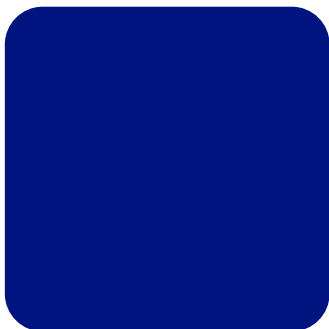
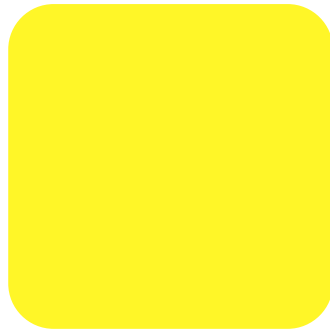
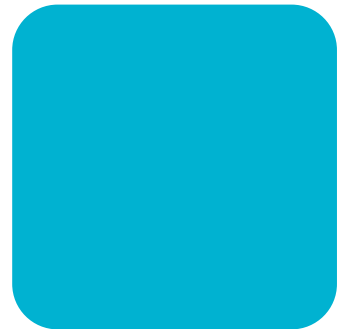
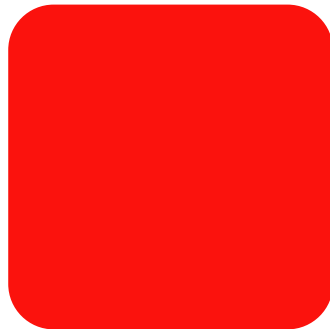
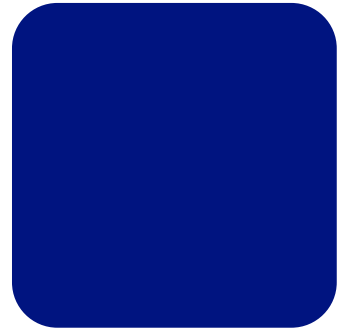


# ANNUAL REPORT 2019-2020





## Sharon Summerfield Chair

Well 2020 – who knew?!

Certainly not me, and when our former Chair, Chris Greenhill, passed the baton to me at the end of 2019, I don't think anyone was expecting the year we had to come. Rainbow Services had enjoyed another busy year, a number of successful funding bids meant that we were expanding existing projects and looking forward to starting new ones, but as we all know, by March 2020, that had all very much changed.

Not only could we not continue with many of our projects in the usual way, but another, urgent issue had arisen for the local community as it struggled to negotiate a national lockdown, the likes of which had never been seen before.

I watched in awe this year, as every employee and volunteer at Rainbow Services, whilst coming to terms with the pandemic and lockdown themselves, moved as one, changing the direction of the organisation in an instant, a move which everyone should be immensely proud of.

In refocussing operations to form the Community Hub with our partners, including Harlow Council, Rainbow Services has supported thousands of people in need during the pandemic, with help from providing essential food shopping, to picking up prescriptions, to befriending and so much more.

In Chris's introduction last year, he said he felt our relationship with Harlow Council went beyond just a financial one, as we sensed that Rainbow is a valued partner in addressing local challenges. 2020 has really brought this partnership into focus, and not only do we continue to be grateful for the financial support Harlow Council offers, but we sense our partnership is stronger than ever because of the work we have carried out together this year.

However, that's not all, whilst the pandemic has taken centre stage, work has continued successfully in our other projects too, Community Builder providing a lifeline to those experiencing isolation, the Workshop continuing to offer quality placements to adults and young people, and the Digital Inclusion Project helping people embrace digital technology.

Every single member of staff, and every single volunteer at Rainbow Services - 'the Rainbow family', found a new gear to their brilliance this year, and I want to say a heartfelt thank you for it.



## Jemma Mindham CEO

This has been my 3rd year as CEO of Rainbow Services (Harlow) and as I entered the year I entered it with the confidence that I had an exceptional team, exceptional trustees and the honour of working within the caring and proactive diverse communities which make up Harlow. By the time I entered into my 4th year this knowledge and confidence could never be shaken or questioned and my awe at the resilience and strength of the people of Harlow, Rainbow's staff, volunteers (including Trustees) and partners was at its highest.



In the first 9 months of the year our Community Builder project was working with CVSU and Epping Forest District Council to support more isolated and vulnerable older residents across the whole of West Essex and not just Harlow. The Community Builder team has also started to work within the Permitted Development Rights housing, including Terminus House and Templefields House, and had begun to engage with diverse communities across Harlow to explore how isolation affected them and could be reduced, and how Harlow could embrace inclusivity across its communities.

Our Digital Buddies programme was flourishing with several Living Smart Homes showing professionals and carers how technology could enable people to remain independent and individual Buddies providing guidance to older Harlow residents on how to get online.

The Workshop became a hub for Essex Youthbuild enabling us to offer Gateway qualifications to the vulnerable young people we were supporting, enhancing their ability to move onto work or further education.

Our position as the support agency for other voluntary sector groups across the town was being called upon more and more by not only groups and people who wanted to set up new charities or social enterprises but also by statutory agencies wanting to develop more robust and equitable relationships with the sector.

And then came February and March and the onset of a virus that none of us had seen the likes of in our lifetimes. The call to arms of communities and the voluntary sector to provide local support and comfort to people who were scared, ill, at risk was like no other in living memory. And we rose to it. By the end of March, when the first lockdown began, Rainbow had partnered with Harlow Volunteer Centre, Harlow Council and Harlow Mutual Aid to launch the Covid-19 Community Hub, with over 100 people coming forward to offer their services as volunteers. As I write this report I sit in the knowledge that we are not yet 'out of the woods' but following 5 months where over 60 people in Harlow tirelessly did shopping, prescription collection, vet appointments and telephone check ins amounting to over 3,300 individual tasks we are in a position where Harlow has a community support hub that can step up and help its most vulnerable residents.

I am proud to be a part of this. Thank you all.





## Community Builder



*"I was feeling lonely & socially isolated this has helped build my confidence and I now feel part of the local community"*

**750** older people supported

**26** social groups across Harlow

**600** People reached at Safe and Social events

**76** volunteers

The Community Builder project uses an Asset Based Community Development approach to work across communities to locate older people who are isolated and bring them together to participate in activities which they determine. In addition to regular activity groups, the programme has held outings and Safe and Social special events – which combine a social opportunity with learning or safety such as health checks, fire safety etc for up to 100 older people at a time. The project received funding in 2019 from the Big Lottery (now known as The National Lottery Community Fund) and Henry Smith to co-ordinate a West-wide programme in partnership with CVSU in Uttlesford and Epping Forest District Council in Epping Forest. Since its inception 7 years ago the project has grown from a single group to 26.

In the summer of 2019 we worked with partners including Harlow Council, the West Ham United Foundation and various Churches to deliver a project supporting families during the academic holidays with 6 sessions on healthy eating and physical exercise. These reached 16 adults and 85 young people aged under 16.

In December 2019 we set up a Men's Shed Indoors which enabled men who wanted to socialise with other men in a practical setting, but perhaps did not have the skills or physical ability to meet at the traditional Men's Shed, to get together.

We once again co-ordinated the distribution of Winter Warm funding from Essex County Council. We distributed 50 winter warm packs issued for paediatric A&E, purchased critical items for the Frailty Department at PAH and commissioned CAB to deliver 5 Energy and Fuel efficiency advice sessions. We also delivered 2 Healthy Eating on a Budget workshops in partnership with Virgin/Barnardos, distributing free slow cookers.

### Future Plans:

In early 2020 we also received the news that The Mulberry Trust would provide match funding from August 2020 for this programme to support us to focus our model on diverse communities in Harlow and the residents of the Permitted Housing Developments.



## Digital Inclusion Project

In January 2019 the Council for Voluntary Services Uttlesford (CVSU) was awarded funding from the Department of Culture Media and Sport for a partnership pilot project with Rainbow Services and Voluntary Action Epping Forest (VAEF) across West Essex. This project ran through to March 2020 and focused on developing living Smart Homes (tech enabled homes which utilise digital solutions to enable independent living) for older and/or disabled people which will enable statutory agencies to visit and see the live benefits of tech enabled homes to support independence. Alongside this we developed a network of Digital Buddy volunteers and Digital Inclusion workshops, promoting digital skills for older and disabled people supported by community members. One volunteer hosted a monthly drop in at Rustle Court in Harlow which was well received, helping some of their residents learn how to use a computer and complete tasks such as using the internet and learning to type. Sessions were delivered to existing groups and were open to the public to drop into, one to ones were also delivered and this meant that Buddies were able to build relationships that have continued past the end of the project.

The project exceeded its outcomes with 4 Smart Homes being set up in Harlow alone (the overall West-wide target was 4!). We coordinated many visits for professionals to see the benefits of tech within the home for vulnerable people, including several for health professionals.

### Future Plans:

The programme officially ended in March 2020 however we continue to provide some support to the Smart Homes while they have their tech installed and are deciding whether to maintain it beyond the programme itself. We are now looking at where support is required within access to technology and how our learning and volunteers can contribute.



*"S describes her digital buddy B as "very patient". She describes herself as "a complete novice" and first wanted to "sort out online banking...it's much more convenient". S has subsequently set up a shopping app by herself and felt "very proud" of making her first online purchase and has learnt to use a Kindle Fire."*

visits to  
the smart  
homes for  
professionals

28

smart tech  
installed in  
homes in  
Harlow

4

**CVSU**  
Council for Voluntary Service Uttlesford

**VOLUNTARY  
ACTION**  
EPPING  
FOREST





*“Rainbow services have supported our charity for many years and have supported our clients on their journey in returning to employment, offering placements, advice and signposting....the support has been invaluable. “*

**56** groups received support & guidance sessions

**75** affiliates

**35** partnerships & forums

**8** best practice & skills workshop

**Harlow**  
Council  
*Working together for Harlow*



**NHS**  
West Essex  
Clinical Commissioning Group

## Infrastructure

Rainbow Services supports voluntary and community organisations within Harlow via a range of infrastructure support services and practical facilities, including;

**The Rainbow Centre** – Office space, hot desking, and meeting and training room hire; PAT testing; Disclosure and Barring Service; reception and postal address service to hire.

**Resource Library** – free guides and equipment to hire.  
Representation - representing the sector on over 35 forums.

**Workshops** – free skills workshops for the sector.

**Ebulletin** – a free weekly ebulletin with local and national news and funding opportunities.

Voluntary Sector Forum – a quarterly forum for our affiliates to come together and network.

During 2019/20 there was a significant development in our work with health partners, including West Essex CCG (Clinical Commissioning Group) and the newly formed One Health and Care Partnership. Rainbow’s CEO, Jemma Mindham, became the Interim Chair of the Assembly attached to this Partnership. Rainbow Services also supported the CCG to develop better links with the VCSE (Voluntary, Community and Social Enterprise sector) across West Essex and helped launch a new community forum and VCSE forum.

We also carried out a significant commission in partnership with Harlow Council and Integration Support Services (ISS) with funding received from the Controlling Migration Fund to carry out research across diverse communities in the town to explore the health, wellbeing, housing, employment, educational, and societal needs and consider challenges and successes. The commission was awarded to Anglia Ruskin University and it commenced in early March 2020, to be completed in June 2020.

Future Plans:

The research paper will sit within the Harlow Health and Wellbeing Board and Rainbow Services (Harlow) will facilitate the creation of a forum to take forward recommendations from the report and the Board and build sustainable relationships and communication across communities in the town.

## Social Action & Volunteering

We continued to support Tempo to roll out Time Credits across Harlow during 2019/20 which saw an increase in the take up of this opportunity across both voluntary groups and communities. We will be looking at continuation funding with Tempo for 2020 to continue to offer this across the town. We focused on refreshing our volunteer training and induction during 2019-20 and we have developed a new, accessible programme which we will be testing with a few volunteers before rolling out across the organisation.

We built a strong partnership with Harlow College to support young adults with learning disabilities to engage in the community and build independence. We actively supported 33 SEN students to carry out social action including rebuilding planters in Harlow town centre, individual volunteering placements, and a winter coat swap in the main library.

The Business Engagement Project was officially completed during 2019 however we decided to sustain the offer through our Infrastructure and Volunteering work. We continued to liaise with employers across the town and match them to VCSE groups requiring support, including co-ordinating skills workshops and engaging with the Discover Harlow Ambassador programme.

During March 2020 it became clear that the arising Coronavirus pandemic was going to require a monumental feat of social action and community support. By 15th March Rainbow Services had partnered with Volunteer Centre Harlow and a new Mutual Aid Harlow Facebook group to recruit what turned out to be an army of volunteers across the town – some people completely new to volunteering but keen to help in a crisis. By 23rd March we found ourselves in lockdown and with a new volunteer team ready to support people confined to their homes, scared, and vulnerable with food and essentials shopping, prescription collection, telephone check-ins and even help getting pets to the vets!

### Future Plans:

We will continue to provide support for the vulnerable during the ongoing Coronavirus pandemic and will develop robust partnerships across Harlow to ensure that no-one falls through the cracks and everyone can get the help they need from the most appropriate source. We will emerge from this crisis stronger, with lasting partnerships to build a basis for recovery. We will widen our reach into communities and social action including developing our work with Harlow Volunteer Centre to promote and develop diverse forms of volunteering which meet the diverse needs of Harlow residents.



*"I have gained more confidence, and have learned a few skills along the way"*

Rainbow volunteers **108**

community groups signed up to Time Credits **24**

individuals earned Time Credits **286**



**volunteer**  
**essex**  
Harlow





**1340** people supported

**26** people onto gaining accreditation including CSCS cards

**97%** of service users learned new skills

**sodexo**



## Workshop (Adults)

Rainbow Services holds a contract with Essex Community Rehabilitation Company/Sodexo Justice, offering unpaid work placements to offenders who are subject to a court order. The offenders are supervised by staff employed by Rainbow Services specifically for this contract.

This facility undertakes repair and renovation work to wooden furniture and builds garden and household items using re-used materials.

During 2019 we continued to develop our work with St Clare Hospice upcycling items of furniture donated to St Clare for sale in their shabby chic and retro shop in Harlow. This partnership is hugely successful and has increased the fundraising potential of donated items to St Clare as well as the community connections of the workshop service users. The skills development from this work has also been noticeable.

We have started to explore access to training and qualifications for offenders attending the workshops, including those available via Harlow College. The adult workshop currently offers non-accredited training as well as informal learning opportunities and we are seeking to enhance this through partnerships with Harlow College and Essex Youthbuild.

Future Plans:

During the year we have been able to identify where our key skills lie in relation to upcycling and we have investigated the possibility of producing our own items and having a regular stand at a new Makers Market in Harlow.





## Workshop (Young People)

During 2019/20 Rainbow Services continued to deliver the youth woodwork-shop 1 day and 2 evenings a week. This has been a pilot during 2018 but had proved successful and we were able to obtain continuation funding from the Awards for All fund.

We explored the potential of service users gaining qualifications with Essex Youthbuild and we were able to establish a relationship with them which saw Rainbow Services (Harlow) become a hub and enabled us to offer access to 2 Gateway Qualifications via Essex Youthbuild.

This provided the young people with a clear aim and focus and proved very successful with all of the first cohort between October – December achieving their qualifications and many of them going onto gain their CSCS cards.

The youth workshop takes referrals of young people at risk from schools, Essex Youth Services, the Police and Fire Services and other agencies as well as working with young offenders from the Youth Offending Team. Matched to volunteer mentors, they are supported to develop their skills in communication, team working, initiative, and woodwork whilst also being encouraged to open up in a friendly, non-threatening environment.

Young people have 7 weeks of support and are signposted to positive activities in the community to access once leaving the workshop.

### Future Plans:

Before the end of 2019/20 we received news that we would be getting continuation funding for the workshop from October 2020 from the Essex Police, Fire and Crime Commissioner.



young people engaged **33**

wellbeing increase **28%**

young people gained 2 Gateway qualifications as well as CSCS cards **9**

**PFCC**  
POLICE, FIRE AND CRIME  
COMMISSIONER FOR ESSEX

Harlow  
Council  
*Working together for Harlow*



Essex  
Community  
Foundation



## Accounts

**RAINBOW SERVICES (HARLOW)**  
**(A COMPANY LIMITED BY GUARANTEE)**
**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF RAINBOW SERVICES**  
**(HARLOW)**
**FOR THE YEAR ENDED 31st March 2020**

|   | Note | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2020<br>£ | Total<br>2019<br>£ |
|---|------|----------------------------|--------------------------|--------------------|--------------------|
| <b>INCOME AND ENDOWMENTS from</b>                     |      |                            |                          |                    |                    |
| Investment income                                     | 4    | 1,333                      | 0                        | 1,333              | 1,596              |
| <b>Charitable activities</b>                          |      |                            |                          |                    |                    |
| Rainbow Centre  | 3a   | 116,173                    | 3,000                    | 119,173            | 105,867            |
| Community Builder                                     | 3b   | 22,823                     | 136,468                  | 159,291            | 98,362             |
| Business Engagement Project                           | 3c   | 0                          | 0                        | 0                  | 29,084             |
| Workshop  | 3d   | 50,174                     | 4,568                    | 54,742             | 57,154             |
| Young Persons Project                                 | 3e   | 101                        | 11,676                   | 11,777             | 0                  |
| Digital Inclusion Project                             | 3f   | 0                          | 24,752                   | 24,752             | 0                  |
| <b>Total income and endowments</b>                    |      | <b>190,604</b>             | <b>180,464</b>           | <b>371,068</b>     | <b>292,063</b>     |
| <b>EXPENDITURE</b>                                    |      |                            |                          |                    |                    |
| <b>Charitable activities</b>                          |      |                            |                          |                    |                    |
| Rainbow Centre  | 5a   | 124,617                    | 3,000                    | 127,617            | 118,184            |
| Community Builder                                     | 5b   | 17,752                     | 140,832                  | 158,584            | 97,024             |
| Business Engagement Project                           | 5c   | 0                          | 336                      | 336                | 28,797             |
| Workshop  | 5d   | 49,633                     | 4,568                    | 54,201             | 57,105             |
| Young Persons Project                                 | 5e   | 0                          | 11,654                   | 11,654             | 0                  |
| Digital Inclusion Project                             | 5f   | 0                          | 20,329                   | 20,329             | 0                  |
| <b>Total expenditure</b>                              |      | <b>192,002</b>             | <b>180,719</b>           | <b>372,721</b>     | <b>301,110</b>     |
| Net gains (losses) on investments                     | 8    | 197                        | 0                        | 197                | (565)              |
| <b>Net movement in funds</b>                          |      | <b>(1,201)</b>             | <b>(255)</b>             | <b>(1,456)</b>     | <b>(9,612)</b>     |
| <b>Reconciliation of funds</b>                        |      |                            |                          |                    |                    |
| Total funds brought forward                           |      | 225,438                    | 4,700                    | 230,138            | 239,750            |
| <b>Total funds carried forward</b>                    | 14   | <b>224,237</b>             | <b>4,445</b>             | <b>228,682</b>     | <b>230,138</b>     |
|   | Note | <b>2020<br/>£</b>          | <b>2019<br/>£</b>        |                    |                    |
| Fixed Asset Investments                               | 8    | 86,632                     | 86,435                   |                    |                    |
| <b>CURRENT ASSETS</b>                                 |      |                            |                          |                    |                    |
| Debtors   | 9    | 17,105                     | 8,642                    |                    |                    |
| Cash at bank  |      | 243,159                    | 186,565                  |                    |                    |
|   |      | 260,264                    | 195,207                  |                    |                    |
| <b>CREDITORS: amounts falling due within one year</b> | 10   | <b>(118,214)</b>           | <b>(51,504)</b>          |                    |                    |
| <b>Net Current Assets</b>                             |      | <b>142,050</b>             | <b>143,703</b>           |                    |                    |
| <b>Net Assets</b>                                     |      | <b>228,682</b>             | <b>230,138</b>           |                    |                    |
| <b>Represented by:</b>                                |      |                            |                          |                    |                    |
| <b>Unrestricted funds</b>                             |      |                            |                          |                    |                    |
| General funds   | 14   | 198,237                    | 199,438                  |                    |                    |
| Designated funds                                      | 14   | 26,000                     | 26,000                   |                    |                    |
|   |      | 224,237                    | 225,438                  |                    |                    |
| <b>Restricted Funds</b>                               |      |                            |                          |                    |                    |
| Restricted Funds                                      | 14   | 4,445                      | 4,700                    |                    |                    |
| <b>Total Funds</b>                                    |      | <b>228,682</b>             | <b>230,138</b>           |                    |                    |

## Accounts

### Trustee statement

These summarised financial statements contain information from both the Statement of Financial Activities and the Balance Sheet for the year ended 31st March 2020 but are not the full statutory report and accounts. The full financial statements were approved by the Trustees on 14th September 2020 and subsequently submitted to the Charity Commission and to Companies House. The company is exempt from audit under Section 477 of the Companies Act 2006. The accounts were independently examined and received an unqualified report. The full annual accounts, including the Trustees Annual Report, can be obtained from the charity's head office.



Sharon Summerfield  
Chair of Board of Trustees

### Independent Examiners Statement

In my opinion, the extracts from the Annual Report, comprising the Statement of Financial Activities and the Balance Sheet are consistent with the statutory financial statements of Rainbow Services for the year ended 31st March 2020, on which I have issued an unqualified report.



John Barnes  
Independent Examiner

## Acknowledgements

Rainbow Services would like to publicly thank these individuals and organisations: Funders, Investors, all of the generous individual Donors, our Rainbow Trustees, our amazing volunteers, all the users of our services, organisational supporters, Harlow VSF members and participants, many Harlow District Council departments and individuals, many Essex County Council individuals, many staff of West Essex CCG and the One Health and Care Partnership, ReThink Partners and our fellow infrastructure service providers across Essex.

### Rainbow Services major funders





## Full 2019/20 Annual Report and Accounts

Volunteer - “Rainbow is a terrific organisation, I’m amazed since I have been with them how much it’s grown and what a difference it’s made to so many people’s lives. I wouldn’t hesitate to recommend friends and family to their services”



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Charity No. 1077228 | Company Limited by Guarantee No. 3826440

