



IT'S ABOUT TIME

Helping families cope in their own way, in their own time

Our Impact 2017/18

**RAINBOW
TRUST**

SUPPORTING FAMILIES
WITH A SERIOUSLY ILL CHILD

Introduction from Mark Cunningham, Chairman and Zillah Bingley, CEO

This impact report shows the difference that our supporters, volunteers and staff make to thousands of families' lives.

When serious illness affects a child, family life is turned upside down and time becomes more precious than ever. Together we help families with a seriously ill child make the most of time in all kinds of ways, wherever and whenever they need it.

Last year we were proud to support more families than ever before, meeting an increased demand whilst maintaining a high-quality service. Our annual service audit showed that 82% of families rated our overall service as excellent at 9 or 10 out of 10.

98% of children said they liked Rainbow Trust visiting and 100% felt that Rainbow Trust kept them safe.

Feedback such as this confirms that parents value the quality of the support they receive from us and that for children, a Rainbow Trust Family Support Worker is a trusted person to have fun with. This can make a huge difference to a family's quality of life, helping them to cope during the most difficult times they may face.

We are very excited to be able to respond to the increasing demand and are looking at ways to continue to develop and expand our services.



Zillah Bingley,
CEO

Mark Cunningham,
Chairman

2017/18 HIGHLIGHTS

12% increase in demand for our services, supporting **674** new families

2,500 families were supported - the highest number ever

19% increase in volunteer hours directly supporting families

£4.6m raised by our generous supporters

WHAT WE DO

Families supported by Rainbow Trust are thrown into a world they never expected to be in, one they never imagined possible. The worry of their child's illness is overwhelming but parents do their best to keep life as normal as possible for brothers and sisters.

Hospital appointments may be miles away and often the family is split while one parent looks after the sick child and the other stays home with their other children.

Through all this, daily life goes on.

“Reflecting on what Rainbow Trust allows you to do, I realised that they give you that most precious thing – time. Time with your loved ones.”

Adam, Iris' dad



Rainbow Trust pairs each family with a dedicated expert Family Support Worker to help them face, and make the most of, each new day.

With our support, families have more time to do what they feel is most important when that time may be limited.

Many services are withdrawn when a child dies but Rainbow Trust supports families for as long as is needed.



Charlie and mum Katie
- who are supported by
Rainbow Trust - taking part
in the #GreatRainbowBake

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LAST YEAR WE PROVIDED



9,608
hours of home
support

"For somebody else to sit and play a game with Kia while I had a bath, or hoovered, was a life changer." Kia's mum



5,546
hours of hospital
support

"Being able to take a break from the hospital ward gives me the strength to face the endless days." Josh's mum



4,419
hours of telephone
support for families



6,227
hours of support
for the sick child



960
hours of
bereavement
support



10,297
hours of transport



5,690
hours of parental
support

"I would have had a breakdown if it wasn't for Rainbow Trust's support." Emily's mum



4,822
hours of support
for siblings

"Without the groups, I'd feel more alone and nobody would understand what it's like for us." Iona, James' sister



405
hours of support
for extended
family members

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What the children said...



When asked what they'd like if they had a magic wand ...

“ Make all of Rainbow Trust come all the time! ”

“ Turn my doctor into a frog. ”

“ Everyone in the world be nice to me. ”

“ I would change slime into sand as slime is disgusting! ”

“ To make my brother better. ”



98% of children asked, like Rainbow Trust visiting

100% feel that Rainbow Trust keeps them safe

100% feel that Rainbow Trust listens all the time

Figures and quotes are from our annual service audit



MEASURING OUR IMPACT

We want families to have control over the services we provide to empower them to make positive and sustainable changes in their lives.

We work in partnership with each family to measure how our support impacts their lives in six key areas. Families have identified the areas where they feel Rainbow Trust support can make the most difference.

These are:

Improved ability to manage stress

Increased stability and confidence

Better able to cope with grief and loss

Increased quality time with family

Improved quality of life

Improved economic wellbeing

Over 2,500 families supported

For example, if a family requests help with transport to hospital it could be because they are struggling to meet the cost of this (our intervention would lead to improved economic wellbeing), or it could be because the family finds the experience of having a seriously ill child overwhelming (our intervention could be linked to increased stability and confidence).

We create a support plan based on what each family tells us they need.

The following pages show the improvements felt by six families supported by Rainbow Trust as a result of our service.

HELPING FAMILIES MANAGE THEIR STRESS

Hope has Ebstein Anomaly. The right side of her heart is severely deformed so the left side of her heart has to work twice as hard to keep pumping oxygenated blood around her body.

Family Support Worker, Eleanor, supports the family at home and takes them to hospital appointments which means mum, Leanne, can focus on Hope. Eleanor can also look after Hope's brother, Tyler, at times which is a great relief for Leanne.

"At night we have to constantly check on both children - Tyler is asthmatic and we have to keep an eye on him too, so we don't get much restful sleep. When Eleanor takes the children out, I take a break and on many occasions have climbed into bed and slept. I know when the children are with Eleanor, they are safe. That break makes such a difference to my mindset and helps me feel as if I can continue. We don't know how much time we have with Hope so every ounce of strength is a blessing," said Leanne.

Hope enjoying some
time outdoors

“ Having to watch Hope constantly is exhausting but with Eleanor's help, I honestly feel like all the stress falls away and I breathe a sigh of relief. **”**

Leanne, mum of Hope and Tyler

RESTORING STABILITY AND CONFIDENCE

Two-and-a-half-year-old Daniel was diagnosed with a rare cancer just days after Claire, his mum, found out she was pregnant with his sister. Sabrina, their Family Support Worker, helped with hospital appointments and would sit with Daniel to give his parents a break from the ward.

“ When Daniel was first diagnosed, I didn't want to talk to anyone or make friends with anyone. I felt if I left Daniel's room and spoke to other parents then this nightmare was real. With Sabrina's help, I built the confidence to make friends and now have a couple of mums who I speak to most weeks. They understand what we've been through and what it's like having a seriously ill child. I couldn't do without them now. **”**

Claire, mum of Daniel and Emily



Daniel during treatment

SUPPORTING FAMILIES WITH GRIEF AND LOSS



Marie speaking to Dawn

When one of Marie's five-year-old twin sons died from an aggressive brain tumour, her family's life was turned upside down. Dawn, their Family Support Worker, spent time with Liam, Jack's twin brother, making sure he understood what was happening.

Marie suffered from depression after Jack died and when she went back to work five months later, wasn't in a good place within herself. Dawn could see that she was struggling and finding life difficult. "She advised me that I needed to get help, which I knew but wouldn't have done anything about. Dawn came to the doctor with me and helped explain how I was feeling."

“ It was a relief to have Dawn with me because I wouldn't have done anything about my depression. I would have carried on regardless. **”**

Marie, Liam and Jack's mum

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Dawn spending time with Liam, Jack's twin brother

GIVING QUALITY TIME

Megan was 12 when Adam, her eight-year-old brother, was diagnosed with a brain and spinal cancer.

Clare, their mum, naturally focused on getting Adam to hospital appointments for treatment and Megan had to move in with her grandparents as Clare couldn't take care of her while she was in hospital with Adam.

This separation from her mum and brother left Megan feeling isolated, not wanting to speak to her mum and burden her with any more worry.

Sibling Support Worker, Callie, helped Megan feel as if she wasn't alone. She gave Megan an outlet. She liaised with her school on Clare's behalf and helped Megan see her friends outside school.

Having this normality amidst the chaos helps children and families feel more comfortable with each other and find it easier to be together as a family.

Megan with Sibling Support Worker, Callie



“ With Rainbow Trust, we get to go on days and evenings out. It's really good seeing other brothers and sisters who are the same and understand. **”**

Megan, Adam's sister

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IMPROVING FAMILIES' QUALITY OF LIFE

Noel, four, has severe development delay following a brain injury at birth and is on constant oxygen.

His condition has affected the whole family and, while his parents have done their best to give all three of their children what they need, it is often impossible to spread the attention when Noel requires round the clock care.

The family's quality of life has suffered as the priority is to get Noel to hospital appointments. Often, his parents are too tired to play games with Alexander, Noel's twin brother, and Abigail, their older sister, or arrange any family time together.

Noel's dad and full time carer is constantly on hand for any difficulties that may arise. This means that spending time with Alexander and Abigail is often disrupted. With Brodie, their Family Support Worker's support, the family can relax and enjoy being together and have some fun, as there is enough attention to go round.

"The first thing Alexander asks on a Tuesday morning is whether Brodie is coming. It gives the kids a break, some attention because a lot of the time is spent around Noel because of his disabilities. Even on fun days out it revolves round Noel," said Darren, Noel's dad.



Abigail, Brodie and Alexander

"When Brodie's here it's full on two hours of fun and games and it makes us happier. They are children and they are crying out for attention and Brodie provides that."

Darren, Noel's dad

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HELPING WITH FAMILIES' ECONOMIC WELLBEING

"Leanne, our Family Support Worker, signposted us to different grants and benefits we were entitled to, having a seriously ill child."

Fiona, Grace's mum

Leanne with Grace having fun



Grace was diagnosed with a brain tumour when she was 18 months old. The financial strain of having a child in hospital many miles away from home was crippling as her parents paid for transport to and from appointments. Fiona, Grace's mum, had to give up work to care for Grace which meant the family was relying on one salary. Darren, Grace's dad, was then made redundant so the family's income was reduced even further.

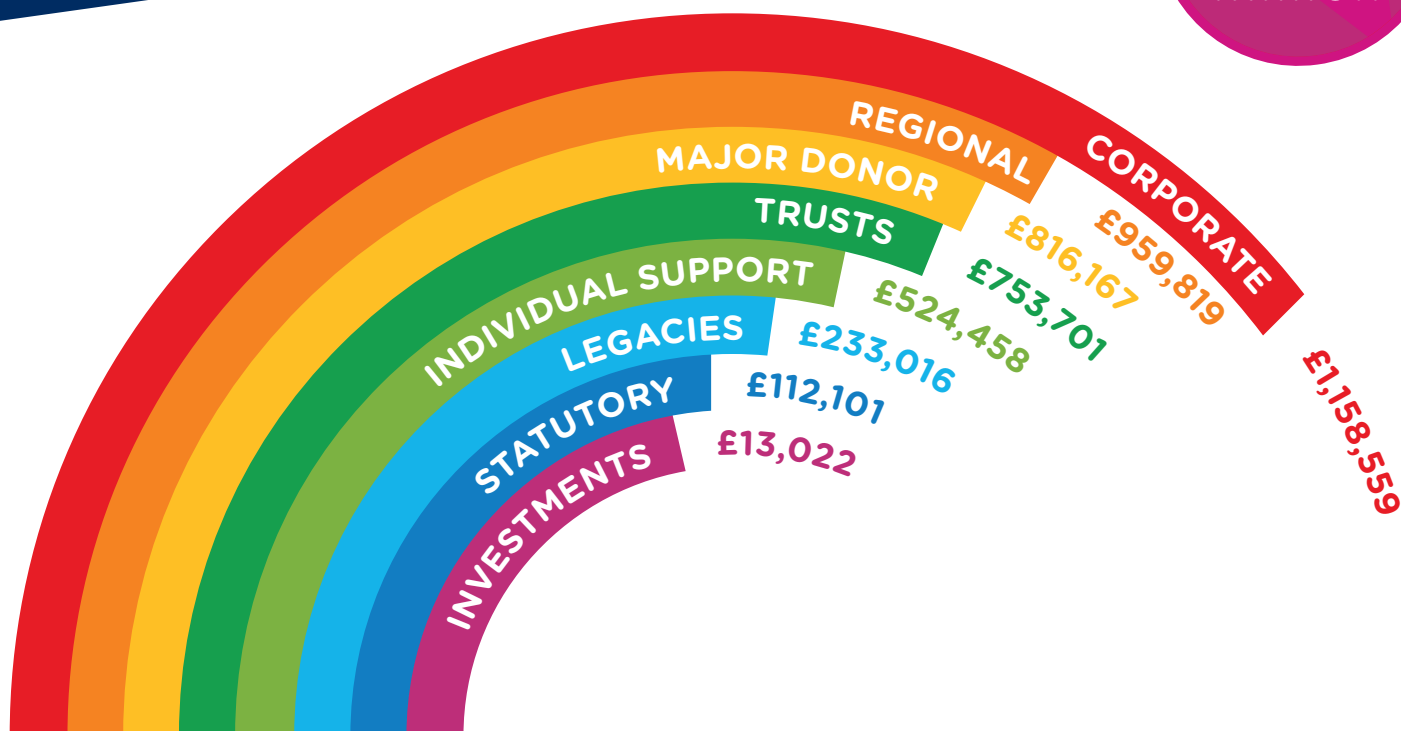
"Rainbow Trust's support helped us navigate the hospital experience which made a real difference when I was there on my own with Grace. Leanne's support with hospital trips meant we didn't have to spend hundreds of pounds we didn't have on getting her to her treatment," said Fiona, Grace's mum.

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OUR ACCOUNTS

How we raised our money 2017/18

TOTAL
INCOME
£4.6
million



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INCOME AND EXPENDITURE

Summarised accounts

Statement of Financial Activities for the year ended 30 June 2018

Income

	2017/2018	2016/2017
Donations and legacies	£2,944,947	£3,055,171
Fundraising events and commercial activities	£1,550,773	£1,421,370
Statutory income	£112,101	£134,148
Investment income	£13,022	£13,202
TOTAL INCOME	£4,620,843	£4,623,891

Expenditure

	2017/2018	2016/2017
Carer and family support services	£3,106,334	£3,094,894
Fundraising costs:		
Grants and donations	£ 835,460	£868,302
Fundraising events	£463,882	£471,351
Commercial activities	£60,495	£62,048
Donor acquisition	£32,798	£19,890
TOTAL EXPENDITURE	£4,498,969	£4,516,485
Net expenditure	£121,874	£107,406

This is an overview of our income and expenditure in 2017/18. This is taken from our financial statements, which can be viewed on the Charity Commission website : gov.uk/government/organisations/charity-commission, Charity number 1070532.

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OUR AMAZING SUPPORTERS



Trust in Fashion raised an amazing £90,000. Guests, Yasmin Le Bon and Rachel Stevens pose with designer, Alice Temperley.



Adam Proops, a parent we have supported spoke of his experience and appreciation of Rainbow Trust at Corks and Couture and the event raised £273,569.



The 'Mums up a Mountain' team climbed Mount Snowdon in North Wales to fundraise for their friend, Karena, and her family who are currently supported by us.

Joe and Anna had a rainbow-themed wedding and asked their guests to donate to Rainbow Trust instead of buying them gifts.



In February Harold Wood Friends Group celebrated raising an impressive £1m over 25 years. Thank you to all the amazing and dedicated volunteers who helped reach this incredible milestone.

Fire Walk London inspired 48 participants to push their boundaries and walk over hot coals for Rainbow Trust, raising £12,201.



The Virgin London Marathon saw 49 runners for Rainbow Trust raise just over £150,000.

Manchester grandma, Jo, and friend Kath, jumped 10,000ft from a plane, raising £1,355. Jo's grandson Frankie and his family are supported by Rainbow Trust.





OUR VISION FOR THE FUTURE

Every family in the UK who has a child with a life threatening illness should get the support they need



We will continue to focus on providing flexible high-quality support services to families caring for a seriously ill child.

Our plans for 2018/19 are to:

- Ensure high quality service and support for families
- Extend our range and scope of services to families
- Increase our influence and reputation as a 'trusted voice'
- Raise more funds to ensure we can maintain support for families
- Increase public awareness.

We are committed to meeting increasing demand from families by growing our existing family support teams. We will also create a feasibility model for expanding to new locations in the future.

WE COULDN'T DO IT WITHOUT YOU

Thank you everyone!

Last year you raised an amazing £4.6m to fund expert Family Support Workers who supported over 2,500 families across the country.

Thank you for every hour of support and every pound you donated. Here are some of your highlights:

CORPORATES

This year the Federation of Small Businesses, Smithers & Purslow, Anthony Gold Solicitors and Trethowans all chose us as their charity partner. Clive Christian and The Jockey Club renewed their partnerships with us.

EVENTS

Our amazing supporters climbed, ran, jumped, cycled, walked and swam to raise an incredible £590,000. Our 49-strong London Marathon team raised over £150,000 and a team from Lockton cycled from Cambridge to London raising over £20,000. 48 brave individuals walked across hot coals at Fire Walk London raising £12,000! Hanover Dairies arranged a ball and bike ride in aid of Rainbow Trust and raised £94,000.

Our loyal committees, friends and ambassadors joined us at our festive Carol Concert at St Paul's in Knightsbridge. This, along with Trust in Fashion and Corks & Couture at the Savoy and our World Cup event, meant the special events programme raised over £406,000.

We received support of over £16,000 from Daiwa Capital Markets who made us their Charity of the Year. The team at Natwest Heathrow Commercial Banking undertook the Thames Bridges Trek and raised over £9,000.

I Love Claims supported us for the sixth consecutive year, bringing their fundraising total to a fantastic £600,000. Cubitt & West estate agents continued their mission to raise £42,300 to fund a Family Support Worker for a year.

INDIVIDUALS

Last year, 6,000 people supported us by playing our lottery, engaging with campaigns and donating to appeals. Dr Jonathan Beecham, Albert Bennett, Elsie Bishop, Trevor Brown, Vera Bushby, Valerie Davies, Nancy Dolbey, Margaret Evans, Rosemary Jackson, Reginald Medhurst, Stella Nolan, Richard Nunn, Dr Gordon Rhead and Kathleen Walsh supported our families by remembering us in their wills.

TRUSTS AND FOUNDATIONS

We are grateful to all the trusts and foundations that generously supported our work including The Kentown Wizard Foundation, The Linbury Trust, The Rank Foundation, Oak Foundation, Garfield Weston Foundation, The Ingram Trust, The 29th May 1961 Charitable Trust, The Rothschild Foundation, Sobell Foundation,



Thank you from the staff at head office

£4.6 million raised

VOLUNTEERS

This year our amazing volunteers donated 25,539 hours of their time so that families we support could make the most of theirs. More than 357 volunteers gave their time in our shops, offices, out in the community, at our events and alongside our Family Support Workers.

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James Tudor Foundation, The Zochonis Charitable Trust and The Taylor Family Foundation.

BBC Children in Need and Layla's Trust continued to support a Family Support Worker in our North West team and a part time Family Support Worker on the Isle of Wight, respectively.

The Big Lottery Fund's support ensured that more than 100 young sibling carers had someone to talk to, outings away from the pressures of home life and their brother or sister's illness, as well as support to get to school and help with homework.

357 volunteers donated 25,539 hours which is worth £191,542!

This is based on the living wage.

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WE'D LIKE TO THANK

OUR CHAIRMAN • Mark Cunningham • **OUR TRUSTEES** • Tim Bunting • Howard Dyer • Andrew Honnor • Dr Jonathan Rabbs • Mark Richardson • Michael Wainwright • Mrs Celia Woollett • **OUR PATRONS** • Sir Hugh Blackett • Sue Cook • Annabel Croft • Ashley Davies • The Hon Mrs James Dawnay • Lord and Lady Fellowes of West Stafford • Jack Gratton • Trish Halpin • Trevor Hanover • Austin Healey • Michael Howard • Josie Law • Mrs Andrew Lukas • Aled Miles • Mary Nightingale • Pauline Obee MBE • Geraldine Peacock CBE • The Countess of Perth • Lord Redesdale • Lady Robson • Mrs Robert Ropner DL • Mrs James Russell • Mrs John Salkeld • John Scott • Alan Stevenson • Zac Toumazi • Mrs Peter Vey • Andrea White • Kevin Whitfield • Mary Wynne-Finch • **OUR COMMITTEES AND FRIENDS** • Hampshire Friends • London Carol Concert Committee • London Friends • Trust in Fashion Committee • Corks & Couture Committee • Upminster and Harold Wood Volunteers • **TRUSTS AND FOUNDATIONS** • Donald Forrester Trust • E C Graham Belford Charitable Settlement • Ernest Kleinwort Charitable Trust • Gerald Palmer Eling

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Trust Company • Northumberland Village Homes Trust • Shanly Foundation • Sir James Knott Trust • The Childwick Trust • The Lake House Charitable Foundation • The Rothschild Foundation • The Sobell Foundation • The Sunny Skies Trust • **STATUTORY** • London Borough of Redbridge • Rochdale Borough Council • Surrey County Council • West Sussex County Council • **SUPPORTERS** • Aldro Preparatory School for Boys • Almacantar Ltd • Auto Windscreens • Boodles • Cambridge Online • Chessington Garden Centre • Clive Christian • Computacenter • Contiki Holidays Ltd • Cubitt & West • DHL Express • Enterprise • Euroclear • Fidelity International • The Goyal Family • Bob Green • Gymboree • Herrington Carmichael • I Love Claims • Inconnection • Kingston Smith • Knight Frank • K2 Corporate Mobility • Life Story • Lockton • Tony Ludbrook • Natta Building Company Ltd • Natwest Heathrow Commercial Banking • Newcastle High School for Boys • Oriel High School • Paperchase Products Ltd • Paragon Sports Management Ltd • Pollen Street Capital • Richmond Golf Club • Sainsburys • Shield Contract Services • Sony Interactive Entertainment Europe • Squirrels Heath Gardening Club • Stephenson Harwood • St James Group South • TI Media • TES Global Ltd • Tesco • The Berkeley Foundation • The Berkshire Golf Club • The Jockey Club • Unum

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**SUPPORTING FAMILIES
WITH A SERIOUSLY ILL CHILD**

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**Special thanks to the children and families featured,
who are, or have been, supported by Rainbow Trust.**

Photography: Catherine Prior and Sarah Deane

Registered Charity No. 1070532.