

ANNUAL REPORT 2022



Walking the Extra Mile!



The Rainbow Centre is a Christian charity that delivers services in Folkestone & Hythe District to provide support and hope to individuals and families experiencing deprivation or hardship.

FoodStop

Hythe Pantry

Money Matters

Shepway Foodbank

Homeless Support Service

Folkestone Churches Winter Shelter

Family Contact

We also have a Charity Shop which recycles goods, sells affordable items and contributes to our income to support our services.





Directors/Trustees

Peter Le Feuvre (Chair)
Nick Buckley
Judy Doherty
Dorothy Douse
Andrew Ferguson
Elizabeth Pettersen
Jeremy Russell
Gareth Webber

Company Secretary

Stephen Corner

Treasurer

Richard Webber

Chief Executive

Mary Stredwick

Our Vision

To help build a community in which everyone is included and can have the opportunity to live and work in dignity with hope for the future. Our approach is to help people out of crises so that they can sustain themselves.

Our Values

Values are the standards that we seek to live by: they inspire and motivate our actions and behaviour. They are the stamp that runs through all our services, like the name that runs through a stick of rock. In all that we do, we aspire to show:

 **Respect**  **Compassion**  **Excellence**  **Collaboration**  **Commitment**

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Company registration number: 4318070

Charity registration number: 1096570



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CHAIR OF TRUSTEES

One evening in September 2022, various volunteers, staff and trustees gathered in Chatham for the final of the Kent Charity of the Year awards. As we were meeting, it was announced that the Queen had just passed away and we wondered how the evening would unfold in this glittering but sober atmosphere. The Folkestone Rainbow Centre had been entered for the 'Best Use of Volunteers' category, but we failed to win this award, only to hear, some minutes later, that we had actually been voted 'Kent Charity of the Year'. This extraordinary accolade is a tribute to the work of our staff and especially the volunteers who are the backbone of our organisation. The receipt of this award has been an honour and a privilege but it has not brought about a sense of complacency. On the contrary, it has renewed our drive to support those experiencing deprivation and hardship in our communities.



Faced with an ongoing economic crisis and a shortage of suitable accommodation, the Rainbow Centre is busy. Our focus goes beyond supporting people in need to helping them move on with their lives and break out from the cycle of poverty. Our Money Matters project, in partnership with Shepway Citizens Advice, assists those experiencing debt with financial planning and mentorship, while the newly opened Hythe Pantry offers the opportunity for its members to pay a small monthly sum and shop in a 'social supermarket' located in the Catholic Church in Hythe. This Pantry, the latest addition to our projects, permits members the dignity of choice, rather than having to be reliant on handouts. Members can also chat over coffee, choose quality second-hand clothes and receive advice from the NHS in the warm and welcoming space provided by the church. Some members have been enabled to move on from dependency on the Foodbank, while others have been able to leave the Pantry, as their lives turned around and they could afford to shop in commercial supermarkets.

Our other long-running services, Foodbank, Homeless Support, FoodStop, and Family Contact, continue as ever, always flexible, always compassionate, and always ready to walk the extra mile. While the Shop continues to provide much-needed income to support our work.

We are so grateful for the amazing support we received from our church partners and the strong links we maintained through regular Church Liaison Officers meetings, now being held in person at the Centre. Churches Together Folkestone supports the monthly prayer meetings by providing a lead minister for each session and organises the staple joint Winter Shelter Dedication Service. We are delighted that we have extended our relationship with Hythe Churches, and in particular, thank Father Jim and his congregation at the Hythe Catholic Church for partnering with us in hosting our Food Pantry.

We thank the Salvation Army and Harbour Churches for supporting the FoodStop service and the many other churches that host and support us. St. Leonard's Church's '101 Open-Door' project is allowing us to reach out to more clients.

We have also strengthened our relationships with our local Council, businesses, and multiple agencies and charities that provide food and other services.

In line with our 'Walking the Extra Mile' strategy we are looking forward to introducing a mobile Foodbank and Pantry service in September 2023, which will increase district coverage. We will also have a Financial Adviser on board to help clients. The Winter Shelter will again be running as a static model while we pursue our plans to have a supported housing project.

Through the ongoing encouragement, support and generosity of local organisations, businesses, churches and individuals the Rainbow Centre has been able to reach the end of 2022 with financial security for the work that we do. I thank the Rainbow Staff team and my fellow Trustees for their hard work.

Peter Le Feuvre
Chair of Trustees





We have come a long way from the pandemic years of 2020 and 2021 and are into the third year of our 2021-23 'Walking the Extra Mile' strategic plan; with a low Covid-19 threat, life seems to be back to normal again. We, of course, embraced the positive adaptations to our way of working brought about by Covid-19, including virtual meetings, which are helping us to engage in conferences and training and reach out more widely and frequently from the comfort of our offices and we were thrilled to be crowned Kent Charity of the Year 2022!

In 2022, we had a stable staff team across most of our services except for the Homeless Support Service (HSS), which, when Louise Gotch, the manager, had built the team and invested in training one of them to launch the befriending service, within months in summer, the two Homeless Support Service Officers resigned, leaving her to frantically recruit again in time for the 2022/23 Winter Shelter. Thankfully, we successfully recruited Jane Suckling as Homeless Support Service Officer, who brings vital experience from her previous roles. Tia Goody joined the HSS service via the Kickstart programme and is continuing with us while she completes her apprenticeship training. For the Winter Shelter, two staff, Danielle Harper and Bill Mills, job-shared as Winter Shelter Coordinators and retained Catriona Hunter, 2021/22 Winter Shelter Administrator, part-time for most of the year to help fill the gaps. Despite the staff challenges, the Homeless Support Service offered an excellent service through the breakfast club and the drop-in Homeless Support Service to a growing stream of clients. However, due to staff changes, some of the wrap-around support activities and the befriending stalled while we concentrated on ensuring the regular housing support service was offered. Building up a volunteer triaging team is still a work in progress.

Having the Winter Shelter under the management of Louise, the HSS manager, is beneficial in maintaining continuity of staff engagement with the clients throughout the year. We have certainly seen a much smoother Winter Shelter and a relaxed joined-up team of staff and volunteers. We gained more experience running a static Shelter, and this coupled with securing the grant funding for its implementation, helped us to extend it to the end of March. The grant also allows us to have a Tenancy Sustainment Coordinator for three years, and we are currently recruiting for the post. Once again, we thank the local churches who partner with us to deliver a high-quality Winter Shelter.

Food Services - With the Food Services Manager, Wendy Lehnert, in post for more than a year, supported by Dave Williams, the new Warehouse Coordinator who joined her in August, the service has expanded to include several fridges and freezers for storing fresh food for Foodbank clients and a Food Pantry, launched in October. The Pantry has had an excellent start and has extended opening days and hours to meet the demand. Harvest was another resounding success, including the supermarket's annual campaigns and thanks to the dedicated team of volunteers, some of whom serve at FoodStop, the Pantry and the Warehouse. Demand for food parcels is manageable, partly because of provision elsewhere through the Community Fridge, Salvation Army and others.

We are so proud of our volunteer-led service leaders, Bill Mills and Lorraine Bryant, and their respective FoodStop and Family Contact Centre teams of volunteers that support them.

The Contact Centre continues as a fortnightly service and is due to extend its hours from 14 January, and we hope this will allow a few more families to receive the service. The commitment and dedication of the volunteers of both services are truly appreciated and inspiring. FoodStop remains a thrice-weekly service in two locations serving those on the margins of society; on average serves some 20 people per shift.

Both services ran smoothly and cost effectively without significant issues besides needing more volunteers.

The Money Matters partnership project with Citizens Advice is two years old and doing well helping clients. I thank Sue Day, the CEO of Citizens Advice, and Terry Cooke-Davies for their commitment to the project and the stress-free way the partnership works. Fortunately, we secured additional funding through Trussell Trust to extend the service to Foodbank clients with an additional adviser. Recruitment of the right candidate was a challenge but we have now found our Money Adviser.



2022 IN SUMMARY

The Office Manager, Theresa Fowler, maintains our facilities and is embedding systems and procedures to help us work safely; we maintain regular policy reviews through the policy working group. Theresa oversaw the procurement and set-up of new computers and the change of our phone system from analogue to VoIP (Voice over Internet Protocol) to make our systems future-proof. Theresa also looks after our website and social media. The role is quite demanding and is increasing as we acquire more IT equipment and vehicles and expand services,

We thank Sue Mitcheson, Shop Manager, and her devoted volunteers for getting the Shop takings, at £65,924, back to pre-pandemic years and slightly higher than in 2019, despite the challenges of securing quality donations. Volunteer needs remain a big challenge, especially the Saturday cover.

No events were held, despite planning well for the Big Sleep Out, uptake was dismal, and it had to cancel. Throughout the year, the Volunteer Events Coordinator supported the fundraising efforts of our supporters, who put up events in aid of our work, which helped to boost donations. Events have the potential to bring in a good income, but we need volunteers to support our Events Coordinator, Linda Wilsher.

No service would run without volunteers, they are our major and pivotal asset and we owe them immense gratitude. The Volunteer Open Day introduced by Kaye Robertson in 2021 was another success held on 4 October 2022 and much appreciated by both existing and prospective volunteers, with vital feedback shared. A faster volunteer recruitment process is developing, but there are still gaps to fill, particularly at the Shop and FoodStop, as some retire. Later in the year, Kaye took us through the extensive process of renewing our Investing in Volunteers quality mark, and we are thrilled to have been successful.

As we concluded 2022, we were pleased with our achievements and met most of the targets in the second year of our business plan; we have a happy staff team and volunteers, the overhaul of our computers and upgrading to Windows 11 was done in the year; most staff have access to a laptop or tablet for use when outside the office, which has helped to improve efficiencies. The Warehouse and the new Pantry premises were also made good and fit for purpose. Later in the year, we were presented with a quote for major works of £90K for Cornerstone, which the Trustees are considering. Subgroups for policy development, food services, and the legacy project are excellently developing vital areas of the organisation.

Relations with FHDC and other agencies such as Porchlight and, Dover OutreachService continue to thrive positively and we also chair the District Food Services Network.

Financially, the good fortune of 2020 and 2021 continued into 2022, and we are thankful to all our donors and fundraisers. We again secured funding from DLUHC (Department of Levelling Up, Housing and Communities) to provide a static Winter Shelter. Overall expenditure rose to meet IT needs, and temporary staff costs but donations compensated, leaving a healthy surplus to add to the reserves, giving us a solid financial start to 2023. In addition to the substantial goodwill of our church partners, we enjoy great support from all Rotary Clubs in the district who have generously donated money and volunteered at the annual Trussell Trust supermarket campaigns. We credit Saga and so many other local organisations who continue to provide funding, Winter Shelter volunteers and Christmas hampers for the schools.

Finally, I thank the Rainbow staff team for a sterling job of keeping our services running, increasing efficiencies and helping to meet the needs of many in our Community. Our Trustees continue to lead and provide much-needed oversight, and our chair, Dr Peter Le Feuvre, always walks the extra mile with us. We owe them all enormous gratitude and look forward to 2023 with immense appreciation and expectation. Thank you all, we cherish you for giving financially, in-kind donations, as volunteers and partners, and for your support and prayers.

I hope you will enjoy reading the respective service reports and hearing about the exciting new developments for 2023 from our Chair's report.

Mary Stredwick
Cheif Executive



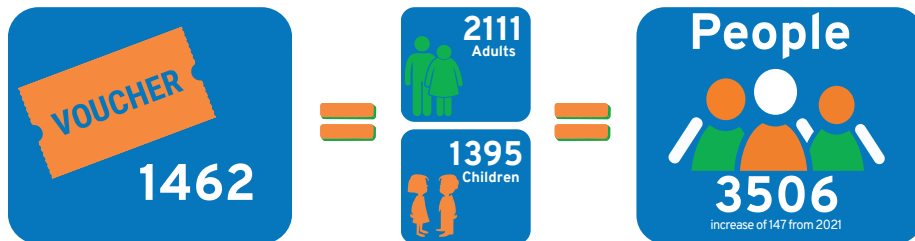


Shepway Foodbank operates across our district, serving people from Dungeness to Hawkinge and is part of the Trussell Trust Network of 1200 foodbanks throughout the UK whose goal is to end the need for foodbanks. While each foodbank provides emergency food to people in crisis, we all operate differently to support the individual needs of our clients. We work closely with referring agents from health professionals, Citizens Advice and schools, who can raise a food voucher for their clients via our e-referral system.

For us here at Shepway Foodbank, we offer additional support, not just food. We are here to help anyone in times of crisis, whether they be unemployed, have benefit delays, working but on a low income, fleeing from domestic abuse or recently home from a stay in hospital.

Part of our role is to signpost people to services for further assistance, whether this be to our Homeless Support team, our Money Matters team or outside agencies. We help educate people on budgeting, managing debt, and housing advice.

We are here to empower people, not to depend on Foodbanks.



The main crisis type in 2022 was due to low income.

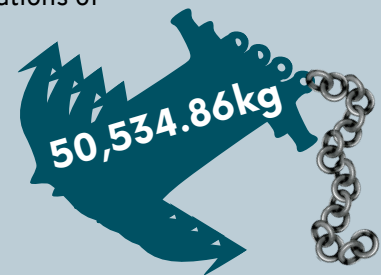
Despite the cost of living crisis the generosity of people has been amazing. We are now collecting twice a week from some of our collection points.

Our December winter collection event, with our partners Trussell Trust & Tesco saw a huge increase of over 850kg from the previous year. The team of Channel Rotary & Saga volunteers collected a massive 2075kg from the generous shoppers.

Shepway Foodbank Goals

- **Eliminate** the need for foodbanks
- **Empower** people
- **Educate:** cooking classes, budgeting, managing debt
- **Support** as many people as we can
- **Raise Awareness**

We rely solely on food donations from churches, schools, local organisations, businesses, general public and supermarkets. Last year we received donations of



50,534.86kg

That's the equivalent 4 x front anchors on the QE2 cruise ship.

Plans for 2023

Launch mobile Foodbank & Pantry

Supply more fresh food from Neighbourly, and FareShare

Promotion through videos via social media and events

Cooking lessons

Invite agencies to offer their services to Foodbank & Pantry clients

Dedicated Foodbank Money Adviser

Wendy Lehnert
Food Services Manager



New Service



This year we opened a new service to complement our other food initiatives which the Hythe Catholic Church have generously allowed us to set up in their hall. After its soft launch on 26th September 2022, the Hythe Pantry opened to all approved members on Monday 4th October running a morning session. It soon became apparent we needed to open for longer to support more people in our community. In November we added an afternoon session, but our waiting list still grew, so in February 2023 we added a Tuesday morning session too!

Hythe Pantry is a membership service, where local people can access food. The service is for those struggling to make ends meet. The Pantry is about giving choice, dignity & hope and it fills the gap between a supermarket and a Foodbank.

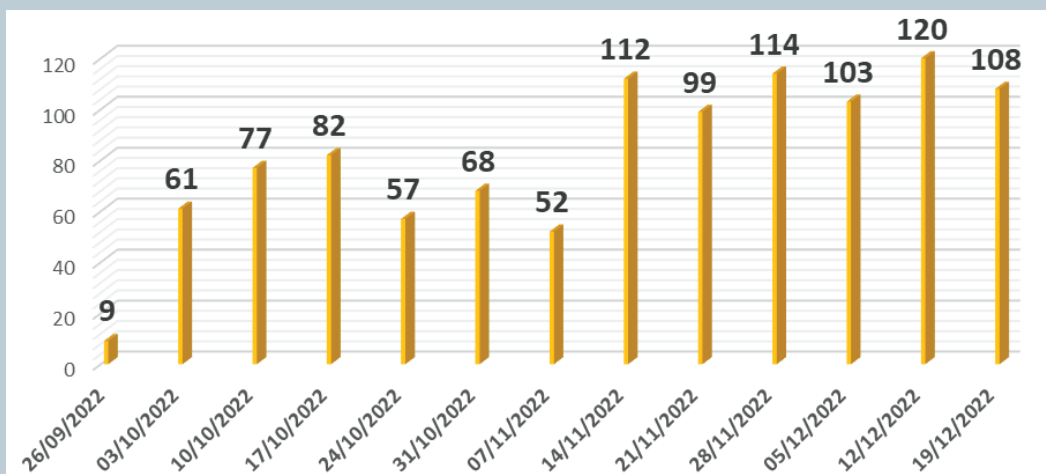
We have been able to move people who were using our Foodbank service, which is a short-term crisis intervention, on to become members of the Pantry, which is a medium-term service, enabling them the dignity of shopping for themselves and budgeting their money, to make it stretch further. The Pantry has also prevented people from reaching a crisis point by supporting them before this happens.

To access the service, people self-refer and apply online to become a member of the Pantry. If approved, they pay a weekly fee of £5 and receive approximately £25 of shopping, including ambient, frozen, and fresh produce.

The Hythe Pantry also offers a community space where members can come to sit have a cup of tea or coffee and talk to us, giving us the opportunity to find out more about their needs and the support we can offer to enable them to move on. Members can engage with outside agencies such as 'NHS One You', RSPCA and even have their blood pressure taken, when they visit the Pantry. We have a clothes rail available for members to help themselves to what they and their family need and also a book swap service. Many members also donate clothes or books, making them feel part of what we are doing.

The food offered in the Pantry comes from a variety of sources, we purchase crates of food from FareShare on a weekly basis, we use food donated to our Food Warehouse by individuals, local businesses, churches and schools, and we also top-up by buying products in short supply. This combination of sources ensures a variety of items to offer members in the Pantry shop.

Total Individuals in Households served each week



Wendy Lehnert
Food Services Manager

Monthly Visits

September

5

October

115

November

133

December

107



Just some of the feedback we have received from Hythe Pantry clients since we have opened.

All the staff are lovely and make you feel welcome

Thank you all for your kindness & help

Amazing, friendly, helpful, kind, & supportive thanks to all

There was no feeling of being a failure or anything negative

All the staff are so welcoming and helpful, they are particularly useful in occupying my toddler whilst I shop

I look forward to our visit every week

It's such a help [I] managed to get some warm clothes & a coat

The different help & types of donations is varied & so appreciated

I really appreciate the tea and sit down!





FoodStop has continued to maintain a service for those in need throughout the year going out three times a week to two locations in Folkestone. We continue to maintain some of the measures that were put in place at the beginning of the pandemic that work well.



Venues During the pandemic we switched the order in which we attended the venues, and during 2022 we maintained this reversal and it is working well. The majority of our clients are seen at the location behind the law courts.

Clients The numbers attending each shift vary but on average we have been seeing around 20 people per session. This is a decrease statistically on the same period over the last three years. We continue to provide them with a bag containing sandwiches, tin/packets of soup, baked beans and a choice of a tinned meal. We also provide hot beverages, tea/coffee and soup along with biscuits and home-made cakes. In 2022 we provided a total of 3016 sandwich packs.

Provisions Our tinned food provision is from the Rainbow Food Warehouse and the sandwich fillings are purchased from a local supermarket. We are no longer supplied bread by Ashford Tesco as it became apparent that there was insufficient bread to make it viable for a volunteer to drive to Ashford to collect. I would like to thank Bethany Hart for doing this for us every Sunday. Following this decision, we contacted the local supermarkets but with limited success. A local church ministry offered to sponsor the bread provision and donates 20 loaves of bread each week for which we are extremely grateful.

Folkestone Rotary very kindly donated funds to enable us to purchase four months worth of food. Jane and Jackie from Streetz to Streetz continue to support us with periodic donations of food and a visit from the chip van. Alongside this we are fortunate to have home-made tray bakes every week from Claire Martyn of Aldington.

We continue to provide items of clothing, sleeping bags, toiletries and pet food all of which are kindly donated by the general public and FoodStop supporters.

Volunteers Last year I reported that we had nearly forty active volunteers. Since Covid has been in our midst that number has dramatically decreased and we now have a team of thirteen. We have recently had three people come forward and we hope that they take up the mantle. In the meantime we continue with those dedicated volunteers and look to increase our numbers during the coming months.

Team Leaders Our team leaders are back to full strength with the welcome addition of Michaela Luff who joined us in September having previously been a volunteer. This year also saw Sara Adams step down from her role as rota co-ordinator and Christine Milton very kindly stepped in to take on the role. I am extremely grateful to all the team leaders for their continued support.

We continue to work in partnership with the Homeless Support Service and Folkestone Churches Winter Shelter. We actively encourage those who use the FoodStop provision to engage with the services provided by the Rainbow Centre. We are also able to signpost other organisations within the town that provide a meal and support.

I would like to acknowledge the kindness and generosity of the following:

The Salvation Army for the use of their kitchen and a permanent parking space for the van.

Harbour Church for the use of the room for our stores
Jane and Jackie of Streetz to Streetz for their support and donations

Claire Martyn for all the baking

The **Folkestone Churches** who commit to regular donations.

All our supporters that give generously throughout the year.

Without them, we would not have this vital service.

Bill Mills

FoodStop Coordinator



Past

Here we are, another year goes by in the Homeless Support Service (HSS), and as always, it is like a moving escalator, with some things staying the same and others constantly developing and changing.

We must first thank everyone who continues to support us each year, our volunteers, old and new. I want to thank Matthew Sawyer for his dedication to us over the years and Richard Wilsher, who has also been a great support to the Homeless Support Service, and we wish them well. We have welcomed new volunteers this year, in both the Rainbow Breakfast Club and in our reception providing services to clients, such as laundry, showers, and emergency food parcels, without whom we would be unable to deliver such a high-quality service to so many.

We must also thank the amazing people who have donated throughout the year. We have had requests for underwear, sleeping bags, and marmite, for example, and as usual, our amazing donors have gone above and beyond to support our clients.

We said goodbye to Cristiane Lebelem and Kelly Schafer, who moved on to new pastures, and we wish them well in their new careers. We welcome to the team Tia Goody who started with us as a kick-start trainee and Jane Suckling, who joined us as Homeless Support Service officer, whose skills and knowledge have proven to be a great asset to the Homeless service. Catriona Hunter continued to provide much-needed cover for the service for part of the year and during Winter Shelter.

We also saw an increase in the number of eviction notices issued to people. The reasons for this vary from those who can no longer afford to rent their properties due to unaffordable rent increases, and a change in legislation which is resulting in private sector landlords selling before the legislation comes to fruition under the new Renters Reform Bill 2023 which will impact private renters even further.

Present

We continue to build our service to meet the needs of our clients by partnering with external agencies to broaden the services available within the Centre. The partners we have worked with this year include

NHS Social Prescribers

FHDC Housing Clinic

NHS Nurse

Dentaid Mobile Dentist

Thanks to the Manager of Iceland, the dental van is able to park in their car park to see our clients and will do so when they visit each quarter. In March, they saw seven clients.

McDonald's kindly donates food daily to the breakfast club, which gives various choices each day in addition to their usual breakfast offering.

2022

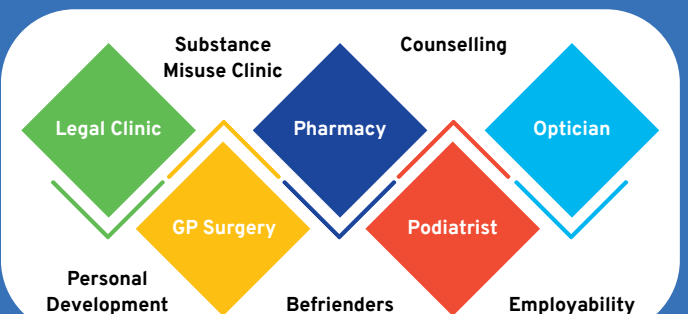
We saw a total of 1740 walk-ins and telephone enquiries requesting housing advice and other support including



The average age of our clients has reduced from 42yrs to 32yrs with the youngest being 18 and the oldest 84 years old. We have seen a steady increase in younger clients seeking support from us. Many of those have substance misuse and dual diagnosis as a primary need on top of their homelessness.

Future

We have big plans for 2023-2024 and will be building more partnerships to develop our day centre model and increase services to clients



Louise Gotch
Homeless Support Service Manager



WINTER SHELTER

We successfully secured a substantial part of the funds for our winter shelter programme for the next three years and negotiated bed spaces in the B&B we have used for the past two years. We initially booked 10 rooms, but we went up to 16 beds to meet increasing need.

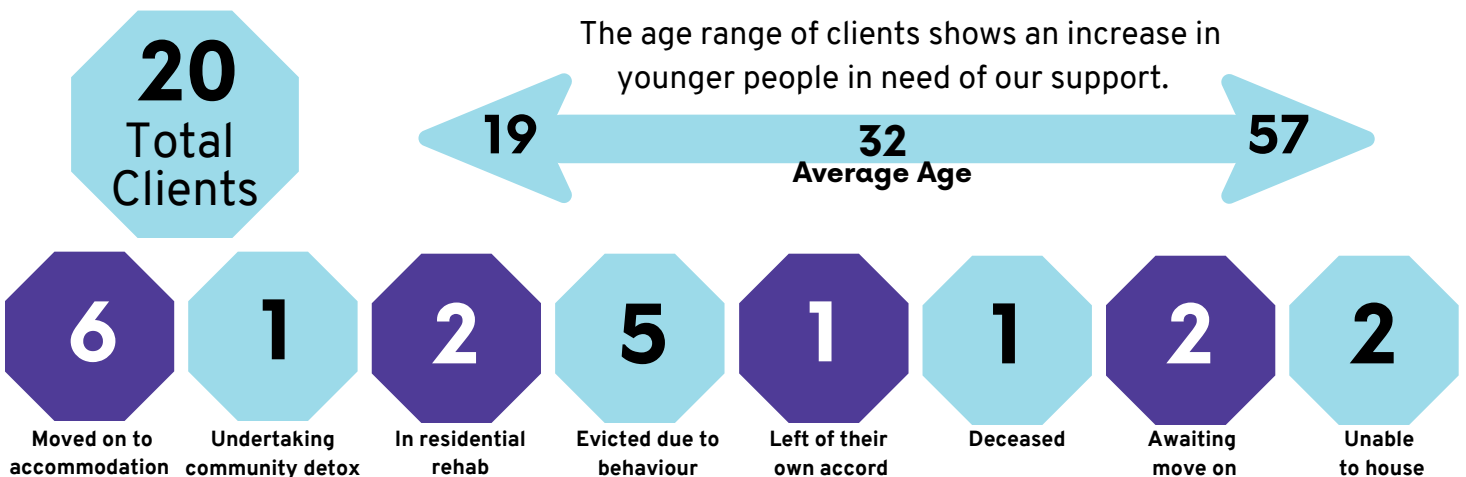
We developed a positive rapport with all our Winter Shelter clients, and volunteers have fed back that they have enjoyed conversations and interactions with guests each evening. It requires daily client interaction to build trust and set boundaries.

This year, our guests formed a positive bond with each other and supported each other when they hit times of crisis during their stay.

Unfortunately, it is not all good news for our guests. One of our Shelter's younger guests passed away in February. He was a lively guest, and despite his often-chaotic behaviour, he engaged with us and was set to move on to supported housing just before his untimely death. Shelter Clients, staff, and volunteers were all deeply affected by his death.

I want to thank the Winter Shelter Coordinators, Bill Mills, and Danielle Harper, for their never-ending commitment and motivation to their role and their positive interactions with guests and volunteers. They have both gone above and beyond to gain clients' trust and undertaken the role of Tenancy Sustainment Coordinators in addition to their existing duties. This entailed finding move-on options for our guests, which has been challenging in this current economic climate. Despite the many barriers and approaches to 37 private landlords, we had to think outside the box and put our creative hats on.

To this end, we have negotiated new partnerships with housing associations and worked alongside our Porchlight partners, to move guests on. Many of our clients have complex mental health, alcohol, and substance misuse problems, so we were pleased to secure two free beds for a couple of guests in a private rehabilitation clinic that usually costs £9000 per month. One other client went through a community detox programme with Forward Trust. It is resource intensive as we have daily contact with the client, but we are seeing great success with this.



We would like to thank all the Churches and their congregations for their continued support of the Shelter with the provision of meals, volunteers, financial donations and prayers.

We also thank the amazing Winter Shelter volunteers, without whom we could not run this service, we thank all 76 of you for your dedication and support each year. Thank you to our cooks, servers, breakfast club volunteers, and those who delivered our food!

Louise Gotch
Homeless Support Service Manager



Money Matters is a partnership service with Citizens Advice that supports some of the most vulnerable clients in the community, who need additional and intensive support to resolve their debt issues, whilst also maximizing their income and agreeing where they might be able to reduce their outgoings.

The assessment and subsequent advice provided by the Money Adviser and the support given by Volunteer Mentors enable clients to manage their money, deal with their debts, and secure other entitlements, therefore, improving the overall quality of their life.

Debts tend to fall into two categories, where clients cannot make repayments at all and/or, end up simply servicing the interest as they are unable to make significant payments which would reduce the debt itself, both these situations result in not only an impact on mental health but also their ability to be optimistic about their future prospects.

Even though the aim of the project is to deliver debt/money advice, it also provides guidance in other areas in order to ensure the client receives a holistic service that encompasses other financial support.

Supporting clients with benefits issues, for example, ensures they are receiving all they are entitled to, making it easier to meet their commitments and preventing further debt amassing. This is even more important in the current climate with daily living costs increasing.

Giving advice on housing rights when someone has rent arrears means that they are aware of the rights of the landlord to recover their money, as well as their own rights as a tenant and how they might improve this situation.

During the year, Money Matters has assisted and advised a total of 51 clients, debt levels have ranged from £1,500 to £45,000 which, without assistance,, would only increase due to accrued interest and charges.

- 80% of clients have a disability/long term limiting health issue which prevents them from working
- 15% of clients have health issues but are trying to return to work
- 5% are working with no health issues but struggling to meet daily costs of living
- The age range with the largest proportion of clients has dropped from 50-59 last year to 40-49 this year.
- The split between male and female clients is reasonably even at 53/47% respectively.

Case study

Mr C originally came to Money Matters with his wife, who took care of all the bills and paperwork for the household. They were helped to achieve agreements with creditors to reduce their repayments to an affordable level and their case with Money Matters was closed as they were managing this well themselves.

Four months later Mr C's wife died, which was a great shock, and in addition to losing his wife he was now faced with funeral expenses, original debts, confusing forms, and did not know where to start, that's when he turned back to Money Matters for support.

Mr C was unable to work due to age-related health issues but is not yet pensionable age. He had over £4000 of personal debts (friends and family) and other debts, including a DWP overpayment of over £1,500. Due to increasing debts and a low income, he was also becoming reliant on Foodbank parcels to make ends meet and was struggling to cope.

Money Matters approached the DWP regarding the overpayments asking if, under the circumstances his debt could be written off which they agreed to, and we supported him in reporting his wife's passing to the DWP to ensure no more overpayments were received.

We made him aware of and assisted him in applying for, a Funeral Expenses Payment from the DWP. This application was successful, resulting in a payment of over £1,700, which meant he could repay some of the money he had borrowed for the funeral.

After assessment and advice from our Money Adviser, Mr C found that he was now entitled to Universal Credit with the possibility of additional elements due to his health conditions, and we uncovered a small pension he had forgotten about.

Mr C is now in a better financial position to make repayments on his personal loans and be able to afford his daily living costs without the constant anxiety his debt issues were bringing.

Demand for the Money Matters service is high and we expect this to continue and increase as issues associated with the cost of living continue to be felt. We are therefore looking at ways to increase the capacity of this service in order to be able to help everyone that needs us.

Kaye Robertson
Money Matters Coordinator



FAMILY CONTACT CENTRE

The Family Contact Centre is one of the oldest services of the Rainbow Centre; it continues to exist because there is still a huge need for its services, with family breakdowns and separations sadly rising in our communities.

The Centre runs every other Saturday from 9 am-1 pm. Sessions vary between 1-3 hrs. Outside these times, Lorraine is always available to support our families and answer any new enquiries.

Although our aim is always to support families until they are able to make their own arrangements, the length of time each family uses our service varies depending on the family's circumstances, our current long-term family has been with us for five years!

We can also provide a handover service, where one parent drops off the child and the other collects 15 mins later. This allows the child to have contact with both parents but the parents do not need to come in contact with each other. On occasion, we can also support contact in the community.

Families are referred to us by the courts or Social Services and we also accept self-referrals. Once a referral is received, both the resident and non-resident parents are invited in for a pre-visit assessment and discuss the reasons for contact along with any concerns they may have as it is a difficult time for them. Once the assessment is completed, a space is offered, or they go onto a waiting list.

We pride ourselves on providing a happy and safe environment where children can meet parents, grandparents, and siblings when family relationships have broken down. While most of our families are fairly local, some non-resident parents travel down from London and beyond to see their children.

We make no judgements about our families but are always here to listen. They are supported by the Coordinator and a team of amazing volunteers, without whom, this service would not be possible.

During the sessions, the children enjoy time with the visiting adult, playing with toys and games and engaging in various activities. Throughout the year and on special occasions, Judith arranges cooking and craft activities that the children thoroughly enjoy. Visiting adults can also bring snacks and drinks for the children and enjoy a little picnic together.

During 2022 we supported 18 children from 14 families, with age ranges from 6 months -11yrs. We hope to expand the number of places available in 2023.

Thank you to Felicia, Ros, Judith, Cherry, and Marion for everything you do and for always going above and beyond.

Marion joined us as a volunteer at the end of the year. Sadly Ros and Cherry had to give up volunteering due to personal circumstances; they were a great asset to the Centre and will be missed by colleagues and families. We look to expand our group of volunteers in 2023.

Lorraine Bryant
Family Contact Coordinator

what toys would you like in the centre?

Lego!

Gym Mat

Friendly and knowledgeable volunteers

The staff here are so friendly and welcoming to everybody Anna really likes coming here

I cannot fault the Rainbow Contact Centre it has been extremely beneficial in building a relationship with my son.





2022 saw the introduction of a new service, Hythe Pantry, and we had an amazing response to our call for new volunteers, seeing over 40 prospective volunteers, 28 of which are now currently volunteering for Hythe Pantry, either in the Pantry shop, providing refreshments or looking after the clothes stall.

The Volunteer Open Day 2022 was held on 4 October, and was a great success with increased attendance, in comparison to last year (14 volunteers over 2 days in 2021 - 26 volunteers in 1 day in 2022). There was also an increased appreciation amongst the volunteers for this type of event and feedback asking for events to be held twice a year. Rainbow Centre recruited 9 new volunteers from this event.

With a little prayer and a lot of hard work, Rainbow Centre has been successful in being accredited with the Investing in Volunteers award from 2023 - 2026. Meaning that the Rainbow Centre has been recognised for the way we look after our volunteers through support & training, policies & procedures, safeguarding, boundaries, volunteer development days, and the way we say thank you. We are proud to be accredited with the Investing in Volunteers award for the second time in succession. Thank you to all volunteers and staff who gave up their time to be interviewed during the accreditation process.

New Volunteers in 2022



Over the past year, the Folkestone Rainbow Centre (FRC) has benefited from the tireless efforts of its approximately 250 volunteers. These volunteers have been instrumental in enabling the running of the Homeless Support Service, Folkestone Churches Winter Shelter, Family Contact Centre, Rainbow Shop, Money Matters, Shepway Foodbank, Hythe Pantry, and FoodStop. Their effort and dedication have made a real difference in the lives of many people in the Folkestone & Hythe district we enjoyed celebrating them during Volunteer Week in June..

Since I joined the Rainbow Centre in 2021, I am constantly astounded by the level of service and care each of the volunteers provides, with no rewards other than our genuine thanks, it truly amazes me and helps improve the lives of those in our community, who really need it.

Kaye Robertson
Volunteer Development Officer

Here are just some of the lovely messages we received from new volunteers after their first shift.

It was really good and the staff were brilliant to put up with me on my first day. Thank you for your kindness.

...you people are doing a **WONDERFUL** job there I have great admiration for all who work there.

I have never worked anywhere that has made me feel so welcome.

This little note brings you a **BIG** thank you for it was great to be able to serve breakfast. If I was free I would go there every day, unfortunately I can't.

I just wanted to say a big thank you to you and the team for making me feel so welcome! I really enjoyed it.



Folkestone Rainbow Centre's Charity Shop

The Rainbow Charity Shop profits go directly to support Rainbow Centre services.

We are totally reliant on donations of items from members of the public for stock to sell in the shop. These items are then sold in the shop and also online. Items that we may not be able to sell in the shop for various reasons are sold on eBay, Music Magpie, and Ziffit which all generate additional income.

2022 was a good year for the shop, rising footfall and several donations of new Paperchase items (before it went into administration) organised by Andrew Ferguson (Trustee and Shop Director) helped us see takings back to pre-Covid levels, which included us having two record months in terms of income, resulting in us being able to give a substantial donation to the Rainbow Centre.

We appreciate all our donations but unfortunately, we have seen a decline in the quantity of these in recent months which is true across the whole charity shop sector. It is important for us to maintain the variety and quality of our stock, therefore, we encourage you to have a rummage in your closets and cupboards and make some space for a new summer wardrobe!

We had a re-fit of the stock room, creating additional shelving and storage space. This has enabled us to store more out-of-season stock meaning that we are now able to completely re-stock the Shop for seasonal change-overs.

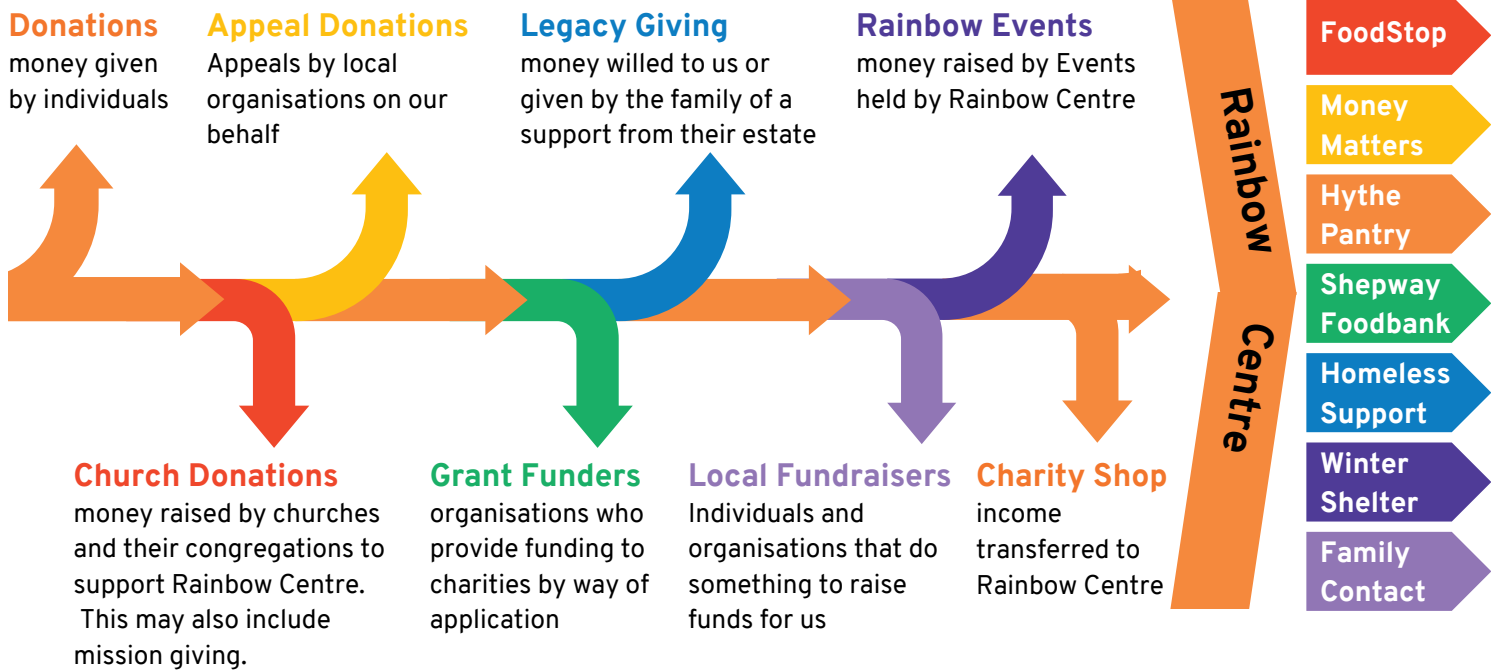
Throughout 2022 the Shop had 14 volunteers, and despite the shortage of volunteers, we have continuously been able to open the shop thanks to the amazing efforts of the existing volunteers covering additional shifts, it's not only the staff who walk the extra mile!

I thank all of the volunteers for their dedication, help, and support in keeping the Rainbow Shop operating during this year.

Finally, I would like to take this opportunity to thank our loyal donors and customers for continuing to support the Shop and the Rainbow Centre.

In 2023 we are looking forward to being able to continue developing the Shop and subsequently increase takings.

Sue Mitcheson
Rainbow Shop Manager



Thank you to everyone who supports us

Fundraisers and Donors

We are incredibly grateful to all the individuals, churches, schools, local businesses and organisations who support us by donating food items, clothing, their time, financial resources, use of their premises and stock for the Charity Shop.

Appeal Donations

- Alliance Building Co
- East of India
- Finch Charity
- Folkestone Duplicate Bridge Club
- Folkestone Municipal Charities
- Folkestone Relief in Need
- Folkestone Town Council/Mayoress
- Hawkinge Crematorium
- Jade Leisure
- Kent Community Foundation
- Rotary Club of Hythe
- Rotary Club of Channel Folkestone
- Rotary Club of Folkestone
- Rotary Club of Romney Marsh
- Saga Group

Grant Funders

- Charities Trust
- The David Pickford Charitable Foundation
- Department of Levelling-Up, Housing & Communities (DLUHC)
- Folkestone & Hythe District Council
- KCF Wards Emergency Fund
- Kent County Council
- Kick-start
- Lloyds Bank Foundation
- The Neighbourly Foundation
- Trussell Trust

Our annual accounts are available on the Charity Commission website, charity number 1096570. The 2022 accounts are being finalised and will be uploaded on the Charity Commission website later in the year, or you can request a copy from us enquiries@rainbow-centre.org.

HOW CAN YOU SUPPORT US?



Goods

You can help and support the Rainbow Shop, and in turn the Centre, by bringing in any of the following good quality items to our charity shop:

- Clothing and shoes
- Clean bric-a-brac
- Children's books and toys
- Books
- DVDs and CDs
- Gift items

Unfortunately, we are not able to accept the following:

- Furniture and large goods
- Electrical equipment
- Videos or cassette tapes
- Bedding and curtains
- Childcare equipment (prams, car seats etc.)
- Personal protective equipment such as cycle helmets and riding hats.

Rainbow Shop
366 Cheriton Road, Cheriton. CT19 4DX
rainbowshop@rainbow-centre.org 01303 274169

Time

We are always recruiting volunteers to help out in the following areas:

- Family Contact
- FoodStop
- Homeless Support Service
- Hythe Pantry
- Money Matters
- Shepway Foodbank
- Rainbow Food Warehouse
- Rainbow Shop
- Winter Shelter (Dec - Feb/Mar)

We are currently seeking volunteers for our Shop on Saturdays either morning or afternoon and we have many other roles too. For more information and an application form please contact:

Kaye Robertson
Volunteer Development Officer
volunteering@rainbow-centre.org
01303 210559



www.rainbow-centre.org/get-involved/how-to-volunteer/

Food

Food items support 5 of our 7 services and there are a variety of ways to get information and donate.

Bank the Food App - just download the app and when you are near a supermarket it will show you what we need.

Follow our Foodbank Facebook page - monthly posters of current needs are pinned to the top of our page.

Food Donation Points - you can drop your purchased item off in one of our food donation points in Supermarkets, Churches, Rainbow Shop, as well as other places, a list can be found on the Food Donation page of our website.

Scareable App - you can purchase items through this app and they are delivered to us directly.



Links and lists can be found on the Food Donation page of our website.

www.rainbow-centre.org/our-services/shepway-foodbank/donate-food/

Funds

Fundraising Events - you could plan a fundraising event in aid of Rainbow Centre or you could attend one of ours such as our Big Sleep Out or Walk of Kings.

Monthly Donations - you can complete our download a standing order form to give a monthly gift to our work. the form can be sourced from Rainbow Centre, our website, sent via email or by post.

Sponsor us - over the year various members of staff and Trustees complete sponsored events to raise money, we are currently taking part in the **Million Miles** campaign which is supporting us and three other great charities in Folkestone.

One-off Donation - you can make a donation in person at rainbow Centre, by post or using any of the following.

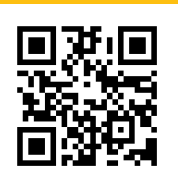
Give as you Live



Facebook



Just Giving



Founded in 1985, the Folkestone Rainbow Centre is the
Kent Charity of the Year 2022



Rainbow Centre

69 Sandgate Road, Folkestone CT20 2AF

01303 850733

enquiries@rainbow-centre.org

rainbow-centre.org

Company registration number: 04318070

Charity registration number: 1096570



Respect



Compassion



Excellence



Collaboration



Commitment

