,
- had 8 minutes of media coverage on the Silver Skydivers which was shown on all BBC regions.

'Silver skydivers' featured our mini bus driver Peter Bowen and Rainbow Centre Volunteer Glyn Rodenhurst (pictured left) who both took part in a tandem skydive to promote positive ageing! Taking part in the experience certainly built self confidence, as Glyn admitted '**to never being so scared in all my life**' but he did it anyway!

The programme also gave us the opportunity to meet Rugby legend Gareth Thomas who highlighted the importance of our work at the Centre.



Positive Support...

MP praises local older people's care projects

POSTED BY [SUSAN ELAN JONES MP](#) ON JULY 25, 2018 IN [PRESS](#)

Yesterday in the House of Commons, Susan Elan Jones MP praised the work of Penley Rainbow Centre, Wrexham county based Community Agents who support the over-50s and the popular Welsh Government Care and Repair programme as examples of excellence in older people's care.

Speaking in the annual summer pre-recess debate, the Clwyd South MP called for more emphasis to be placed on older people's care and for greater national and international sharing of best practice.

Susan Elan Jones MP described the "outstanding" day opportunities provision at the Penley Rainbow Centre and described other services which include a Community Wellbeing Service, Peer Support Groups, Lunch and Learns, Exercise classes, an excellent community, a community garden with an active gardening group, a choir, art and craft classes, and beauty treatments, and thanks to recent active local fundraising, the provision of a new minibus which means that the Centre can serve even more people.

The Clwyd South Labour MP said: "Penley Rainbow Centre is not just a credit to the area I am privileged to represent in Parliament, it is a project that is worthy of replication in communities across Wales, the UK and indeed, more widely across the world".



"Apologies I couldn't be at with you today, I am in Westminster. Keep up the outstanding work! Sending best wishes."

Finances

BALANCE SHEET 2017/2018

From: Month 1· November 2017

To: Month 12, October 2018

	Year to Date	
Fixed Assets		
Motor Vehicle	£19,091.68	
		19,091.68
Current Assets		
Debtors	£8,329.41	
Bank Account/s	£71,021.81	
Deposits and Cash	£5,096.45	
		84,447.67
Current Liabilities		
Creditors	£39,691.87	
Current Assets less Current Liabilities		£44,775.80
Total Assets less Currrent Liabilities		£63,847.48
Capital and Reserves		
Capital and Reserves	£64,500.00	
Funds	£11,124.87	
P & L Account	(£11,777.39)	
Total Assets less Liabilities		£63,847.48

PROFIT AND LOSS

DESCRIPTION	INCOME	EXPENSES & OVERHEADS	TOTAL
Day Opportunities Service Fees / Wrexham	58,827.33		
Day Opportunities Service Fees / Shropshire	10,179.00		
Day Opportunities Service Fees / Private	24,123.92		
Day Opportunities Additional Charges / Income	7,918.62		
Room Hire	4,099.69		
Café Sales	20,413.48		
Befriending Peer Support Groups	5,199.55		
Grant/s	44,348.45		
Community Agent Contract	23,991.69		
Other	42.43		
			199,180.16
Café Food		6,777.08	
Day Centre Food		6,472.69	
Befriending Project Resources - materials		3014..23	
Chicken Project (grant funded - start up fees)		1123.52	
Rent and Rates		3906.86	
Utilities - Heating, Electricity and Power		4715.67	
General Expenses (incl. bus driver salary & staff expenses)		7542.51	
Printing and Stationary		2225.02	
Telephone and Computer charges		4818.45	
Equipment Maintenance		1032.43	
Vehicle Expenses		5041.38	
Building Maintenance		392.89	
Insurance		2804.74	
Gross Wages		159,941.76	
Professional Fees (Accountancy and Consultancy)		490.00	
Vehicle Depreciation		658.32	
Total Purchases & Expenses			210,957.55
Net Profit / (Loss):			(11,777.39)

Notes on Financial Statement



Accounts

Independent Examiner for year ended 31/10/18:

David Cheeney, 18 Friars Mews, Bangor on Dee, Wrexham LL13 0AX

Reserves

The Management Committee have reviewed the level of reserves and they consider that the level of reserves will provide a buffer for uninterrupted services for approximately three months and that it is at an adequate level in relation to our operations and future liabilities enabling us to run our services for 3 months, which would cost £40,000.

Debtors

We run a month in arrears with Debtors which equates to approximately £10,000 per month to draw on.

Financial Performance

Our income and expenditure is much in line with the previous years. What we lost in Lottery Funding we have made up for via smaller grants from Lloyds Bank, Comic Relief and Henry Smith and a Contract for the Community Agent Service.

The following actions will be taken to ensure our income remains steady:

- Ensure we continue to attract new clients to our Day Opportunities Service via Council Contracts with Wrexham Council, Shropshire Council and Private Clients
- Explore the financial viability of establishing a small Respite Care unit
- Continue to attract Grant and Contract Funding which fits with our Vision and Strategic Approach

For the year ahead

We will need to take into account rises in the minimum wage which apply from the 1st April 2019 which is increasing by 4.9%, ensure wider staff wages remain competitive, that we are up to date with necessary training and resources to support staff. We also need to review how we can support Enfys Café to be more sustainable and develop a charging model for clients using our Transport Service to ensure it is economically viable.

Looking Ahead

We will:

- positively influence the health and wellbeing of our communities
- develop our work and reach of the Centre through strengthening our partnerships and responding to the local needs of our client group, this includes exploring the viability of:
 - a 24/7 step up/step down respite care unit and home care service
 - extending our Community Transport Service
 - Building on our Community Wellbeing Service
- develop and improve our services and structures and gain relevant Quality Marks



Employee Resources

Hon Vice Presidents:

Robert Williams and Abigail Tudor

Trustees

Blanche Bird

Brain Vaux

Diane Wilson (Treasurer)

Geoff Mason (Chair),

Cllr John McCusker

Rona Williams (Secretary)

Cllr. Rodney Skelland

Toni Slater

Finance and Administration Officer

Jane Wrench

Chief Officer & Development Director

Caroline Tudor-James

Operational Manager

Geraldine Vaughan

Day Opportunities Service Manager

Nicky Bentley

Day Opportunities Team

Angela Jordan, Lindsey Jones, Louise Strachan, Mary Kershaw, Peter Bowen

Enfys Café Team

Shelia Rodenhurst, Eden Mosley, Jackie Tomkinson

Community Wellbeing Team

Carol Roberts, Jackie Tomkinson, Pat Burns, Louise Strachan, Zoe Winstone

Independent Auditor

D M Business Services

18 Friars Mews, LL13 0AX

Bankers

Santander, L30 4GB

HSBC, SY11 2S

Thank you

We are incredibly grateful to all our supporters who made generous contributions to our work during 2017-2018. These include: Henry Smith Charity, Comic Relief, Lloyds Bank Foundation, local Community Councils, businesses and donors already mentioned.

Your support provides a lifeline to many of our service users, enabling us to keep our bus on the road, provide new opportunities for service users, and ensure no one is left housebound, lonely or isolated.

You can Support us in many ways including by:

- **Volunteering**, to discuss opportunities please contact us directly at the Rainbow Centre
- **Donating** directly or via <https://mydonate.bt.com/charities/penleyrainbowcentre>
- **Following** us on **Facebook** <https://www.facebook.com/penleyrainbowcentre/>

Visit our **Website** at: <https://www.rainbowcentrepnley.org.uk/>