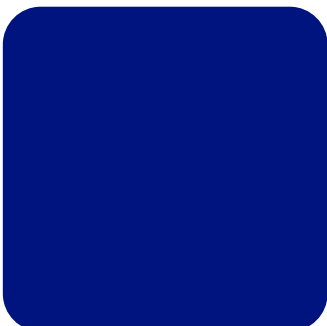
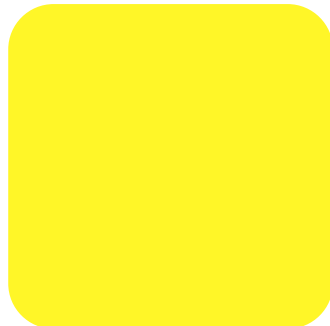
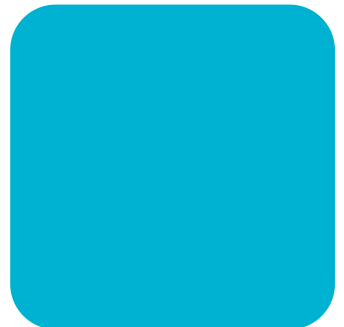
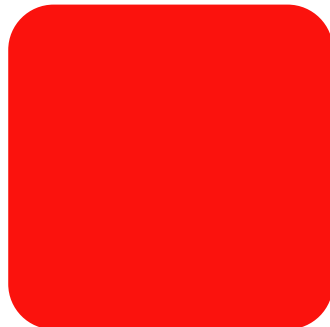
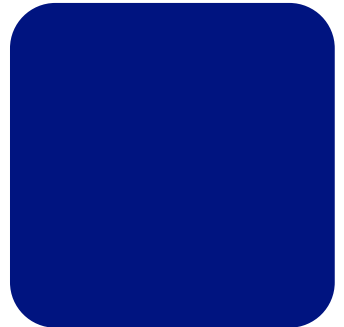


ANNUAL REPORT 2020-2021





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.

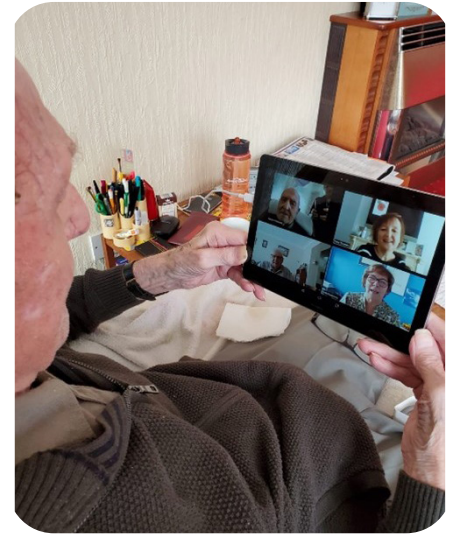
When the pandemic hit us, the team, along with the rest of the Rainbow staff started work on the Community Hub Response, to support Harlow Residents during the Covid-19 pandemic. It was a very difficult year for all of us, but the team rose to the challenge, doing everything that they could to support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

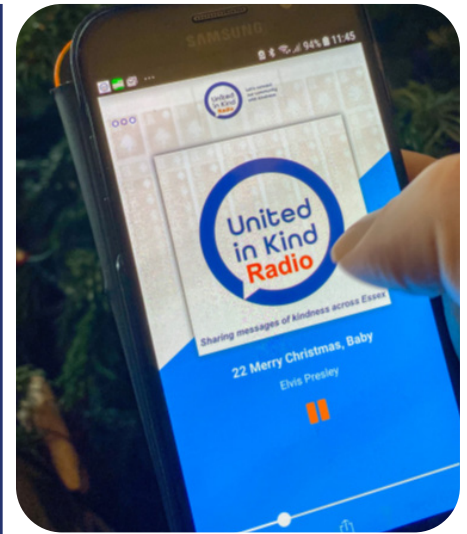
United in Kind (led by Rainbow) is part of an Essex-wide initiative to alleviate the effects of loneliness and isolation.

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

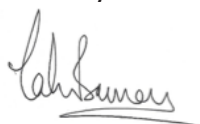
These summarised financial statements contain information from both the Statement of Financial Activities and the Balance Sheet for the year ended 31st March 2021 but are not the full statutory report and accounts. The full financial statements were approved by the Trustees on 14th September 2021 and 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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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**.

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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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"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.

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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

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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.

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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.

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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
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)
(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)**

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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

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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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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**.

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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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"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.

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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

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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.

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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)
(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