



2018-2019 Annual Report



supporting people for 25
years



Chief Officers Report

Nationally, we know 1 in 10 older people are lonely, and the impact of loneliness on health is the same as smoking 15 cigarettes a day. We also know that 1 in 4 people are suffering with mental health problems each year. Dementia is on the rise, and care is in crisis. More locally, across South Wrexham and south Shropshire It is difficult to access services and support and transport is very limited

So, how are we responding to these challenges?

The Rainbow Centre operates as a community hub in South Wrexham. We have been effectively tackling loneliness and isolation whilst promoting good health and wellbeing for the past 25 years. We are on the ground, listening to what people want and need, and developing services based on their needs. We are often the first point of contact for older people in our community when they are trying to access services or deal with change.

At our core is our Day Opportunities service which supports people to remain living independently within their community, for many we are the first point of contact when they need extra support to stay living in their local area.

We have lots of Social Prescribing opportunities running from the Centre, including the Red Hen Community Café and Garden, Hensioners Project, Knit and Natter, Pilates, Gentlemen's Brunch Club, the Rainbow Singers Choir, and South Maelor Adventurers' group.

We have 2 minibuses to support people to get to and from the centre and a committed team of volunteers working across all our areas of service delivery.

And our newly established Community Wellbeing Service is building stronger communities by placing Social Prescribers in all GP Surgeries across Wrexham, who are supported by a team of Community Agents and Befriending Buddies within the community_ all of whom work with individuals to promote good health and reduce loneliness and isolation.

In the last 12 months, we have supported over 2,000 people either here at the Centre or within the community.

So what makes the Rainbow Centre special?

As a small charity it's our distinctive approach. We 'listen' and put individuals needs first. We Never turn people away. We are Embedded in our community. We Reach early and stay longer. And Provide spaces where people feel safe, respected and useful.

We are changing peoples lives for the better!

Loneliness in later life



200,000
older people

have not had
a conversation with
friends or family
for a month

50%

of all
people aged
75+ live
alone

Loneliness

has a comparable
risk factor for early
death to smoking
15 cigarettes a day

1 in 10

people seen by GPs attend the
surgery because they're lonely

but only **13%** of GPs
feel equipped enough to support
lonely older people

3.9

million people
consider the
television to be
their main form
of company

A lonely person
is twice as likely to
develop **Alzheimer's**
disease

1.9

million
older people
feel ignored
or invisible





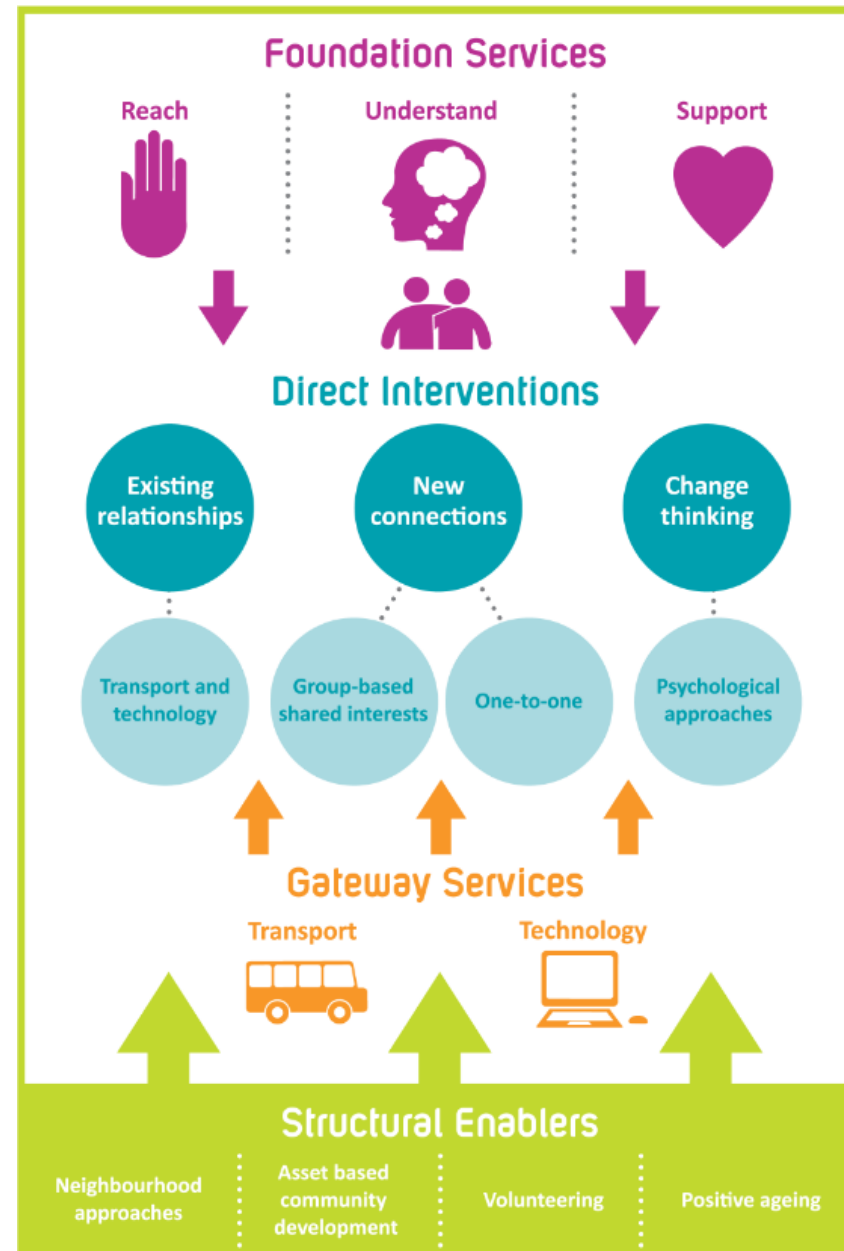
Our Vision, Mission and Values

- **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

Our Strategic Approach

* follows the approach developed by the Campaign to End Loneliness and Age UK

The Rainbow Centre is now in its 25th Year; our Annual Report highlights the range of activities currently being delivered in line with our core Vision and Values and Strategic Approach.



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

1. 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

2. Direct interventions

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

3. Gateway interventions

– transport and technology are key areas that can transform lonely people's lives

4. Structural enablers

– focus on neighbourhoods, take an asset based approach, encourage volunteering/peer support and advocate for positive ageing/tackling negative stereotypes.

2018-2019

Our Achievements

Awards

Awarded - Second place, FSI Small Charity Big Impact Awards

Gained PQASSO Trusted Charity Mark Award, at level 1

Day Opportunities Service

60 clients with complex needs supported within the Day Opportunities Service enabling them to remain living independently

90 care assessments took place to support people to retain independence, access support through social services and other agencies

19 Carers attended CriSP courses, ran in partnership with the Alzhiemers Society

Volunteering

68 active volunteers

1032 Volunteering hours given to the Rainbow Centre (including 300 hours of Tempo Time Credit Vouchers issued)

Community Agents, Community Wellbeing Service

312 people aged over 50 provided with in depth support by our Community Agents

£118,503 income maximization through benefit claims (Attendance Allowance, PIP and Universal Credit)

26 people supported into volunteering roles, with agents issuing 300 hours of Tempo Vouchers to volunteers

55 bus pass renewals

76 people introduced to social groups to improve wellbeing and reduce loneliness and isolation

Social Prescribing, Community Wellbeing Service

756 patient appointments held by Social Prescribers at GP Surgeries across Wrexham

9 months in and the service is having a positive impact on patients' mental health and wellbeing

Transport

1,152 minibus journeys - to get clients to and from the Centre

144 minibus journeys - social outings and shopping trips

Clubs, Courses and Group Sessions

548 social interest groups took place including courses, carers support group, art classes, social outings and exercise sessions

Awards

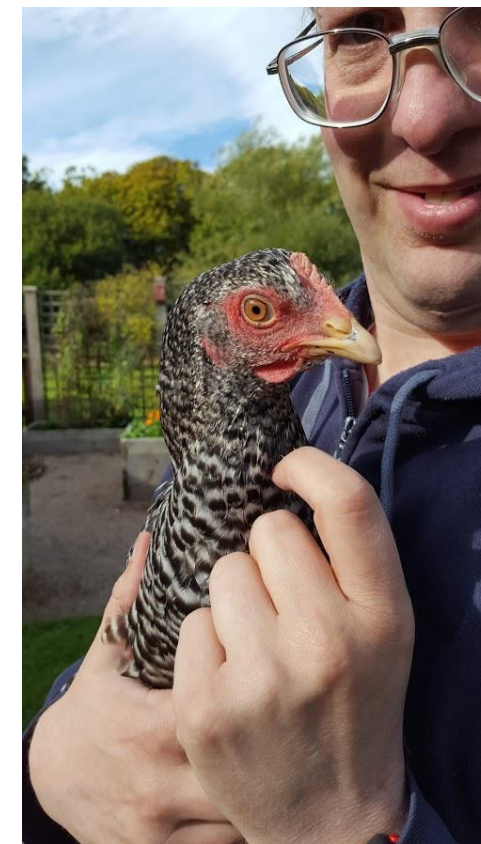
**MARC ELUSEN
DDIBYNADWY**
TRUSTED CHARITY MARK

**LEFEL
LEVEL 1**

NCVO

Dyfarnwyd: Rhagfyr 2019
Awarded: December 2019





Day Opportunties

Volunteering





Community Wellbeing Service

- Social Prescribers in every GP Surgery across Wrexham
- Community Agents working across South Wrexham
- Buddy Befrienders



Social Interest Groups

Feedback

After accessing our services people report having:

- wider support networks
- a greater sense of belonging
- made natural friendships
- more energy for everyday life
- more resilience to deal with changes in their life
- improved sense of wellbeing

We are changing peoples lives for the better!



"RAINBOWS HAS HELPED WITH MY GRIEF. THERE ARE PEOPLE HERE WHO UNDERSTAND, AND I CAN TALK, LAUGH AND REMINISCE WITH THEM."
DAY OPPORTUNITIES SERVICE
USER



"I DON'T KNOW WHAT I'D DO WITHOUT RAINBOW, I'D BE A VERY LONELY PERSON WITHOUT THIS PLACE, IT'S MY SOCIAL LIFE."
DAY
OPPORTUNITIES SERVICE
USER



"TO ME, RAINBOWS MEANS FRIENDSHIP, WARMTH, BETTER MENTAL HEALTH, SO MANY DIFFERENT THINGS. IT MAKES YOU FEEL GOOD ABOUT YOURSELF. IT'S FAMILY TO ME AND MANY OTHERS."
VOLUNTEER



"AMAZING PLACE, I COME HERE TO FORGET MY STRESSES."
KNIT AND
NATTER MEMBER



"IT GIVES ME A REAL SPRING IN MY STEP WHICH STAYS WITH ME FOR DAYS AFTER I LEAVE."
CHOIR MEMBER



"I WAS SO ISOLATED CARING FOR MY HUSBAND, SEEING THE SOCIAL PRESCRIBER HELPED ME THINK ABOUT MYSELF AGAIN AND PUT THINGS IN ORDER. I HAVE MORE SUPPORT NOW, I FEEL I CAN BREATHE AGAIN."
GP
REFERRAL



‘Age doesn’t
stop you from
wanting to do
things.
Rainbows has
been a lifeline.’

Margaret

Finances

BALANCE SHEET 2018/2019				
From :	Month 1 November 2018			
To:	Month 12 October 2019			
		Year to Date		
Fixed Assets				
Motor Vehicle		16952.14		16952.14
Current Assets				
Debtors		15891.57		
Bank Account/s		3287.75		
Deposits and Cash		83395.75		102575.07
Current Liabilities				
Creditors		39306.05		39306.05
Current Assets less Current Liabilities				63269.02
Total Assetrs less Current Liabilities				80221.16
Capital and Reserves				
Capital and Reserves		64500.00		
Funds		-652.52		
P & L Account		16373.68		
Total Assets less Liabilities				80221.16

From : Month 1 November 2018
To: Month 12 October 2019

DESCRIPTION	INCOME	EXPENSES AND OVERHEADS	TOTAL
Day Opportunities Service Fees/ Wrexham	73077.51		
Day Opportunities Service Fees/ Shropshire	1722.00		
Day Opportunities Service Fees/Private	45913.82		
Day Opportunities Additional Charges / Income	10074.32		
Room Hire	5221.30		
Café Sales	24427.77		
Befriending Peer Support Groups	9352.68		
Grants	56648.47		
Community Agent Contract	39600.00		
Social Prescribing Contract	41494.00		
Donations Received	3834.76		
Other	921.14		
			312287.77
Café Food		6952.86	
Day Opportunities Food		7896.21	
Befriending Project Resources		3420.32	
Rent and Rates		4419.42	
Utilities - Heating, Electricity and Power		7008.54	
General Expenses (inc staff expenses)		11058.67	
Printing and Stationery		2922.31	
Telephone and Computer Charges		6208.89	
Equipment Maintenance		1956.74	
Vehicle Expenses		5482.03	
Building Maintenance		5656.30	
Insurance		3757.80	
Gross Wages		223339.18	
Professional Fees (Accountancy and Consultancy)		3695.28	
Vehicle Depreciation		2139.54	
			295914.09
Net Profit / (Loss)			16373.68

Notes on Financial Statement



Accounts

Independent Examiner for year ended 31/10/19:

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 £64,500.

Debtors

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

Financial Performance

Our income has increased by £90,000 from last year due to us being awarded the contract for the Social Prescribing Service and Community Agent service. Expenditure is much in line with the previous years for existing service areas. Smaller grants from Lloyds Bank, Comic Relief and Henry Smith have now come to an end. However, the large IVECO minibus is now being sponsored by Maelor Foods.

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 Transitional Step up/Step down Respite Care unit
- Continue to attract Grant and Contract Funding which fits with our Vision and Strategic Approach
- Continue to gain support from local business with an interest in the local community.

For the year ahead

We will need to take into account rises in the National Living Wage which apply from the 1st April 2020 and 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 the Red Hen Community Café to be more sustainable and continue to develop a charging model for clients using our Transport Service to ensure it is economically viable.



Looking ahead

- **Continue to positively influence the health and wellbeing of our rural communities**
- Continue to develop services in line with our Strategic Approach
- Groups and services new for next year:
 - A Dementia Choir which will be open to everyone
 - Our Day Opportunities service will open 5 days a week
 - extending our reach by developing new services and groups to run from a second hub at Marchwiel Village Hall
- Investigate how we can develop the Rainbow Centre site to include a step up/step down and home care facility,
 - including becoming registered with the Care Quality Commission to take this forward.
- Ensure all staff within our organisation are dementia friends and that we have a dementia champion on site to train others in our locality
- Pilot elemental software_ so we can better evaluate how people move through our services and how we achieve what matters to them (in partnership with BCUHB)
- Encourage our community to be more physically active, and resilient against poor health and frailty.

Employee Resources

Hon Vice Presidents:

Robert Williams and Abigail Tudor

Trustees

Blanche Bird

Diane Wilson (Treasurer)

Geoff Mason (Chair),

Cllr John McCusker

Paul Whittaker

Rona Williams (Secretary)

Cllr. Rodney Skelland

Toni Slater

Finance and Administration Officer

Jane Wrench

Chief Officer

Caroline Tudor-James

Operational Manager

Geraldine Vaughan

Day Opportunities

Angela Jordan, Alwena Herbert, Ella Jartynski, Lindsey Jones, Louise, Mary Kershaw, Peter Bowen

Red Hen Café

Shelia Rodenhurst, Eden Mosley
Lindsey Fitzimons

Community Agents

Jackie Tomkinson, Jane Bellis, Pat Burns

Social Prescribers

Dawn Ratcliffe, Ellie Vaughan, 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 2018-2019.

These include: Henry Smith Charity, Comic Relief, Lloyds Bank Foundation, local Community Councils, and Maelor Foods, as well as our fabulous volunteers.

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
- **Following** us on **Facebook** <https://www.facebook.com/penleyrainbowcentre/>
- **Fundraise** to support our work

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

In 2019 Maelor Foods approached us to support our Day Opportunities minibus which is a vital in supporting our clients to access the Rainbow Centre

"It's a real privilege to be supporting such a fantastic local charity to help them to tackle rural isolation and enable the local community to come together."
"We are looking forward to working with the Rainbow Centre to keep their bus on the road." Doug Wellington of Maelor Foods

