

RAINBOW SERVICES (HARLOW)

England & Wales · Charity number 1077228

Details

Status	Registered
Legal form	Charitable company
Company number	03826440
Registered	1999-08-31
Register	View on the Charity Commission register

Contact

Address	The Rainbow Centre 2 Wych Elm Harlow Essex CM20 1QP
Phone	01279308150
Email	info@rainbowservices.org.uk
Website	www.rainbowservices.org.uk

Activities

Objects: FOR ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY IN THE AREA OF HARLOW AND SURROUNDING DISTRICTS AND IN PARTICULAR THE ADVANCEMENT OF EDUCATION AND THE RELIEF OF POVERTY, DISTRESS AND SICKNESS

Activities: Providing services directly into the community which support, enable, and develop people and organisations

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Environment/conservation/heritage, Economic/community Development/employment, Recreation
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** HARLOW AND SURROUNDING DISTRICTS
- Essex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£684,247	£633,859	£471,963	22
2024-03-31	£577,332	£474,724	£423,530	20
2023-03-31	£553,842	£504,761	£305,371	21
2022-03-31	£493,001	£490,879	-	-
2021-03-31	£426,371	£419,013	-	-

Trustees

Name	Role	Appointed
Alan Brooking		2022-06-17
CHRISTOPHER SPENCER GREENHILL		
Ellie Louise Manlove		2025-03-20
Laila Abraham		2025-06-23
Nishall Garala BCAC		2018-12-07
Rebecca Cummings		2025-04-25

Accounts

Charity registration number 1077228 (England and Wales)

Company registration number 03826440

RAINBOW SERVICES (HARLOW)
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

RAINBOW SERVICES (HARLOW)

LEGAL AND ADMINISTRATIVE INFORMATION

Chair	N Garala
Trustees	N Garala A S J Brooking C S Greenhill E Manlove R Cummings L Abraham
Secretary and CEO	S P Summerfield
Charity number	1077228
Company number	03826440
Registered office	The Rainbow Centre 2 Wych Elm Harlow Essex CM20 1QP
Independent examiner	Gary Howard FCA Howard Wilson Chartered Accountants 36 Crown Rise Watford Hertfordshire WD25 0NE

RAINBOW SERVICES (HARLOW)

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RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

Rainbow Services (Harlow), known as Rainbow Services, works to alleviate the effects of disadvantage, poverty, deprivation, and social exclusion through imaginative projects that support, enable, and develop people and organisations, to stimulate beneficial change in the local community.

Rainbow Services aims to provide quality services and target those services into areas where there are no existing provisions, or where those who are disadvantaged are poorly served.

Where appropriate, research will be undertaken to identify unmet needs within the local community and, wherever possible, we will encourage community development through the provision of accessible and affordable services and activities. We employ an asset based community development (ABCD) approach to all our work.

All of our work is underpinned by our values of equality, inclusion, and collaboration, which support our stated objects of combating poverty and disadvantage and improving the quality of life for local groups and individuals.

Public benefit

The Trustees believe that the activities undertaken within the Charity, to fulfil the aims and objectives, are done so to further the public benefit.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievements and performance

A massive thank you to our funders for funding us this year! It has been a busy one, as ever, and we are really proud of what we have achieved - Rainbow Services has an excellent reputation and is known for its delivery and partnership working.

Here are just a few of the highlights:

The Rainbow Centre and Infrastructure Support Services

The Rainbow Centre is a voluntary sector campus and hub, where a range of community-based organisations share office space, facilities and internal support services. Casual desk space, a library resource, meeting rooms, and access to IT facilities are also offered to local groups and organisations.

Rainbow Services offers infrastructure support and development services to other not-for-profit organisations in Harlow. This includes providing information, advice, networking and learning opportunities and taking on a representational and influencing role in working with statutory and government agencies. The representation and liaison role is undertaken with local and county-wide strategic partnerships in situations where voluntary sector input is imperative to the planning, development and delivery process. This year, we have been a part of over 50 different steering groups, boards, and working groups.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

During this year, we had 257 local not-for-profit groups affiliated with us, all of which received the following free of charge:

- Weekly e-bulletin with news relevant to the voluntary sector (inc. free advertising for the sector),
- Quarterly Voluntary Sector Forum, face-to-face networking with guest speakers,
- Annual public-facing "Market Event" in Harlow Town Centre,
- Unlimited 1:1 consultancy on all not-for-profit matters from setting up, to funding, to effective communications. Many of our affiliates have been helped in this way this year, with over 200 hours of free consultancy being given.
- DBS checks
- Training

Our infrastructure project this year was funded by Harlow Council and from our own reserves.

Harlow Community Hub

The Harlow Community Hub is an excellent example of Rainbow Services using its place in the community to bring together a partnership that has had huge benefits for the community of Harlow. Born out of our response to the Covid 19 pandemic, the Harlow Community Hub this year was funded by Harlow Council, Harlow Health Centres Trust, and the Integrated Care Board.

By bringing together a partnership consisting of Rainbow Services, Harlow Council, Foodbank Harlow, and Citizens Advice Bureau, we have been able to establish a crisis service, consisting of a helpline for four hours each day, and pop-ups at key locations around Harlow. The team carried out an average of 6 outreach sessions per week where we 'popped-up' in various venues across the town, such as schools, GP surgeries, play groups, clubs etc, to engage with a diverse group of people.

The in-house partnership means this is more than just a signposting service, and with dedicated staff from each organisation, it means we can respond in a fast, holistic way to support people in crisis, continuing to work with the family or individual for however long it takes to move them out of their crisis situation - this is one man's story:

Ian required comprehensive support, including food, household essentials, furniture, and emotional reassurance. He was also in need of guidance on how to access available financial and community support while waiting for his UC payments to begin.

The Community Hub team first met Ian, a 28-year-old single man, late on a Friday in February 2025. He had been relocated to unfurnished accommodation in Harlow by Redbridge Council.

Ian had no furniture or basic household essentials and had no money or food. At this time, he was in the process of claiming Universal Credit, and his first benefit payment would be several weeks away, leaving him without any income.

Ian was also struggling with ongoing mental health difficulties, further impacting his ability to cope. Though Ian had emotional support from his older sister, she was a single mother with a young family and was unable to help financially.

During our initial contact at our regular Harlow Foodbank outreach, Ian was issued a foodbank voucher enabling him to get an emergency food parcel. He was also given crockery and cutlery.

We conducted a referral to Citizens Advice for general support and to assist with a successful application to the Essential Living Fund for a bed and sofa.

Ian returned the following Monday, grateful for the support he'd received so far. He told us he was relieved to have found safe accommodation, but he also mentioned that he was feeling quite cold in his new place. To help with this, we gave him a £35 Asda voucher, which he used to buy some bedding and a few essential kitchen items like pots and pans. We supplied him with a variety of winter warmer items, including a hat, gloves, a hot water bottle, and a blanket to make him more comfortable at home. Since Ian was still waiting for his first benefit payment, we helped him register for the Bounty scheme. We completed the forms with him, introduced him to the Community Supermarket, and gave him a £15 Bounty Credit Note so he could access groceries and essentials for a few weeks without needing any money. We also gave him seven hot meal vouchers, so he could have a nutritious home-cooked meal delivered once a day for a week.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Additionally, we signposted Ian to The Chocolate Run – a local soup kitchen for the homeless and vulnerably housed communities in Harlow. Here, he would be able to access a hot meal and refreshments on a Sunday as well as socialise and make some connections with local people in similar circumstances.

Thanks to these interventions, Ian's immediate needs for food, warmth, and household basics were addressed. His sister called to express her thanks, saying how worried she had been about his well-being and that Ian was feeling reassured that support would continue to be available. He was encouraged to reach out if he needed further help. At the time of reporting, we have not heard from Ian, which we see as a positive sign, it suggests that he is managing well and adapting to his new community.

Ian's move to a new town with no resources and very little support could have been overwhelming, but connecting with the Community Hub made all the difference. From the moment we met him, we were able to step in and help with the things he simply couldn't manage on his own at the time.

In the last year, the Harlow Community Hub has helped over 1,400 households in Harlow.

Our cook and eat programme, Kelly & Kate's Kitchen, has been running successfully for a few years now and continues to thrive. This year, it has continued thanks to funding from Active Essex and Harlow Creates. Participants learn how to cook healthy dishes, learn energy saving and budgeting tips from Citizens Advice Harlow, take away cooking appliances such as a slow cooker, and make new social connections. This year, we were excited to add a new element to some of the sessions with the arrival of our Cook, Eat, Create programme. Attendees at these sessions learnt how to cook simple budget budget-friendly, healthy dishes and were introduced to a creative activity too.

This year, we have run multiple additional special projects, including our first Prom event, which was delivered with support from NEST. Many of the families we work with had told us their young people were missing out on school proms because they simply couldn't afford outfits to wear to them, so it was lovely to be able to do something to help with that.

We asked for donations of formal wear and accessories, and put on an event where young people could come and choose a special outfit at no cost to wear to their school prom. The project also highlighted the positive environmental impact of reusing pre-loved garments.

Thanks to funding from the Active Essex Winter Experience fund, we were able to put on a bumper Christmas Party for families we have worked with. We were joined by a brilliant entertainer, and our guests enjoyed an amazing festive themed feast.

Each family took away a festive hamper, and all the children met Santa and received a gift. Gifts were generously donated by Synthomer, Colas and via the Essex Police gift appeal. We welcomed 47 families (approximately 150 people).

Over Christmas, we worked with The Hill Group to support their first Kindness Day in Harlow, and at Easter, we partnered with these companies again to provide Easter Eggs to the families we support.

In the winter, we accessed and distributed various winter hardship funds to many groups and individuals. We used these to ensure vulnerable residents had access to food, essentials, and energy during the winter months and into the spring. We built partnerships with VCSE groups, schools, and businesses to enable this.

Youth Project

Our Youth Project works with young people aged 14-18 who have disengaged from education - we take referrals from schools, Essex Youth Services, the Police and Fire Services, parents, and other agencies, as well as working with the Youth Offending Team. The primary aim is to re-engage young people with education and positive role models, and we do this through teaching carpentry at our purpose-built workshop, demonstrating to the young people that there are ways of earning a good living and being part of a community without joining a criminal gang.

They are supported to develop their skills in communication, teamwork, initiative, and woodwork whilst also being encouraged to open up in a friendly, non-threatening environment.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

In addition, young people can gain qualifications in carpentry and construction and are supported into other activities such as work experience and apprenticeships.

We work with around 150 young people each year. This is one young person's story, as read by the Jack Petchey Foundation, when presenting them with a Jack Petchey award this year:

"Personal Achievement - The first winner in this category is a young person who has been described by their club leader (Rainbow Services) as someone who, at first, wasn't so confident at meeting new people and would not speak in large groups. She used to feel uncomfortable in new situations, for example, if she had to move to a new class, she would feel conscious and try to avoid the situation as many times as she could.

Fast forward to now, this young person is brilliant when working as part of a team. In the past, they found it difficult to get their point of view across and to get general agreement from the groups on how a problem should be solved. Now, by attending their club, this young person was given the space and time to socialise and get used to talking in large groups, so in turn their confidence has grown. Always knowing that the team were on hand to help and support, this young person now helps to solve problems and is more at ease in new situations and when meeting new people.

The club they attend is Rainbow Services. During their time at the club, they have developed many practical skills too, making bird boxes and a giant gazebo for Harlow Cricket Club, which is nothing short of amazing! Her experience working at the club has helped her in her own personal journey, at school and in the decisions she now makes. Looking to the future, she is more confident, and her club is extremely proud of her. Well done and huge congratulations to Amber."

The Youth Project has been packed with many special projects this year, from our first all-female Fire Break course to watching a group of young people push their limits by gorge walking on an Essex Boys & Girls Club residential in Maes y Ladeon in Wales.

It was a great honour to be presented with an award by the High Sheriff Essex, David Hurst, in recognition of great and valuable service to the community.

We would like to particularly mention the Gangs and County Lines Workshop which was made possible through funding from the Safer Harlow Partnership. Rainbow Services collaborated with Essex Youth Service, Essex Police, Harlow Council and St Giles Trust to deliver awareness raising sessions at Harlow Playhouse for young people, professionals, parents and carers on county lines, knife crime and gangs

The event aimed to raise awareness and understanding of youth violence issues and help young people, education providers, parents and carers recognise the signs of exploitation and who they can talk to if they have any concerns.

100% of attendees said they gained a better understanding of county lines and the relationship between county lines and other forms of criminal activity.

The knowledge and expertise of the Youth Project team is also being acknowledged across Essex. We were invited to run a workshop on criminal exploitation, county lines and knife crime at the Youth Voice Day. Attendees took part in activities, had an opportunity to ask questions and hear from a member of their team about their lived experience.

Finally, we were invited by MP Chris Vince to visit Parliament with a group of young people. The group took part in a guided tour and had the opportunity to watch a live debate. A memorable day for everyone!

Our Youth project is funded by the Police Fire and Crime Commission, Police Violence and Vulnerability Unit, Postcode Lottery Trust, and The National Lottery.

Community Builder

Our Community Builder project aims to reduce social isolation and loneliness among those over 55. It is funded by The National Lottery and Mulberry Trust.

We have over 1,400 beneficiaries across Harlow and run over 26 clubs each week. We also run larger events each month, including trips to the coast, Christmas dinner, theatre trips, afternoon tea, and safe and social events. These are events where organisations, such as the police, come in to talk about protecting against scams.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

We also have a dedicated Dementia role within the Community Builder team, and we run six dementia-friendly clubs and many more activities, such as walks around the park, as well as training other individuals and organisations in Harlow to become dementia friendly.

The Community Builder team also offers seated exercise classes across all clubs to help build core strength to reduce the risk of falls and unnecessary hospitalisation.

Enid, 84 years old.

When Enid's husband was diagnosed with Vascular Dementia, it was a very frightening time for him and the rest of the family. She was told to contact us by the Memory Clinic at Latton Bush.

They were not a couple that attended clubs or played Bingo, but they were informed about the different ways we can support them with information, signposting and various clubs and activities that we organise.

After being referred to us by the Memory Clinic, they attended our club at St James' Church and various activities.

Although her Husband gradually declined, he looked forward to attending the club each week. It helped them both very much with socialising with people who understand what living with Dementia is like and how they can support each other. They felt very welcome.

The club is tailored to meet the needs of those who are living with dementia. It is structured with a welcome and catch up, followed by a song, a quiz, a few games of hoiy, some seated exercise and then finished with another song.

Enid and Arthur came along every week, until sadly, Arthur passed away. We kept in touch with Enid for a few weeks, until she decided she was ready to come back to the club and the friends that she had made since joining.

Enid loves coming to the club. She has made many new friends who have supported her through her grief, and then she decided that she wanted to help with the running of the club. She is now a Rainbow volunteer, helping to make tea and coffee and waiting on the other members, before joining in with the activities.

"I wasn't sure if I would continue to go to the Rainbow clubs or events, but when I felt ready, I was made to feel part of a family, and I really look forward every week to seeing like-minded people. These occasions have helped me through hard times, and we are very grateful that we have Rainbow Services in Harlow. I would also like to thank all of the staff who organise everything for their tireless work, which gives us such enjoyment and support. My Son and I also signed up as volunteers, which we really enjoy."

Rainbow Family Contact Centre

The Rainbow Family Contact Centre is a supportive environment where non-resident parents can see their children if the parental relationship has broken down. This is funded by the Essex Community Foundation, The National Lottery, and Harlow Health Centres Trust.

This is Carl's story:

Carl had not seen his father since 2021 due to alleged mental, emotional and physical abuse against both Carl and his mother.

The Family Contact Centre received a referral for bi-weekly 2-hour supported contact sessions. At our first meeting, Carl's father shared that he finds it 'unbearable that he cannot see Carl' and is very eager for the contact to start.

Through contact sessions, Carl and his father started to slowly build a relationship, playing with Lego, building bricks, arts and craft and outside in the garden area, as well as enjoying snacks together. They used their time to get to know each other again. All with the encouragement and support of our team.

At the point of review, the family told us 'Contact is going well, and we are having a lot of fun.'

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Following regular, successful contact at our centre, the court allowed community contact to start. We have supported this, and steps have been taken to ensure parents can communicate via a co-parent app on their phones. We guided the family through this process to ensure a smooth transition for Carl.

A short while later community contact started with the centre only being used as a venue for secure and safe handovers between parents. This has been a positive journey for all involved and soon contact for this family will move fully into the community, with no need for contact centre involvement.

Our Health Matters (also known as Core20Plus5)

Our Health Matters is an NHS England funded project to tackle health inequalities. Our Project Co-ordinator works two days a week and recruits local health champions with lived experience to be a conduit for information both from the NHS but, more importantly, back into the NHS in order to influence pathways to care which might be leading to inequalities.

This is John's story:

John was bereaved through suicide just over a year ago and was finding life very difficult due to the deterioration to his mental health. John is a member of a Gypsy, Roma and Traveller community. Members of this community have told us that mental health and suicide are still very much taboo within this community, and far fewer members of the community than average will seek medical support for this. Strongly held beliefs and traditions within the community mean that they can be ostracized for seeking support and phrases such as "man up" or "get on with life" are not uncommon. The community is also very close, and whilst this has its advantages it can also lead to a lack of confidentiality within the community, meaning that there is little chance to talk to others without everyone in the country knowing.

John engaged with us through his mother initially and then directly where we discussed his needs. He had already engaged with the GP and was being supported with medication. We discussed the services Chums (a counseling service for people bereaved by suicide) and decided that was more appropriate than any other form of counseling.

John was initially anxious and asked for a text contact before a phone call, but engaged well and is now undergoing weekly support. They come to our town and have a discreet venue to use. It has not been an easy process for John but he is seeing the benefits already. John is beginning to see the benefits and is now engaging with us regarding other matters that are important to him and that will support him further. He is engaging with other services which will make a considerable difference to his living situation and financial situation. And has recommended others to also engage with us over matters they would not ordinarily do.

We have secured funding from The D'Oyly Carte Charitable Trust to continue offering Singing for Lung Health free of charge for another year. Participants consistently report benefits such as improved breathing, fewer infections, and reduced hospital visits.

We hosted support groups for Diabetes and Menopause, sharing practical advice on nutrition and empowering attendees to engage more effectively with their GPs. Our partnership with Healthwatch Essex enabled four sessions focused on men's health, encouraging open conversations and social connection.

Mental health and neurodiversity were the most discussed topics this year. We supported individuals through tailored advice and signposting and collaborated on a project exploring the experiences of women with multiple long-term conditions, offering further support where needed.

Through our work with Speak Out Essex, we held workshops that brought together diverse communities to share their experiences with Autism. Insights from these sessions were shared with Essex County Council to inform future support.

We also partnered with the Gypsy Roma Traveller community, attending neurodiversity-focused drop-ins for parents and children, continuing to provide guidance and resources.

In collaboration with the ICB and other organisations, we contributed to developing a mental health and well-being strategy, with a focus on adapting support for those with neurodiverse needs. We explored how loneliness and isolation impact mental health and how these issues interconnect.

Alongside these partnerships, we continue to work directly with individuals, empowering them to make informed health choices through accessible information and ongoing support.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

West Essex Community Action Network (WECAN)

As well as our own work, Rainbow Services is part of a consortium with our neighbouring CVS – Voluntary Action Epping Forest (VAEF). This consortium is called West Essex Community Action Network (WECAN) and delivers high-level statutory ideas at a local level, across West Essex, through partnership working.

WECAN projects are led by either Rainbow Services or VAEF, depending on expertise, geography, and capacity. Our projects during the year include:

- **Find Your Active:** led by Rainbow Services, an Essex wide initiative funded by Active Essex to promote physical activity across West Essex. WECAN employs one member of staff who works in the community on a one-to-one basis supporting people into physical activity. This could be anything from a short walk to a marathon.
- **Digital Inclusion:** Led by VAEF, the aim is to improve life outcomes for those who would benefit from a greater ability to use technology, or who might be in danger of becoming isolated or marginalised by not being able to use it to access services. For example, our team help people to access NHS online services, right from providing reconditioned hardware such as a phone or laptop, to installing the NHS app, and teaching people to use GP online services effectively, reducing the health inequalities caused by digital exclusion.
- **Bereavement Support:** Led by VAEF, providing practical and emotional support for those suffering the effects of bereavement. Services include regular 1:1 support, as well as group sessions both face to face and online. The service can be accessed by adults, young people, and children.
- **Home From Hospital:** Led by Rainbow Services, providing support for residents of West Essex being discharged from Princess Alexandra and Whipps Cross Hospitals. We provide services such as deep cleaning and decluttering homes to ensure they are safe to return to, moving furniture to accommodate medical equipment, hot meal delivery, key safe installations, and anything else that is preventing the safe return home of the patient. We then provide welfare calls to the patient over a six week period to help ensure they can remain independent at home and prevent hospital readmission.

For further information on WECAN and our projects, please visit the WECAN website at westessexcan.org.

Financial review

During the year the charity received income of £684,247, an increase of £106,915 on the previous year (2024: £577,332). Our income comprises £125,478 for unrestricted charitable purposes an increase of £6,061 on the previous year (2024: £119,417) and £558,769 for restricted charitable purposes, which represents an increase on the previous year of £100,854 (2024: £457,915).

Expenditure for the year totalled £633,859 which was an increase of £159,135 on the previous year (£474,724). The expenditure comprises £106,094 for unrestricted charitable purposes an increase of £33,345 on the previous year (2024: £72,749) and £527,765 for restricted charitable purposes, which represents an increase on the previous year of £125,790 (2024: £401,975).

At the year end the charity recorded a surplus of £48,433 including an unrealised loss on investments of £1,955 compared to a surplus of £118,159 after a unrealised gain on investments of £15,551 in the previous year. The surplus of £48,433 is made up of a surplus on unrestricted funds of £17,429 (2024: £62,219) and a surplus on restricted funds of £31,004 (2024: £55,940).

The reserves carried forward at the year end total £471,963 (2024: £423,530) of which £348,996 is unrestricted and £122,967 is for restricted charitable purposes (see note 17). The Trustees have designated £52,100 of the unrestricted funds (see note 19) for specific purposes leaving available reserves of £296,896 which equates to just under six months' worth of running costs.

The nature of charity funding is that grants are often received up front for projects that run over multiple accounting periods with the results that surpluses in the year of receipt and deficits in the year of expenditure are not uncommon. This year reflects the situation where we have received some funding upfront that is shown in income and whilst some of this has been expended during the year the balance will be expended next year, giving rise to fund balances carried forward at the year end, in the case of restricted funds these are shown in detail in note 17.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Policy on reserves

Rainbow Services is a flexible and reflective organisation that can respond quickly to opportunities, change, and emerging issues. As such the Trustees have decided that the organisation will hold reserves appropriate to the level of activities and to reflect the importance that beneficiaries and funders may place on the ongoing viability of the organisation. To underpin this, the reserves policy was developed, giving due consideration to all the risks and opportunities that the charity currently faces or may face in the future. Action relating to the management of the reserve position takes place when appropriate to ensure compliance with the accounting and reporting regulations and to promote best practice.

Major risks and management of those risks

An important aspect of the Trustees' governance responsibilities focuses on the organisation's risk management framework. This was developed to ensure a consistent approach to all areas of financial, organisational, and operational risk.

An action plan is in place to mitigate all identified risks and this is reviewed quarterly, amended appropriately, and any required actions implemented. The action plan and all associated risk areas are monitored by the internal Audit Committee which reports directly to the Board of Trustees.

The Trustees examine the major risks and opportunities that the charity faces each financial year when preparing, updating and monitoring the strategic plan. The charity has developed systems and processes to review and to control these risks and to mitigate any impact that they may have on the charity in the short, medium or longer term.

Plans for future periods

Moving forward, our sustainability plan is ever evolving and developing. We have now demonstrated that we can consistently generate our own unrestricted income through selling our community expertise to public and private organisations, in particular our expertise in public consultation and youth engagement.

We have identified new premises, which we hope to move into very soon, so that we can grow the Youth Project further to support growing numbers of referrals and provide suitable office accommodation for all our staff. We need to vacate our current premises, as they are scheduled for regeneration.

We would like to continue this year's work on developing our impact assessments to demonstrate more fully the impact our projects are having in the community. Demonstrating impact is notoriously hard in the voluntary sector, but we are working with academics and new impact tools to help achieve this. We have progressed well with this, and in the coming year hope to finalise these and develop a template for all projects going forward.

We will also be embarking on a larger piece of work with Sport England and have recently found out that the development phase was such a success, we have now secured further funding for three years. We will be employing three new members of staff to carry out this work, and we look forward to seeing the results for our beneficiaries.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

Rainbow Services (Harlow) has been an independent charity and company limited by guarantee since 16th August 1999, charity registration no.1077228, company no. 3826440. The charity is governed by its Memorandum and Articles of Association.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

N Garala	
A S J Brooking	
J Das	(Resigned 2 October 2024)
C S Greenhill	
P Robinson	(Resigned 4 October 2025)
F M Sinnott	(Resigned 3 January 2025)
D Bartram	(Appointed 8 May 2024 and resigned 12 September 2024)
E Manlove	(Appointed 20 March 2025)
R Cummings	(Appointed 25 April 2025)
L Abraham	(Appointed 23 June 2025)

Recruitment and appointment of trustees

Open recruitment takes place as and when there are Trustee vacancies, and all applicants are selected against a Trustee job description and person specification.

Organisational structure

Rainbow Services is governed by the Board of Trustees, who delegate operational responsibility to the CEO (Sharon Summerfield). Full Board meetings are held quarterly when financials and strategic direction are discussed and set. There are also sub-committees; Remuneration Committee, Audit Committee, and Communications Committee - which meet separately throughout the year.

Induction and training of trustees

All new Trustees are inducted using our Trustee welcome pack and training material.

Arrangements for setting key management personnel remuneration

Our Remuneration Committee meets in January to discuss staff salaries for the coming year. The Committee's recommendations are then taken to the full board in March to be ratified for implementation in April. We look at local market rates and inflation when setting salary uplifts, as well as national comparison reports from organisations such as the National Association for Voluntary and Community Action (NAVCA).

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The trustees' report was approved by the Board of Trustees.

Nishall Garala

N Garala

Chair and Trustee

5 October 2025

RAINBOW SERVICES (HARLOW)

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF RAINBOW SERVICES (HARLOW)

I report to the trustees on my examination of the financial statements of Rainbow Services (Harlow) (the charity) for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006.

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the Companies Act 2006 and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011.

Independent examiner's statement

Since the charity's gross income exceeded £250,000, the independent examiner must be a member of a body listed in section 145 of the Charities Act 2011. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006.
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the Companies Act 2006 other than any requirement that the financial statements give a true and fair view, which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



Gary Howard FCA

Howard Wilson Chartered Accountants
36 Crown Rise
Watford
Hertfordshire
WD25 0NE
9 October 2025

RAINBOW SERVICES (HARLOW)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes						
Income from:							
Donations and legacies	3	1,843	41,621	43,464	1,008	21,591	22,599
Charitable activities	4	52,332	512,015	564,347	77,931	432,324	510,255
Other trading activities	5	62,809	5,133	67,942	34,892	4,000	38,892
Investments	6	8,494	-	8,494	5,586	-	5,586
Total income		125,478	558,769	684,247	119,417	457,915	577,332
Expenditure on:							
Charitable activities	7	106,094	527,765	633,859	72,749	401,975	474,724
Total expenditure		106,094	527,765	633,859	72,749	401,975	474,724
Net gains/(losses) on investments	11	(1,955)	-	(1,955)	15,551	-	15,551
Net income and movement in funds		17,429	31,004	48,433	62,219	55,940	118,159
Reconciliation of funds:							
Fund balances at 1 April 2024		331,567	91,963	423,530	269,348	36,023	305,371
Fund balances at 31 March 2025		348,996	122,967	471,963	331,567	91,963	423,530

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

RAINBOW SERVICES (HARLOW)

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Investments	13		130,759		132,714
Current assets					
Debtors	14	27,244		15,894	
Cash at bank and in hand		469,704		472,101	
		<u>496,948</u>		<u>487,995</u>	
Creditors: amounts falling due within one year	15	<u>(155,744)</u>		<u>(197,179)</u>	
Net current assets			341,204		290,816
Total assets less current liabilities			<u>471,963</u>		<u>423,530</u>
The funds of the charity					
Restricted income funds	17	122,967		91,963	
Unrestricted funds	19	348,996		331,567	
		<u>471,963</u>		<u>423,530</u>	

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the trustees on 5 October 2025

Nishall Garala

N Garala
Trustee

Company registration number 03826440 (England and Wales)

RAINBOW SERVICES (HARLOW)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	22		(10,891)		132,411
Investing activities					
Investment income received		8,494		5,586	
Net cash generated from investing activities			8,494		5,586
Net cash generated from financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(2,397)		137,997
Cash and cash equivalents at beginning of year			472,101		334,104
Cash and cash equivalents at end of year			469,704		472,101

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Rainbow Services (Harlow) is a private company limited by guarantee incorporated in England and Wales. The registered office is The Rainbow Centre, 2 Wych Elm, Harlow, Essex, CM20 1QP.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected.

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included in the balance sheet as deferred income to be released.

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	1,843	41,621	43,464	1,008	21,591	22,599

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

4 Charitable activities

	2025	2024
	£	£
Performance related grants	528,669	509,419
Ancillary trading income	20,930	-
Other income	14,748	836
	<u>564,347</u>	<u>510,255</u>
Analysis by fund		
Unrestricted funds	52,332	77,931
Restricted funds	512,015	432,324
	<u>564,347</u>	<u>510,255</u>
Essex County Council	31,712	46,944
Harlow District Council	94,475	115,750
National Lottery Fund	160,315	123,232
Police, Fire and Crime Commissioner for Essex	25,000	25,859
Essex Police - Violence & Vulnerability Unit	25,000	48,172
Essex Community Foundation	27,005	16,298
Harlow Health Centre Trust	5,588	3,992
Active Essex	91,020	7,950
People's Postcode Lottery	-	40,000
NHS Hertfordshire and West Essex Integrated Care Board	33,140	30,860
Other	35,414	50,362
	<u>528,669</u>	<u>509,419</u>

5 Income from other trading activities

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2025	2025	2025	2024	2024	2024
	£	£	£	£	£	£
Other income	<u>62,809</u>	<u>5,133</u>	<u>67,942</u>	<u>34,892</u>	<u>4,000</u>	<u>38,892</u>

6 Investments

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Interest receivable	<u>8,494</u>	<u>5,586</u>

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

7 Charitable activities

	2025 £	2024 £
Staff costs	425,667	315,232
Other staff costs	2,265	3,072
Project costs	142,991	90,047
Premises costs	20,010	23,777
Insurance costs	3,156	2,776
Repairs and maintenance costs	888	625
Office costs	7,854	6,948
Computer costs	13,992	13,008
Volunteer expenses	1,819	1,341
Travel and subsistence costs	2,670	2,458
General expenses	2,630	5,894
Legal and professional costs	2,050	2,158
Advertising	5,521	4,149
Bank charges	366	334
Governance costs	1,980	2,905
	<u>633,859</u>	<u>474,724</u>
Analysis by fund		
Unrestricted funds	106,094	72,749
Restricted funds	527,765	401,975
	<u>633,859</u>	<u>474,724</u>

8 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the independent examination of the charity's financial statements	<u>1,980</u>	<u>2,640</u>

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Charitable activities	<u>22</u>	<u>20</u>

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

10 Employees (Continued)

Employment costs	2025 £	2024 £
Wages and salaries	395,700	296,001
Social security costs	23,098	14,237
Other pension costs	6,869	4,994
	<u>425,667</u>	<u>315,232</u>

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Aggregate compensation	<u>59,514</u>	<u>53,297</u>

11 Gains and losses on investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Gains/(losses) arising on:		
Revaluation of investments	<u>(1,955)</u>	<u>15,551</u>

12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

13 Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2024	132,714
Valuation changes	<u>(1,955)</u>
At 31 March 2025	<u>130,759</u>
Carrying amount	
At 31 March 2025	<u>130,759</u>
At 31 March 2024	<u>132,714</u>

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

14 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	13,427	4,969
Other debtors	2,424	1,721
Prepayments and accrued income	11,393	9,204
	<u>27,244</u>	<u>15,894</u>

15 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	24,837	10,891
Other creditors	1,392	560
Accruals and deferred income	129,515	185,728
	<u>155,744</u>	<u>197,179</u>

16 Retirement benefit schemes

	2025 £	2024 £
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	<u>6,869</u>	<u>4,994</u>

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
Harlow Community Hub	32,660	119,099	(131,966)	980	20,773
Youth Project	26,544	124,329	(143,886)	-	6,987
Community Builder	23,671	163,651	(139,839)	-	47,483
Rainbow Family Contact Centre	2,693	19,170	(15,324)	-	6,539
Core20Plus5	5,415	29,000	(28,666)	-	5,749
Thriving Communities	892	-	-	(892)	-
Harlow Community Fund	88	-	-	(88)	-
Place Partnership Expansion (PPE)	-	88,520	(53,084)	-	35,436
WECAN Digital Inclusion Project	-	15,000	(15,000)	-	-
	<u>91,963</u>	<u>558,769</u>	<u>(527,765)</u>	<u>-</u>	<u>122,967</u>
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Harlow Community Hub	20,547	130,587	(118,474)	-	32,660
Youth Project	4,202	122,387	(100,045)	-	26,544
Community Builder	7,035	155,454	(138,818)	-	23,671
Rainbow Family Contact Centre	665	19,315	(17,287)	-	2,693
Core20Plus5	2,594	30,172	(27,351)	-	5,415
Thriving Communities	892	-	-	-	892
Harlow Community Fund	88	-	-	-	88
	<u>36,023</u>	<u>457,915</u>	<u>(401,975)</u>	<u>-</u>	<u>91,963</u>

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

17 Restricted funds

(Continued)

The specific purposes for which the funds are to be applied are as follows:

Harlow Community Hub - the aim of this project is to bring together various other local community based charities in order to further the main aims of the Charity. A variety of different events and initiatives were run to aid the local community including cooking courses and school uniform exchange. Income totalling £130,586 was received in the year from Harlow District Council, Essex County Council, Active Essex, NHS Herts and West Essex Integrated Care Board and People's Postcode Lottery as well as smaller donations.

Youth Project - this project aims to assist young people who have disengaged from education with the aim to re-enrol them back in school or other institutions such as Police and Fire Services. £122,387 was received in the year from a variety of donors - with the main benefactors being Essex Police - Violence & Vulnerability Unit, Essex PCC, People's Postcode Lottery and National Lottery Fund.

Community Builder - the project aims to reduce social isolation and loneliness among the over 65's. Activities offered include trips to the coast, Christmas dinner, theatre trips, afternoon tea and other social events. We also have a dedicated Dementia role within the Community Builder team, and so we run dementia friendly clubs, and activities such as walks around the park, as well as training other organisations in Harlow to become Dementia Friendly. The Community Builder Team also offers seated exercise classes across all clubs to help build core strength to reduce the risk of falls and unnecessary hospitalisation. £155,424 was granted in the year from various benefactors including but not limited to Big Lottery, Garfield Western, Active Essex and NHS West Essex Clinical Commissioning Group.

Rainbow Family Contact Centre - this year we have opened the Rainbow Family Contact Centre, a supportive environment where non-resident parents can see their children if the parental relationship has broken down. This is funded by Essex Community Foundation and The National Lottery. This project has received funding in the year amounting to £19,315 - £13,242 was received from Essex Community Foundation, £3,992 from Harlow Health Centre Trust, £1,981 from the Big Lottery with the remaining £100 coming from other donations.

Core20Plus5 - Our Health Matters is an NHS England funded project to tackle health inequalities. Our Project Co-ordinator works two days a week and recruits local health champions with lived experience to be a conduit for information both from the NHS, but more importantly back into the NHS in order to influence pathways to care which might be leading to inequalities. Income in the year included West Essex Clinical Commissioning Group £18,062, Active Essex £5,000 and NHS Herts and West Essex Integrated Care Board £5,860.

Thriving Communities - also known as "Let's Get Connected" - this project was a short-term project where Rainbow Services, for the first time, provided grants for not for profit organisations looking to pump prime local activities which got people back together following the Covid-19 pandemic. This was primarily funded by the Contain Outbreak Management Fund administered by the West Essex Clinical Commissioning Group (Now Herts and West Essex ICS).

Harlow Community Fund - a local business very generously gave us their Christmas bonus to start the Harlow Community Fund. This fund helps people in Harlow to buy essential living items such as beds, cutlery, cookers etc., and works alongside our Harlow Community Hub project.

Place Partnership Expansion (PPE) is a programme launched by Sport England to revitalise local communities through physical activity, movement, and sport. The PPE programme seeks to provide positive experiences for children and young people, increase physical activity, tackle inactivity and provide local solutions to inequalities that prevent residents from being more physically active.

WE CAN Digital Inclusion Project aims to increase online connection for vulnerable people and minority groups in Harlow and Uttlesford.

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

18 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 March 2025:			
Investments	130,759	-	130,759
Current assets/(liabilities)	218,237	122,967	341,204
	<u>348,996</u>	<u>122,967</u>	<u>471,963</u>
	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Investments	132,714	-	132,714
Current assets/(liabilities)	198,853	91,963	290,816
	<u>331,567</u>	<u>91,963</u>	<u>423,530</u>

19 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2025 £
Redundancy	21,000	-	-	27,600	-	48,600
IT & Equipment	3,500	-	-	-	-	3,500
General funds	307,067	125,478	(106,094)	(27,600)	(1,955)	296,896
	<u>331,567</u>	<u>125,478</u>	<u>(106,094)</u>	<u>-</u>	<u>(1,955)</u>	<u>348,996</u>
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2024 £
Redundancy	21,000	-	-	-	-	21,000
IT & Equipment	3,500	-	-	-	-	3,500
General funds	244,848	119,417	(72,749)	-	15,551	307,067
	<u>269,348</u>	<u>119,417</u>	<u>(72,749)</u>	<u>-</u>	<u>15,551</u>	<u>331,567</u>

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

20 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

During the year the charity had the following related party transactions:

West Essex Community Action Network (WECAN)

WECAN is a consortium of Rainbow Services that runs projects covering West Essex. Rainbow Services were paid £47,289 (2024: £6,850) during the year by WECAN. During the year the charity received a restricted donation of £15,000 for WECAN and subsequently made a payment to them of the same amount.

During the year expenses were recharged to WECAN totalling £11,851.

No amounts were owed between the related parties at the year end.

21 Analysis of changes in net funds

The charity had no material debt during the year.

22 Cash generated from operations	2025 £	2024 £
Surplus for the year	48,433	118,159
Adjustments for:		
Investment income recognised in statement of financial activities	(8,494)	(5,586)
Fair value gains and losses on investments	1,955	(15,551)
Movements in working capital:		
(Increase)/decrease in debtors	(11,350)	8,090
(Decrease) in creditors	(41,435)	(142,039)
Cash absorbed by operations	(10,891)	(36,927)

Accounts

Charity registration number 1077228

Company registration number 03826440 (England and Wales)

RAINBOW SERVICES (HARLOW)
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

RAINBOW SERVICES (HARLOW)

LEGAL AND ADMINISTRATIVE INFORMATION

Chair	N Garala
Trustees	N Garala A S J Brooking J Das C S Greenhill P Robinson F M Sinnott
Secretary and CEO	S P Summerfield
Charity number	1077228
Company number	03826440
Registered office	The Rainbow Centre 2 Wych Elm Harlow Essex CM20 1QP
Independent examiner	Gary Howard FCA Howard Wilson Chartered Accountants 36 Crown Rise Watford Hertfordshire WD25 0NE

RAINBOW SERVICES (HARLOW)

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RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's [governing document], the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

Rainbow Services (Harlow), known as Rainbow Services, works to alleviate the effects of disadvantage, poverty, deprivation, and social exclusion through imaginative projects that support, enable, and develop people and organisations, to stimulate beneficial change in the local community.

Rainbow Services aims to provide quality services and targets those services into areas where there are no existing provisions, or where those who are disadvantaged are poorly served.

Where appropriate, research will be undertaken to identify unmet need within the local community and, wherever possible, we will encourage community development through the provision of accessible and affordable services and activities.

All of our work is underpinned by our values of equality, inclusion, and collaboration, supporting our stated objects, which are to combat poverty and disadvantage, and to improve the quality of life for local groups and individuals.

Public benefit

The Trustees believe that the activities undertaken within the Charity, to fulfil the aims and objectives, are done so to further the public benefit.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievements and performance

A massive thank you to our funders for funding us this year! It has been a busy one, as ever, and we are really proud of what we have achieved - Rainbow Services has an excellent reputation and is known for its delivery and partnership working.

Here are just a few of the highlights:

The Rainbow Centre and Infrastructure Support Services

The Rainbow Centre is a voluntary sector campus and hub, where a range of community-based organisations share office space, facilities and internal support services. Casual desk space, a library resource, meeting rooms, and access to IT facilities are also offered to local groups and organisations.

Rainbow Services offers infrastructure support and development services to other not for profit organisations in Harlow. This includes providing information, advice, networking and learning opportunities and taking on a representational and influencing role in working with statutory and government agencies. The representation and liaison role is undertaken with local and county wide strategic partnerships in situations where voluntary sector input is imperative to the planning, development and delivery process. This year we have been a part of 45 different steering groups, boards, and working groups.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

During this year, we had 215 local not-for-profit groups affiliated with us, all of which receive the following free of charge:

- Weekly e-bulletin with news relevant to the voluntary sector (inc. free advertising for the sector),
- Quarterly Voluntary Sector Forum, face-to-face networking with guest speakers,
- Annual public-facing "Market Event" in Harlow Town Centre; and,
- Unlimited 1:1 consultancy on all not-for-profit matters from setting up to funding to effective communications. Over 55 organisations have been helped in this way this year with around 250 hours of free consultancy being given.
- DBS checks,
- Training,

Our infrastructure project is funded by Essex County Council and Harlow Council.

Harlow Community Hub

The Harlow Community Hub is an excellent example of Rainbow Services using its place in the community to bring together a partnership that has had huge benefits for the community of Harlow. Born out of our response to the Covid 19 pandemic, the Harlow Community Hub is funded by Harlow Council, Harlow Health Centres Trust, and the Integrated Care Board.

By bringing together a partnership consisting of Rainbow Services, Harlow Council, Foodbank Harlow, and Citizens Advice Bureau, we have been able to establish a crisis service, consisting of a helpline for four hours each day, and pop-ups at key locations around Harlow.

The in-house partnership means this is more than just a signposting service, and with dedicated staff from each organisation it means we can respond in a fast holistic way to crisis, continuing to work with the family or individual for however long it takes to move them out of the crisis situation - this is one man's story:

Jon (not real name) was placed in a Harlow hotel by his local authority. He had just come out of hospital after attempting to take his own life. He had been sectioned under the Mental Health Act, and was drinking heavily. He had no food and no way of cooking in the hotel room. He approached the Hub team at a pop-up they were holding at the hotel he was staying in.

The team provided Jon with hot food vouchers, and sessions with Mind to improve mental health and alcohol addiction. CAB talked to him about his housing situation, and he was provided with a slow cooker so that he could access Bounty Club food and cook for himself. The team continued to work with Jon, checking on his welfare regularly, and when he was ready, he began volunteering in a kitchen - Jon is a trained chef. Six months on and Jon has been re-housed back in Chelmsford near his son and support network. His mental health has improved greatly, he has stopped drinking, and he is starting to look for paid work again as a chef, using his volunteer experience to help him.

On the day that Jon left for his new home, he came into the Harlow Community Hub with his son to express his thanks to the whole team for everything they had done for him.

In the last year, the Harlow Community Hub has helped over 1,400 households in Harlow.

We also ran our Cook and Eat sessions funded by Active Essex, where people joined a four-week course, learned how to cook nutritious meals and took away a plug-in cooking appliance such as a slow cooker - especially useful for those staying in hotels without cooking facilities.

We also partnered with Michael Roberts Charitable Trust and Phoenix Resource Centre to run a school uniform exchange over the summer holidays. This proved hugely successful, and we combined our Hub service so that we could reach even more people.

In the winter, we could access and distribute various winter hardship funds to many groups and individuals. We used these to ensure vulnerable residents had access to food, essentials, and energy during the winter months and into the spring. We built partnerships with VCSE groups, schools, and businesses to enable this.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Youth Project

Our Youth Project works with young people aged 14-18 who have disengaged from education - we take referrals from schools, Essex Youth Services, the Police and Fire Services, parents, and other agencies, as well as working with the Youth Offending Team. The primary aim is to re-engage young people with education and positive role models, and we do this through teaching carpentry at our purpose-built workshop, demonstrating to the young people that there are ways of earning a good living and being part of a community without joining a criminal gang.

They are supported to develop their skills in communication, teamwork, initiative, and woodwork whilst also being encouraged to open up in a friendly, non-threatening environment.

In addition, young people can gain qualifications in carpentry and construction and are supported into other activities such as work experience and apprenticeships.

We work with around 130 young people each year, here is one young person's story:

James (not real name) joined our 12-week programme aged 15 - he was no longer in school and was in frequent trouble with the police. Our youth team provide a unique style of working in our carpentry workshop which builds respect and trust - James quickly began to work well with the team and built a good relationship, opening up and talking about his experiences and his hopes for life.

As a result of our project, James has stopped getting into trouble with the police and he gained qualifications in Health and Safety and Carpentry Hand Tools. We then provided James with a funded place at Harlow Fire Station's Firebreak, where he excelled, and he was soon offered a place with the fire cadets - he now has aspirations of becoming a firefighter.

Following such significant improvements in behaviour, James was allowed to return to school to study English and Maths GCSE; and he has now joined our 12-week Community Project. James also now volunteers as a mentor to other young people on the project.

For his incredible achievements, James recently received the Jack Petchey Award.

The youth project at Rainbow Services continues to go from strength to strength. We now have six, half-day sessions each week, with around 12 young people in each cohort.

Our Youth project is funded by the Police Fire and Crime Commission, Police Violence and Vulnerability Unit, Postcode Lottery Trust, and The National Lottery.

Community Builder

Our Community Builder project aims to reduce social isolation and loneliness among those over 65. It is funded by The National Lottery and Mulberry Trust.

We have over 1000 beneficiaries across Harlow and run over 24 clubs each week. We also run larger events each month, including trips to the coast, Christmas dinner, theatre trips, afternoon tea, and safe and social events. These are events where organisations, such as the police, come in to talk about protecting against scams, for example. When asked in feedback "What does Rainbow Services mean to you?", one club member replied "Everything!".

We also have a dedicated Dementia role within the Community Builder team, and we run dementia-friendly clubs and activities, such as walks around the park, as well as training other individuals and organisations in Harlow to become dementia friendly.

The Community Builder team also offers seated exercise classes across all clubs to help build core strength to reduce the risk of falls and unnecessary hospitalisation.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Rainbow Family Contact Centre

The Rainbow Family Contact Centre is a supportive environment where non-resident parents can see their children if the parental relationship has broken down. This is funded by Essex Community Foundation, The National Lottery, and Harlow Health Centres Trust.

This is Carl's story:

Carl had not seen his father since 2021 due to alleged mental, emotional and physical abuse against both Carl and his mother.

The Family Contact Centre received a referral for bi-weekly 2-hour supported contact sessions. At our first meeting, Carl's father shared that he finds it 'unbearable that he cannot see Carl' and is very eager for the contact to start.

Through contact sessions, Carl and his father started to slowly build a relationship, playing with Lego, building bricks, arts and craft and outside in the garden area, as well as enjoying snacks together. They used their time to get to know each other again. All with the encouragement and support of our team.

At the point of review, the family told us 'Contact is going well, and we are having a lot of fun.

Following regular, successful contact at our centre, the court allowed community contact to start. We have supported this, and steps have been taken to ensure parents can communicate via a co-parent app on their phones. We guided the family through this process to ensure a smooth transition for Carl.

A short while later community contact started with the centre only being used as a venue for secure and safe handovers between parents. This has been a positive journey for all involved and soon contact for this family will move fully into the community, with no need for contact centre involvement.

Core20Plus5

Core20Plus5 - Our Health Matters is an NHS England funded project to tackle health inequalities. Our Project Co-ordinator works two days a week and recruits local health champions with lived experience to be a conduit for information both from the NHS but, more importantly, back into the NHS in order to influence pathways to care which might be leading to inequalities.

We have been working with the gypsy and traveller community in Harlow, partnering with Macmillan Cancer Care to influence outcomes for both cancer and mental health care within the community. We have already run a number of successful events and have signed up volunteers from the gypsy and traveller community.

This is John's story:

John was bereaved through suicide just over a year ago and was finding life very difficult due to the deterioration to his mental health. John is a member of a Gypsy, Roma and Traveller community. They do not talk about mental health or suicide, and often do not seek any form of medical support for this.

Their beliefs and traditions mean they can be ostracized for seeking support when they really need the family to be there for them and they are often told to "man up" or "get on with life". There is no confidentiality within the community so little chance to talk to others without everyone in the country knowing.

John engaged with us through his mother initially and then directly where we discussed his needs. He had already engaged with the GP and was being supported with medication. We discussed the services Chums (a counseling service for people bereaved by suicide) and decided that was more appropriate than any other form of counseling.

John was initially anxious and asked for a text contact before a phone call, but engaged well and is now undergoing weekly support. They come to our town and have a discreet venue to use. It has not been an easy process for John but he is seeing the benefits already. John is beginning to see the benefits and is now engaging with us regarding other matters that are important to him and that will support him further. He is engaging with other services which will make a considerable difference to his living situation and financial situation. And has recommended others to also engage with us over matters they would not ordinarily do.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

West Essex Community Action Network (WECAN)

WECAN is a consortium of Rainbow Services, in Harlow, Voluntary Action Epping Forest, in Epping Forest, and during this year, UCAN (Uttlesford CVS) in Uttlesford. Together we run projects that cover West Essex.

Rainbow Services is currently delivering the Find Your Active project for WECAN. We have employed one member of staff to cover West Essex, providing a one-to-one service to get people who are currently inactive and also possibly isolated, enjoying regular exercise to benefit both mental and physical health.

Financial review

During the year the charity received income of £577,332, an increase of £23,490 on the previous year (2023: £553,842). Our income comprises £119,417 for unrestricted charitable purposes a decrease of £14,306 on the previous year (2023: £133,723) and £457,915 for restricted charitable purposes, which represents an increase on the previous year of £37,796 (2023: £420,119).

Expenditure for the year totalled £474,724 which was a decrease of £30,037 on the previous year (£504,761). The expenditure comprises £72,749 for unrestricted charitable purposes a decrease of £47,916 on the previous year (2023: £120,665) and £401,975 for restricted charitable purposes, which represents an increase on the previous year of £17,879 (2023: £384,096).

At the year end the charity recorded a surplus of £118,159 including an unrealised gain on investments of £15,551 compared to a surplus of £46,737 after an unrealised loss on investments of £2,344 in the previous year. The surplus of £118,159 is made up of a surplus on unrestricted funds of £62,219 (2023: £10,714) and a surplus on restricted funds of £55,940 (£36,023).

The reserves carried forward at the year end total £423,530 (2023: £305,371) of which £331,567 is unrestricted and £91,963 is for restricted charitable purposes (see note 15). The Trustees have designated £24,500 of the unrestricted funds (see note 16) for specific purposes leaving free reserves of £307,067 which equates to just under six months' worth of running costs.

The nature of charity funding is that grants are often received up front for projects that run over multiple accounting periods with the results that surpluses in the year of receipt and deficits in the year of expenditure are not uncommon. This year reflects the situation where we have received some funding upfront that is shown in income and whilst some of this has been expended during the year the balance will be expended next year, giving rise to fund balances carried forward at the year end, in the case of restricted funds these are shown in detail in note 15.

Policy on reserves

Rainbow Services is a flexible and reflective organisation that can respond quickly to opportunities, change, and emerging issues. As such the Trustees have decided that the organisation will hold reserves appropriate to the level of activities and to reflect the importance that beneficiaries and funders may place on the ongoing viability of the organisation. To underpin this, the reserves policy was developed, giving due consideration to all the risks and opportunities that the charity currently faces or may face in the future. Action relating to the management of the reserve position takes place when appropriate to ensure compliance with the accounting and reporting regulations and to promote best practice.

Major risks and management of those risks

An important aspect of the Trustees' governance responsibilities focuses on the organisation's risk management framework. This was developed to ensure a consistent approach to all areas of financial, organisational, and operational risk.

An action plan is in place to mitigate all identified risks and this is reviewed quarterly, amended appropriately, and any required actions implemented. The action plan and all associated risk areas are monitored by the internal Audit Committee which reports directly to the Board of Trustees.

The Trustees examine the major risks and opportunities that the charity faces each financial year when preparing, updating and monitoring the strategic plan. The charity has developed systems and processes to review and to control these risks and to mitigate any impact that they may have on the charity in the short, medium or longer term.

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Plans for future periods

Moving forward Rainbow Services will continue with its plans to be more financially sustainable, developing services which create income to support projects. To this end, we will concentrate on our consultancy and workshop services.

We would like to focus on growing the Youth Project, as we have identified a far greater need than we can currently support. We will be looking at the possibility of new premises for this project, and new ways to engage with young people. We will also look to enhance the range of experiences and qualifications we offer, for example by moving into other trades as well as carpentry.

We would like to further develop our impact assessments, to demonstrate more fully the impact our projects are having in the community. Demonstrating impact is notoriously hard in the voluntary sector, but we are working with academics and new impact tools to help achieve this.

Structure, governance and management

Rainbow Services (Harlow) has been an independent charity and company limited by guarantee since 16th August 1999, charity registration no.1077228, company no. 3826440. The charity is governed by its Memorandum and Articles of Association.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

N Garala

A S J Brooking

J Das

C S Greenhill

P Robinson

F M Sinnott

D Bartram

(Appointed 8 May 2024 and resigned 12 September 2024)

M Mandat

(Resigned 20 October 2023)

M Sortwell

(Resigned 13 June 2023)

Recruitment and appointment of trustees

Open recruitment takes place as and when there are Trustee vacancies, and all applicants are selected against a Trustee job description and person specification.

Organisational structure

Rainbow Services is governed by the Board of Trustees, who delegate operational responsibility to the CEO (Sharon Summerfield). Full Board meetings are held quarterly when financials and strategic direction are discussed and set. There are also sub-committees; Remuneration Committee, Audit Committee, and Communications Committee - which meet separately throughout the year.

Induction and training of trustees

All new Trustees are inducted using our Trustee welcome pack and training material.

Arrangements for setting key management personnel remuneration

Our Remuneration Committee meets in January to discuss staff salaries for the coming year. The Committee's recommendations are then taken to the full board in March to be ratified for implementation in April. We look at local market rates and inflation when setting salary uplifts, as well as national comparison reports from organisations such as the National Association for Voluntary and Community Action (NAVCA).

RAINBOW SERVICES (HARLOW)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2024*

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The trustees' report was approved by the Board of Trustees.

Nishall Garala

N Garala

Chair and Trustee

25 November 2024

RAINBOW SERVICES (HARLOW)

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF RAINBOW SERVICES (HARLOW)

I report to the trustees on my examination of the financial statements of Rainbow Services (Harlow) (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



Gary Howard FCA

Howard Wilson Chartered Accountants
36 Crown Rise
Watford
Hertfordshire
WD25 0NE

Dated: 25 November 2024

RAINBOW SERVICES (HARLOW)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Current financial year

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
	Notes				
<u>Income from:</u>					
Donations and legacies	3	1,008	21,591	22,599	28,771
Charitable activities	4	77,235	432,184	509,419	467,832
Other trading activities	5	35,588	4,140	39,728	56,327
Investments	6	5,586	-	5,586	912
Total income		119,417	457,915	577,332	553,842
<u>Expenditure on:</u>					
Charitable activities	7	72,749	401,975	474,724	504,761
Total expenditure		72,749	401,975	474,724	504,761
Net income before investment gains/(losses)		46,668	55,940	102,608	49,081
Net gains/(losses) on investments	10	15,551	-	15,551	(2,344)
Net movement in funds		62,219	55,940	118,159	46,737
Fund balances at 1 April 2023		269,348	36,023	305,371	258,634
Fund balances at 31 March 2024		331,567	91,963	423,530	305,371

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

RAINBOW SERVICES (HARLOW)

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Prior financial year

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes			
<u>Income from:</u>				
Donations and legacies	3	1,005	27,766	28,771
Charitable activities	4	79,162	388,670	467,832
Other trading activities	5	52,644	3,683	56,327
Investments	6	912	-	912
Total income		<u>133,723</u>	<u>420,119</u>	<u>553,842</u>
<u>Expenditure on:</u>				
Charitable activities	7	120,665	384,096	504,761
Total expenditure		<u>120,665</u>	<u>384,096</u>	<u>504,761</u>
Net income before investment gains/(losses)		13,058	36,023	49,081
Net gains/(losses) on investments	10	(2,344)	-	(2,344)
Net movement in funds		<u>10,714</u>	<u>36,023</u>	<u>46,737</u>
Fund balances at 1 April 2022		258,634	-	258,634
Fund balances at 31 March 2023		<u>269,348</u>	<u>36,023</u>	<u>305,371</u>

RAINBOW SERVICES (HARLOW)

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Investments	12		132,714		117,163
Current assets					
Debtors	13	15,894		14,319	
Cash at bank and in hand		472,101		334,104	
		<u>487,995</u>		<u>348,423</u>	
Creditors: amounts falling due within one year	14	<u>(197,179)</u>		<u>(160,215)</u>	
Net current assets			290,816		188,208
Total assets less current liabilities			<u>423,530</u>		<u>305,371</u>
Income funds					
Restricted funds	15		91,963		36,023
<u>Unrestricted funds</u>					
Designated funds	16	24,500		24,500	
General unrestricted funds		<u>307,067</u>		<u>244,848</u>	
			331,567		269,348
			<u>423,530</u>		<u>305,371</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 25 November 2024

Nishall Garala

N Garala

Chair and Trustee

Company registration number 03826440

RAINBOW SERVICES (HARLOW)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash generated from operations	19		132,411		24,727
Investing activities					
Investment income received		5,586		912	
		<u>5,586</u>		<u>912</u>	
Net cash generated from investing activities			5,586		912
Net cash used in financing activities			-		-
			<u>-</u>		<u>-</u>
Net increase in cash and cash equivalents			137,997		25,639
Cash and cash equivalents at beginning of year			334,104		308,465
			<u>334,104</u>		<u>308,465</u>
Cash and cash equivalents at end of year			<u>472,101</u>		<u>334,104</u>

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Rainbow Services (Harlow) is a private company limited by guarantee incorporated in England and Wales. The registered office is The Rainbow Centre, 2 Wych Elm, Harlow, Essex, CM20 1QP.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected.

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included in the balance sheet as deferred income to be released.

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	1,008	21,591	22,599	1,005	27,766	28,771

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

4 Charitable activities

	2024	2023
	£	£
Performance related grants	509,419	467,832
Analysis by fund		
Unrestricted funds	77,235	79,162
Restricted funds	432,184	388,670
	509,419	467,832
Essex County Council	46,944	59,991
Harlow District Council	115,750	129,052
National Lottery Fund	123,232	72,216
NHS West Essex Clinical Commissioning Group	18,062	73,354
Essex Police - Violence & Vulnerability Unit	48,172	26,934
Essex Community Foundation	16,298	23,606
Harlow Health Centre Trust	3,992	20,000
Garfield Weston Foundation	8,333	16,667
People's Postcode Lottery	40,000	-
NHS Hertfordshire and West Essex Integrated Care Board	30,860	-
Other	57,776	46,012
	509,419	467,832

5 Other trading activities

	Unrestricted funds	Restricted funds	Total Unrestricted funds	Restricted funds	Total
	2024	2024	2024	2023	2023
	£	£	£	£	£
Trading activity income: other	35,588	4,140	39,728	3,683	56,327

6 Investments

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Interest receivable	5,586	912

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

7 Charitable activities

	2024	2023
	£	£
Staff costs	315,232	295,348
Other staff costs	3,072	446
Project costs	90,047	136,293
Premises costs	23,777	33,953
Insurance costs	2,776	2,611
Repairs and maintenance costs	625	2,976
Office costs	6,948	7,202
Computer costs	13,008	9,056
Volunteer expenses	1,341	939
Travel and subsistence costs	2,458	3,105
General expenses	5,894	3,612
Legal and professional costs	2,158	3,928
Advertising	4,149	1,456
Bank charges	334	311
Governance costs	2,905	3,525
	<u>474,724</u>	<u>504,761</u>
Analysis by fund		
Unrestricted funds	72,749	120,665
Restricted funds	401,975	384,096
	<u>474,724</u>	<u>504,761</u>

Governance costs comprise independent examiners fees £2,905 (2023: £3,525).

8 Trustees remuneration and expenses

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Employees

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
Charitable activities	<u>20</u>	<u>21</u>

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

9 Employees		(Continued)	
Employment costs	2024 £	2023 £	
Wages and salaries	296,001	277,036	
Social security costs	14,237	13,922	
Other pension costs	4,994	4,390	
	<u>315,232</u>	<u>295,348</u>	

The average number of persons (including senior management and leadership team) employed by the charity during the year expressed as full time equivalents was 21 (2023: 21)

There were no employees whose annual remuneration was more than £60,000.

10 Net gains/(losses) on investments		Unrestricted funds	Unrestricted funds
		2024 £	2023 £
Revaluation of investments		<u>15,551</u>	<u>(2,344)</u>

11 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

12 Fixed asset investments

Cost or valuation	Listed investments £
At 1 April 2023	117,163
Valuation changes	<u>15,551</u>
At 31 March 2024	<u>132,714</u>
Carrying amount	
At 31 March 2024	<u>132,714</u>
At 31 March 2023	<u>117,163</u>

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

13 Debtors

	2024	2023
	£	£
Amounts falling due within one year:		
Trade debtors	4,969	2,041
Other debtors	1,721	4,922
Prepayments and accrued income	9,204	7,356
	15,894	14,319

14 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	10,891	4,584
Other creditors	560	2,307
Accruals and deferred income	185,728	153,324
	197,179	160,215

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Movement in funds			
	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£	£	£	£	£
Harlow Community Hub	-	152,682	(146,135)	14,000	20,547	130,587	(118,474)	32,660
Youth Project	-	59,119	(54,917)	-	4,202	122,387	(100,045)	26,544
Community Builder	-	127,625	(120,590)	-	7,035	155,454	(138,818)	23,671
Rainbow Family Contact Centre	-	7,587	(6,922)	-	665	19,315	(17,287)	2,693
Core20Plus5	-	18,638	(16,044)	-	2,594	30,172	(27,351)	5,415
Thriving Communities	-	50,065	(35,173)	(14,000)	892	-	-	892
COVID-19	-	1,342	(1,342)	-	-	-	-	-
Harlow Community Fund	-	3,061	(2,973)	-	88	-	-	88
	-	420,119	(384,096)	-	36,023	457,915	(401,975)	91,963

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Restricted funds

(Continued)

The specific purposes for which the funds are to be applied are as follows:

Harlow Community Hub - the aim of this project is to bring together various other local community based charities in order to further the main aims of the Charity. A variety of different events and initiatives were run to aid the local community including cooking courses and school uniform exchange. Income totalling £130,586 was received in the year from Harlow District Council, Essex County Council, Active Essex, NHS Herts and West Essex Integrated Care Board and People's Postcode Lottery as well as smaller donations.

Youth Project - this project aims to assist young people who have disengaged from education with the aim to re-enrol them back in school or other institutions such as Police and Fire Services. £122,387 was received in the year from a variety of donors - with the main benefactors being Essex Police - Violence & Vulnerability Unit, Essex PCC, People's Postcode Lottery and National Lottery Fund.

Community Builder - the project aims to reduce social isolation and loneliness among the over 65's. Activities offered include trips to the coast, Christmas dinner, theatre trips, afternoon tea and other social events. We also have a dedicated Dementia role within the Community Builder team, and so we run dementia friendly clubs, and activities such as walks around the park, as well as training other organisations in Harlow to become Dementia Friendly. The Community Builder Team also offers seated exercise classes across all clubs to help build core strength to reduce the risk of falls and unnecessary hospitalisation. £155,424 was granted in the year from various benefactors including but not limited to Big Lottery, Garfield Western, Active Essex and NHS West Essex Clinical Commissioning Group.

Rainbow Family Contact Centre - this year we have opened the Rainbow Family Contact Centre, a supportive environment where non-resident parents can see their children if the parental relationship has broken down. This is funded by Essex Community Foundation and The National Lottery. This project has received funding in the year amounting to £19,315 - £13,242 was received from Essex Community Foundation, £3,992 from Harlow Health Centre Trust, £1,981 from the Big Lottery with the remaining £100 coming from other donations.

Core20Plus5 - Our Health Matters is an NHS England funded project to tackle health inequalities. Our Project Co-ordinator works two days a week and recruits local health champions with lived experience to be a conduit for information both from the NHS, but more importantly back into the NHS in order to influence pathways to care which might be leading to inequalities. Income in the year included West Essex Clinical Commissioning Group £18,062, Active Essex £5,000 and NHS Herts and West Essex Integrated Care Board £5,860.

Thriving Communities - also known as "Let's Get Connected" - this project was a short-term project where Rainbow Services, for the first time, provided grants for not for profit organisations looking to pump prime local activities which got people back together following the Covid-19 pandemic. This was primarily funded by the Contain Outbreak Management Fund administered by the West Essex Clinical Commissioning Group (Now Herts and West Essex ICS).

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Restricted funds

(Continued)

COVID-19 - Rainbow Services were at the forefront of the local response to the Covid-19 pandemic. We recruited an army of volunteers to help those isolating with shopping, collecting prescriptions, etc. Following the initial response to the pandemic, we helped rebuild people's confidence in face to face interaction through projects such as Let's Get Connected.

Harlow Community Fund - a local business very generously gave us their Christmas bonus to start the Harlow Community Fund. This fund helps people in Harlow to buy essential living items such as beds, cutlery, cookers etc., and works alongside our Harlow Community Hub project.

16 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				
	Balance at 1 April 2022	Transfers	Balance at 1 April 2023	Incoming resources	Balance at 31 March 2024
	£	£	£	£	£
Redundancy	21,000	-	21,000	-	21,000
IT & Equipment	5,000	(1,500)	3,500	-	3,500
	<u>26,000</u>	<u>(1,500)</u>	<u>24,500</u>	<u>-</u>	<u>24,500</u>

RAINBOW SERVICES (HARLOW)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

17 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Fund balances at 31 March 2024 are represented by:						
Investments	132,714	-	132,714	117,163	-	117,163
Current assets/(liabilities)	198,853	91,963	290,816	152,185	36,023	188,208
	<u>331,567</u>	<u>91,963</u>	<u>423,530</u>	<u>269,348</u>	<u>36,023</u>	<u>305,371</u>

18 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

During the year the charity had the following related party transactions:

West Essex Community Action Network (WECAN)

WECAN is a consortium of Rainbow Services that runs projects covering West Essex. Rainbow Services were paid £6,850 (2023: £4,033) during the year by WECAN.

No amounts were owed between the related parties at the year end.

19 Cash generated from operations

	2024 £	2023 £
Surplus for the year	118,159	46,737
Adjustments for:		
Investment income recognised in statement of financial activities	(5,586)	(912)
Fair value gains and losses on investments	(15,551)	2,344
Movements in working capital:		
(Increase) in debtors	(1,575)	(4,654)
Increase/(decrease) in creditors	36,964	(18,788)
Cash generated from operations	<u>132,411</u>	<u>24,727</u>

20 Analysis of changes in net funds

The charity had no debt during the year.

Accounts

Company registration number: 03826440

Charity registration number: 1077228

Rainbow Services (Harlow)

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Lambert Chapman LLP
3 Warners Mill
Silks Way
Braintree
Essex
CM7 3GB

Rainbow Services (Harlow)

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Rainbow Services (Harlow)

Reference and Administrative Details

Chairman	C S Greenhill
Trustees	A S J Brooking J Das N Garala C S Greenhill P Robinson F M Sinnott
Secretary/Chief Executive Officer	S P Summerfield
Charity Registration Number	1077228
Company Registration Number	03826440
Registered Office	The Rainbow Centre 2 Wych Elm Harlow Essex CM20 1QP
Independent Examiner	Lisa Greenwood FCCA Lambert Chapman LLP 3 Warners Mill Silks Way Braintree Essex CM7 3GB

Rainbow Services (Harlow)

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2023.

Objectives and activities

Objects and aims

Rainbow Services (Harlow), known as Rainbow Services, works to alleviate the effects of disadvantage, poverty, deprivation, and social exclusion through imaginative projects that support, enable, and develop people and organisations, to stimulate beneficial change in the local community.

Rainbow Services aims to provide quality services and to targeting those services into areas where there are no existing provisions, or where those who are disadvantaged are poorly served.

Where appropriate, research will be undertaken to identify unmet need within the local community and, wherever possible, we will encourage community development through the provision of accessible and affordable services and activities. Services will be categorised into three priority areas to ensure effective allocation of resources. These categories are: supporting, enabling and developing.

All of our work is underpinned by our values of equality, inclusion, and collaboration, supporting our stated objects, which are to combat poverty and disadvantage, and to improve the quality of life for local groups and individuals.

Public benefit

The Trustees believe that the activities undertaken within the Charity, to fulfil the aims and objectives, are done so to further the public benefit.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievements and performance

A massive thank you to those funders for funding us this year! It has been a busy one, as ever, and we are really proud of what we have achieved - Rainbow Services has an excellent reputation and is known for its delivery and partnership working.

Here are just a few of the highlights:

The Rainbow Centre and Infrastructure Support Services

The Rainbow Centre is a voluntary sector campus and hub, where a range of community-based organisations share office space, facilities and internal support services. Casual desk space, a library resource, meeting rooms, and access to IT facilities are also offered to local groups and organisations.

Rainbow Services offers infrastructure support and development services to other voluntary and community-based organisations in Harlow. This includes providing information, advice, networking and learning opportunities and taking on a representational and influencing role in working with statutory and government agencies. The representation and liaison role is undertaken with local and county wide strategic partnerships in situations where voluntary sector input is imperative to the planning, development and delivery process.

Rainbow Services (Harlow)

Trustees' Report

During this year, we had 215 local not for profit groups affiliated with us, all of which receive the following free of charge:

- Weekly e-bulletin with news relevant to the voluntary sector (inc. free advertising for the sector);
- Quarterly Voluntary Sector Forum, face to face networking with guest speakers;
- Annual public facing “Market Event” in Harlow Town Centre; and
- Unlimited 1:1 consultancy on all not-for-profit matters from setting up, to funding, to effective communications.

Over 20 organisations have been helped in this way this year with around 180 hours of free consultancy being given.

Here is just one example of the feedback received:

“Thank you so much for checking the proposal and talking to me this morning, it's been incredibly useful. I'll make the amends and send it to my committee for feedback with the hope to submit on Friday. Once again, thank you so much.” - Harlow Hindu Society.

In addition to this, we carry out DBS checks for members and provide training as appropriate.

We also connect businesses with the community - for example, we distributed around 100 Easter eggs at Easter, and over 100 toys at Christmas, donated by local businesses, at children's parties we held for refugee families.

Our infrastructure project is funded by Essex County Council and Harlow Council.

Harlow Community Hub

The Harlow Community Hub is an excellent example of Rainbow Services using its place in the community to bring together a partnership which has had huge benefits to the community of Harlow. Born out of our response to the Covid 19 pandemic, the Harlow Community Hub is funded by Harlow Council, Harlow Health Centres Trust, the Integrated Care Board, and Essex County Council.

By bringing together a partnership consisting of Rainbow Services, Harlow Council, Foodbank Harlow, Citizens Advice Bureau, Volunteer Service, Mind, and Integration Support Service, we have been able to establish a crisis service, consisting of a helpline for four hours each day, and pop ups at key locations around Harlow.

The in-house partnership means this is more than just a signposting service, and with dedicated staff from each organisation it means we can respond in a fast holistic way to crisis, continuing to work with the family or individual for however long it takes to move them out of the crisis situation - this is one man's story:

Jon (not real name) was placed in a Harlow hotel by his local authority. He had just come out of hospital after attempting to take his own life, He had been sectioned under the Mental Health Act, and was drinking heavily. He had no food and no way of cooking in the hotel room. He approached the Hub team at a Pop Up they were holding at the hotel he was staying in.

The team provided Jon with hot food vouchers, and sessions with Mind to improve mental health and alcohol addiction. CAB talked to him about his housing situation, and he was provided with a slow cooker so that he could access Bounty Club food and cook for himself. The team continued to work with Jon, checking on his welfare regularly, and when he was ready, he began volunteering in a kitchen - Jon is a trained chef.

Six months on and Jon has been re-housed back in Chelmsford near his son and support network. His mental health has improved greatly, he has stopped drinking, and he is starting to look for paid work again as a chef, using his volunteer experience to help him.

On the day that Jon left for his new home he came into the Harlow Community Hub with his son to express his thanks to the whole team for everything they had done for him.

Rainbow Services (Harlow)

Trustees' Report

In the last year, the Harlow Community Hub has helped over 1,400 households in Harlow.

We also ran our Cook and Eat sessions funded by Active Essex, where people joined a four-week course, learned how to cook nutritious meals and took away a plug-in cooking appliance such as a slow cooker - especially useful for those staying in hotels without cooking facilities.

In 2022 we also partnered with Michael Roberts Charitable Trust and Phoenix Resource Centre to run a school uniform exchange over the summer holidays. This proved hugely successful, and we combined our Hub service so that we could reach even more people.

In the winter, we were able to access and distribute to many groups and individuals various winter hardship funds. We used these to ensure vulnerable residents had access to food, essentials, and energy during the winter months and into the spring. We built partnerships with VCSE groups, schools, and caterers to enable this.

Youth Project

Our Youth Project works with young people aged 14-18 who have disengaged from education - we take referrals from schools, Essex Youth Services, the Police and Fire Services, parents, and other agencies, as well as working with the Youth Offending Team. The primary aim is to re-engage the young people with education and positive role models, and we do this through teaching carpentry at our purpose-built workshop, demonstrating to the young people that there are ways of earning a good living and being part of a community without joining a criminal gang. 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.

In addition, the young people can gain qualifications in carpentry and construction and are supported into other activities such as work experience and apprenticeships.

We work with around 130 young people each year, here is one young person's story:

James (not real name) joined our 12-week programme aged 15 - he was no longer in school and was in frequent trouble with the police. Our youth team provide a unique style of working in our carpentry workshop which builds respect and trust - James quickly began to work well with the team and built a good relationship, opening up and talking about his experiences and his hopes for life.

As a result of our project, James has stopped getting into trouble with the police and he gained qualifications in Health and Safety and Carpentry Hand Tools. We then provided James with a funded place at Harlow Fire Station's Firebreak, where he excelled and he was soon offered a place with the fire cadets - he now has aspirations of becoming a fire fighter.

Following such significant improvements in behaviour, James was allowed to return to school to study English and Maths GCSE; and he has now joined our 12-week Community Project. James also now volunteers as a mentor to other young people on the project.

For his incredible achievements, James recently received the Jack Petchey award.

The youth project at Rainbow Services continues to go from strength to strength. We now have six, half day sessions each week, with around 12 young people in each cohort.

Rainbow Services (Harlow)

Trustees' Report

Community Builder

Our Community Builder project aims to reduce social isolation and loneliness among the over 65's. It is funded by The National Lottery, Garfield Weston, and Mulberry Trust.

We have over 800 beneficiaries across Harlow and run over 24 clubs each week. We also run larger events each month, including trips to the coast, Christmas dinner, theatre trips, afternoon tea, and safe and social events. These are events where organisations, such as the police, come in to talk about protecting against scams, for example. When asked in feedback "what does Rainbow Services mean to you?", one club member replied "everything!".

We also have a dedicated Dementia role within the Community Builder team, and we run dementia friendly clubs and activities, such as walks around the park, as well as training other organisations in Harlow to become dementia friendly.

The Community Builder team also offers seated exercise classes across all clubs to help build core strength to reduce the risk of falls and unnecessary hospitalisation.

In 2022-23 we secured a further three years of grant funding from The National Lottery to continue the service, as well as grants from Garfield Weston and The Mulberry Trust.

Rainbow Family Contact Centre

This year we have opened the Rainbow Family Contact Centre, a supportive environment where non-resident parents can see their children if the parental relationship has broken down. This is funded by Essex Community Foundation and The National Lottery.

The family contact centre had been running in Harlow for 28 years, but key members of the organisation running it wanted to retire. We worked with them to identify a new voluntary sector organisation to take over, but it was established that there wasn't one in a position to do so, even in partnership with us. Rainbow took over the running at the end of 2022. Rainbow Services will never compete with another not-for-profit organisation - our projects are only there to fill gaps in local provision, and this was clearly a gap which needed to be filled.

When we reopened, there were parents who hadn't seen their children since the centre closed due to Covid two years before, there were many very emotional reunions.

Core20Plus5

Core20Plus5 - Our Health Matters is an NHS England funded project to tackle health inequalities. Our project co-ordinator works two days a week and recruits local health champions with lived experience to be a conduit for information both from the NHS but, more importantly, back into the NHS in order to influence pathways to care which might be leading to inequalities.

We have been working with the gypsy and traveller community in Harlow, partnering with Macmillan Cancer Care to influence outcomes for both cancer and mental health care within the community. We have already run a number of successful events and have signed up volunteers from the gypsy and traveller community.

West Essex Community Action Network (WECAN)

WECAN is a consortium of Rainbow Services, in Harlow, Voluntary Action Epping Forest, in Epping Forest, and UCAN (Uttlesford CVS) in Uttlesford. Together we run projects which cover West Essex.

Rainbow Services is currently delivering the Find Your Active project for WECAN. We have employed one member of staff to cover West Essex, providing a one-to-one service to get people who are currently inactive and also possibly isolated, enjoying regular exercise to benefit both mental and physical health.

Rainbow Services (Harlow)

Trustees' Report

Other events

Other notable events in the year include the request for us to open the new B&M store in Harlow alongside receiving a generous donation from all the team at B&M as well as our new recruit, Bob! He is a rescue dog belonging to Lesley Peacock who works at Harlow Community Hub for Rainbow Services. Bob has just passed his Pets as Therapy exam and he will be visiting our pop ups and outreach events to help people feel comfortable and talk about things that worry them.

Financial review

The total reserves of the Charity are £305,371 at the Balance Sheet date. Of this, £36,023 relates to restricted funds and so the Charity's available reserves, having deducted designated fund balances, amount to £244,848 which equates to just under six month's worth of expenditure.

Policy on reserves

Rainbow Services is a flexible and reflective organisation which can respond quickly to opportunities, change and emerging issues. As such the Trustees have decided that the organisation will hold reserves appropriate to the level of activities and to reflect the importance that beneficiaries and funders may place on the ongoing viability of the organisation. To underpin this, the reserves policy was developed, giving due consideration to all the risks and opportunities that the charity currently faces or may face in the future. Action relating to the management of the reserve position takes place when appropriate to ensure compliance with the accounting and reporting regulations and to promote best practice.

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	A S J Brooking (appointed 17 June 2022)
	J Das
	J S Frazer (resigned 10 June 2022)
	N Garala
	C S Greenhill
	M Mandat (appointed 2 September 2022 and resigned 20 October 2023)
	A Millar (resigned 10 June 2022)
	P Robinson (appointed 6 December 2022)
	F M Sinnott
	M Sortwell (appointed 17 June 2022 and resigned 13 June 2023)
Chairman:	C S Greenhill
Secretary:	S P Summerfield

Structure, governance and management

Nature of governing document

Rainbow Services (Harlow) has been an independent charity and company limited by guarantee since 16th August 1999, charity registration no.1077228, company no. 3826440.

The charity is governed by its Memorandum and Articles of Association.

Rainbow Services (Harlow)

Trustees' Report

Recruitment and appointment of trustees

Open recruitment takes place as and when there are Trustee vacancies, and all applicants are selected against a Trustee job description and person specification.

Induction and training of trustees

All new Trustees are inducted using our Trustee welcome pack and training material.

Arrangements for setting key management personnel remuneration

Our Remuneration Committee meet in January to discuss staff salaries for the coming year. The Committee's recommendations are then taken to the full board in March to ratify for implementation in April. We look at local market rates and inflation when setting salary uplift, as well as national comparison reports from organisations such as the National Association for Voluntary and Community Action (NAVCA).

Organisational structure

Rainbow Services is governed by the Board of Trustees, who delegate operational responsibility to the CEO (Sharon Summerfield). Full Board meetings are held once a quarter when financials and strategic direction is discussed and set. There are also sub-committees - a Remuneration Committee, an Audit Committee and a Communications Committee - which meet separately throughout the year.

Major risks and management of those risks

Consideration of risks by the Trustees

An important aspect of the Trustees' governance responsibilities focusses on the organisation's Risk Management Framework. This was developed to ensure a consistent approach to all areas of financial, organisational and operational risk.

An action plan is in place to mitigate all identified risk and this is reviewed quarterly, amended appropriately and any required actions implemented. The action plan and all associated risk areas are monitored by the internal Audit Committee which reports directly to the Board of Trustees.

The Trustees examine the major risks and opportunities that the charity faces each financial year when preparing, updating and monitoring the strategic plan. The charity has developed systems and processes to review and to control these risks and to mitigate any impact that they may have on the charity in the short, medium or longer term.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on **13 November 2023**
and signed on its behalf by:



.....
C S Greenhill
Chairman and trustee

Rainbow Services (Harlow)

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Rainbow Services (Harlow) for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 13.November.2023..... and signed on its behalf by:



.....
C S Greenhill
Chairman and trustee

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Rainbow Services (Harlow)

Independent Examiner's Report to the trustees of Rainbow Services (Harlow) ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Rainbow Services (Harlow) as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

L K Greenwood

.....
Lisa Greenwood FCCA
Lambert Chapman LLP
3 Warners Mill
Silks Way
Braintree
Essex
CM7 3GB

Date: 13 November 2023

Rainbow Services (Harlow)

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Income and Endowments from:					
Donations and legacies	3	79,467	403,599	483,066	412,466
Other trading activities	4	53,344	16,520	69,864	67,771
Investment income	5	912	-	912	361
Total income		<u>133,723</u>	<u>420,119</u>	<u>553,842</u>	<u>480,598</u>
Expenditure on:					
Charitable activities	6	<u>(120,665)</u>	<u>(384,096)</u>	<u>(504,761)</u>	<u>(490,879)</u>
Total expenditure		<u>(120,665)</u>	<u>(384,096)</u>	<u>(504,761)</u>	<u>(490,879)</u>
Gains/losses on investment assets		<u>(2,344)</u>	<u>-</u>	<u>(2,344)</u>	<u>12,403</u>
Net income		<u>10,714</u>	<u>36,023</u>	<u>46,737</u>	<u>2,122</u>
Net movement in funds		10,714	36,023	46,737	2,122
Reconciliation of funds					
Total funds brought forward		<u>258,634</u>	<u>-</u>	<u>258,634</u>	<u>256,512</u>
Total funds carried forward	17	<u><u>269,348</u></u>	<u><u>36,023</u></u>	<u><u>305,371</u></u>	<u><u>258,634</u></u>

Included within the Charity's restricted funds above is income which has been recognised under the requirements of the Statement of Recommended Practice where the expenditure will be incurred in a later period. The note related to restricted funds (Note 17) clearly identifies funds that are yet to be expended.

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2022 is shown in note 17.

Rainbow Services (Harlow)
(Registration number: 03826440)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Investments	13	117,163	119,507
Current assets			
Debtors	14	14,762	9,665
Cash at bank and in hand	15	<u>333,661</u>	<u>308,465</u>
		348,423	318,130
Creditors: Amounts falling due within one year	16	<u>(160,215)</u>	<u>(179,003)</u>
Net current assets		<u>188,208</u>	<u>139,127</u>
Net assets		<u>305,371</u>	<u>258,634</u>
Funds of the charity:			
Restricted income funds			
Restricted funds	17	36,023	-
Unrestricted income funds			
Unrestricted funds		<u>269,348</u>	<u>258,634</u>
Total funds	17	<u>305,371</u>	<u>258,634</u>

For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

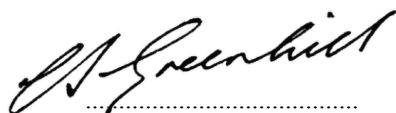
Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 10 to 24 were approved by the trustees.

They were authorised for issue on 13 November 2023..... and signed on their behalf by:



.....
C S Greenhill
Chairman and trustee

The notes on pages 13 to 24 form an integral part of these financial statements.

Rainbow Services (Harlow)

Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £
Cash flows from operating activities		
Net cash income		46,737
Adjustments to cash flows from non-cash items		
Investment income	5	(912)
Revaluation of investments		<u>2,344</u>
		48,169
Working capital adjustments		
Increase in debtors	14	(5,097)
Decrease in creditors	16	<u>(18,788)</u>
Net cash flows from operating activities		24,284
Cash flows from investing activities		
Interest receivable and similar income	5	<u>912</u>
Net increase in cash and cash equivalents		25,196
Cash and cash equivalents at 1 April		<u>308,465</u>
Cash and cash equivalents at 31 March		<u><u>333,661</u></u>
Reconciliation of net cash flow to movement in net funds		
Increase in cash		25,196
Net funds at 1 April 2022		<u>308,465</u>
Net funds at 31 March 2023		<u><u>333,661</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

The Rainbow Centre
2 Wych Elm
Harlow
Essex
CM20 1QP

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Rainbow Services (Harlow) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Judgements

Apart from those judgements involving estimations, the management team have not made any judgements in the process of applying the Charity's accounting policies that have significant effect on the amounts recognised in the accounts.

Key sources of estimation uncertainty

There are no key assumptions concerning the future or other key estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents income from grants for which recognition criteria has not yet been met. Deferred income is reported within the Statement of Financial Activities once the recognition criteria has been met.

Other trading activities

Other trading income relates to revenue streams outside of the Charity's main activities and includes consultancy work, DBS checks, management fees and rental charges.

Investment income

Bank interest is recognised when received in the bank.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including independent examination fees.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the advancement of the charity's objects.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those provided for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Donations and legacies;				
Grants	78,462	375,833	454,295	396,283
Donations	1,005	27,766	28,771	16,183
	<u>79,467</u>	<u>403,599</u>	<u>483,066</u>	<u>412,466</u>

4 Income from other trading activities

	Unrestricted funds General £	Restricted funds £	Total funds £	Total 2022 £
Trading income;				
Other income	53,344	16,520	69,864	67,771
	<u>53,344</u>	<u>16,520</u>	<u>69,864</u>	<u>67,771</u>

5 Investment income

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Interest receivable and similar income;				
Interest receivable on bank deposits	912	-	912	361
	<u>912</u>	<u>-</u>	<u>912</u>	<u>361</u>

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

6 Expenditure on charitable activities

		Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Direct costs		7,725	128,568	136,293	164,826
Sundry expenses		1,022	2,179	3,201	3,009
Bank charges		112	199	311	309
Staff training		-	446	446	1,852
Volunteer expenses		240	699	939	1,176
Rent and rates		4,080	5,920	10,000	7,500
Light, heat and power		5,333	14,275	19,608	17,827
Insurance		493	2,118	2,611	2,710
Telephone and fax		803	2,050	2,853	3,053
Computer software and maintenance costs		3,215	5,841	9,056	14,605
Printing, postage and stationary		2,650	1,699	4,349	4,171
Trade subscriptions		361	50	411	697
Travel and subsistence		908	2,197	3,105	2,191
Advertising		381	1,075	1,456	1,362
Legal and professional fees		1,915	2,013	3,928	3,605
Repairs and maintenance		2,976	-	2,976	2,720
Cleaning		4,345	-	4,345	7,912
Staff costs	10	82,183	213,165	295,348	250,104
Governance costs	7	1,923	1,602	3,525	1,250
		<u>120,665</u>	<u>384,096</u>	<u>504,761</u>	<u>490,879</u>

Included within the expenditure analysed above, there are governance costs of £3,525 (2022 - £1,250) which relate directly to charitable activities. See note 7 for further details.

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

7 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Independent examiner fees				
Examination of the financial statements	760	-	760	620
Other fees paid to examiners	1,163	1,602	2,765	630
	<u>1,923</u>	<u>1,602</u>	<u>3,525</u>	<u>1,250</u>

8 Net incoming/outgoing resources

Net incoming/(outgoing) resources for the year include:

	2023 £	2022 £
Other non-audit services	<u>3,525</u>	<u>1,250</u>

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	277,036	233,905
Social security costs	13,922	12,276
Pension costs	4,390	3,923
	<u>295,348</u>	<u>250,104</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2023 No	2022 No
Average head count	<u>21</u>	<u>18</u>

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £46,056.

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

11 Independent examiner's remuneration

	2023 £	2022 £
Examination of the financial statements	<u>760</u>	<u>620</u>
Other fees to examiners		
All other assurance services	<u>2,765</u>	<u>630</u>

12 Taxation

The charity is a registered charity and is therefore potentially exempt from taxation to the extent that income or gains are applied exclusively to charitable purposes.

13 Fixed asset investments

	2023 £	2022 £
Other investments	<u>117,163</u>	<u>119,507</u>

Other investments

	Listed investments £	Total £
Cost or Valuation		
At 1 April 2022	119,507	119,507
Revaluation	<u>(2,344)</u>	<u>(2,344)</u>
At 31 March 2023	<u>117,163</u>	<u>117,163</u>
Net book value		
At 31 March 2023	<u>117,163</u>	<u>117,163</u>
At 31 March 2022	<u>119,507</u>	<u>119,507</u>

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

14 Debtors

	2023 £	2022 £
Trade debtors	2,041	2,399
Prepayments	5,356	-
Accrued income	2,000	-
Other debtors	5,365	7,266
	<u>14,762</u>	<u>9,665</u>

15 Cash and cash equivalents

	2023 £	2022 £
Cash on hand	848	-
Cash at bank	332,813	308,465
	<u>333,661</u>	<u>308,465</u>

16 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	4,584	8,329
Other creditors	2,307	24,367
Accruals	153,324	146,307
	<u>160,215</u>	<u>179,003</u>

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

17 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2023 £
Unrestricted funds						
<i>General</i>						
General	234,134	133,723	(120,665)	-	(2,344)	244,848
<i>Designated</i>						
Designated - Redundancy	21,000	-	-	-	-	21,000
Designated - IT & Equipment	3,500	-	-	-	-	3,500
	<u>24,500</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>24,500</u>
Total unrestricted funds	<u>258,634</u>	<u>133,723</u>	<u>(120,665)</u>	<u>-</u>	<u>(2,344)</u>	<u>269,348</u>
Restricted funds						
Harlow Community Hub	-	152,682	(146,135)	14,000	-	20,547
Youth Project	-	59,119	(54,917)	-	-	4,202
Community Builder	-	127,625	(120,590)	-	-	7,035
Rainbow Family Contact Centre	-	7,587	(6,922)	-	-	665
Core20Plus5	-	18,638	(16,044)	-	-	2,594
Thriving Communities	-	50,065	(35,173)	(14,000)	-	892
COVID-19	-	1,342	(1,342)	-	-	-
Harlow Community Fund	-	3,061	(2,973)	-	-	88
	<u>-</u>	<u>420,119</u>	<u>(384,096)</u>	<u>-</u>	<u>-</u>	<u>36,023</u>
Total restricted funds	<u>-</u>	<u>420,119</u>	<u>(384,096)</u>	<u>-</u>	<u>-</u>	<u>36,023</u>
Total funds	<u>258,634</u>	<u>553,842</u>	<u>(504,761)</u>	<u>-</u>	<u>(2,344)</u>	<u>305,371</u>

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
Unrestricted funds						
<i>General</i>						
General	226,304	137,828	(143,901)	1,500	12,403	234,134
<i>Designated</i>						
Designated - Redundancy	21,000	-	-	-	-	21,000
Designated - IT & Equipment	5,000	-	-	(1,500)	-	3,500
	<u>26,000</u>	<u>-</u>	<u>-</u>	<u>(1,500)</u>	<u>-</u>	<u>24,500</u>
Total unrestricted funds	252,304	137,828	(143,901)	-	12,403	258,634
Restricted						
Restricted	<u>4,208</u>	<u>342,770</u>	<u>(346,978)</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total funds	<u>256,512</u>	<u>480,598</u>	<u>(490,879)</u>	<u>-</u>	<u>12,403</u>	<u>258,634</u>

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

The specific purposes for which the funds are to be applied are as follows:

Harlow Community Hub - the aim of this project is to bring together various other local community based charities in order to further the main aims of the Charity. A variety of different events and initiatives were run to aid the local community including cooking courses and school uniform exchange. Income totalling £152,682 was received in the year from Essex County Council, Harlow District Council, Active Essex, Harlow Health Centre Trust, WECCG as well as smaller donations

Youth Project - this project aims to assist young people who have disengaged from education with the aim to re-enroll them back in school or other institutions such as Police and Fire Services. £59,119 was received in the year from a variety of donors - with the main benefactors being Essex Police and Essex Community Foundation contributing £48,629. Strawberry Star granted £6,000 specifically towards the workshop project.

Community Builder - the project aims to reduce social isolation and loneliness among the over 65's. Activities offered include trips to the coast, Christmas dinner, theatre trips, afternoon tea and other social events. We also have a dedicated Dementia role within the Community Builder team, and so we run dementia friendly clubs, and activities such as walks around the park, as well as training other organisations in Harlow to become Dementia Friendly. The Community Builder Team also offers seated exercise classes across all clubs to help build core strength to reduce the risk of falls and unnecessary hospitalisation. £127,625 was granted in the year from various benefactors including but not limited to Big Lottery, Garfield Western and Mulberry Trust.

Rainbow Family Contact Centre - this year we have opened the Rainbow Family Contact Centre, a supportive environment where non-resident parents can see their children if the parental relationship has broken down. This is funded by Essex Community Foundation and The National Lottery. This project has received funding in the year amounting to £7,587 - £7,270 was received from Big Lottery with the remaining £317 coming from other donations.

Core20Plus5 - Our Health Matters is an NHS England funded project to tackle health inequalities. Our Project Co-ordinator works two days a week and recruits local health champions with lived experience to be a conduit for information both from the NHS, but more importantly back into the NHS in order to influence pathways to care which might be leading to inequalities. Income in the year came from WECCG and totalled £18,638.

Thriving Communities - also known as "Let's Get Connected" - this project was a short-term project where Rainbow Services, for the first time, provided grants for not for profit organisations looking to pump prime local activities which got people back together following the Covid-19 pandemic. This was primarily funded by the Contain Outbreak Management Fund administered by the West Essex CCG (Now Herts and West Essex ICS).

COVID-19 - Rainbow Services were at the forefront of the local response to the Covid-19 pandemic. We recruited an army of volunteers to help those isolating with shopping, collecting prescriptions, etc. Following the initial response to the pandemic, we helped rebuild people's confidence in face to face interaction through projects such as Let's Get Connected.

Harlow Community Fund - a local business very generously gave us their Christmas bonus to start the Harlow Community Fund. This fund helps people in Harlow to buy essential living items such as beds, cutlery, cookers etc., and works alongside our Harlow Community Hub project.

Rainbow Services (Harlow)

Notes to the Financial Statements for the Year Ended 31 March 2023

18 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2023
	General	Designated		
	£	£	£	£
Fixed asset investments	117,163	-	-	117,163
Current assets	167,627	24,500	156,296	348,423
Current liabilities	(39,942)	-	(120,273)	(160,215)
Total net assets	<u>244,848</u>	<u>24,500</u>	<u>36,023</u>	<u>305,371</u>

	Unrestricted funds		Restricted funds	Total funds at 31 March 2022
	General	Designated		
	£	£	£	£
Fixed asset investments	119,507	-	-	119,507
Current assets	147,324	24,500	146,306	318,130
Current liabilities	(32,697)	-	(146,306)	(179,003)
Total net assets	<u>234,134</u>	<u>24,500</u>	<u>-</u>	<u>258,634</u>

19 Related party transactions

During the year the charity made the following related party transactions:

West Essex Community Action Network (WECAN)

WECAN is a consortium of Rainbow Services that run projects covering West Essex. Rainbow Services were paid £4,033 during the year by WECAN.

At the balance sheet date the amount due to/from West Essex Community Action Network (WECAN) was £Nil (2022 - £Nil).

Accounts

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2022
for
Rainbow Services (Harlow)
(A Company Limited by Guarantee)

Barnes Wedge Limited
Chartered Accountants
Handel House
Roselawn Fields
Chelmsford
Essex
CM1 7GB

Contents of the Financial Statements
for the Year Ended 31 March 2022

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The Directors and Trustees submit their report together with the independently inspected financial statements for the year ended 31st March 2022.

OBJECTIVES AND ACTIVITIES

Mission

Rainbow Services works to alleviate the effects of disadvantage, deprivation, and social exclusion through imaginative projects that support, enable and develop people and organisations, and which stimulate beneficial change in the local community.

Statement of Values

Rainbow Services aims to alleviate poverty, disadvantage and social exclusion by providing quality services and by targeting those services into areas where there is no existing provision or where disadvantaged people are poorly served. Where appropriate research will be undertaken to identify unmet need within the local community and wherever possible we will encourage community development through the provision of accessible and affordable services and activities.

Services will be categorised into three priority areas to ensure effective allocation of resources and consolidation of maximum effort. These categories are: supporting, enabling and developing.

All of our work is underpinned by our values of equality of opportunity, participation and cooperation and this supports our stated objects, which are to combat poverty and disadvantage and to improve the quality of life for local groups and individuals.

Public benefit

In the preparation of this annual statement the Trustees have given due regard to the public benefit guidance given by the Charity Commission and can confirm that all of the organisation's work and efforts are aligned with the aims and objectives (benefits).

The following paragraphs cover the range and type of work undertaken and describe the benefits offered to our various client groups and individuals.

Rainbow Services remains committed to equality of access and equity of provision in all of its service delivery.

Impact

Rainbow Services measures its impact using qualitative as well as quantitative information. Using feedback from service users, benchmarking and value for money indicators we continuously measure the social impact of our activities. In addition, and for some services to individuals, we measure distance travelled along an agreed trajectory in order to achieve the project/organisational objectives and stated outcomes.

Theories of Change for projects are used as a focus on the Operational Objectives of each project and a web based secure database is used to log progressions and interactions.

Volunteers

During the year the charity paid expenses to volunteers totalling £1,176 (2021: (£1,352)).

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Given our commitment to the three previously stated priority areas of work, we acknowledge that some services will fall into more than one category.

These categories are; Supporting (S) Enabling (E) Developing (D)

2021-22 continued to be an exceptional time due to the Covid-19 pandemic. This changed both the way we delivered our services and what services we delivered, although as the year progressed delivery was able to not only return to normal but be enhanced by the experience.

The Rainbow Centre and Infrastructure Support Services

The Rainbow Centre is a voluntary sector campus and hub, where a range of community-based organisations share office space, facilities and internal support services. Casual desk space, a library resource and access to IT facilities are all offered to local groups and organisations.

Rainbow Services offers support and development services to other voluntary and community-based organisations in Harlow. Infrastructure/support and development services are classified by NAVCA (National Association for Voluntary and Community Action) as providing information, advice, networking and learning opportunities, offering support and development services and taking on a representational and an influencing role in working with statutory and government agencies. During this year we had 203 local not for profit groups affiliated with us.

The representation and liaison role is undertaken with local and county wide strategic partnerships and in situations where voluntary sector input is imperative to the planning, development and delivery process. Funding advice as well as a wide range of local and national information is distributed via an electronic briefing on a weekly basis - the ebulletin. Rainbow Services also hosts the Harlow Voluntary Sector Forum each quarter, which is open to all groups free of charge as well as an annual voluntary sector event in the town centre. Rainbow Services sees direct work within communities as part of this role also and this has been a critical part of our work during 2021-22 as we stepped up to support the residents of Harlow during the Covid-19 pandemic.

Covid-19 Pandemic Support

In 2021-22 we continued to build on the work we had carried out during the height of the Covid-19 pandemic, when Rainbow created a partnership, to create a Community Hub which would consist of one phone number, an online referral system and a town-wide volunteer force providing food, prescription collection telephone check-ins etc - this was a combination of the existing Mutual Aid online presence and local networks and Rainbow and Harlow Volunteer Centre's who recruited a team of over 100 community members, trained and matched to tasks.

The Community Hub evolved as the year progressed from its beginnings as an emergency response providing access to food, essentials and prescriptions it went onto offer help to anyone in crisis, not just due to Covid-19, and so formed a formal partnership with Michael Robertson Charitable Trust (Harlow Foodbank), Citizens Advice Harlow, Mind in West Essex, Integration Support Services, and Harlow Volunteer Centre to set up a more permanent, fast, holistic response to people in crisis in Harlow. During the six months in operation during this year we helped nearly 1300 individuals and families in crisis.

Rainbow Services continues to play a key role in the Harlow Poverty Alliance after initially setting up the group with MRCT (Foodbank in Harlow) In the autumn of 2020, as a response to this emerging need. The group is now well established, has around 20 members, and has a clear action plan. In 2022-23 this partnership with Rainbow Services has successfully run a Poverty Alliance Conference and a Harlow School Uniform Exchange.

In the winter we were able to access and distribute to many groups and individuals various winter hardship funds. We used these to ensure vulnerable residents had access to food, essentials, and energy during the winter months and into the spring. We built partnerships with VCSE groups, schools, and caterers to enable this. We were also able to reach more BAME communities to provide support during the winter months through extended networks with partners. This included providing hot meals and supermarket vouchers whilst also encouraging the use of other support services set up to help.

Workshop

This facility undertakes repair and renovation work to wooden furniture and builds garden and household items using re-used materials. The adult workshop offers non-accredited training as well as informal learning opportunities. Rainbow Services held a contract with Essex Community Rehabilitation Company/Sodexo Justice, offering unpaid work placements to offenders who are subject to a court order.

Rainbow Services (Harlow)

Report of the Trustees for the Year Ended 31 March 2022

During 2021 all providers were informed that the unpaid work services would be part of a new National Probation Service. This was a major change for Rainbow Services as the workshop has been part of our delivery and offer to the town for many years. We have however maintained a good working relationship with NPS and continue to provide space within the Rainbow Centre for the NPS service to continue. This has had the added benefit of freeing up time for the workshop team and so we have been able to develop our Youth Project further.

Youth Project

The youth project at Rainbow Services continues to go from strength to strength. We now have four sessions a week - half a day each - with around 12 young people in each cohort. This service is funded by Essex Police, Fire, Crime Commissioner community funds, Essex Community Foundation, Harlow Council via Safer Harlow funding, Violence and vulnerability Unit, and Essex Youth Services. The youth workshop takes referrals of young people at risk, who may have disengaged from full time education, 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, the primary aim is to reengage the young people with education and positive role models, 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.

In addition, the young people can gain qualifications in carpentry and construction and are supported into other activities such as work experience and apprenticeships. During the year we worked with 79 young people aged 14 to 18.

Community Builder

The Community Builder project uses an ABCD (Asset Based Community Development) approach to work across Harlow communities to help older people who are isolated or at risk of isolation and loneliness and bring them together to participate in regular activities and weekly clubs. We currently have around 800 members and run around 26 clubs and in 2022-23 are back to pre-covid capacity. The programme also holds 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.

We have also added a dementia role to the Community Builder Team and have dedicated dementia friendly clubs, as well as dementia friendly activities such as local walks. The Community Builder Team have also trained in seated exercise instruction so that we can offer this across our clubs on a regular basis to help people gain fitness again following the pandemic and also build core strength to prevent trips and falls.

In 2022-23 we have secured a further three years of grant funding from The National Lottery to continue the service as well as grants from Garfield Weston and The Mulberry Trust.

Let's Get Connected

This is a stand-alone project for 12 months funded by COMF (Contain Outbreak Management Fund- or Covid) money. The aim is to provide local organisations with seed funding to set up activities which bring people together, with a focus on the environment, art, and physical activity. This was the first time Rainbow Services have acted as a grant provider. The project has been extended to November 2022.

West Essex Community Action Network (WECAN)

WECAN continued to deliver the United in Kind Project, led by Rainbow Services. We continued to employ 3 United in Kind Coaches, one for each District. During 2022 the contract was renewed by Essex County Council with a lead provider across Essex. WECAN was offered a contract to continue the United in Kind project, but the Directors decided to decline the project based on financial viability.

Rainbow Services is now delivering the Find Your Active project for WECAN. We have employed one member of staff to cover West Essex, providing a one-to-one service to get people who are currently inactive and possibly isolated enjoying regular exercise to benefit both mental and physical health.

Comments and Complaints

Rainbow Services has a formal complaints procedure which is monitored and reviewed on a regular basis by the internal audit committee, which reports to the Board of Trustees

During the year 2021/22 there were no formal complaints. Any minor grievances were resolved in accordance with the informal procedures outlined within the policy.

There were no serious incidents and nothing which required a notification to the Charity Commission.

FINANCIAL REVIEW

Trading Statement

Rainbow Services occupies premises at 2 Wych Elm which is owned by Harlow District Council and is leased to Rainbow Services at market rent with a community discount.

Rainbow Services depends on the services of unpaid volunteers to deliver much of its front-line activity and during the year 2021/22 the hours if translated to minimum or living wage payments would significantly enhance the turnover of the organisation.

The charity did not receive any donated goods or services during the period which require reporting through the statutory accounts. There were several donations of wood to the workshop, though this was of immaterial value (less than £1000) and was for the sole use of project beneficiaries and clients.

The Trustees are grateful for the continued core financial support provided by Harlow District Council and Essex County Council (both for Infrastructure activities) as well as the additional funds provided in 2021/22 to enable us to continue to deliver the Community Hub response.

Rainbow Services received funding from the Police, Fire, Crime Commissioner Community Fund, and Violence and Vulnerability Unit with match funding from Essex Community Foundation, Essex Youth Services and Harlow Safety Partnership to continue to deliver the youth workshop project focusing on crime prevention and skills development of young people at risk of crime, gangs, drugs or exclusion from education or who had committed offences.

Community Builder is funded by The National Lottery, Henry Smith, Essex Community Foundation and The Mulberry Trust. We are hugely grateful to all our funders, without them we would not be able to deliver the services we do and provide vital help to our beneficiaries.

Future Plans

Sharon Summerfield took over the role of CEO from Jemma Mindham in October 2021. A lot of the initial strategy was to bring about a stability to the organisation following the incredibly important emergency work the whole team had carried out during the pandemic. This work was fast paced, reactive and expertly delivered, but it threw out, as it did with so many organisations, carefully planned strategies. We are now in a much more stable position, although we still utilise the vast experience gained during the pandemic when working on other emergency work, such as supporting Ukrainian and Afghanistan refugees, and the now increasing cost of living crisis.

In the coming years we are planning to enhance our sustainability with grants that reflect full cost recovery and are medium to long term as not only will this make us a more sustainable organisation, but will greatly assist with the development of delivery as it will allow for longer term planning. We plan to explore further the development of income streams to compliment grant funding, and are looking to significantly expand our youth project now that we are no longer delivery the adult workshop provision.

FINANCIAL REVIEW

Financial Position

The financial statements include a Statement of Financial Activities (SOFA). This statement is required by the Charities SORP (FRSSE) and is a more detailed statement than the profit and loss account. The statement shows that during 2021/22 Rainbow Services (Harlow) had an operational surplus of £2,122 compared to a surplus of £27,830 in 2020/21. Without a net gain in the value of our CCLA investment of £12,403, (2021 £20,472) we would have recorded a deficit of £10,281 against a surplus of £7,358 in March 2021.

The assets of Rainbow Services are shown in the balance sheet at a net book value of £258,634 (2021; £256,512).

There were no additions to fixed assets during 2021/22. The Trustees have agreed that tangible fixed assets are capitalised if they cost more than £1,000 and can be used for more than one year.

Statement and Policy on Retaining Reserves

Rainbow Services is a flexible and reflective organisation which can respond quickly to opportunities, change and emerging issues. As such the Trustees have decided that the organisation will hold reserves appropriate to the level of activities and to reflect the importance that beneficiaries and funders may place on the ongoing viability of the organisation. To underpin this, the reserves policy was developed, giving due consideration to all the risks and opportunities that the charity currently faces or may face in the future. Action relating to the management of the reserve position takes place when appropriate to ensure compliance with the accounting and reporting regulations and to promote best practice.

Why Rainbow Services keeps reserves

a) Reserves specifically for cash flow problems

i) i.e. When funding sources come to an end and continuity is required to bridge a gap, or to plan and manage a reduction in a specific area of activity. This reserve is sometimes referred to as the operational reserve and is kept for emergency or short term use.

ii) i.e., Funds to bridge temporary cash-flow problems and where there is a mismatch between the timing of income and expenditure, e.g., where grant finance for a particular activity or project is paid in arrears. This also forms part of the operational reserve.

An example of this is the reserves used to self-fund the older peoples project whilst other income and grant support was sourced.

b) Reserves to help plan for growth, improvements, and replacements i.e., new IT hardware and/or improvements to equipment.

c) Reserves for specific future projects. These are usually held in a designated fund and are kept to cover the cost of a future project, activity, or item of expenditure associated with a project.

d) Other designated reserves.

In accordance with recommended good practice, Rainbow Services holds a designated redundancy fund. Reserves are also held to cover any contractual liabilities related to hire/lease of equipment or premises.

Definition of amounts required

a) Operational reserve (or General Fund)

The Trustees of Rainbow Services have decided that due to current economic challenges a minimum of six months running costs should be retained under this heading. This ensures a buffer of income in order to affect a planned and sensitively managed reduction in service levels if required. Working on an estimated turnover of £480,000 per annum the required amount equates to £240,000 (at current activity levels). Rainbow Services reserves under this heading at 31 March 2022 was £234,134 equivalent to 5.9 months running costs (2020/21 was £226,304, equivalent to 6.8 months running costs based on £400,000). Designated funds take the total available to in excess of 6 months

To contribute towards this reserve the Trustees have decided to invest funds with a recognised investment manager to partial offset the impact of inflation and other increases in costs. At 31 March 2022 the investment portfolio was valued at £119,507, (2020/21 £107,104) so showed a healthy increase in value over the year. Other reserve funds are held in cash.

b) Reserves held for growth, improvements and replacements:

Funds held under this heading and the balance at 31 March 2022 were £5,000 (2021/22; £5,000) being a reserve to replace IT and Equipment.

c) Reserves for specific future projects:

There are no specific funds held under this heading.

FINANCIAL REVIEW

d) Other designated reserves:

Funds held under this heading are set out in note 9, but specifically relate to a redundancy fund. This covers our employment responsibilities to the staff directly employed by Rainbow Services and reflects the length of service and age of employees. The balance at 31 March 2022 was £21,000 (2020/21: £21,000).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Rainbow Services Harlow has been an independent charity and company limited by guarantee since 1st November 1999, charity registration no.1077228, company no. 3826440. The charity is governed by its memorandum and articles of association.

Charity constitution

The Board comprises of 6 Trustee/Directors.

The Chief Executive, S Summerfield is also the Company Secretary.

The income and property of the company is applied solely towards the promotion of its objects, no portion being paid or transferred directly or indirectly by way of dividend, bonus, or by way of profit to members of the company.

According to the Articles of Association, the Board must consist of a minimum of 3 Trustees with no maximum number.

Recruitment and appointment of new trustees

During 2021/22 there were 5 Trustees, who are all elected for a period of 3 years. Open recruitment takes place as and when there are Trustee vacancies, and all applicants are selected against a Trustee job description and person specification. During 2021 there was a recruitment drive for new Trustees and in 2022 3 new trustees were appointed.

We do want to expand and strengthen the board and the periodic audits are undertaken at Board of Trustee level to ensure that skill levels remain appropriate for the delivery of the charitable objects and strategic plans help to provide a guide for recruitment. The most recent audit took place in July 2022.

No member of the Board of Trustee/ Directors receives a salary or fee from the company as remuneration for their duties.

Other

Rainbow Services keeps a register of Trustees' interests which includes other Trusteeships and Directorships. There is a policy in place to manage conflicts of interest and any additional conflicts or potential conflicts are logged and formally recorded at each meeting. In addition, all Trustees have signed a Trustee Code of Conduct and adopted an Anti-Bribery and Corruption Policy, which is regularly reviewed.

The Trustees also compiled a register of persons with significant control and reported that there are no persons with significant control within Rainbow Services to Companies House.

As stated in the Memorandum of Association, Rainbow Services may invest monies if not immediately required for its own purposes, in or upon such investments, securities or property as may be thought fit.

Rainbow Services continuously aims to keep abreast of new developments and opportunities in order that it can provide the broadest possible range of information and services to individual service users and to other local organisations.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

An important aspect of the Trustees' governance responsibilities focusses on the organisation's Risk Management Framework. This was developed to ensure a consistent approach to all areas of financial, organisational and operational risk.

An action plan is in place to mitigate all identified risk and this is reviewed quarterly, amended appropriately and any required actions implemented. The action plan and all associated risk areas are monitored by the internal Audit Committee which reports directly to the Board of Trustees.

The Trustees examine the major risks and opportunities that the charity faces each financial year when preparing, updating and monitoring the strategic plan. The charity has developed systems and processes to review and to control these risks and to mitigate any impact that they may have on the charity in the short, medium or longer term.

Rainbow Services is an "umbrella body" and an authorised signatory for the purposes of undertaking DBS checks on behalf of other organisations.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

3826440 (England and Wales)

Registered Charity number

1077228

Registered office

The Rainbow Centre
2 Wych Elm
Harlow
CM20 1QP

Trustees

C S Greenhill Chair
J Das
J S Frazer
N Garala
A Millar
F Sinnott (appointed 5.10.21)
S P Summerfield (resigned 19.5.21)

Company Secretary

S P Summerfield

Independent Examiner

Barnes Wedge Limited
Chartered Accountants
Handel House
Roselawn Fields
Chelmsford
Essex
CM1 7GB

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Rainbow Services (Harlow) for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

Company and charity law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period in preparing those financial statements the Trustees have:

1. Selected suitable accounting policies and applied them consistently,
2. Observed the methods and principals in the Charities SORP 20145 (FRS102),
3. Made judgements and estimates that are reasonable and prudent,
4. Stated where applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
5. Prepared the financial statements on a going concern basis (unless it is inappropriate to presume that the charity will continue in operation).

The Trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, financial and otherwise. They are also responsible for keeping proper accounting records which are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the detection and prevention of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with provisions applicable to companies entitled to the small companies exemption.

Rainbow Services is an "umbrella body" and an authorised signatory for the purposes of undertaking DBS checks on behalf of other organisations. In so doing we also advise organisations on related policy development and good practice in this area. All Rainbow Services staff and volunteers have the appropriate checks completed. To underpin this work the organisation has its own comprehensive policies regarding Safeguarding, both for adults and children. These are reviewed for legislative compliance and best practice on a regular basis.

Approved by order of the board of trustees on 21 October 2022 and signed on its behalf by:

Rainbow Services (Harlow)

Report of the Trustees
for the Year Ended 31 March 2022

C S Greenhill - Trustee

Independent examiner's report to the trustees of Rainbow Services (Harlow) ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

JT Barnes
Institute of Chartered Accountants in England and Wales
Barnes Wedge Limited
Chartered Accountants
Handel House
Roselawn Fields
Chelmsford
Essex
CM1 7GB

24 October 2022

Statement of Financial Activities
for the Year Ended 31 March 2022

	Notes	Unrestricted funds £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and grants		69,696	342,770	412,466	402,585
Other trading activities	2	67,771	-	67,771	22,532
Investment income	3	361	-	361	1,254
Total		<u>137,828</u>	<u>342,770</u>	<u>480,598</u>	<u>426,371</u>
EXPENDITURE ON					
Charitable activities					
Rainbow Centre and other projects		143,901	346,978	490,879	419,013
Net gains on investments		<u>12,403</u>	<u>-</u>	<u>12,403</u>	<u>20,472</u>
NET INCOME/(EXPENDITURE)		6,330	(4,208)	2,122	27,830
RECONCILIATION OF FUNDS					
Total funds brought forward		252,304	4,208	256,512	228,682
TOTAL FUNDS CARRIED FORWARD		<u><u>258,634</u></u>	<u><u>-</u></u>	<u><u>258,634</u></u>	<u><u>256,512</u></u>

Rainbow Services (Harlow)

Balance Sheet
31 March 2022

	Notes	Unrestricted funds £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
FIXED ASSETS					
Investments	6	119,507	-	119,507	107,104
CURRENT ASSETS					
Debtors	7	9,665	-	9,665	11,407
Cash at bank		162,158	146,307	308,465	237,833
		171,823	146,307	318,130	249,240
CREDITORS					
Amounts falling due within one year	8	(32,696)	(146,307)	(179,003)	(99,832)
NET CURRENT ASSETS		139,127	-	139,127	149,408
TOTAL ASSETS LESS CURRENT LIABILITIES		258,634	-	258,634	256,512
NET ASSETS		258,634	-	258,634	256,512
FUNDS	9				
Unrestricted funds				258,634	252,304
Restricted funds				-	4,208
TOTAL FUNDS				258,634	256,512

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 21 October 2022 and were signed on its behalf by:

C S Greenhill - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Income

All income is recognised once the charity has entitlement to the income, there is sufficient certainty or receipt and so it is probable that the income will be received, and the amount of income receivable can be measured reliably.

Donations are recognised when they are received.

Grants are recognised as income when any conditions for their receipt have been met.

Room hire, rental and other sales income, fundraising income and investment income are taken into account on the date that the charity is entitled to receipt.

Deferred income

Expenditure is recognised as soon as there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses, including support costs and governance costs, are allocated or apportioned to the applicable expenditure headings in the statement of financial activities.

Governance costs

Governance costs include the Independent Examiners fee of £620 (2021; £595) and accountancy support fees of £725 (2021; £330).

Taxation

The charity is considered to pass the tests set out in paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income and capital gains received within categories covered by chapter 3 Part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Legal status

The charity is a company limited by guarantee and does not have share capital. The members of the company are the Trustees named on page xx. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Rainbow Services (Harlow) meets the definition of a public benefit entity under FRS102.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**2. OTHER TRADING ACTIVITIES**

	31.3.22	31.3.21
	£	£
Other trading activities	<u>67,771</u>	<u>22,532</u>

3. INVESTMENT INCOME

All of the charity's investment income arises from money held in interest bearing accounts.

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and grants	162,796	239,789	402,585
Other trading activities	20,539	1,993	22,532
Investment income	<u>1,254</u>	<u>-</u>	<u>1,254</u>
Total	<u>184,589</u>	<u>241,782</u>	<u>426,371</u>
EXPENDITURE ON			
Charitable activities			
Rainbow Centre and other projects	176,994	242,019	419,013
Net gains on investments	<u>20,472</u>	<u>-</u>	<u>20,472</u>
NET INCOME/(EXPENDITURE)	28,067	(237)	27,830
RECONCILIATION OF FUNDS			
Total funds brought forward	224,237	4,445	228,682
TOTAL FUNDS CARRIED FORWARD	<u>252,304</u>	<u>4,208</u>	<u>256,512</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

6. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
At 1 April 2021	107,104
Revaluations	12,403
At 31 March 2022	119,507
NET BOOK VALUE	
At 31 March 2022	119,507
At 31 March 2021	107,104

There were no investment assets outside the UK.

The charity's investment portfolio is independently managed by professional investment managers and carried at full market value at the year end.

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Trade debtors	2,399	3,199
Other debtors	7,266	8,208
	9,665	11,407

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Trade creditors	8,329	4,666
Other creditors	24,367	17,210
Deferred income	146,307	77,956
	179,003	99,832

9. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General	226,304	6,330	1,500	234,134
Designated - Redundancy	21,000	-	-	21,000
Designated - IT & Equipment	5,000	-	(1,500)	3,500
	252,304	6,330	-	258,634
Restricted funds				
General	4,208	(4,208)	-	-
TOTAL FUNDS	256,512	2,122	-	258,634

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

9. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General	137,828	(143,901)	12,403	6,330
Restricted funds				
General	342,770	(346,978)	-	(4,208)
TOTAL FUNDS	<u>480,598</u>	<u>(490,879)</u>	<u>12,403</u>	<u>2,122</u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General	198,237	28,067	226,304
Designated - Redundancy	21,000	-	21,000
Designated - IT & Equipment	5,000	-	5,000
	<u>224,237</u>	<u>28,067</u>	<u>252,304</u>
Restricted funds			
General	4,445	(237)	4,208
TOTAL FUNDS	<u>228,682</u>	<u>27,830</u>	<u>256,512</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General	184,589	(176,994)	20,472	28,067
Restricted funds				
General	241,782	(242,019)	-	(237)
TOTAL FUNDS	<u>426,371</u>	<u>(419,013)</u>	<u>20,472</u>	<u>27,830</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

9. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General	198,237	34,397	1,500	234,134
Designated - Redundancy	21,000	-	-	21,000
Designated - IT & Equipment	5,000	-	(1,500)	3,500
	<u>224,237</u>	<u>34,397</u>	<u>-</u>	<u>258,634</u>
Restricted funds				
General	4,445	(4,445)	-	-
	<u>228,682</u>	<u>29,952</u>	<u>-</u>	<u>258,634</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General	322,417	(320,895)	32,875	34,397
Restricted funds				
General	584,552	(588,997)	-	(4,445)
	<u>906,969</u>	<u>(909,892)</u>	<u>32,875</u>	<u>29,952</u>

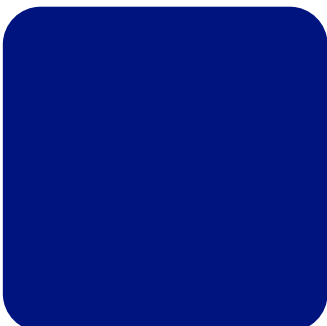
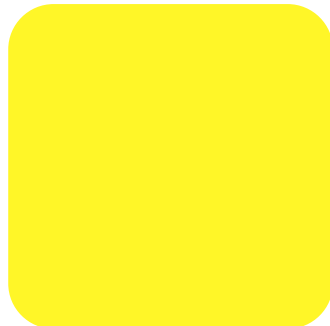
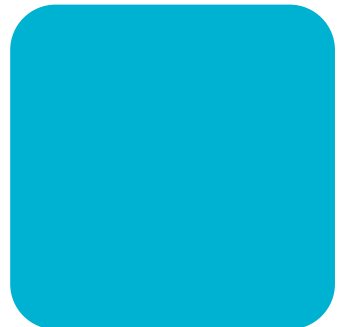
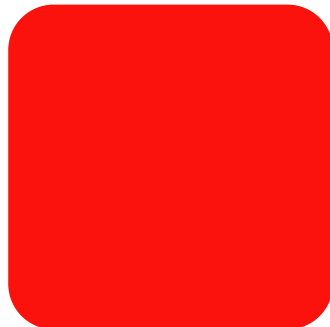
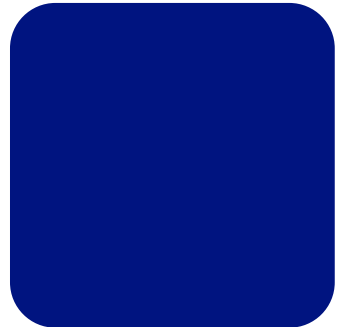
10. EMPLOYEE BENEFIT OBLIGATIONS

11. RELATED PARTY DISCLOSURES

WECAN (West Essex Community Action Network) is a partnership between Rainbow Services (Harlow), CVSU (Council for Voluntary Services Uttlesford) and VAEF (Voluntary Action Epping Forest). A Company Limited by Guarantee. During the year the charity supplied management services and rental space to WECAN totally £15,574 (2021: £10,664)

Accounts

ANNUAL REPORT 2020-2021





Chris Greenhill Chair

When Sharon Summerfield took over the role of Chair in 2019, I thought I had written my last intro to Rainbow's annual accounts, but the events of recent months have changed that.

In the spring of 2021 Jemma Mindham resigned to take up a new role as a consultant working in the social and voluntary sector. As CEO, Jemma transformed Rainbow whilst managing to retain our ethos and purpose. We thank her for her excellent work and look forward to working with her in her new role. Her departure did, however, leave us with the unenviable task of trying to replace her.

Fortunately, we had a great candidate in Sharon who stood down as Chair and applied for the job when the post was advertised. Following an open and competitive recruitment process, Sharon was appointed in June and took over the CEO role in September 2021. Sharon has an excellent track record and reputation from her previous roles working in Harlow and we are delighted to have her lead Rainbow into our next phase. She also did a superb job whilst Chair for which I'd like to thank her.

The year of this report was dominated by our response to COVID, both as a leading light in establishing and delivering the Community Hub and also as an employer being mindful of the impact on our staff and volunteers. I'm so proud of the way that the team worked tirelessly, sometimes at risk to their own wellbeing, to support people in our community who were having a difficult time and needed a lifeline to get food, medicine, and other help to get them through some very challenging times. Our other projects were, of course, impacted and needed to be adapted or paused to fit with COVID restrictions and the needs of our users. The work that we did is summarised later in this report.

WECAN, our joint venture with the CVSs in Epping Forest and Uttlesford, has gone from strength to strength and has become well-regarded by commissioners. By the end of the 20/21 financial year, we had three projects active with others in the pipeline.

As has often been the case, we started the year with deficit budget. However, we have returned a surplus, partly due to Jemma's sound management and partly because some funds have been accrued for use during 2021.

It's been an extraordinary time, but it has highlighted to me the strength of working together. The Rainbow team has been fantastically flexible, working with the council and other local organisations who also 'stepped up to the plate' to provide an effective response to the challenge.



Sharon Summerfield CEO



So here we are, Rainbow Services Harlow, annual report 2020 to 2021 – I think we all know what happens next!

This was a year none of us could have predicted, and I watched in awe, 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.

We quickly refocussed operations to help form the Covid-19 Community Hub with our partners, including Harlow Volunteer Centre, Harlow Council and Harlow Mutual Aid, and over 100 people came forward to offer their services as volunteers. Together we have supported thousands of people in need during the pandemic, with our volunteers tirelessly doing shopping, prescription collection, vet appointments and telephone check ins amounting to over 3,300 individual tasks.

One of the positives to come out of the pandemic has been the strengthening of partnership working in Harlow. We continue to be grateful for the financial support we receive from Harlow Council, and we sense that our relationship with both the Council and other organisations working across Harlow is that much stronger for the work we have carried out together this year.

However, whilst the pandemic did take centre stage, work 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 our position as the support agency for other voluntary sector groups across the town grew stronger with people who want to set up new charities or social enterprises and also statutory agencies wanting to develop more robust relationships with the sector.

Jemma Mindham was of course the CEO of Rainbow during this time, and she did an amazing job of steering the organisation through these very difficult times. Now that Jemma has moved onto her next adventure, it only feels right to end with a quote from her;

“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.”

I couldn't agree more, Jemma! Every single volunteer and member of staff at Rainbow Services found a new gear to their brilliance this year, and I want to say a heartfelt thank you for that too.



E-bulletin news

Invitation to Our AGM
Community Hub
GB Christmas Parties
Goldies Christmas Special
Voluntary Sector Forum Mtg
Dementia Workshops
Vacancies

MIND Parent Workshop
Men Talking Mentoring
Christmas Tree Appeal
MHF Fund
Fostering in Essex
TV Licensing Spot Scams
Contact Us

Rainbow AGM



Join us at the Rainbow Services AGM, Thursday 9th December 3pm - 4pm, as we celebrate the amazing community spirit of Harlow! A year where people have pulled together to support each other and those who have worked with Rainbow Services to make a

'Without the rain there would never be Rainbows – without Rainbow Services and their actions during the past months to inspire others to dream more, learn more, do more and become more where would CanalAbility be?... Thank You are the only two words that we can use that expresses our appreciation of all you do, not only for us but all the other organisations in Harlow who benefit from your presence.'
Doreen Goodall, General Manager CanalAbility

300 Volunteers supported

73 Affiliates

217 Ebulletin subscribers

56 VCSE groups provided with advice and guidance

27 Networks attended to represent the sector

Infrastructure

Rainbow Services supports voluntary and community organisations within Harlow through a range of infrastructure services and practical facilities, including:

- **The Rainbow Centre:** office space, hot desking, meeting room hire, PAT testing and Disclosure and Barring Service, plus reception and postal address services for hire.
- **Advice and Guidance:** one to one guidance on governance and funding issues
- **Representation:** representing the sector on over 35 forums
- **Workshops:** free skills workshops for the sector
- **Ebulletin:** a free weekly ebulletin containing local and national news and funding opportunities
- **Voluntary Sector Forum:** a quarterly forum for our affiliates to come together and network

2020/21 was a very “different” year for everyone in the sector, but as usual the Rainbow staff and volunteer team rose to the challenge!

The pandemic meant that we had to work quite differently with our partners, but as one, we very quickly reacted to pull together a community response, and the Community Hub was up and running very quickly to ensure that those most vulnerable people in our local community received the support that they needed.

During this time, we continued to support local organisations whose projects were hugely affected by the lockdowns and were also instrumental in bringing together local voluntary and community groups to form working partnerships to support the local community.

We assisted several new organisations to set up during this year and supported many more with advice and guidance throughout the pandemic.

Future plans:

We are planning to further explore ways of continuing the Community Hub work, as during the last year we have seen first-hand the many individuals and families that have been struggling to survive in the current economic climate. With the help of local partners, we want to help plan and facilitate the creation of a new Community Hub for the community of Harlow. We also want to continue to build sustainable relationships and communication across all of Harlow's communities.

Community Builder

The Community Builder work was very different this year. We wish we could share with you all of the positive activities we would normally do to reduce loneliness and social isolation, but sadly that is not the case.

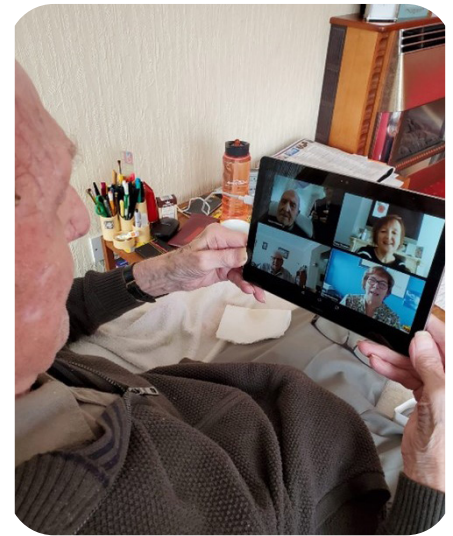
When the pandemic hit us, the team, along with the rest of the Rainbow staff started work on the Community Hub Response, to support Harlow Residents during the Covid-19 pandemic. It was a very difficult year for all of us, but the team rose to the challenge, doing everything that they could to support the people of Harlow.

As well as the Hub work, and with the support from our volunteers, we kept in touch with all of our members, both by telephone and doorstep visit. We made sure that they were keeping safe and well and had everything that they needed.

We started the production of the 'Our Rainbow' newsletter, hosted weekly Zoom quizzes, and created our 'Tech Library' so that people without access to the internet were able to connect to the outside world using a Tablet. Until we were able to resume our face-to-face contact, we needed to do everything that we could to make sure our members were not too lonely during their isolation.

We hosted a pop-up 'Shed Inside' in partnership with the Essex Shed Network and opened three of our clubs when Covid-19 restrictions eased.

Leading up to Christmas, the team were out and about delivering raffle prizes to the lucky winners, and we were all very much looking forward to a much more positive 2021, when we could all be back together.



Community Builder user Ethel said 'We are determined to keep our sanity intact and that is why we are known as the Rainbow Warriors - we will not let this virus beat us.'

Newsletters
distributed

3000

Zoom quizzes

40

People
supported with
technology

16



Community Hub



"Thank you so much! I've just opened my door to find a box of food. I'm guessing this must be the referral that you made. I'm in tears, I cannot thank you and the volunteers enough!"

73 Regular shoppers

35 telephone befriendees

211 Prescription requests

1116 Referrals

60 Volunteers

When the Pandemic hit in March 2020, none of us were prepared for what was to come, but it became very clear, very quickly that someone needed to do something to help the community of Harlow at this unprecedented time.

Thanks to a quick response from Frontline, we were able to receive referrals securely and efficiently respond to the need.

We worked alongside colleagues from Harlow Council to provide our community with urgent food provision, prescription deliveries, and emotional and wellbeing support during the lockdowns. With support from our amazing volunteers, we were able to reach hundreds of people during this very difficult period.

We provided a telephone befriending service and regular shopping to people who had no family to help or support them. We were able to work with other community organisations and schools, to provide hot meal vouchers with funding received from Essex County Council. We were also able to refer people in need to other agencies and organisations that could provide them with additional help alongside our urgent response.

Our main partners for delivering the hub other than Harlow Council, were Citizens Advice Harlow, Michael Roberts Charitable Trust (Foodbank), Mind in West Essex, Community Embrace and Peabody.

Harlow Volunteer Centre also played a crucial role, and we could not have achieved what we did without their help recruiting volunteers.

The challenges of Covid-19 highlighted the strength of our existing relationships more than ever. Working at the hub also enabled us to build new relationships that perhaps we would not have made previously. One of these was helping local businesses to support Essex Police's Operation Christmas Tree, which distributed hundreds of gifts to families experiencing very difficult times.



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.

The Covid-19 pandemic impacted massively on our service. We experienced two lockdowns, during which we could not deliver services to adult offenders and when we were able to re-open, it was with reduced numbers and with strict Government guidelines on how we could operate in the workshop.

We continued to work closely with our partner agencies and developed our work with St Clare Hospice to upcycle items of furniture donated to St Clare for sale in their shabby chic and retro shop in Harlow Town Centre, raising funds for both organisations and giving the service users a real community connection to the work they were carrying out. Skills development for the service users and our volunteers was extremely successful.

We extended our services to add access to training and qualifications for offenders attending the workshops through Bright Futures, which is training in employability. We also arranged level one health and safety, CSCS (building) green cards and SIA licences (Security Industry Authority) for our service users to give them better opportunities to find employment following their community service.

Future Plans:

The adult workshop currently offers a variety of non-accredited training as well as informal learning opportunities and we are seeking to enhance this through partnerships with Harlow College and Essex Youthbuild.

We are currently in discussion with the National Probation Service (NPS) as they are taking back the Community Service in-house, and we are keen to work with them to continue the work we are doing with offenders.

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 the Harlow Makers Market



People supported

631

people onto gaining accreditation inc. CSCS cards SIA license

191

Of service user learned new skills

97%



Workshop (Young People)



"C was sent to us through YOT to prevent a minor problem from escalating'... The project's staff and volunteers worked with him and his family to give 'C' a more positive focus moving forward...After starting at Harlow College at level 1 in carpentry, due to his knowledge and attention to detail that he gained from the Rainbow workshop, he was promoted to level 2 within a month."

30 Young people engaged

10% Wellbeing increase (from feedback regarding lockdown isolation)

22 Young people gained two Gateway qualifications

During 2020/21 Rainbow Services continued to deliver the youth wood workshop on one day and one evening a week. This has evolved since the pilot in 2018 and now includes the service users gaining two qualifications, Health & Safety in Construction and Carpentry Hand Skills, via a collaboration with Essex Youthbuild. This provided the young people with a clear aim and focus and once again proved very successful with all the cohorts of 2020/21 achieving their qualifications.

Being a hands-on environment, the Covid19 pandemic hit the youth workshop hard. Due to lockdown measures, the workshop was initially closed, although the staff kept regular contact with the young people by phone and email to keep them engaged and monitor their mental health during this trying time. While on lockdown, the Rainbow workshop also designed and implemented a virtual version of the two courses they offered, the program being so successful that several aspects, such as video presentations, were retained for workshop training when lockdown was finally eased.

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 10/12 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.



WECAN

Since 2018, Rainbow has been working in a consortium with our two neighbouring CVSs – Epping Forest and Uttlesford. West Essex Community Action Network (WECAN).

The initial success of securing funding in 2019 to deliver the United in Kind project across West Essex has been built upon and, by the end of the 2020/21 financial year, we had three active projects.

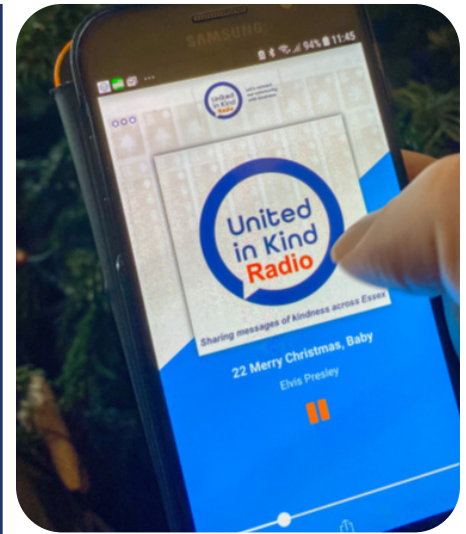
United in Kind (led by Rainbow) is part of an Essex-wide initiative to alleviate the effects of loneliness and isolation.

WECAN employs four United in Kind Coaches, one for each District with a Special Projects post appointed towards the end of 2020 to cover work across all 3 districts and with, potentially, Essex-wide impact. This includes the Social Isolation and Loneliness Awareness Raising workshops. In partnership with our colleagues RCCE (Rural Communities Council Essex) and Provide we developed and launched a new Asset Based Community Building workshop which is hosted by ACL and enables residents to gain a qualification whilst learning how to develop sustainable community initiative.

The impact of the Covid-19 lockdowns on people's mental health and their increased isolation prompted the Coaches to think creatively about measures to address these and one response was to launch a new community online radio station – United in Kind Radio – in time for Christmas, receiving and broadcasting messages of kindness, thanks, and even just 'Hello' between people, playing seasonal music and acting as a link to residents for essential services to send out messages.

A pilot for Mental Health Discharge Services providing support and signposting to people who have been receiving residential mental health services and are ready to be discharged was launched in March 2021. This project, led by Voluntary Action Epping Forest supports the reintegration of discharged patients into their home and community through signposting to local interventions. This partners with the three CVSs which will do the local signposting.

Digital Inclusion is a two-year project funded by the NHS Charities Fund and is being led by CVS Uttlesford. As the name suggests, the aim is to improve the life chances of those who would benefit from a greater ability to use technology or who might be in danger of becoming isolated or marginalised by not being able to use it to access services.



Volunteers **203**

people completed our Social Isolation and Loneliness Awareness training **126**

People supported **1641**

Groups supported **212**

New groups established **84**



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 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
INCOME AND ENDOWMENTS from					
Investment income	4	1,254	0	1,254	1,333
Charitable activities					
Rainbow Centre	3a	110,160	41,678	151,838	119,173
Community Builder	3b	96	93,469	93,565	159,291
Business Engagement Project	3c	0	0	0	0
Workshop	3d	47,217	381	47,598	54,742
Young Persons Project	3e	0	13,355	13,355	11,777
Digital Inclusion Project	3f	0	0	0	24,752
Engage Project	3g	0	0	0	0
COVID 19 Pandemic Support	3h	25,862	92,899	118,761	0
Total income and endowments		184,589	241,782	426,371	371,068
EXPENDITURE					
Charitable activities					
Rainbow Centre	5a	100,486	39,692	140,178	127,617
Community Builder	5b	96	93,460	93,556	158,584
Business Engagement Project	5c	0	0	0	336
Workshop	5d	47,663	381	48,044	54,201
Young Persons Project	5e	0	13,318	13,318	11,654
Digital Inclusion Project	5f	0	4,423	4,423	20,329
Engage Project	5g	3,487	0	3,487	0
COVID 19 Pandemic Support	5h	25,262	90,745	116,007	0
Total expenditure		176,994	242,019	419,013	372,721
Net gains (losses) on investments	8	20,472	0	20,472	197
Net movement in funds		28,067	(237)	27,830	(1,456)
Reconciliation of funds					
Total funds brought forward		224,237	4,445	228,682	230,138
Total funds carried forward	14	252,304	4,208	256,512	228,682

	Note	2021 £	2020 £
Fixed Asset Investments	8	107,104	86,632
CURRENT ASSETS			
Debtors	9	11,407	17,105
Cash at bank		237,833	243,159
		249,240	260,264
CREDITORS: amounts falling due within one year	10	(99,832)	(118,214)
Net Current Assets		149,408	142,050
Net Assets		256,512	228,682

Represented by:**Unrestricted funds**

General funds	14	226,304	198,237
Designated funds	14	26,000	26,000
		252,304	224,237

Restricted Funds

Restricted Funds	14	4,208	4,445
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Total Funds

256,512	228,682
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Accounts

Trustee statement

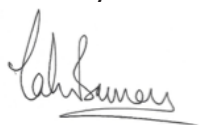
These summarised financial statements contain information from both the Statement of Financial Activities and the Balance Sheet for the year ended 31st March 2021 but are not the full statutory report and accounts. The full financial statements were approved by the Trustees on 14th September 2021 and 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 2021, 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 of the staff of West Essex CCG and our fellow infrastructure service providers across Essex.

Rainbow Services major funders





Rainbow Reports



The Rainbow Centre, 2 Wych Elm, Harlow, Essex. CM20 1QP
Tel: 01279 210404 | info@rainbowservices.org.uk | www.rainbowservices.org.uk
Charity No. 1077228 | Company Limited by Guarantee No. 3826440



RAINBOW SERVICES (HARLOW)
A company limited by guarantee

Report of the Trustees and Financial Statements
For the year ending 31st March 2021

Charity No: 1077228
Company No: 3826440

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES ANNUAL REPORT

CHARITY INFORMATION

FOR THE YEAR ENDED 31st March 2021

Directors and Trustees:

C Greenhill (Chair until December 2019 and again from 19 May 2021)

S Summerfield (Chair from December 2019, resigned 19 May 2021)

J Frazer

A Millar

N Garala

J Das

Company Secretary: J M Mindham

Registered Office:

The Rainbow Centre

2 Wych Elm

Harlow

Essex

CM20 1QP

Registered Number: 3826440 (England and Wales)

Charity No: 1077228

Independent Examiner:

JT Barnes FCA

Barnes Wedge Limited

Handel House

Roselawn Fields

Chelmsford

CM1 7GB

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 2021

The Directors and Trustees submit their report together with the independently inspected financial statements for the year ended 31st March 2021.

Rainbow Services Harlow has been an independent charity and company limited by guarantee since 1st November 1999, charity registration no.1077228, company no. 3826440.

The Board comprises of 6 Trustee/Directors.

The Chief Executive is also the Company Secretary.

The income and property of the company is applied solely towards the promotion of its objects, no portion being paid or transferred directly or indirectly by way of dividend, bonus, or by way of profit to members of the company.

According to the Articles of Association, the Board must consist of a minimum of 3 Trustees with no maximum number. During 2020 – 21 there were 6 Trustees, who are all elected for a period of 3 years. Open recruitment takes place as and when there are Trustee vacancies, and all applicants are selected against a Trustee job description and person specification. During 2021 there will be a recruitment drive for new Trustees.

We do want to expand and strengthen the board and the periodic audits are undertaken at Board of Trustee level to ensure that skill levels remain appropriate for the delivery of the charitable objects and strategic plans help to provide a guide for recruitment. The most recent audit took place in September 2020.

There was a successful review of the recruitment and induction process of Trustees during 2020/21 and a new Expression of Interest form, interview and induction process has been developed and agreed upon which will be implemented for the first time during the latter part of 2021 to fill new gaps on the Board. No member of the Board of Trustee/Directors receives a salary or fee from the company as remuneration for their duties.

Rainbow Services keeps a register of Trustees' interests which includes other Trusteeships and Directorships. There is a policy in place to manage conflicts of interest and any additional conflicts or potential conflicts are logged and formally recorded at each meeting. In addition, all Trustees have signed a Trustee Code of Conduct and adopted an Anti-Bribery and Corruption Policy, which is regularly reviewed.

The Trustees also compiled a register of persons with significant control and reported that there are no persons with significant control within Rainbow Services to Companies House.

The liability of the members is limited by guarantee.

As stated in the Memorandum of Association, Rainbow Services may invest monies if not immediately required for its own purposes, in or upon such investments, securities or property as may be thought fit.

TRUSTEES REPORT
AS AT 31 MARCH 2021

Rainbow Services continuously aims to keep abreast of new developments and opportunities in order that it can provide the broadest possible range of information and services to individual service users and to other local organisations.

Mission

Rainbow Services works to alleviate the effects of disadvantage, deprivation, and social exclusion through imaginative projects that support, enable and develop people and organisations, and which stimulate beneficial change in the local community.

Statement of Values

Rainbow Services aims to alleviate poverty, disadvantage and social exclusion by providing quality services and by targeting those services into areas where there is no existing provision or where disadvantaged people are poorly served. Where appropriate research will be undertaken to identify unmet need within the local community and wherever possible we will encourage community development through the provision of accessible and affordable services and activities.

Services will be categorised into three priority areas to ensure effective allocation of resources and consolidation of maximum effort. These categories are: **supporting, enabling and developing.**

All of our work is underpinned by our values of equality of opportunity, participation and cooperation and this supports our stated objects, which are to combat poverty and disadvantage and to improve the quality of life for local groups and individuals.

Statement of Public Benefit

In the preparation of this annual statement the Trustees have given due regard to the public

benefit guidance given by the Charity Commission and can confirm that all of the organisation's work and efforts are aligned with the aims and objectives (benefits).

The following paragraphs cover the range and type of work undertaken and describe the benefits offered to our various client groups and individuals.

Rainbow Services remains committed to equality of access and equity of provision in all of its service delivery.

Impact

Rainbow Services measures its impact using qualitative as well as quantitative information. Using feedback from service users, benchmarking and value for money indicators we continuously

measure the social impact of our activities. In addition, and for some services to individuals, we measure distance travelled along an agreed trajectory in order to achieve the project/organisational objectives and stated outcomes.

Theories of Change for projects are used as a focus on the Operational Objectives of each project and a web based secure database is used to log progressions and interactions.

Overview of Current Service Provision

Given our commitment to the three previously stated priority areas of work, we acknowledge that some services will fall into more than one category.

These categories are; **Supporting (S) Enabling (E) Developing (D)**

TRUSTEES REPORT
AS AT 31 MARCH 2021

2020-21 was an exceptional year due to the Covid-19 pandemic. This changed both the way we delivered our services and what services we delivered and has also significantly impacted on our strategy going forward, which will be revised and relaunched in 2022.

The Rainbow Centre and Infrastructure Support Services

The Rainbow Centre is a voluntary sector campus and hub, where a range of community-based organisations share office space, facilities and internal support services. Casual desk space, a library resource and access to IT facilities are all offered to local groups and organisations.

Rainbow Services offers support and development services to other voluntary and community-based organisations in Harlow. Infrastructure/support and development services are classified by NAVCA (National Association for Voluntary and Community Action) as providing information, advice, networking and learning opportunities, offering support and development services and taking on a representational and an influencing role in working with statutory and government agencies.

The representation and liaison role is undertaken with local and county wide strategic partnerships and in situations where voluntary sector input is imperative to the planning, development and delivery process. Funding advice as well as a wide range of local and national information is distributed via an electronic briefing on a weekly basis. Rainbow Services also hosts the Harlow Voluntary Sector Forum, which is open to all groups free of charge. Rainbow Services sees direct work within communities as part of this role also and this has been a critical part of our work during 2020-21 as we stepped up to support the residents of Harlow during the Covid-19 pandemic.

Covid-19 Pandemic Support

At the end of March 2020 the world was shaken by the Covid-19 virus as it spread without prejudice across the globe. In Harlow Rainbow Services had picked up the baton of co-ordinating a cohesive community response in mid-March when a new Mutual Aid group began to offer support to residents across the town and the levels of need emerging became unsustainable. Rainbow met with the group and created a partnership, later building a link with Harlow Council to create a Community Hub which would consist of one phone number – initially set up by the Mutual Aid group and transferred over to Harlow Council – an online referral system for direct support, manned by Rainbow Services and delivered through Frontline, and a town-wide volunteer force providing food, prescription collection telephone check-ins etc – this was a combination of the existing Mutual Aid online presence and local networks and Rainbow and Harlow Volunteer Centre's recruited team of over 100 community members, trained and matched to tasks. All of this was set up within 2 weeks, and fully formed within 4 – a speed of response which required flexibility, on-the-job learning and real partnership working. Harlow Council and Rainbow Services worked together as a unit over the next year – and continue beyond March 2021 – to ensure that residents of Harlow are able to keep safe and well during the pandemic.

We constantly refined ways of working to ensure a seamless delivery and built new partners into the Community Hub response to ensure more sustainable support networks for residents were created. Challenges arose around managing cash and financial systems to ensure that volunteers were not out of pocket and money was accounted for in an appropriate manner but we worked hard to ensure that we put the processes and protocols in place to resolve any problems and reduce risk. Our recent digital transformation internally proved a wise move during this year as we were able to recruit, train and assign volunteers digitally, keep records digitally, support staff digitally, and take referrals digitally. During this time we also trialled the use of the new Tribe volunteering app with Essex County Council

TRUSTEES REPORT
AS AT 31 MARCH 2021

which enabled us to match volunteers to tasks – this led to us creating our own tool internally to carry out this while we explored the use of Tribe for micro-volunteering as restrictions eased. The Community Hub evolved as the year progressed and from its beginnings as an emergency response providing access to food, essentials and prescriptions it went on to build a signposting network ensuring that people were directed to the most appropriate expert support available locally for their challenges, and became a holistic service for each person who called – perhaps initially to get a food parcel, but then was supported to build a support network around then formed of local partners who could help them to avoid needing to return to the Hub for the same support request. This approach proved a good move by late 2020 as the enquiries became more about financial hardship causing food and energy poverty rather than people not able to leave their homes.

Our CEO successfully applied to act as a Liaison Lead in Essex for the Voluntary and Community Sector Emergencies Partnership (VCSEP) which enabled us to provide support from national partners to local residents and organisations as well as develop wider reaching relationships across the South East of England which resulted in partnership working around the recruitment of volunteers to support the vaccination roll out from December 2020. The VCSEP role further developed to include a Subject Liaison Lead role on Inclusion which will commence in April 2021.

In the autumn of 2020, as a response to this emerging need, Rainbow partnered with MRCT (Foodbank providers locally) to launch the Harlow Poverty Alliance, which has met monthly, has 20 members, and has a clear action plan which it will work together to deliver in 2021.

We also launched Harlow Together in October 2020, a Forum which we co-chair with Harlow Council and which brings together groups representing diverse communities across the town to work together to build inclusion. We will build on this partnership in 2021 with the aim to develop an action plan.

In the winter we were able to access and distribute to many groups and individuals various winter hardship funds. We used these to ensure vulnerable residents had access to food, essentials, and energy during the winter months and into the spring. We built partnerships with VCSE groups, schools, and caterers to enable this. We provided energy advice sessions through CAB to approximately 30 people, which were even more critical during the pandemic with incomes dropping but time indoors increasing. We were also able to reach more BAME communities to provide support during the winter months through extended networks with partners. This included providing them with hot meal and supermarket vouchers whilst also encouraging them to utilise the other support services set up to help them which they had thus far been reluctant to approach.

In November 2020 we began to support the local health partners to recruit and train volunteers to support the roll out of Covid-19 vaccinations in Harlow. We worked with Harlow Volunteer Centre and developed processes, paperwork and training for volunteers as well as co-ordinating them – by the end of December we had recruited and trained 23 volunteers and supported the first 3 clinics. This then became a weekly activity and we anticipate that this will continue at least until the summer of 2021. This support was also taken up by Harlow College in early 2021 when students were returning to face to face learning and mass testing needed to be carried out on site in the first few weeks of term. We also worked with colleagues at Communities 1st in Hertfordshire to recruit volunteers for the vaccination centre set up in early 2021 at the Leisurezone in Harlow.

(S,E and D)

Workshop, 2 Wych Elm;

This facility undertakes repair and renovation work to wooden furniture and builds garden and household items using re-used materials. The adult workshop offers non-accredited training as well as informal learning opportunities. 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

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by staff employed by Rainbow Services specifically for this contract. The pandemic affected the work within the Workshop as we had to reduce the numbers who were able to access the facility, and then eventually we had to close all access and go to remote delivery. Remote delivery proved a challenge however we were able to expand the support we offered and the people supported by utilising our extensive networks across Harlow and educational institutions and connecting service users to virtual courses and qualifications which supported their rehabilitation journey. We also directly supported Sodexo with their new Project in a Box scheme by preparing items in the Workshop which could be sent to service users to decorate etc.

During 2020 - 21 we also began a major piece of work preparing for the unpaid work service to go out to tender, however during the summer all providers were informed that the unpaid work services would be no longer part of the tender process and a new National Probation Service (NPS) was being created into which they would be transferred. Therefore, during the year we have worked closely with the 2 staff members working in our service, Sodexo Justice and the new National Probation Service team to transfer the services and where appropriate the staff members. This process is due to be completed by 25th June 2021. This is a major change for Rainbow Services as the workshop has been part of our delivery and offer to the town for many years, therefore we are working hard to consider how we continue to offer our upcycling services, the Youth Workshop, and any other potential partnerships which would make good use of our facilities. This includes entering into conversation with NPS on continued use of the Workshop facility.

(S, E and D).

Youth Workshop, 2 Wych Elm:

During 2020-21 Rainbow Services continued to deliver the youth woodwork-shop 1 day and 1 evening a week with continuation funding from Essex Police, Fire, Crime Commissioner community funds, matched by Essex Community Foundation, Harlow Council via Safer Harlow funding and Essex Youth Services. 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 7-10 weeks of support to gain Gateway qualifications and are signposted to positive activities in the community to access once leaving the workshop.

The Gateway link has proved very successful and, despite the pandemic and lockdowns, we were still able to deliver to a reduced number of young people while it was safe to do so. In January 2021, faced with a third lockdown, we were able to create a virtual version of the Health and Safety Gateway course so that we could start a new cohort of young people ready for face-to-face delivery which began again in March once restrictions were eased.

(S, E, and D)

Volunteer Placements

This year we saw our work across Harlow engaging volunteers really take on new levels as we formed a strategic partnership with Harlow Volunteer Centre to recruit, train and co-ordinate hundreds of volunteers to provide support to people unable to leave their homes during the Covid-19 pandemic and 3 lockdowns. We have further developed our

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online systems to enable us to train volunteers from a database, which we will be piloting in the summer of 2021. We are also able to allocate tasks to volunteers using this online system and aim to pilot this in 2021 also. Time Credits had to pause due to the pandemic but we were able to secure some funding during 2020 to enable us to start the programme up again in 2021 once restrictions are removed. The new programme will be electronic as Tempo have created an online system now.

(S, E and D).

Community Builder

The Community Builder project uses an ABCD (Asset Based Community Development) approach to work across Harlow communities to locate older people who are isolated or at risk of isolation and loneliness and bring them together to participate in activities which they determine. In addition to regular activity groups, the programme holds 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. During 2020 we had to close all social groups due to the Covid-19 pandemic and resulting lockdowns and restrictions. However, we ensured that we kept in contact with all regular members and we provided a befriending service as part of the Community Hub activity. To maintain contact we developed a newsletter in the latter part of 2020, at the request of members, which was compiled of messages and stories written by members themselves.

The Mulberry Trust provided match funding for this programme to support us to focus our model on diverse communities in Harlow and the residents of the Permitted Housing Developments and we began this work in late 2020/early 2021 through the launch of the Harlow Together Forum and an action plan built on the back of the Anglia Ruskin University consultations and resulting report from July 2020.

(S, E, and D)

Digital Inclusion Project

The successful Digital Inclusion Project formally completed in March 2020. However, during the lockdowns we launched a Tech Library through the Community Builder programme and were able to call on the experience of our Digital Buddies to provide support to vulnerable and isolated individuals to utilise tablets and Mifi units. These were used to connect them to family and friends, help them to access online shopping and appointments, and for some to apply for jobs! **(S, E, and D)**

Engage!

We received funding from the European Social Fund Community Fund to launch an employability support programme in 2020 which would work with women in Harlow, in particular those living in the Permitted Housing Development schemes, to move closer to work through skills workshops, signposting, volunteering, and social engagement. Unfortunately the launch of this had to be postponed due to the emerging pandemic. In September we canvassed partners to see if there would be a take up of the programme after the first lockdown, and after a resounding ‘yes’ we decided to launch in October. Unfortunately, just as we launched, the infection rates of Covid -19 started to rise again and we went into a second lockdown in Essex. By December we realised that we were unable to get the participants to sign up to the programme in the timescales the funding

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requires and we made the decision to close it and give back the funds received. This did result in a small loss to Rainbow Services as we had to return all of the funds but we had incurred some spend for staff salaries to try to deliver it.

West Essex Community Action Network (WECAN)

During 2020 WECAN continued to deliver the United in Kind Project, led by Rainbow Services. We continued to employ 3 United in Kind Coaches, one for each District. Towards the end of 2020 we made the decision to expand the team with a new Special Projects post to cover work which ran across all 3 districts and which also had a potential Essex-wide impact. This includes working on a new United in Kind online radio station and the Social Isolation and Loneliness Awareness Raising workshops. In partnership with colleagues RCCE (Rural Communities Council Essex) and Provide we developed and launched a new Asset Based Community Building workshop which is hosted by ACL and enables residents to gain a qualification whilst learning how to develop sustainable community initiative. Towards the end of the financial year we were awarded an additional year's funding to continue the project.

In November of 2020 WECAN submitted a bid to the NHS Charities Trust for funding to enable the set up of a partnership digital inclusion project across West Essex. The project builds on work which has already been underway for several months looking at how to ensure that vulnerable people can access both digital tools and data free or low cost, how they can be supported to understand how to use digital, and provide direct support to ethnically diverse communities and those with mental health challenges to access digital. The application was successful and will commence in the new financial year for 2 years, led by CVSU.

In the last quarter of the year WECAN met with Essex Partnership University NHS Foundation Trust (EPUT) to discuss launching a pilot signposting project for people who were being discharged from their mental health units. The aim of the service is to enable swifter and safer discharge of people to their own homes and to reduce readmission through ensuring that the home is fit to return to and linking the individual with appropriate and sustainable support services locally. WECAN launched the pilot, led by VAEF, in March with 1 part time member of staff as the co-ordinator and it is due to run for 3 months. **(E and D)**

Review of the Development, Activities and Achievements for the year 2020/21

During the year 2020/21 Rainbow Services employed an average of 14 members of staff, most of whom were part time, and who reported through the Chief Executive to the Board of Trustees. Rainbow Services has also contracted self-employed individuals to carry out time limited and specific pieces of consultancy work, including the design of the Annual Report for our AGM.

Rainbow Services has adopted suitable HR policies and procedures in order to underpin service delivery, employment practice, to meet organisational objectives, to ensure legal compliance and to further support our commitment to equality of opportunity. We continuously strive for quality within our service provision and embrace the principles of equity and fairness in all aspects of our work.

Activity related statistics for 2020/21

Infrastructure:

We supported **300 volunteers** this year across all of our projects. This is a huge jump for us due to our central co-ordination role in the Covid-19 Community Hub pandemic response.

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We had **73 affiliates** and produced **51 editions** of our ebuletin which went out to **217 subscribers**.

The Voluntary Sector Forum had **3 meetings** which were held virtually for the first time ever.

40 DBS checks were completed. This is significantly lower than previous years due to the inactivity of groups during the lockdowns.

The co-ordination of workshops in topics including Mental Health First Aid, Inclusive Volunteering, and Making Every Contact Count was suspended over the year as partners who generally delivered these focused on the Covid-19 pandemic response. By the end 2020 we had hoped that we would be able to promote virtual sessions however many organisations were still not offering their usual workshops and when we did offer out a Dementia Friends session there was no appetite at that point. We are therefore focusing on resuming the promotion of workshops for the sector and communities in 2021.

We did co-ordinate **Assessing Risk** training for the VCSE by RBIB (an insurance broker agency) with **12 attendees** and we co-ordinated **2 virtual workshops** delivered by Spiral Change on the topics of **reconnecting with the office** and uniquely you which were aimed at people who were preparing to go back to work after lockdown and how they felt about this. Attendees were positive about the workshops - "I've learnt to acknowledge that I can only control what is in my control and learn how to cope with stress in situations that are beyond my control" and "It will be useful in both my work and personal life, I especially liked the Happy Hormones slide"

We have supported **56 groups** with topics including governance, setting up, trustees, volunteers, policies, funding and skills development. This has included supporting the establishment of at least **3** new VCSE organisations in Harlow.

7 other organisations were based at the Rainbow Centre community campus, including temporarily offering accommodation during the first lockdown to a small community group distributing free food across Harlow donated by supermarket partners.

Rainbow Services represented the VCSE at **27 networks** (local, county-wide, and national). This included acting as Liaison Lead for the Voluntary and Community Sector Emergencies Partnership from October 2020 and working with colleagues in Essex to identify current and emerging needs during the pandemic and act as a network to support them.

Our work in communities once again increased as the pandemic developed and our Community Hub work became a wider partnership, working with community leaders and groups to ensure that we were meeting the needs of all communities in the town. The work we commissioned Anglia Ruskin University to carry out with ethnically and culturally diverse communities in March 2020 was completed in July 2021, despite the pandemic - using digital methods once face to face consultation became impossible. The result was an enlightening report which prompted the formation of a new Community and Culture Forum in the shape of Harlow Together, co-chaired by Harlow Council and Rainbow Services. The aim for is for this forum to develop an action plan and work together to build responses to some of the challenges identified during the consultation.

Covid-19 Community Hub

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AS AT 31 MARCH 2021

During the first lockdown and up to 31st July 2020 the Hub partnership completed **3335 tasks** and offered over **500 hours** of befriending support. Between April 2020 and March 2021 Rainbow Services alone completed **1,286 support tasks**, including doing shopping, collecting prescriptions, and even on one occasion taking a pet to the vets. We had provided support to at least **647 individuals**, many several times over the period and some just the once to help them out at a challenging time. We offered a telephone check-in service during the first lockdown which was taken up by **47 individuals** and which stopped in the Autumn when we transferred anyone requiring continued befriending to Essex Befriends, as well as volunteers who wanted to become formal befrienders.

A beneficiary of the telephone check-in calls " thanked us for all the help we have given to both her and the members of the Autistic community in Harlow. She also appreciated talking to someone else other than family for a change"

We worked directly with **8 partners** to create what was to become the core of the Community Hub response (Harlow Council, Mutual Aid Harlow, Harlow Volunteer Centre, Citizen's Advice Harlow, MRCT (Foodbank), Community Embrace, British Red Cross (Community Agents), Changing Lives) and reached out to further partners to evolve this and create a more sustainable approach to supporting the community during early 2021, including building robust working relationships with groups and community leaders representing ethnically and culturally diverse communities, including Harlow Ethnic Minority Umbrella and Ghana Union Harlow.

"Thank you so much! I've just opened my door to find a box of food. I'm guessing this must be the referral that you made. I'm in tears, I cannot thank you and the volunteers enough!"

We recruited 223 volunteers in total - many were recruited in March 2020, with 96 new volunteers joining us during the year April 2020-March 21. We also recruited **58 volunteers to support the vaccine centres** in Harlow.

"Well done Rainbow - shows what can be done when its organised :-)"

"I am always overwhelmed by the positive feedback and thanks that we receive for volunteering both by people working and people attending their vaccines."

"I've been impressed at the organisation of the vaccination roll-out in our town and have had many, many people comment how smooth and efficient their 'jab' experience has been."

During the summer, while residents were locked down and unable to leave their homes, we worked with Harlow Council and Herts and Essex Community Farm to develop and deliver the Harlow Grows project, where **300 free grow packs** were given out to people across the town. It was so successful that we delivered a second phase at the end of the summer to **200 more people**, this time focusing on working with organisations supporting vulnerable groups such as the homeless and young people as well as ethnically diverse communities.

In the autumn of 2020 we launched the **Harlow Poverty Alliance** with MRCT (Foodbank provider locally) with **20 active cross-sector members**.

TRUSTEES REPORT
AS AT 31 MARCH 2021

We once again co-ordinated the distribution of Winter Warm funding from Essex County Council, but this year there was more partnership working with schools, community groups, and the Community Hub partners to provide essential food, energy, and clothing to residents who were impacted by the pandemic not just through illness but also through loss of income. Over the winter of 2020/21 we distributed **£47,500 of funds** to support the relief of poverty and disadvantage through a combination of grants to partner organisations to deliver support packages and direct purchase of hot meal vouchers were then distributed to those in need by partners across Harlow, including schools, VCSE organisations and local faith and cultural community groups. We have been able to get support out to around **1,500 households** with this.

"It was a big relief for most families to receive the voucher and were very grateful as the weather on those four days of distributing the vouchers were very cold but we tried to make sure they received it and in addition once the leaflets were received we did distribute that as well to all those we envisaged will need extra help and those who called after we had received the funds for the vouchers. In total per discretion we were able to serve 130 individuals amounting to 35 families on this occasion... Thanks for giving us the opportunity to serve the community with your help and assistance via communications and the funds provided."

Business Engagement:

The Business Engagement project was integrated into the infrastructure offer in 2019/20. As such, there was no formal monitoring of matches but we did utilise our networks during 2020 to link businesses looking to help communities in Harlow during the pandemic to opportunities to do so. One such opportunity was linking the local McDonalds to various support agencies across Harlow working with the homeless, older people, and those fleeing domestic abuse to donate frozen food which they could not use due to lockdown.

Workshop:

The Workshop ran 2 projects during 2020/21 – one supporting adults and one supporting young people. The projects were limited in the volunteer support they could utilise due to working with reduced numbers to meet Covid-19 restrictions, therefore **4 volunteers** engaged this year.

Adults:

The Workshop at Rainbow Services (Harlow) has been mainly used to provide unpaid work hours in the community for adults who have committed offences. In 2020/21 we had to change our model of support to work within the new restrictions of the lockdowns. This meant that there was a focus on linking people to external skills development opportunities we were able to support **189 people** to access external training courses including **169 to gain CSCS** cards and **10 onto Security Industry Authority** training up to March 2021.

Youth:

Despite the pandemic and several lockdowns this has been our most successful year on the Youth project! Between April 2020 – March 2021 we were able to support **15 young people to gain 2 Gateway qualifications** as well as **5 to gain CSCS** cards. This is half way through the year for this particular project, which commences in Sept/Oct each year to coincide with the academic terms. We were able to reduce the disruption caused by the lockdowns by developing the Health and Safety course as a virtual option, which has enabled us in January to enrol more young people ready for face to face sessions to begin again.

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AS AT 31 MARCH 2021

"A had a genuine interest in carpentry with an eye to eventually start his own business away from his family's reputation and activities. After completing his Gateway qualifications stayed at Rainbow as a mentor for the other young people up until the Covid-19 restrictions were put in place. In his self-reporting progress he moved from "Not many Skills" when he started to "A Lot" of skills when he finished."

"C was sent to us through YOT to prevent a minor problem from escalating, 'C' had a genuine interest in carpentry as a career opportunity and we referred him on several occasions to external providers. He experienced a major dip at week six as the result of stress caused by his mother's life changing medical diagnosis. The project's staff and volunteers worked with him and his family to give 'C' a more positive focus moving forward. 'C' seized this opportunity and excelled at everything he was signposted to (including Young Curators, Essex Boys and Girls Mentor Training, and RootPodsAcademy Young Entrepreneurs Workshop). After starting at Harlow College at level one in carpentry, due to his knowledge and attention to detail that he gained from the Rainbow workshop, he was promoted to level two within a month."

Community Builder:

Community Builder was unable to provide its usual activities over 2020/21 due to the Covid-19 pandemic and 3 lockdowns. However we did maintain contact with our members and **15 volunteers** ensured that they kept in touch with people who attended the groups they would normally be supporting. We also developed a Tech Library which helped connect members up and launched some **Zoom socials** which are continuing beyond the lockdowns. We had **33 individuals** use the Tech Library and we also supported a local group for adults with a learning disability connect up for a session using the tablets. We developed a newsletter which our members requested as they wanted to be able to read about what was going on, and they wanted to contribute themselves. We did **3 editions with 500 printed** each time and we are continuing this over the next year. This now contains news, stories, poems etc from members themselves and is printed monthly. The groups are now scheduled to reopen gradually from April 2021 if the lifting of restrictions goes ahead.

"Most of the people in Razed Roof with Learning Disabilities had been isolated for most of the year; then the Rainbow Tech Library came to the rescue. The loan of devices and access to the internet enabled us all to access Zoom sessions. At last we could do creative activities together and have all-important contact with others. A massive thank you to the Rainbow for enabling some of the most excluded to be connected..... and for your technical advice when we needed it!"

Comments and Complaints

Rainbow Services has a formal complaints procedure which is monitored and reviewed on a regular basis by the internal audit committee, which reports to the Board of Trustees. During the year 2020/21 there were no formal complaints. Any minor grievances were resolved in accordance with the informal procedures outlined within the policy.

There were no serious incidents and nothing which required a notification to the Charity Commission.

TRUSTEES REPORT
AS AT 31 MARCH 2021

Trading Statement

Rainbow Services occupies premises at 2 Wych Elm which is owned by Harlow District Council and is leased to Rainbow Services at market rent with a community discount. Rainbow Services depends on the services of unpaid volunteers to deliver much of its front-line activity and during the year 2020/21 the hours if translated to minimum or living wage payments would significantly enhance the turnover of the organisation. The charity did not receive any donated goods or services during the period which require reporting through the statutory accounts. There were several donations of wood to the workshop, though this was of immaterial value (less than £1000) and was for the sole use of project beneficiaries and clients.

The Trustees are grateful for the continued core financial support provided by Harlow District

Council and Essex County Council (both for Infrastructure activities) as well as the additional funds provided at the end of 2020 to enable us to continue to deliver the Community Hub response. Both Essex Community Foundation (via the National Emergencies Trust) and the National Lottery Community Fund awarded funds to support the Covid-19 Community Hub during 2020 which enabled us to increase staff hours to provide direct support to the Hub, build a Tech Library to enable vulnerable residents to access the internet and reduce isolation, and create and support the network of volunteers across the town. We are also grateful for the support from the Essex County Council Locality Funds for funding to enable us to expand the Tech Library.

West Essex Clinical Commissioning Group provided financial reimbursement for staff support for the vaccination roll out - recruiting, training and co-ordinating volunteers, which was shared with Harlow Volunteer Centre - as well as some financial support towards the Community Hub activities and the Tech Library roll out, including staffing costs for this pilot.

Henry Smith continued to fund the Community Builder project and were flexible in our delivery during this year and aware of the support generally in the community, including older vulnerable residents, through the Community Hub which staff on the project they were funding were supporting.

During 2020/21 Rainbow Services held a contract to deliver unpaid work placements, with Essex Community Rehabilitation Company (Essex CRC formerly Essex Probation Service). From October 2020 Rainbow Services received funding from the Police, Fire, Crime Commissioner Community Fund with match from Essex Community Foundation, Essex Youth Services and Harlow Safety Partnership to continue to deliver the youth workshop project focusing on crime prevention and skills development of young people at risk of crime, gangs, drugs or exclusion from education or who had committed offences.

Harlow Council provided Rainbow Services with 2 grants of £5,000 during 2020/21 to support costs during the pandemic which continued to be incurred despite not being able to trade or fundraise. We were able to pass on the benefit of these to our licence holders within the 2 Wych Elm building. We are grateful for these grants and the support to the sector that this shows from Harlow Council.

We received a grant from NAVCA for our CEO to act as a Liaison Lead in Essex for the Voluntary and Community Sector Emergencies Partnership (VCSEP) between Sept 2020 - March 21 and this is being extended for a further 3 months from April 2021 with a second grant. We have also been awarded a grant for the new financial year to cover specialist work for the VCSEP researching and reporting on the experiences of diverse communities across the South East as a Subject Liaison Lead.

Future Plans

TRUSTEES REPORT
AS AT 31 MARCH 2021

A new Strategic Plan was started in March 2020 but the impact of the Covid-19 pandemic has resulted in a need to review and rethink the position of Rainbow Services in the Harlow community, the needs of the VCSE locally as we emerge from the pandemic and rebuild, the major changes to the Workshop project contracting situation, and the subsequent opportunities for income generation. The CEO, Jemma Mindham, is also departing in September of 2021 and this offers the opportunity for a revised strategy reflecting the above, a refreshed Board, and a new CEO. This work will be carried out in early 2022.

Statement of the Trustees Responsibilities

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

Company and charity law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period in preparing those financial statements the Trustees have:

1. Selected suitable accounting policies and applied them consistently,
2. Observed the methods and principals in the Charities SORP 20145 (FRS102),
3. Made judgements and estimates that are reasonable and prudent,
4. Stated where applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
5. Prepared the financial statements on a going concern basis (unless it is inappropriate to presume that the charity will continue in operation).

The Trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, financial and otherwise. They are also responsible for keeping proper accounting records which are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the detection and prevention of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with provisions applicable to companies entitled to the small companies exemption.

Rainbow Services is an "umbrella body" and an authorised signatory for the purposes of undertaking DBS checks on behalf of other organisations. In so doing we also advise organisations on related policy development and good practice in this area. All Rainbow Services staff and volunteers have the appropriate checks completed. To underpin this work the organisation has its own comprehensive policies regarding Safeguarding, both for adults and children. These are reviewed for legislative compliance and best practice on a regular basis.

TRUSTEES REPORT
AS AT 31 MARCH 2021

Review of Transactions and Financial Position

The financial statements include a Statement of Financial Activities (SOFA). This statement is required by the Charities SORP (FRSSE) and is a more detailed statement than the profit and loss account. The statement shows that during 2020/21 Rainbow Services (Harlow) had an operational surplus of £27,830 compared to a deficit of £1,456 in 2019/20. This is predominantly made up of a significant increase in the value of our CCLA investment which reported gains of £20,472 in March 2021 when compared with the previous year end value.

The assets of Rainbow Services are shown in the balance sheet at a net book value of £256,512 (2020; £228,682).

There were no additions to fixed assets during 2020/21. The Trustees have agreed that tangible fixed assets are capitalised if they cost more than £1,000 and can be used for more than one year.

Statement and Policy on Retaining Reserves

Rainbow Services is a flexible and reflective organisation which can respond quickly to opportunities, change and emerging issues. As such the Trustees have decided that the organisation will hold reserves appropriate to the level of activities and to reflect the importance that beneficiaries and funders may place on the ongoing viability of the organisation. To underpin this, the reserves policy was developed, giving due consideration to all the risks and opportunities that the charity currently faces or may face in the future. Action relating to the management of the reserve position takes place when appropriate to ensure compliance with the accounting and reporting regulations and to promote best practice.

Why Rainbow Services keeps reserves

a) Reserves specifically for cash flow problems

i) i.e. When funding sources come to an end and continuity is required to bridge a gap, or to plan and manage a reduction in a specific area of activity. This reserve is sometimes referred to as the operational reserve and is kept for emergency or short term use.

ii) i.e. Funds to bridge temporary cash-flow problems and where there is a mismatch between the timing of income and expenditure, e.g. where grant finance for a particular activity or project is paid in arrears. This also forms part of the operational reserve. An example of this is the reserves used to self-fund the older peoples project whilst other income and grant support was sourced.

b) Reserves to help plan for growth, improvements, and replacements

i.e. new IT hardware and/or improvements to equipment.

c) Reserves for specific future projects

These are usually held in a designated fund and are kept to cover the cost of a future project, activity, or item of expenditure associated with a project.

d) Other designated reserves

In accordance with recommended good practice, Rainbow Services holds a designated redundancy fund. Reserves are also held to cover any contractual liabilities related to hire/lease of equipment or premises.

TRUSTEES REPORT
AS AT 31 MARCH 2021

Definition of amounts required:

a) Operational reserve (or General Fund)

The Trustees of Rainbow Services have decided that due to current economic challenges a minimum of six months running costs should be retained under this heading. This ensures a buffer of income in order to affect a planned and sensitively managed reduction in service levels if required. Working on an estimated turnover of £400,000 per annum the required amount equates to £200,000 (at current activity levels). Rainbow Services reserves under this heading at 31 March 2021 was £226,304 equivalent to 6.8 months running costs (2019/20 was £198,237, equivalent to 6.4 months running costs).

To contribute towards this reserve the Trustees have decided to invest funds with a recognised investment manager to partial offset the impact of inflation and other increases in costs. At 31 March 2021 the investment portfolio was valued at £107,104, (2019/20 £86,632) so showed a significant increase in value over the year. Other reserve funds are held in cash.

b) Reserves held for growth, improvements and replacements:

Funds held under this heading and the balance at 31 March 2021 were £5,000 (2019/20; £5,000) being a reserve to replace IT and Equipment.

c) Reserves for specific future projects

There are no specific funds held under this heading.

d) Other designated reserves

Funds held under this heading are set out in note 12, but specifically relate to a redundancy fund. This covers our employment responsibilities to the staff directly employed by Rainbow Services and reflects the length of service and age of employees. The balance at 31 March 2021 was £21,000 (2019/20: £21,000).

Risk Management

An important aspect of the Trustees' governance responsibilities focusses on the organisation's Risk Management Framework. This was developed to ensure a consistent approach to all areas of financial, organisational and operational risk.

An action plan is in place to mitigate all identified risk and this is reviewed quarterly, amended appropriately and any required actions implemented. The action plan and all associated risk areas are monitored by the internal Audit Committee which reports directly to the Board of Trustees.

The Trustees examine the major risks and opportunities that the charity faces each financial year when preparing, updating and monitoring the strategic plan. The charity has developed systems and processes to review and to control these risks and to mitigate any impact that they may have on the charity in the short, medium or longer term.

Rainbow Services is an "umbrella body" and an authorised signatory for the purposes of undertaking DBS checks on behalf of other organisations.

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES REPORT
AS AT 31 MARCH 2021

By the order of the Board of Trustees



C Greenhill
Chair of the Board of Trustees

Date; 14 September 2021

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF RAINBOW SERVICES (HARLOW)
FOR THE YEAR ENDED 31st March 2021

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- 11. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- 22. the accounts do not accord with those records; or
- 33. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 44. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



John T Barnes
Barnes Wedge Limited
Chartered Accountants
Handel House
Roselawn Fields
Chelmsford
CM1 7GB
14 September 2021

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES REPORT
AS AT 31 MARCH 2021

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES (incorporating an Income and Expenditure account)

FOR THE YEAR ENDED 31st March 2021

	Not e	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
INCOME AND ENDOWMENTS from					
Investment income	4	1,254	0	1,254	1,333
Charitable activities					
Rainbow Centre	3a	110,160	41,678	151,838	119,173
Community Builder	3b	96	93,469	93,565	159,291
Business Engagement Project	3c	0	0	0	0
Workshop	3d	47,217	381	47,598	54,742
Young Persons Project	3e	0	13,355	13,355	11,777
Digital Inclusion Project	3f	0	0	0	24,752
Engage Project	3g	0	0	0	0
COVID 19 Pandemic Support	3h	25,862	92,899	118,761	0
					371,068
Total income and endowments		184,589	241,782	426,371	8
EXPENDITURE					
Charitable activities					
Rainbow Centre	5a	100,486	39,692	140,178	127,617
Community Builder	5b	96	93,460	93,556	158,584
Business Engagement Project	5c	0	0	0	336
Workshop	5d	47,663	381	48,044	54,201
Young Persons Project	5e	0	13,318	13,318	11,654
Digital Inclusion Project	5f	0	4,423	4,423	20,329
Engage Project	5g	3,487	0	3,487	0
COVID 19 Pandemic Support	5h	25,262	90,745	116,007	0
					372,721
Total expenditure		176,994	242,019	419,013	1
Net gains (losses) on investments	8	20,472	0	20,472	197
Net movement in funds		28,067	(237)	27,830	(1,456)
Reconciliation of funds					
Total funds brought forward		224,237	4,445	228,682	230,138
Total funds carried forward	14	252,304	4,208	256,512	228,682

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

BALANCE SHEET

AS AT 31 MARCH 2021

	Not e	2021 £	2020 £
Fixed Asset Investments	8	107,104	86,632
CURRENT ASSETS			
Debtors	9	11,407	17,105
		237,83	
Cash at bank		3	243,159
		249,240	260,264
		(99,832)	(118,214)
CREDITORS: amounts falling due within one year	10	()	()
		149,408	
Net Current Assets		8	142,050
		256,512	228,682
Net Assets			
<u>Represented by:</u>			
Unrestricted funds			
		226,304	
General funds	14	4	198,237
Designated funds	14	26,000	26,000
		252,304	224,237
Restricted Funds			
Restricted Funds	14	4,208	4,445
		256,512	
Total Funds		2	228,682

For the financial year ended 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

-The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and

-The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements on pages 15 to 24 were approved by the trustees, and authorised for issue on 14 September 2021 and signed on their behalf by:



C Greenhill
Chair

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting Policies

(a) Basis of preparing the financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

(b) Assessment of going concern

The assessment of the trustees is that the charity is a going concern. The trustees are not aware of any material uncertainties although obtaining funding for specific projects continues to be challenging in the current economic climate. The trustees are of the view that this is covered by the charity's reserve policy.

(c) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(d) Income recognition

All income is recognised once the charity has entitlement to the income, there is sufficient certainty or receipt and so it is probable that the income will be received, and the amount of income receivable can be measured reliably.

Donations are recognised when they are received.

Grants are recognised as income when any conditions for their receipt have been met.

Room hire, rental and other sales income, fundraising income and investment income are taken into account on the date that the charity is entitled to receipt.

(e) Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period to which it relates. Such income is only deferred when:

- The donor has specified that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

(f) Expenditure recognition

Expenditure is recognised as soon as there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses, including support costs and governance costs, are allocated or apportioned to the applicable expenditure headings in the statement of financial activities.

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

(g) Irrecoverable VAT

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

(h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid after taking account of any trade discounts due.

(i) Cash at bank

Cash at bank includes the charity's current account and deposit accounts with less than 12 months to maturity.

(j) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

(k) Taxation

The charity is considered to pass the tests set out in paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income and capital gains received within categories covered by chapter 3 Part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

(l) Pension costs

The charity operates a defined contribution pension scheme on behalf of its staff, all funds are managed independently of the charity.

(m) Fund structure

Unrestricted income funds are general funds that are available for use at the trustee's discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes.

2. Legal Status of the Charity

The charity is a company limited by guarantee and does not have share capital. The members of the company are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Rainbow Services (Harlow) meets the definition of a public benefit entity under FRS102.

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

3 Income from Charitable Activities

	Unrestricted	Restricted	Total	Total
	£	£	2021	2020
			£	£
a Rainbow Centre				
Harlow District Council	45,000	39,685	84,685	37,500
Essex County Council	34,464	0	34,464	34,464
Active Essex	0	0	0	3,000
NAVCA	9,500	0	9,500	0
Sales and other income	20,539	1,993	22,532	43,090
Other donations and grants	657	0	657	1,119
	<u>110,160</u>	<u>41,678</u>	<u>151,838</u>	<u>119,173</u>
b Community Builder				
Big Lottery	0	29,155	29,155	76,974
Essex Community Foundation	0	0	0	2,427
Safe & Social	0	0	0	1,011
Winter Warmth & Care	0	3,838	3,838	10,838
Henry Smith	0	54,743	54,743	54,667
The Mulberry Trust	0	5,733	5,733	0
Other donations and grants	96	0	96	13,374
	<u>96</u>	<u>93,469</u>	<u>93,565</u>	<u>159,291</u>
c Business Engagement Project	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
d Workshop				
Probation Service	45,500	0	45,500	45,500
Essex Community Foundation	0	381	381	2,568
High Sheriffs Fund	0	0	0	2,000
Other donations and grants	1,717	0	1,717	4,674
	<u>47,217</u>	<u>381</u>	<u>47,598</u>	<u>54,742</u>
e Young Persons Project				
Essex County Council	0	1,498	1,498	1,498
Harlow District Council	0	1,022	1,022	1,378
Awards for All	0	5,300	5,300	4,700
Essex Police and Crime Commissioner	0	5,000	5,000	4,100
Essex Community Foundation	0	535	535	0
Other donations and income	0	0	0	101
	<u>0</u>	<u>13,355</u>	<u>13,355</u>	<u>11,777</u>
f Digital Inclusion Project				
Digital Inclusion Fund	0	0	0	24,752
	<u>0</u>	<u>0</u>	<u>0</u>	<u>24,752</u>
g Engage Project	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

h COVID 19 Pandemic Support

Essex County Council	0	12,090	12,090	0
Essex Association of Local Councils	0	2,976	2,976	0
Clarion Futures	0	1,000	1,000	0
Harlow District Council	0	42,453	42,453	0
Communities 1st	2,429	0	2,429	0
West Essex CCG	7,100	0	7,100	0
Essex Community Foundation	0	9,008	9,008	0
Big Lottery	0	23,852	23,852	0
Other donations and income	16,333	1,520	17,853	0
	25,862	92,899	118,761	0
Total	183,335	241,782	425,117	369,735

4 Investment Income

All of the charity's investment income arises from money held in interest bearing accounts.

5 Expenditure on Charitable Activities

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
a Rainbow Centre				
Staff costs	55,526	22,681	78,207	89,549
Volunteer expenses	437	166	603	287
Direct project costs	26,633	10,076	36,709	12,569
Overheads	14,108	5,338	19,446	22,313
Governance (see note 6)	3,782	1,431	5,213	2,899
	100,486	39,692	140,178	127,617
b Community Builder				
Staff costs	64	62,714	62,778	70,148
Volunteer expenses	1	866	867	499
Direct project costs	6	5,944	5,950	26,187
Overheads	24	22,909	22,933	60,508
Governance (see note 6)	1	1,027	1,028	1,242
	96	93,460	93,556	158,584
c Business Engagement Project				
Staff costs	0	0	0	336
	0	0	0	336
d Workshop				
Staff costs	38,223	306	38,529	41,058
Volunteer expenses	766	6	772	714
Direct project costs	2,144	17	2,161	3,445
Overheads	6,099	49	6,148	7,811
Governance (see note 6)	431	3	434	1,173
	47,663	381	48,044	54,201

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

e Young Persons Project

Staff costs	0	8,744	8,744	7,383
Volunteer expenses	0	655	655	109
Direct project costs	0	119	119	1,266
Overheads	0	3,447	3,447	2,763
Governance (see note 6)	0	353	353	133
	0	13,318	13,318	11,654

f Digital Inclusion Project

Staff costs	0	4,423	4,423	16,428
Volunteer expenses	0	0	0	131
Direct project costs	0	0	0	759
Overheads	0	0	0	2,496
Governance (see note 6)	0	0	0	515
	0	4,423	4,423	20,329

g Engage Project

Staff costs	3,487	0	3,487	0
	3,487	0	3,487	0

h COVID 19 Pandemic Support

Staff costs	9,317	33,469	42,786	0
Volunteer expenses	148	532	680	0
Direct project costs	10,377	37,275	47,652	0
Overheads	5,389	19,357	24,746	0
Governance (see note 6)	31	112	143	0
	25,262	90,745	116,007	0

Total	176,994	242,019	419,013	372,721
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6 Governance costs

	2021	2020
	£	£
Accountancy	330	748
Independent Examiner	595	595
Bank charges	391	308
Annual General Meeting	434	1497
Insurance	2,338	2,768
Professional fees	3,083	46
	7,171	5,962

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

7 Staff Costs

	2021	2020
	£	£
Salaries & wages	216,858	200,984
Social security costs	11,809	11,921
Pension	3,831	3,677
Other staff costs	6,456	8,320
	238,954	224,902

The average number of employees during the year was 14 (2020 - 13).

The average number of full-time equivalents during the year was:

	2021	2020
Management and administration	3.6	3.0
Workshop	1.3	1.75
Community Builder	2.7	2.3
Business Engagement Project	0.0	0.0
Young Persons Project	0.5	0.4
Digital Inclusion Project	0.0	0.4
	8.1	7.85

No trustee received remuneration or reimbursed expenses during the year (2019/20 - £nil).

There were no employees earning £60,000 or more during this or the previous year.

8 Fixed Asset Investments

	2021	2020
Cost or valuation		
At 1.4.20	86,632	86,435
Revaluation	20,472	197
At 31.3.21	107,104	86,632

9 Debtors

	2021	2020
	£	£
Trade debtors	3,199	12,713
Prepayments	8,208	4,392
	11,407	17,105

10 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	4,666	11,605
Accruals	17,210	15,740
Deferred income	77,956	90,869
	99,832	118,214

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

11 Deferred income

Deferred income at 31 March 2021 comprises payments received in advance for DBS checks and from projects where funds have been received in advance of work to be completed in 2021/22

	2021	2020
	£	£
Balance as at 1 April 2020	90,869	30,377
Amount released to income from charitable activities	(77,236)	(30,377)
Amount deferred in year	64,323	90,869
Balance as at 31 March 2021	77,956	90,869

12 Operating lease commitments

The charity has operating lease commitments of:

	2021	2020
	£	£
Less than 1 year	3,401	2,160
More than 1 year but less than 5 years	22,804	51,332

13 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Fixed asset investments	107,104	0	107,104	86,632
Current assets	215,981	33,259	249,240	260,264
Current liabilities	(66,573)	(33,259)	(99,832)	(118,214)
Total net assets as	256,512	0	256,512	228,682

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

14 Movements in funds

	1.4.20	Incoming Resources	Outgoing Resources	31.3.21
	£	£	£	£
Restricted funds				
Rainbow Centre	0	41,678	(39,692)	1,986
Community Builder	0	93,469	(93,460)	9
Business Engagement Project	0	0	0	0
Workshop	0	381	(381)	0
Young Persons Project	22	13,355	(13,318)	59
Digital Inclusion Project	4,423	0	(4,423)	0
Engage Project	0	0	0	0
COVID 19 Pandemic Support	0	92,899	(90,745)	2,154
Total Restricted funds	4,445	241,782	(242,019)	4,208
Unrestricted funds				
General fund	198,237	205,061	(176,994)	226,304
Designated reserves:				
Redundancy	21,000	0	0	21,000
IT & Equipment	5,000	0	0	5,000
Total unrestricted funds	224,237	205,061	(176,994)	252,304
Total funds	228,682	446,843	(419,013)	256,512
Purposes of designated funds				
Redundancy				

In accordance with recommended good employment practice, the annual amount changes to reflect the age of each employee as well as their length of time employed.

IT & Equipment

The charity continues to review its digital capability to take account of changes in the operating environment.

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

15 Statement of Financial Activities for the year ended 31st March 2020

	Note	Unrestricted Funds	Restricted Funds	Total 2020
INCOME AND ENDOWMENTS from				
Investment income	4	1,333	0	1,333
Charitable activities				
Rainbow Centre	3a	116,173	3,000	119,173
Community Builder	3b	22,823	136,468	159,291
Business Engagement Project	3c	0	0	0
Workshop	3d	50,174	4,568	54,742
Young Persons Project	3e	101	11,676	11,777
Digital Inclusion Project	3f	0	24,752	24,752
Total income and endowments		190,604	180,464	371,068
EXPENDITURE				
Charitable activities				
Rainbow Centre	5a	124,617	3,000	127,617
Community Builder	5b	17,752	140,832	158,584
Business Engagement Project	5c	0	336	336
Workshop	5d	49,633	4,568	54,201
Young Persons Project	5e	0	11,654	11,654
Digital Inclusion Project	5f	0	20,329	20,329
Total expenditure		192,002	180,719	372,721
Net gains (losses) on investments	8	197	0	197
Net movement in funds		(1,201)	(255)	(1,456)
Reconciliation of funds				
Total funds brought forward		225,438	4,700	230,138
Total funds carried forward	14	224,237	4,445	228,682

RAINBOW SERVICES (HARLOW)
A company limited by guarantee

Report of the Trustees and Financial Statements
For the year ending 31st March 2021

Charity No: 1077228
Company No: 3826440

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES ANNUAL REPORT

CHARITY INFORMATION

FOR THE YEAR ENDED 31st March 2021

Directors and Trustees:

C Greenhill (Chair until December 2019 and again from 19 May 2021)

S Summerfield (Chair from December 2019, resigned 19 May 2021)

J Frazer

A Millar

N Garala

J Das

Company Secretary: J M Mindham

Registered Office:

The Rainbow Centre

2 Wych Elm

Harlow

Essex

CM20 1QP

Registered Number: 3826440 (England and Wales)

Charity No: 1077228

Independent Examiner:

JT Barnes FCA

Barnes Wedge Limited

Handel House

Roselawn Fields

Chelmsford

CM1 7GB

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 2021

The Directors and Trustees submit their report together with the independently inspected financial statements for the year ended 31st March 2021.

Rainbow Services Harlow has been an independent charity and company limited by guarantee since 1st November 1999, charity registration no.1077228, company no. 3826440.

The Board comprises of 6 Trustee/Directors.

The Chief Executive is also the Company Secretary.

The income and property of the company is applied solely towards the promotion of its objects, no portion being paid or transferred directly or indirectly by way of dividend, bonus, or by way of profit to members of the company.

According to the Articles of Association, the Board must consist of a minimum of 3 Trustees with no maximum number. During 2020 – 21 there were 6 Trustees, who are all elected for a period of 3 years. Open recruitment takes place as and when there are Trustee vacancies, and all applicants are selected against a Trustee job description and person specification. During 2021 there will be a recruitment drive for new Trustees.

We do want to expand and strengthen the board and the periodic audits are undertaken at Board of Trustee level to ensure that skill levels remain appropriate for the delivery of the charitable objects and strategic plans help to provide a guide for recruitment. The most recent audit took place in September 2020.

There was a successful review of the recruitment and induction process of Trustees during 2020/21 and a new Expression of Interest form, interview and induction process has been developed and agreed upon which will be implemented for the first time during the latter part of 2021 to fill new gaps on the Board. No member of the Board of Trustee/ Directors receives a salary or fee from the company as remuneration for their duties.

Rainbow Services keeps a register of Trustees' interests which includes other Trusteeships and Directorships. There is a policy in place to manage conflicts of interest and any additional conflicts or potential conflicts are logged and formally recorded at each meeting. In addition, all Trustees have signed a Trustee Code of Conduct and adopted an Anti-Bribery and Corruption Policy, which is regularly reviewed.

The Trustees also compiled a register of persons with significant control and reported that there are no persons with significant control within Rainbow Services to Companies House.

The liability of the members is limited by guarantee.

As stated in the Memorandum of Association, Rainbow Services may invest monies if not immediately required for its own purposes, in or upon such investments, securities or property as may be thought fit.

TRUSTEES REPORT
AS AT 31 MARCH 2021

Rainbow Services continuously aims to keep abreast of new developments and opportunities in order that it can provide the broadest possible range of information and services to individual service users and to other local organisations.

Mission

Rainbow Services works to alleviate the effects of disadvantage, deprivation, and social exclusion through imaginative projects that support, enable and develop people and organisations, and which stimulate beneficial change in the local community.

Statement of Values

Rainbow Services aims to alleviate poverty, disadvantage and social exclusion by providing quality services and by targeting those services into areas where there is no existing provision or where disadvantaged people are poorly served. Where appropriate research will be undertaken to identify unmet need within the local community and wherever possible we will encourage community development through the provision of accessible and affordable services and activities.

Services will be categorised into three priority areas to ensure effective allocation of resources and consolidation of maximum effort. These categories are: **supporting, enabling and developing.**

All of our work is underpinned by our values of equality of opportunity, participation and cooperation and this supports our stated objects, which are to combat poverty and disadvantage and to improve the quality of life for local groups and individuals.

Statement of Public Benefit

In the preparation of this annual statement the Trustees have given due regard to the public

benefit guidance given by the Charity Commission and can confirm that all of the organisation's work and efforts are aligned with the aims and objectives (benefits).

The following paragraphs cover the range and type of work undertaken and describe the benefits offered to our various client groups and individuals.

Rainbow Services remains committed to equality of access and equity of provision in all of its service delivery.

Impact

Rainbow Services measures its impact using qualitative as well as quantitative information. Using feedback from service users, benchmarking and value for money indicators we continuously

measure the social impact of our activities. In addition, and for some services to individuals, we measure distance travelled along an agreed trajectory in order to achieve the project/organisational objectives and stated outcomes.

Theories of Change for projects are used as a focus on the Operational Objectives of each project and a web based secure database is used to log progressions and interactions.

Overview of Current Service Provision

Given our commitment to the three previously stated priority areas of work, we acknowledge that some services will fall into more than one category.

These categories are; **Supporting (S) Enabling (E) Developing (D)**

TRUSTEES REPORT
AS AT 31 MARCH 2021

2020-21 was an exceptional year due to the Covid-19 pandemic. This changed both the way we delivered our services and what services we delivered and has also significantly impacted on our strategy going forward, which will be revised and relaunched in 2022.

The Rainbow Centre and Infrastructure Support Services

The Rainbow Centre is a voluntary sector campus and hub, where a range of community-based organisations share office space, facilities and internal support services. Casual desk space, a library resource and access to IT facilities are all offered to local groups and organisations.

Rainbow Services offers support and development services to other voluntary and community-based organisations in Harlow. Infrastructure/support and development services are classified by NAVCA (National Association for Voluntary and Community Action) as providing information, advice, networking and learning opportunities, offering support and development services and taking on a representational and an influencing role in working with statutory and government agencies.

The representation and liaison role is undertaken with local and county wide strategic partnerships and in situations where voluntary sector input is imperative to the planning, development and delivery process. Funding advice as well as a wide range of local and national information is distributed via an electronic briefing on a weekly basis. Rainbow Services also hosts the Harlow Voluntary Sector Forum, which is open to all groups free of charge. Rainbow Services sees direct work within communities as part of this role also and this has been a critical part of our work during 2020-21 as we stepped up to support the residents of Harlow during the Covid-19 pandemic.

Covid-19 Pandemic Support

At the end of March 2020 the world was shaken by the Covid-19 virus as it spread without prejudice across the globe. In Harlow Rainbow Services had picked up the baton of co-ordinating a cohesive community response in mid-March when a new Mutual Aid group began to offer support to residents across the town and the levels of need emerging became unsustainable. Rainbow met with the group and created a partnership, later building a link with Harlow Council to create a Community Hub which would consist of one phone number – initially set up by the Mutual Aid group and transferred over to Harlow Council – an online referral system for direct support, manned by Rainbow Services and delivered through Frontline, and a town-wide volunteer force providing food, prescription collection telephone check-ins etc – this was a combination of the existing Mutual Aid online presence and local networks and Rainbow and Harlow Volunteer Centre's recruited team of over 100 community members, trained and matched to tasks. All of this was set up within 2 weeks, and fully formed within 4 – a speed of response which required flexibility, on-the-job learning and real partnership working. Harlow Council and Rainbow Services worked together as a unit over the next year – and continue beyond March 2021 – to ensure that residents of Harlow are able to keep safe and well during the pandemic.

We constantly refined ways of working to ensure a seamless delivery and built new partners into the Community Hub response to ensure more sustainable support networks for residents were created. Challenges arose around managing cash and financial systems to ensure that volunteers were not out of pocket and money was accounted for in an appropriate manner but we worked hard to ensure that we put the processes and protocols in place to resolve any problems and reduce risk. Our recent digital transformation internally proved a wise move during this year as we were able to recruit, train and assign volunteers digitally, keep records digitally, support staff digitally, and take referrals digitally. During this time we also trialled the use of the new Tribe volunteering app with Essex County Council

TRUSTEES REPORT
AS AT 31 MARCH 2021

which enabled us to match volunteers to tasks – this led to us creating our own tool internally to carry out this while we explored the use of Tribe for micro-volunteering as restrictions eased. The Community Hub evolved as the year progressed and from its beginnings as an emergency response providing access to food, essentials and prescriptions it went on to build a signposting network ensuring that people were directed to the most appropriate expert support available locally for their challenges, and became a holistic service for each person who called – perhaps initially to get a food parcel, but then was supported to build a support network around then formed of local partners who could help them to avoid needing to return to the Hub for the same support request. This approach proved a good move by late 2020 as the enquiries became more about financial hardship causing food and energy poverty rather than people not able to leave their homes.

Our CEO successfully applied to act as a Liaison Lead in Essex for the Voluntary and Community Sector Emergencies Partnership (VCSEP) which enabled us to provide support from national partners to local residents and organisations as well as develop wider reaching relationships across the South East of England which resulted in partnership working around the recruitment of volunteers to support the vaccination roll out from December 2020. The VCSEP role further developed to include a Subject Liaison Lead role on Inclusion which will commence in April 2021.

In the autumn of 2020, as a response to this emerging need, Rainbow partnered with MRCT (Foodbank providers locally) to launch the Harlow Poverty Alliance, which has met monthly, has 20 members, and has a clear action plan which it will work together to deliver in 2021.

We also launched Harlow Together in October 2020, a Forum which we co-chair with Harlow Council and which brings together groups representing diverse communities across the town to work together to build inclusion. We will build on this partnership in 2021 with the aim to develop an action plan.

In the winter we were able to access and distribute to many groups and individuals various winter hardship funds. We used these to ensure vulnerable residents had access to food, essentials, and energy during the winter months and into the spring. We built partnerships with VCSE groups, schools, and caterers to enable this. We provided energy advice sessions through CAB to approximately 30 people, which were even more critical during the pandemic with incomes dropping but time indoors increasing. We were also able to reach more BAME communities to provide support during the winter months through extended networks with partners. This included providing them with hot meal and supermarket vouchers whilst also encouraging them to utilise the other support services set up to help them which they had this far been reluctant to approach.

In November 2020 we began to support the local health partners to recruit and train volunteers to support the roll out of Covid-19 vaccinations in Harlow. We worked with Harlow Volunteer Centre and developed processes, paperwork and training for volunteers as well as co-ordinating them – by the end of December we had recruited and trained 23 volunteers and supported the first 3 clinics. This then became a weekly activity and we anticipate that this will continue at least until the summer of 2021. This support was also taken up by Harlow College in early 2021 when students were returning to face to face learning and mass testing needed to be carried out on site in the first few weeks of term. We also worked with colleagues at Communities 1st in Hertfordshire to recruit volunteers for the vaccination centre set up in early 2021 at the Leisurezone in Harlow.

(S,E and D)

Workshop, 2 Wych Elm;

This facility undertakes repair and renovation work to wooden furniture and builds garden and household items using re-used materials. The adult workshop offers non-accredited training as well as informal learning opportunities. 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

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by staff employed by Rainbow Services specifically for this contract. The pandemic affected the work within the Workshop as we had to reduce the numbers who were able to access the facility, and then eventually we had to close all access and go to remote delivery. Remote delivery proved a challenge however we were able to expand the support we offered and the people supported by utilising our extensive networks across Harlow and educational institutions and connecting service users to virtual courses and qualifications which supported their rehabilitation journey. We also directly supported Sodexo with their new Project in a Box scheme by preparing items in the Workshop which could be sent to service users to decorate etc.

During 2020 - 21 we also began a major piece of work preparing for the unpaid work service to go out to tender, however during the summer all providers were informed that the unpaid work services would be no longer part of the tender process and a new National Probation Service (NPS) was being created into which they would be transferred. Therefore, during the year we have worked closely with the 2 staff members working in our service, Sodexo Justice and the new National Probation Service team to transfer the services and where appropriate the staff members. This process is due to be completed by 25th June 2021. This is a major change for Rainbow Services as the workshop has been part of our delivery and offer to the town for many years, therefore we are working hard to consider how we continue to offer our upcycling services, the Youth Workshop, and any other potential partnerships which would make good use of our facilities. This includes entering into conversation with NPS on continued use of the Workshop facility.

(S, E and D).

Youth Workshop, 2 Wych Elm:

During 2020-21 Rainbow Services continued to deliver the youth woodwork-shop 1 day and 1 evening a week with continuation funding from Essex Police, Fire, Crime Commissioner community funds, matched by Essex Community Foundation, Harlow Council via Safer Harlow funding and Essex Youth Services. 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 7-10 weeks of support to gain Gateway qualifications and are signposted to positive activities in the community to access once leaving the workshop.

The Gateway link has proved very successful and, despite the pandemic and lockdowns, we were still able to deliver to a reduced number of young people while it was safe to do so. In January 2021, faced with a third lockdown, we were able to create a virtual version of the Health and Safety Gateway course so that we could start a new cohort of young people ready for face-to-face delivery which began again in March once restrictions were eased.

(S, E, and D)

Volunteer Placements

This year we saw our work across Harlow engaging volunteers really take on new levels as we formed a strategic partnership with Harlow Volunteer Centre to recruit, train and co-ordinate hundreds of volunteers to provide support to people unable to leave their homes during the Covid-19 pandemic and 3 lockdowns. We have further developed our

TRUSTEES REPORT
AS AT 31 MARCH 2021

online systems to enable us to train volunteers from a database, which we will be piloting in the summer of 2021. We are also able to allocate tasks to volunteers using this online system and aim to pilot this in 2021 also. Time Credits had to pause due to the pandemic but we were able to secure some funding during 2020 to enable us to start the programme up again in 2021 once restrictions are removed. The new programme will be electronic as Tempo have created an online system now.

(S, E and D).

Community Builder

The Community Builder project uses an ABCD (Asset Based Community Development) approach to work across Harlow communities to locate older people who are isolated or at risk of isolation and loneliness and bring them together to participate in activities which they determine. In addition to regular activity groups, the programme holds 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. During 2020 we had to close all social groups due to the Covid-19 pandemic and resulting lockdowns and restrictions. However, we ensured that we kept in contact with all regular members and we provided a befriending service as part of the Community Hub activity. To maintain contact we developed a newsletter in the latter part of 2020, at the request of members, which was compiled of messages and stories written by members themselves.

The Mulberry Trust provided match funding for this programme to support us to focus our model on diverse communities in Harlow and the residents of the Permitted Housing Developments and we began this work in late 2020/early 2021 through the launch of the Harlow Together Forum and an action plan built on the back of the Anglia Ruskin University consultations and resulting report from July 2020.

(S, E, and D)

Digital Inclusion Project

The successful Digital Inclusion Project formally completed in March 2020. However, during the lockdowns we launched a Tech Library through the Community Builder programme and were able to call on the experience of our Digital Buddies to provide support to vulnerable and isolated individuals to utilise tablets and Mifi units. These were used to connect them to family and friends, help them to access online shopping and appointments, and for some to apply for jobs! **(S, E, and D)**

Engage!

We received funding from the European Social Fund Community Fund to launch an employability support programme in 2020 which would work with women in Harlow, in particular those living in the Permitted Housing Development schemes, to move closer to work through skills workshops, signposting, volunteering, and social engagement. Unfortunately the launch of this had to be postponed due to the emerging pandemic. In September we canvassed partners to see if there would be a take up of the programme after the first lockdown, and after a resounding ‘yes’ we decided to launch in October. Unfortunately, just as we launched, the infection rates of Covid -19 started to rise again and we went into a second lockdown in Essex. By December we realised that we were unable to get the participants to sign up to the programme in the timescales the funding

TRUSTEES REPORT
AS AT 31 MARCH 2021

requires and we made the decision to close it and give back the funds received. This did result in a small loss to Rainbow Services as we had to return all of the funds but we had incurred some spend for staff salaries to try to deliver it.

West Essex Community Action Network (WECAN)

During 2020 WECAN continued to deliver the United in Kind Project, led by Rainbow Services. We continued to employ 3 United in Kind Coaches, one for each District. Towards the end of 2020 we made the decision to expand the team with a new Special Projects post to cover work which ran across all 3 districts and which also had a potential Essex-wide impact. This includes working on a new United in Kind online radio station and the Social Isolation and Loneliness Awareness Raising workshops. In partnership with colleagues RCCE (Rural Communities Council Essex) and Provide we developed and launched a new Asset Based Community Building workshop which is hosted by ACL and enables residents to gain a qualification whilst learning how to develop sustainable community initiative. Towards the end of the financial year we were awarded an additional year's funding to continue the project.

In November of 2020 WECAN submitted a bid to the NHS Charities Trust for funding to enable the set up of a partnership digital inclusion project across West Essex. The project builds on work which has already been underway for several months looking at how to ensure that vulnerable people can access both digital tools and data free or low cost, how they can be supported to understand how to use digital, and provide direct support to ethnically diverse communities and those with mental health challenges to access digital. The application was successful and will commence in the new financial year for 2 years, led by CVSU.

In the last quarter of the year WECAN met with Essex Partnership University NHS Foundation Trust (EPUT) to discuss launching a pilot signposting project for people who were being discharged from their mental health units. The aim of the service is to enable swifter and safer discharge of people to their own homes and to reduce readmission through ensuring that the home is fit to return to and linking the individual with appropriate and sustainable support services locally. WECAN launched the pilot, led by VAEF, in March with 1 part time member of staff as the co-ordinator and it is due to run for 3 months. **(E and D)**

Review of the Development, Activities and Achievements for the year 2020/21

During the year 2020/21 Rainbow Services employed an average of 14 members of staff, most of whom were part time, and who reported through the Chief Executive to the Board of Trustees. Rainbow Services has also contracted self-employed individuals to carry out time limited and specific pieces of consultancy work, including the design of the Annual Report for our AGM.

Rainbow Services has adopted suitable HR policies and procedures in order to underpin service delivery, employment practice, to meet organisational objectives, to ensure legal compliance and to further support our commitment to equality of opportunity. We continuously strive for quality within our service provision and embrace the principles of equity and fairness in all aspects of our work.

Activity related statistics for 2020/21

Infrastructure:

We supported **300 volunteers** this year across all of our projects. This is a huge jump for us due to our central co-ordination role in the Covid-19 Community Hub pandemic response.

TRUSTEES REPORT
AS AT 31 MARCH 2021

We had **73 affiliates** and produced **51 editions** of our ebuletin which went out to **217 subscribers**.

The Voluntary Sector Forum had **3 meetings** which were held virtually for the first time ever.

40 DBS checks were completed. This is significantly lower than previous years due to the inactivity of groups during the lockdowns.

The co-ordination of workshops in topics including Mental Health First Aid, Inclusive Volunteering, and Making Every Contact Count was suspended over the year as partners who generally delivered these focused on the Covid-19 pandemic response. By the end 2020 we had hoped that we would be able to promote virtual sessions however many organisations were still not offering their usual workshops and when we did offer out a Dementia Friends session there was no appetite at that point. We are therefore focusing on resuming the promotion of workshops for the sector and communities in 2021.

We did co-ordinate **Assessing Risk** training for the VCSE by RBIB (an insurance broker agency) with **12 attendees** and we co-ordinated **2 virtual workshops** delivered by Spiral Change on the topics of **reconnecting with the office** and uniquely you which were aimed at people who were preparing to go back to work after lockdown and how they felt about this. Attendees were positive about the workshops - "I've learnt to acknowledge that I can only control what is in my control and learn how to cope with stress in situations that are beyond my control" and "It will be useful in both my work and personal life, I especially liked the Happy Hormones slide"

We have supported **56 groups** with topics including governance, setting up, trustees, volunteers, policies, funding and skills development. This has included supporting the establishment of at least **3** new VCSE organisations in Harlow.

7 other organisations were based at the Rainbow Centre community campus, including temporarily offering accommodation during the first lockdown to a small community group distributing free food across Harlow donated by supermarket partners.

Rainbow Services represented the VCSE at **27 networks** (local, county-wide, and national). This included acting as Liaison Lead for the Voluntary and Community Sector Emergencies Partnership from October 2020 and working with colleagues in Essex to identify current and emerging needs during the pandemic and act as a network to support them.

Our work in communities once again increased as the pandemic developed and our Community Hub work became a wider partnership, working with community leaders and groups to ensure that we were meeting the needs of all communities in the town. The work we commissioned Anglia Ruskin University to carry out with ethnically and culturally diverse communities in March 2020 was completed in July 2021, despite the pandemic – using digital methods once face to face consultation became impossible. The result was an enlightening report which prompted the formation of a new Community and Culture Forum in the shape of Harlow Together, co-chaired by Harlow Council and Rainbow Services. The aim for is for this forum to develop an action plan and work together to build responses to some of the challenges identified during the consultation.

Covid-19 Community Hub

TRUSTEES REPORT
AS AT 31 MARCH 2021

During the first lockdown and up to 31st July 2020 the Hub partnership completed **3335 tasks** and offered over **500 hours** of befriending support. Between April 2020 and March 2021 Rainbow Services alone completed **1,286 support tasks**, including doing shopping, collecting prescriptions, and even on one occasion taking a pet to the vets. We had provided support to at least **647 individuals**, many several times over the period and some just the once to help them out at a challenging time. We offered a telephone check-in service during the first lockdown which was taken up by **47 individuals** and which stopped in the Autumn when we transferred anyone requiring continued befriending to Essex Befriends, as well as volunteers who wanted to become formal befrienders.

A beneficiary of the telephone check-in calls " thanked us for all the help we have given to both her and the members of the Autistic community in Harlow. She also appreciated talking to someone else other than family for a change"

We worked directly with **8 partners** to create what was to become the core of the Community Hub response (Harlow Council, Mutual Aid Harlow, Harlow Volunteer Centre, Citizen's Advice Harlow, MRCT (Foodbank), Community Embrace, British Red Cross (Community Agents), Changing Lives) and reached out to further partners to evolve this and create a more sustainable approach to supporting the community during early 2021, including building robust working relationships with groups and community leaders representing ethnically and culturally diverse communities, including Harlow Ethnic Minority Umbrella and Ghana Union Harlow.

"Thank you so much! I've just opened my door to find a box of food. I'm guessing this must be the referral that you made. I'm in tears, I cannot thank you and the volunteers enough!"

We recruited 223 volunteers in total - many were recruited in March 2020, with 96 new volunteers joining us during the year April 2020-March 21. We also recruited **58 volunteers to support the vaccine centres** in Harlow.

"Well done Rainbow - shows what can be done when its organised :-)"

"I am always overwhelmed by the positive feedback and thanks that we receive for volunteering both by people working and people attending their vaccines."

"I've been impressed at the organisation of the vaccination roll-out in our town and have had many, many people comment how smooth and efficient their 'jab' experience has been."

During the summer, while residents were locked down and unable to leave their homes, we worked with Harlow Council and Herts and Essex Community Farm to develop and deliver the Harlow Grows project, where **300 free grow packs** were given out to people across the town. It was so successful that we delivered a second phase at the end of the summer to **200 more people**, this time focusing on working with organisations supporting vulnerable groups such as the homeless and young people as well as ethnically diverse communities.

In the autumn of 2020 we launched the **Harlow Poverty Alliance** with MRCT (Foodbank provider locally) with **20 active cross-sector members**.

TRUSTEES REPORT
AS AT 31 MARCH 2021

We once again co-ordinated the distribution of Winter Warm funding from Essex County Council, but this year there was more partnership working with schools, community groups, and the Community Hub partners to provide essential food, energy, and clothing to residents who were impacted by the pandemic not just through illness but also through loss of income. Over the winter of 2020/21 we distributed **£47,500 of funds** to support the relief of poverty and disadvantage through a combination of grants to partner organisations to deliver support packages and direct purchase of hot meal vouchers were then distributed to those in need by partners across Harlow, including schools, VCSE organisations and local faith and cultural community groups. We have been able to get support out to around **1,500 households** with this.

"It was a big relief for most families to receive the voucher and were very grateful as the weather on those four days of distributing the vouchers were very cold but we tried to make sure they received it and in addition once the leaflets were received we did distribute that as well to all those we envisaged will need extra help and those who called after we had received the funds for the vouchers. In total per discretion we were able to serve 130 individuals amounting to 35 families on this occasion... Thanks for giving us the opportunity to serve the community with your help and assistance via communications and the funds provided."

Business Engagement:

The Business Engagement project was integrated into the infrastructure offer in 2019/20. As such, there was no formal monitoring of matches but we did utilise our networks during 2020 to link businesses looking to help communities in Harlow during the pandemic to opportunities to do so. One such opportunity was linking the local McDonalds to various support agencies across Harlow working with the homeless, older people, and those fleeing domestic abuse to donate frozen food which they could not use due to lockdown.

Workshop:

The Workshop ran 2 projects during 2020/21 – one supporting adults and one supporting young people. The projects were limited in the volunteer support they could utilise due to working with reduced numbers to meet Covid-19 restrictions, therefore **4 volunteers** engaged this year.

Adults:

The Workshop at Rainbow Services (Harlow) has been mainly used to provide unpaid work hours in the community for adults who have committed offences. In 2020/21 we had to change our model of support to work within the new restrictions of the lockdowns. This meant that there was a focus on linking people to external skills development opportunities we were able to support **189 people** to access external training courses including **169 to gain CSCS** cards and **10 onto Security Industry Authority** training up to March 2021.

Youth:

Despite the pandemic and several lockdowns this has been our most successful year on the Youth project! Between April 2020 – March 2021 we were able to support **15 young people to gain 2 Gateway qualifications** as well as **5 to gain CSCS** cards. This is half way through the year for this particular project, which commences in Sept/Oct each year to coincide with the academic terms. We were able to reduce the disruption caused by the lockdowns by developing the Health and Safety course as a virtual option, which has enabled us in January to enrol more young people ready for face to face sessions to begin again.

TRUSTEES REPORT
AS AT 31 MARCH 2021

"A had a genuine interest in carpentry with an eye to eventually start his own business away from his family's reputation and activities. After completing his Gateway qualifications stayed at Rainbow as a mentor for the other young people up until the Covid-19 restrictions were put in place. In his self-reporting progress he moved from "Not many Skills" when he started to "A Lot" of skills when he finished."

"C was sent to us through YOT to prevent a minor problem from escalating, 'C' had a genuine interest in carpentry as a career opportunity and we referred him on several occasions to external providers. He experienced a major dip at week six as the result of stress caused by his mother's life changing medical diagnosis. The project's staff and volunteers worked with him and his family to give 'C' a more positive focus moving forward. 'C' seized this opportunity and excelled at everything he was signposted to (including Young Curators, Essex Boys and Girls Mentor Training, and RootPodsAcademy Young Entrepreneurs Workshop). After starting at Harlow College at level one in carpentry, due to his knowledge and attention to detail that he gained from the Rainbow workshop, he was promoted to level two within a month."

Community Builder:

Community Builder was unable to provide its usual activities over 2020/21 due to the Covid-19 pandemic and 3 lockdowns. However we did maintain contact with our members and **15 volunteers** ensured that they kept in touch with people who attended the groups they would normally be supporting. We also developed a Tech Library which helped connect members up and launched some **Zoom socials** which are continuing beyond the lockdowns. We had **33 individuals** use the Tech Library and we also supported a local group for adults with a learning disability connect up for a session using the tablets. We developed a newsletter which our members requested as they wanted to be able to read about what was going on, and they wanted to contribute themselves. We did **3 editions with 500 printed** each time and we are continuing this over the next year. This now contains news, stories, poems etc from members themselves and is printed monthly. The groups are now scheduled to reopen gradually from April 2021 if the lifting of restrictions goes ahead.

"Most of the people in Razed Roof with Learning Disabilities had been isolated for most of the year; then the Rainbow Tech Library came to the rescue. The loan of devices and access to the internet enabled us all to access Zoom sessions. At last we could do creative activities together and have all-important contact with others. A massive thank you to the Rainbow for enabling some of the most excluded to be connected..... and for your technical advice when we needed it!"

Comments and Complaints

Rainbow Services has a formal complaints procedure which is monitored and reviewed on a regular basis by the internal audit committee, which reports to the Board of Trustees. During the year 2020/21 there were no formal complaints. Any minor grievances were resolved in accordance with the informal procedures outlined within the policy.

There were no serious incidents and nothing which required a notification to the Charity Commission.

TRUSTEES REPORT
AS AT 31 MARCH 2021

Trading Statement

Rainbow Services occupies premises at 2 Wych Elm which is owned by Harlow District Council and is leased to Rainbow Services at market rent with a community discount. Rainbow Services depends on the services of unpaid volunteers to deliver much of its front-line activity and during the year 2020/21 the hours if translated to minimum or living wage payments would significantly enhance the turnover of the organisation. The charity did not receive any donated goods or services during the period which require reporting through the statutory accounts. There were several donations of wood to the workshop, though this was of immaterial value (less than £1000) and was for the sole use of project beneficiaries and clients.

The Trustees are grateful for the continued core financial support provided by Harlow District

Council and Essex County Council (both for Infrastructure activities) as well as the additional funds provided at the end of 2020 to enable us to continue to deliver the Community Hub response. Both Essex Community Foundation (via the National Emergencies Trust) and the National Lottery Community Fund awarded funds to support the Covid-19 Community Hub during 2020 which enabled us to increase staff hours to provide direct support to the Hub, build a Tech Library to enable vulnerable residents to access the internet and reduce isolation, and create and support the network of volunteers across the town. We are also grateful for the support from the Essex County Council Locality Funds for funding to enable us to expand the Tech Library.

West Essex Clinical Commissioning Group provided financial reimbursement for staff support for the vaccination roll out - recruiting, training and co-ordinating volunteers, which was shared with Harlow Volunteer Centre - as well as some financial support towards the Community Hub activities and the Tech Library roll out, including staffing costs for this pilot.

Henry Smith continued to fund the Community Builder project and were flexible in our delivery during this year and aware of the support generally in the community, including older vulnerable residents, through the Community Hub which staff on the project they were funding were supporting.

During 2020/21 Rainbow Services held a contract to deliver unpaid work placements, with Essex Community Rehabilitation Company (Essex CRC formerly Essex Probation Service). From October 2020 Rainbow Services received funding from the Police, Fire, Crime Commissioner Community Fund with match from Essex Community Foundation, Essex Youth Services and Harlow Safety Partnership to continue to deliver the youth workshop project focusing on crime prevention and skills development of young people at risk of crime, gangs, drugs or exclusion from education or who had committed offences.

Harlow Council provided Rainbow Services with 2 grants of £5,000 during 2020/21 to support costs during the pandemic which continued to be incurred despite not being able to trade or fundraise. We were able to pass on the benefit of these to our licence holders within the 2 Wych Elm building. We are grateful for these grants and the support to the sector that this shows from Harlow Council.

We received a grant from NAVCA for our CEO to act as a Liaison Lead in Essex for the Voluntary and Community Sector Emergencies Partnership (VCSEP) between Sept 2020 - March 21 and this is being extended for a further 3 months from April 2021 with a second grant. We have also been awarded a grant for the new financial year to cover specialist work for the VCSEP researching and reporting on the experiences of diverse communities across the South East as a Subject Liaison Lead.

Future Plans

TRUSTEES REPORT
AS AT 31 MARCH 2021

A new Strategic Plan was started in March 2020 but the impact of the Covid-19 pandemic has resulted in a need to review and rethink the position of Rainbow Services in the Harlow community, the needs of the VCSE locally as we emerge from the pandemic and rebuild, the major changes to the Workshop project contracting situation, and the subsequent opportunities for income generation. The CEO, Jemma Mindham, is also departing in September of 2021 and this offers the opportunity for a revised strategy reflecting the above, a refreshed Board, and a new CEO. This work will be carried out in early 2022.

Statement of the Trustees Responsibilities

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

Company and charity law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period in preparing those financial statements the Trustees have:

1. Selected suitable accounting policies and applied them consistently,
2. Observed the methods and principals in the Charities SORP 20145 (FRS102),
3. Made judgements and estimates that are reasonable and prudent,
4. Stated where applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
5. Prepared the financial statements on a going concern basis (unless it is inappropriate to presume that the charity will continue in operation).

The Trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, financial and otherwise. They are also responsible for keeping proper accounting records which are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the detection and prevention of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with provisions applicable to companies entitled to the small companies exemption.

Rainbow Services is an "umbrella body" and an authorised signatory for the purposes of undertaking DBS checks on behalf of other organisations. In so doing we also advise organisations on related policy development and good practice in this area. All Rainbow Services staff and volunteers have the appropriate checks completed. To underpin this work the organisation has its own comprehensive policies regarding Safeguarding, both for adults and children. These are reviewed for legislative compliance and best practice on a regular basis.

TRUSTEES REPORT
AS AT 31 MARCH 2021

Review of Transactions and Financial Position

The financial statements include a Statement of Financial Activities (SOFA). This statement is required by the Charities SORP (FRSSE) and is a more detailed statement than the profit and loss account. The statement shows that during 2020/21 Rainbow Services (Harlow) had an operational surplus of £27,830 compared to a deficit of £1,456 in 2019/20. This is predominantly made up of a significant increase in the value of our CCLA investment which reported gains of £20,472 in March 2021 when compared with the previous year end value.

The assets of Rainbow Services are shown in the balance sheet at a net book value of £256,512 (2020; £228,682).

There were no additions to fixed assets during 2020/21. The Trustees have agreed that tangible fixed assets are capitalised if they cost more than £1,000 and can be used for more than one year.

Statement and Policy on Retaining Reserves

Rainbow Services is a flexible and reflective organisation which can respond quickly to opportunities, change and emerging issues. As such the Trustees have decided that the organisation will hold reserves appropriate to the level of activities and to reflect the importance that beneficiaries and funders may place on the ongoing viability of the organisation. To underpin this, the reserves policy was developed, giving due consideration to all the risks and opportunities that the charity currently faces or may face in the future. Action relating to the management of the reserve position takes place when appropriate to ensure compliance with the accounting and reporting regulations and to promote best practice.

Why Rainbow Services keeps reserves

a) Reserves specifically for cash flow problems

i) i.e. When funding sources come to an end and continuity is required to bridge a gap, or to plan and manage a reduction in a specific area of activity. This reserve is sometimes referred to as the operational reserve and is kept for emergency or short term use.

ii) i.e. Funds to bridge temporary cash-flow problems and where there is a mismatch between the timing of income and expenditure, e.g. where grant finance for a particular activity or project is paid in arrears. This also forms part of the operational reserve. An example of this is the reserves used to self-fund the older peoples project whilst other income and grant support was sourced.

b) Reserves to help plan for growth, improvements, and replacements

i.e. new IT hardware and/or improvements to equipment.

c) Reserves for specific future projects

These are usually held in a designated fund and are kept to cover the cost of a future project, activity, or item of expenditure associated with a project.

d) Other designated reserves

In accordance with recommended good practice, Rainbow Services holds a designated redundancy fund. Reserves are also held to cover any contractual liabilities related to hire/lease of equipment or premises.

TRUSTEES REPORT
AS AT 31 MARCH 2021

Definition of amounts required:

a) Operational reserve (or General Fund)

The Trustees of Rainbow Services have decided that due to current economic challenges a minimum of six months running costs should be retained under this heading. This ensures a buffer of income in order to affect a planned and sensitively managed reduction in service levels if required. Working on an estimated turnover of £400,000 per annum the required amount equates to £200,000 (at current activity levels). Rainbow Services reserves under this heading at 31 March 2021 was £226,304 equivalent to 6.8 months running costs (2019/20 was £198,237, equivalent to 6.4 months running costs).

To contribute towards this reserve the Trustees have decided to invest funds with a recognised investment manager to partial offset the impact of inflation and other increases in costs. At 31 March 2021 the investment portfolio was valued at £107,104, (2019/20 £86,632) so showed a significant increase in value over the year. Other reserve funds are held in cash.

b) Reserves held for growth, improvements and replacements:

Funds held under this heading and the balance at 31 March 2021 were £5,000 (2019/20; £5,000) being a reserve to replace IT and Equipment.

c) Reserves for specific future projects

There are no specific funds held under this heading.

d) Other designated reserves

Funds held under this heading are set out in note 12, but specifically relate to a redundancy fund. This covers our employment responsibilities to the staff directly employed by Rainbow Services and reflects the length of service and age of employees. The balance at 31 March 2021 was £21,000 (2019/20: £21,000).

Risk Management

An important aspect of the Trustees' governance responsibilities focusses on the organisation's Risk Management Framework. This was developed to ensure a consistent approach to all areas of financial, organisational and operational risk.

An action plan is in place to mitigate all identified risk and this is reviewed quarterly, amended appropriately and any required actions implemented. The action plan and all associated risk areas are monitored by the internal Audit Committee which reports directly to the Board of Trustees.

The Trustees examine the major risks and opportunities that the charity faces each financial year when preparing, updating and monitoring the strategic plan. The charity has developed systems and processes to review and to control these risks and to mitigate any impact that they may have on the charity in the short, medium or longer term.

Rainbow Services is an "umbrella body" and an authorised signatory for the purposes of undertaking DBS checks on behalf of other organisations.

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES REPORT
AS AT 31 MARCH 2021

By the order of the Board of Trustees

A handwritten signature in black ink, appearing to read 'C Greenhill', written in a cursive style.

C Greenhill
Chair of the Board of Trustees

Date; 14 September 2021

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF RAINBOW SERVICES (HARLOW)
FOR THE YEAR ENDED 31st March 2021

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- 11. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- 22. the accounts do not accord with those records; or
- 33. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 44. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



John T Barnes
Barnes Wedge Limited
Chartered Accountants
Handel House
Roselawn Fields
Chelmsford
CM1 7GB
14 September 2021

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES REPORT
AS AT 31 MARCH 2021

RAINBOW SERVICES (HARLOW)
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STATEMENT OF FINANCIAL ACTIVITIES (incorporating an Income and Expenditure account)

FOR THE YEAR ENDED 31st March 2021

	Not e	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
INCOME AND ENDOWMENTS from					
Investment income	4	1,254	0	1,254	1,333
Charitable activities					
Rainbow Centre	3a	110,160	41,678	151,838	119,173
Community Builder	3b	96	93,469	93,565	159,291
Business Engagement Project	3c	0	0	0	0
Workshop	3d	47,217	381	47,598	54,742
Young Persons Project	3e	0	13,355	13,355	11,777
Digital Inclusion Project	3f	0	0	0	24,752
Engage Project	3g	0	0	0	0
COVID 19 Pandemic Support	3h	25,862	92,899	118,761	0
					371,068
Total income and endowments		184,589	241,782	426,371	8
EXPENDITURE					
Charitable activities					
Rainbow Centre	5a	100,486	39,692	140,178	127,617
Community Builder	5b	96	93,460	93,556	158,584
Business Engagement Project	5c	0	0	0	336
Workshop	5d	47,663	381	48,044	54,201
Young Persons Project	5e	0	13,318	13,318	11,654
Digital Inclusion Project	5f	0	4,423	4,423	20,329
Engage Project	5g	3,487	0	3,487	0
COVID 19 Pandemic Support	5h	25,262	90,745	116,007	0
					372,721
Total expenditure		176,994	242,019	419,013	1
Net gains (losses) on investments	8	20,472	0	20,472	197
Net movement in funds		28,067	(237)	27,830	(1,456)
Reconciliation of funds					
Total funds brought forward		224,237	4,445	228,682	230,138
Total funds carried forward	14	252,304	4,208	256,512	228,682

RAINBOW SERVICES (HARLOW)
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BALANCE SHEET

AS AT 31 MARCH 2021

	Not e	2021 £	2020 £
Fixed Asset Investments	8	107,104	86,632
CURRENT ASSETS			
Debtors	9	11,407	17,105
		237,83	
Cash at bank		3	243,159
		249,240	260,264
		(99,832)	(118,214)
CREDITORS: amounts falling due within one year	10	()	()
		149,408	
Net Current Assets		8	142,050
Net Assets		256,512	228,682
<u>Represented by:</u>			
Unrestricted funds			
		226,304	
General funds	14	4	198,237
Designated funds	14	26,000	26,000
		252,304	224,237
Restricted Funds			
Restricted Funds	14	4,208	4,445
		256,512	
Total Funds		2	228,682

For the financial year ended 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

-The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and

-The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements on pages 15 to 24 were approved by the trustees, and authorised for issue on 14 September 2021 and signed on their behalf by:



C Greenhill
Chair

RAINBOW SERVICES (HARLOW)
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting Policies

(a) Basis of preparing the financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

(b) Assessment of going concern

The assessment of the trustees is that the charity is a going concern. The trustees are not aware of any material uncertainties although obtaining funding for specific projects continues to be challenging in the current economic climate. The trustees are of the view that this is covered by the charity's reserve policy.

(c) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(d) Income recognition

All income is recognised once the charity has entitlement to the income, there is sufficient certainty or receipt and so it is probable that the income will be received, and the amount of income receivable can be measured reliably.

Donations are recognised when they are received.

Grants are recognised as income when any conditions for their receipt have been met.

Room hire, rental and other sales income, fundraising income and investment income are taken into account on the date that the charity is entitled to receipt.

(e) Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period to which it relates. Such income is only deferred when:

- The donor has specified that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

(f) Expenditure recognition

Expenditure is recognised as soon as there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses, including support costs and governance costs, are allocated or apportioned to the applicable expenditure headings in the statement of financial activities.

RAINBOW SERVICES (HARLOW)
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

(g) Irrecoverable VAT

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

(h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid after taking account of any trade discounts due.

(i) Cash at bank

Cash at bank includes the charity's current account and deposit accounts with less than 12 months to maturity.

(j) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

(k) Taxation

The charity is considered to pass the tests set out in paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income and capital gains received within categories covered by chapter 3 Part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

(l) Pension costs

The charity operates a defined contribution pension scheme on behalf of its staff, all funds are managed independently of the charity.

(m) Fund structure

Unrestricted income funds are general funds that are available for use at the trustee's discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes.

2. Legal Status of the Charity

The charity is a company limited by guarantee and does not have share capital. The members of the company are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Rainbow Services (Harlow) meets the definition of a public benefit entity under FRS102.

RAINBOW SERVICES (HARLOW)
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

3 Income from Charitable Activities

	Unrestricted	Restricted	Total	Total
	£	£	2021	2020
			£	£
a Rainbow Centre				
Harlow District Council	45,000	39,685	84,685	37,500
Essex County Council	34,464	0	34,464	34,464
Active Essex	0	0	0	3,000
NAVCA	9,500	0	9,500	0
Sales and other income	20,539	1,993	22,532	43,090
Other donations and grants	657	0	657	1,119
	<u>110,160</u>	<u>41,678</u>	<u>151,838</u>	<u>119,173</u>
b Community Builder				
Big Lottery	0	29,155	29,155	76,974
Essex Community Foundation	0	0	0	2,427
Safe & Social	0	0	0	1,011
Winter Warmth & Care	0	3,838	3,838	10,838
Henry Smith	0	54,743	54,743	54,667
The Mulberry Trust	0	5,733	5,733	0
Other donations and grants	96	0	96	13,374
	<u>96</u>	<u>93,469</u>	<u>93,565</u>	<u>159,291</u>
c Business Engagement Project	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
d Workshop				
Probation Service	45,500	0	45,500	45,500
Essex Community Foundation	0	381	381	2,568
High Sheriffs Fund	0	0	0	2,000
Other donations and grants	1,717	0	1,717	4,674
	<u>47,217</u>	<u>381</u>	<u>47,598</u>	<u>54,742</u>
e Young Persons Project				
Essex County Council	0	1,498	1,498	1,498
Harlow District Council	0	1,022	1,022	1,378
Awards for All	0	5,300	5,300	4,700
Essex Police and Crime Commissioner	0	5,000	5,000	4,100
Essex Community Foundation	0	535	535	0
Other donations and income	0	0	0	101
	<u>0</u>	<u>13,355</u>	<u>13,355</u>	<u>11,777</u>
f Digital Inclusion Project				
Digital Inclusion Fund	0	0	0	24,752
	<u>0</u>	<u>0</u>	<u>0</u>	<u>24,752</u>
g Engage Project	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

RAINBOW SERVICES (HARLOW)
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

h COVID 19 Pandemic Support

Essex County Council	0	12,090	12,090	0
Essex Association of Local Councils	0	2,976	2,976	0
Clarion Futures	0	1,000	1,000	0
Harlow District Council	0	42,453	42,453	0
Communities 1st	2,429	0	2,429	0
West Essex CCG	7,100	0	7,100	0
Essex Community Foundation	0	9,008	9,008	0
Big Lottery	0	23,852	23,852	0
Other donations and income	16,333	1,520	17,853	0
	25,862	92,899	118,761	0
Total	183,335	241,782	425,117	369,735

4 Investment Income

All of the charity's investment income arises from money held in interest bearing accounts.

5 Expenditure on Charitable Activities

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
a Rainbow Centre				
Staff costs	55,526	22,681	78,207	89,549
Volunteer expenses	437	166	603	287
Direct project costs	26,633	10,076	36,709	12,569
Overheads	14,108	5,338	19,446	22,313
Governance (see note 6)	3,782	1,431	5,213	2,899
	100,486	39,692	140,178	127,617
b Community Builder				
Staff costs	64	62,714	62,778	70,148
Volunteer expenses	1	866	867	499
Direct project costs	6	5,944	5,950	26,187
Overheads	24	22,909	22,933	60,508
Governance (see note 6)	1	1,027	1,028	1,242
	96	93,460	93,556	158,584
c Business Engagement Project				
Staff costs	0	0	0	336
	0	0	0	336
d Workshop				
Staff costs	38,223	306	38,529	41,058
Volunteer expenses	766	6	772	714
Direct project costs	2,144	17	2,161	3,445
Overheads	6,099	49	6,148	7,811
Governance (see note 6)	431	3	434	1,173
	47,663	381	48,044	54,201

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FOR THE YEAR ENDED 31 MARCH 2021

e Young Persons Project

Staff costs	0	8,744	8,744	7,383
Volunteer expenses	0	655	655	109
Direct project costs	0	119	119	1,266
Overheads	0	3,447	3,447	2,763
Governance (see note 6)	0	353	353	133
	0	13,318	13,318	11,654

f Digital Inclusion Project

Staff costs	0	4,423	4,423	16,428
Volunteer expenses	0	0	0	131
Direct project costs	0	0	0	759
Overheads	0	0	0	2,496
Governance (see note 6)	0	0	0	515
	0	4,423	4,423	20,329

g Engage Project

Staff costs	3,487	0	3,487	0
	3,487	0	3,487	0

h COVID 19 Pandemic Support

Staff costs	9,317	33,469	42,786	0
Volunteer expenses	148	532	680	0
Direct project costs	10,377	37,275	47,652	0
Overheads	5,389	19,357	24,746	0
Governance (see note 6)	31	112	143	0
	25,262	90,745	116,007	0

Total	176,994	242,019	419,013	372,721
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6 Governance costs

	2021	2020
	£	£
Accountancy	330	748
Independent Examiner	595	595
Bank charges	391	308
Annual General Meeting	434	1497
Insurance	2,338	2,768
Professional fees	3,083	46
	7,171	5,962

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7 Staff Costs

	2021	2020
	£	£
Salaries & wages	216,858	200,984
Social security costs	11,809	11,921
Pension	3,831	3,677
Other staff costs	6,456	8,320
	238,954	224,902

The average number of employees during the year was 14 (2020 - 13).

The average number of full-time equivalents during the year was:

	2021	2020
Management and administration	3.6	3.0
Workshop	1.3	1.75
Community Builder	2.7	2.3
Business Engagement Project	0.0	0.0
Young Persons Project	0.5	0.4
Digital Inclusion Project	0.0	0.4
	8.1	7.85

No trustee received remuneration or reimbursed expenses during the year (2019/20 - £nil).

There were no employees earning £60,000 or more during this or the previous year.

8 Fixed Asset Investments

	2021	2020
Cost or valuation		
At 1.4.20	86,632	86,435
Revaluation	20,472	197
At 31.3.21	107,104	86,632

9 Debtors

	2021	2020
	£	£
Trade debtors	3,199	12,713
Prepayments	8,208	4,392
	11,407	17,105

10 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	4,666	11,605
Accruals	17,210	15,740
Deferred income	77,956	90,869
	99,832	118,214

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

11 Deferred income

Deferred income at 31 March 2021 comprises payments received in advance for DBS checks and from projects where funds have been received in advance of work to be completed in 2021/22

	2021	2020
	£	£
Balance as at 1 April 2020	90,869	30,377
Amount released to income from charitable activities	(77,236)	(30,377)
Amount deferred in year	64,323	90,869
Balance as at 31 March 2021	77,956	90,869

12 Operating lease commitments

The charity has operating lease commitments of:

	2021	2020
	£	£
Less than 1 year	3,401	2,160
More than 1 year but less than 5 years	22,804	51,332

13 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Fixed asset investments	107,104	0	107,104	86,632
Current assets	215,981	33,259	249,240	260,264
Current liabilities	(66,573)	(33,259)	(99,832)	(118,214)
Total net assets as	256,512	0	256,512	228,682

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

14 Movements in funds

	1.4.20	Incoming Resources	Outgoing Resources	31.3.21
	£	£	£	£
Restricted funds				
Rainbow Centre	0	41,678	(39,692)	1,986
Community Builder	0	93,469	(93,460)	9
Business Engagement Project	0	0	0	0
Workshop	0	381	(381)	0
Young Persons Project	22	13,355	(13,318)	59
Digital Inclusion Project	4,423	0	(4,423)	0
Engage Project	0	0	0	0
COVID 19 Pandemic Support	0	92,899	(90,745)	2,154
Total Restricted funds	4,445	241,782	(242,019)	4,208
Unrestricted funds				
General fund	198,237	205,061	(176,994)	226,304
Designated reserves:				
Redundancy	21,000	0	0	21,000
IT & Equipment	5,000	0	0	5,000
Total unrestricted funds	224,237	205,061	(176,994)	252,304
Total funds	228,682	446,843	(419,013)	256,512
Purposes of designated funds				
Redundancy				

In accordance with recommended good employment practice, the annual amount changes to reflect the age of each employee as well as their length of time employed.

IT & Equipment

The charity continues to review its digital capability to take account of changes in the operating environment.

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

15 Statement of Financial Activities for the year ended 31st March 2020

	Note	Unrestricted Funds	Restricted Funds	Total 2020
INCOME AND ENDOWMENTS from				
Investment income	4	1,333	0	1,333
Charitable activities				
Rainbow Centre	3a	116,173	3,000	119,173
Community Builder	3b	22,823	136,468	159,291
Business Engagement Project	3c	0	0	0
Workshop	3d	50,174	4,568	54,742
Young Persons Project	3e	101	11,676	11,777
Digital Inclusion Project	3f	0	24,752	24,752
Total income and endowments		190,604	180,464	371,068
EXPENDITURE				
Charitable activities				
Rainbow Centre	5a	124,617	3,000	127,617
Community Builder	5b	17,752	140,832	158,584
Business Engagement Project	5c	0	336	336
Workshop	5d	49,633	4,568	54,201
Young Persons Project	5e	0	11,654	11,654
Digital Inclusion Project	5f	0	20,329	20,329
Total expenditure		192,002	180,719	372,721
Net gains (losses) on investments	8	197	0	197
Net movement in funds		(1,201)	(255)	(1,456)
Reconciliation of funds				
Total funds brought forward		225,438	4,700	230,138
Total funds carried forward	14	224,237	4,445	228,682