Chair’s Report

It has been a very good and busy year for Rainbow Haven. Core funding from the National Lottery and Tudor Trust at a critical time for the organisation helped us to retain our existing staff, Amanda, Sysay and Lem Lem, and create two new vital positions for the organisation, Administration and Finance Support Worker and Business and Development Manager.

These new roles have been essential in supporting the organisation’s development. Rachel Foakes, Business and Development Manager, has been working with staff, the management committee, service users and partner organisations in fund raising, policy development and helping us move towards PQASSO, a quality mark for voluntary sector groups, and also improving procedures for how the drop-in sessions work. Rachel has been a great asset to the existing team. Unfortunately Sheila Ladeji, our first Administration and Finance Support Worker, had to leave through ill health; the management committee would like to thank Sheila for her work.

These are challenging times for many organisations in the voluntary and community sector as the criteria for obtaining funding becomes more difficult, moving more towards commissioning and with fewer grant opportunities available. We are thankful that Rainbow Haven has been able to survive and develop during this time.

Our partnerships with people and organisations count for so much more than money and our volunteers and staff are invaluable in making Rainbow Haven work as a welcoming, safe and crucial service.

The management committee would like to thank all our staff team who work extremely hard and make people feel so welcome, our partners in Manchester and Salford, our funders, our volunteers and the people who come to Rainbow Haven.

Sue Bowen

Good News!

Increasing Capacity

A successful application to the Big Lottery Reaching Communities Fund means that from July 2011 Rainbow Haven has had the security of three years core funding. This now provides a stable environment for developing and sustaining our work.

Improving Infrastructure

Additional funding was secured from Tudor Trust in January 2011 to create a new Business and Development Manager post for 18 months. From September 2011 Rainbow Haven has had extra capacity through this post support the work of the team and the development of the organisation.

The two funding applications were submitted by Rainbow Haven through consultation work by Steve Conway and TS4SE and we are grateful for the effort he put in to ensuring their success.
Our objectives and how we meet them

TEMCA’s stated objects are:

- Relief of poverty in the Greater Manchester area
- Advancement of citizenship
- Advancement of education
- Relief of those in need by reason of financial hardship or other disadvantage

TEMCA meets these objects by developing and supporting the work of Rainbow Haven, which delivers two community drop-ins for refugees, asylum seekers, migrant workers and other vulnerable new arrivals in East Manchester and Salford.

Who benefits: a safe haven for displaced people

- Refugees – people from a wide variety of countries who have sought asylum in the UK and been granted leave to remain here
- Asylum seekers – people who have fled their country of origin to seek asylum in the UK and are waiting to hear what the decision is on their claim or are appealing against a negative decision
- Refused asylum seekers – people whose claim for asylum was refused or whose appeal against a negative decision has been refused, and who remain in the UK for many reasons, often with no means of support
- Migrant workers – people from countries in East Europe, including Roma, who have come to the UK to seek work and for various reasons may be vulnerable and lack means of support

Our team and our partners

Rainbow Haven made up of a small staff team and a team of dedicated volunteers who all work hard to continue delivering the levels of support and range of activities that people appreciate at the drop-ins. We are also extremely fortunate to have built up excellent relationships with many partners over the years, who support and enhance our work in a great variety of ways.

TEMCA

The East Manchester Community Association  Registered Charity  1131060
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Rainbow Haven

Support for individuals and their families

Rainbow Haven provides tailored support to people for a wide range of issues. Rainbow Haven staff and volunteers provide information, signposting and advocacy at its community drop-ins, and assist people to access support and legal advice from many external agencies. One to one support is a core service that remains in high demand and is one of the key reasons for people to make an initial visit. As people gain more confidence and understanding of life in the UK, we often support them to make phone calls, arrange appointments and complete forms on their own behalf. The staff and volunteer team speak many community languages between them, which makes the service accessible and popular, especially for people very new to the UK.

Through our links with other agencies we are able to refer people to on-site appointments at the Gorton drop-in for mental health support with the Community Mental Health Team and Manchester Psychotherapy Service, and for social welfare advice from Manchester Refugee Support Network. In Salford, Salix Homes supports the drop-in with regular housing advice appointment and The Red House Psychotherapy Service has provided sessions at the drop-ins too. Rainbow Haven’s breadth of support is greatly enhanced by these close links with partner agencies both on site, and through generous help with information and referrals provided on a regular basis by colleagues based in other services. Individuals, their partners and families all benefit from Rainbow Haven’s holistic approach and its breadth of experience built up over the past eight years.

At Rainbow Haven we know that practical needs are a priority for displaced people. We seek to ensure that practical concerns are addressed quickly, such as the need for shelter, food, money and health care, and that people learn about their rights and are able to access their entitlements. Once these issues are dealt with, many service users then feel able to take up other kinds of support and opportunities available to them at Rainbow Haven and elsewhere. We are able to address some of the most urgent needs directly at the drop-ins, by the provision of food and clothing. Our experienced and talented chef, supported by the kitchen volunteers, cooks up delicious and nutritious hot food at each drop-in session, using a variety of ingredients delivered to us by FareShare. For many people this may be one of their few hot meals during the week. We receive generous donations of second hand clothes and household equipment that we can pass on to those who are destitute or sell at low cost through our second hand shop in Gorton.
Destitution support

Destitution is an ongoing cause for concern at Rainbow Haven. Over the years there have been changes to the asylum system, and there have been new arrivals from many different countries including Eastern Europe during the time Rainbow Haven has been operating, but during all this time destitution is an issue that does not change and affects many people who have no recourse to public funds and no other means of support.

Rainbow Haven’s Drop-in Coordinators have been funded by Lankelly Chase during this period to provide in-depth support to destitute service users and to sustain the essential links with partner agencies that provide support. Rainbow Haven provides food parcels to destitute asylum seekers and through its partnership with British Red Cross also provides toiletries and bus fares. Oxfam has provided funding to support destitute migrant workers through a hardship fund administered by the Coordinators which has meant emergency provision for individuals and families lacking immediate support at times of crisis.

Learning opportunities

People visiting Rainbow Haven for the first time are often impressed by the opportunities for learning and socialising that have always been prioritised as a way of keeping the drop-ins vibrant, interesting and useful. At both venues we provide morning and afternoon English classes, delivered by the Workers Educational Association in Gorton and Salford Family Learning in Salford. This year we were also fortunate to be part of Manchester Adult Education Service’s Volunteer ESOL Project, and had classes delivered by two volunteers on this programme. A beginners’ class taught by a trained volunteer completes the range of classes available and means that most people can access a class that suits them. These classes ensure that people who are often unable to access mainstream provision can attend classes that give them language skills and confidence in communicating with people their new localities. The English classes are supported by crèche provision, vital for ensuring parents of young children are able to attend in the knowledge that their children are safe on the premises. In Gorton the crèche is provided through our strong link with St Clement’s Children’s Centre as part of their commitment and outreach to the local community.

We have regular and popular computer classes delivered by People’s Voice Media and supported by volunteers, which give people access not only to IT skills but to information about and contact with their home countries. We also maintain a programme of one off and short term classes and courses to ensure service users are able to benefit from meaningful learning opportunities.
Social Activities

Rainbow Haven works hard to provide a variety of other activities that enhance learning and also give people opportunities to socialise and establish networks and friendships. This year activities have included craft sessions, first aid training, singing, stay and play sessions for parents with young children, and a drop-in quiz for Refugee Week. Many of these activities are provided, funded and supported by partner agencies. The activities are all part of what keeps Rainbow Haven dynamic and interesting for our service users, and they are developed in consultation with them so that they are always well attended and feedback is generally excellent.

Some highlights

Crocky Trail

An outing to Crocky Trail during October half-term was paid for by Manchester City Council UDecide money. Three coachloads of Rainbow Haven services users and their families, along with members of the local community, were taken on a trip out to enjoy the farmland adventure trail in Cheshire.

Embroidery

A signature quilt made up of squares embroidered by service users, facilitated by textile artist Lynn Setterington, was completed and then displayed for two weeks in Manchester Town Hall. Funding for this was through a Manchester City Council Cash Grant. Students from Manchester Metropolitan University, supervised by Lynn, led popular embroidery sessions at the drop-ins during this period too.

Choir

Musicians without Borders has a long-term relationship with Rainbow Haven and we are always glad when they can run singing sessions at our drop-ins. In 2011 they trained the Rainbow Haven choir to sing for Refugee Week in Salford which created a lovely atmosphere for everyone at the drop-in that day.

Arts and crafts

We received funding from MARIM (Multi-Agency Refugee Integration in Manchester) to deliver a 6 week programme of arts and crafts to promote confidence and skill sharing among service users and We are fortunate to be able to book skilled and experienced community artists, including Michele Hawthorne and Caroline Coates, who put in extra time and effort to ensuring their sessions are popular and inclusive. In Salford the Health Improvement Team have helped facilitate a variety of interesting sessions to engage service users on Wednesdays.
Volunteering Opportunities

Over the years Rainbow Haven has built up a strong volunteer team who contribute time, energy, skills and experience to our work. Much of what Rainbow Haven does relies on volunteer input, so we are grateful to them for all their support. In turn, we know that volunteers gain a lot from their time with us. Many people who come to us first as service users then move into volunteering and gain skills and experience to support them in moving into training, studying and employment opportunities.

Volunteers help us in many ways, including staffing our reception desk, providing information and support, cooking, teaching English and computer skills, helping in the crèche, admin support and selling second hand clothes. During this period 24 volunteers have been involved with Rainbow Haven in these different ways, in Gorton and in Salford. Rainbow Haven makes sure that volunteers are supported and are able to benefit from training opportunities, both in-house and external, and to take up a variety of opportunities available to them through our links with partner agencies. In this way we have volunteers who have become community researchers, and others who have trained in food safety, learnt first aid skills and been trained in information provision and basic community interpreting skills.

Social Work Students

We also have social work students on placement with us on a regular basis, from Salford and Manchester Universities. During their time at Rainbow Haven they gain a lot of experience and knowledge, and we also benefit from their growing confidence and skills so that they become a valuable part of our information and support team during their placements. For social work students this is an invaluable opportunity to gain understanding of the needs of displaced people that then informs their choices and work practice in future.

The Legacy of Legacy Research Project

Through its partnership with Oxfam, Rainbow Haven was supported to take part in From Law into Practice: Making the Equality Act Work, funded by the European Union Programme for Employment and Social Solidarity, PROGRESS (2007 – 2013). Rainbow Haven brought in a researcher to explore the barriers to employment faced by women granted leave to remain in the UK under the legacy casework scheme. Four women were trained as community reporters to undertake research with women in their own communities and to contribute their findings to the project. These findings were written up and presented by Ewa Duda-Mikulin in November 2011, in a report entitled The Legacy of Legacy, with a launch event at The Emmanuel Centre in Salford, supported by Oxfam and attended by partner agencies, and the report was widely disseminated in Salford and Manchester.
2011 – 2012: the year in numbers

- Average attendance at each drop-in: 40
- Total visits to the drop-ins: 5640
- Number of unique individuals accessing one to one information, advice and support: 349
- Number of drop-ins: 145
- Number of individual information, advice and advocacy sessions: 1750
- Number attending English classes: 130
- Number attending computer classes: 42
- People accessing mental health support sessions: 24
- Volunteers involved with Rainbow Haven: 25
Financial information

Income

- Restricted funds £113,288
- Unrestricted funds £31,176

Expenditure

- Charitable activities £114,820
- Support costs £21,160
- Governance costs £1,096

This information is extracted from the full annual accounts for the year ended 31st March 2012. Copies of the full annual accounts can be obtained from the TEMCA Board.

Sincere thanks to all our funders, partners and supporters

We rely on many people to fund and support our work and to increase the range of services available at our community drop-ins in Gorton and Salford.

Funding for core services and for social and educational activities:

Big Lottery Reaching Communities Fund, British Red Cross, Lankelly Chase, MARIM, New East Manchester, Oxfam, Refugee Action, Salford City Council Community Cohesion Team, Salford Health Improvement Team, Salex Homes, Tudor Trust, United Reformed Church

Partners who support our work in many ways, including service delivery at the drop-ins:

British Red Cross, Broughton Database, Cheetham Hill Advice Centre, The Emmanuel Centre, Glaisyers Solicitors, Gorton Health Visitor Team, Greater Manchester Immigration Aid Unit, Horizons Centre, Jesuit Volunteering Community, Manchester Adult Educational Association, Manchester Citizens Advice Bureaux, Manchester Mental Health and Social Care Trust Community Mental Health Team, Manchester Refugee Support Network, McCartney House Psychotherapy Service, Musicians without Borders, New East Manchester, Oxfam, Pannone Solicitors, People’s Voice Media, Platt Halpern Solicitors, Red House Psychotherapy Service, Refugee Action, Revive, Salex Homes, Salford Central Cluster Children’s Centres, Salford City Council, Salford City Council Neighbourhood Management Team, Salford CVS, Salford Family Learning, Salford Health Improvement Team, Salford PCT, Seedley and Langworthy Trust, South Manchester Law Centre, St Ambrose Young Families, St Clement’s Sure Start Children’s Centre, TS4SE, United Reformed Church, University of Salford Community Interpreters Project, Zest
The East Manchester Community Association

TEMCA Board 2011 - 2012

Susan Bowen       Chair
Ting Suie Roy Chow   Secretary
Colin Taylor    Treasurer
Halab Binabdullah
Cath Maffia
Brian O’Neil
Robina Shafiq

Rainbow Haven Staff Team

Amanda Jones Said       Drop-in Coordinator
Sysay Tedros          Drop-in Coordinator
LemLem Kahsay         Cook
Rachel Foakes        Business and Development Manager, appointed September 2011
Sheila Ladiji        Administration and Finance Support Worker, appointed January 2011

Contact Details

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