OUR IMPACT
2020/21

RAINBOW TRUST

SUPPORTING FAMILIES
WITH A SERIOUSLY ILL CHILD

WELCOME

Rainbow Trust provides expert Family Support Workers to families who have a child with a life-threatening or terminal illness. When serious illness affects a child, family life is turned upside down, and time becomes more precious than ever.

Rainbow Trust pairs each family with a dedicated Family Support Worker who becomes a trusted and constant person in family life, providing practical and emotional support. This support helps families to face and make the most of each new day.

Family Support Worker Sammii plays with Violet

Welcome to our Impact Report showcasing highlights from the financial year July 2020 to June 2021

Following the onset of the COVID-19 pandemic early in 2020, the country continued to face varying degrees of restrictions and lockdowns which shaped the everyday lives and experiences of the families we support, and the way in which our service could be delivered safely.

Our main aim this year was to start to **rebuild family support**, adapting our service to respond to the challenges faced by families.

Many families had an ongoing uphill struggle as they tried to balance worries about their child's medical care, the impact of the pandemic, continued isolation, their financial security, and their mental health.

We stood firm in our commitment to the families we support, taking on new referrals whenever possible.

We are proud to have:

- Continually adapted our service to offer a hybrid of virtual and face-to-face support to **1,075** families
- Taken on **409** new families despite many Family Support Workers being unable to meet new families via the usual face-to-face routes or in hospital
- Ensured the families voices were heard, highlighting their challenges and experiences through our ***Pandemic Pressures*** report
- Raised £4.7million to ensure our future survival.

OUR SUPPORT IN NUMBERS

New families supported
409

Total families
1,075

Total hours
17,481

449
families who felt better able to cope had their cases closed

Hours of parental support or respite
1,687

Hours of transport
1,279

Hours of hospital support
512

Hours of home support
5,333

Hours of telephone support
5,337

Hours of remote/video support
1,194

Hours of sibling support
1,822

Hours of support for the sick child
1,583

WHY OUR SUPPORT MATTERS

There are 86,625 children in England with life-limiting or life-threatening conditions*, three times that in 2001/02 and predicted to rise by 11% in the next decade.

This significant increase reflects how vital Rainbow Trust's practical and emotional support is, as many more families across England care for babies, children and young people with a life-threatening or terminal illness.

Common challenges for these families include:

- Dealing with the physical and emotional strain
- Managing and getting to and from multiple clinical appointments
- Ensuring that life remains as normal as possible for siblings, including attendance and performance at school
- Ensuring sick children and siblings have opportunities to play
- Maintaining employment through long periods of treatment and care needs
- Managing reduced income
- Poor family communication and resulting break-up
- Accessing benefits and support services
- Maintaining daily routine and chores
- Coming to terms with a child's diagnosis and the possibility of their death
- Coping with the death of a child
- Isolation felt by families who are cut off from normal activities and friends.

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*Make Every Child Count study, conducted by the University of York based on 2017/2018 figures

Experiences during the COVID-19 pandemic

In October 2020 we published *Pandemic Pressures: the struggles and resilience of families caring for a seriously ill child*, highlighting powerful family testimonies about how COVID-19 caused vast new practical and emotional pressures on families already facing a high degree of stress and anxiety over the health of their child.

We called on the Secretary of State for Health and Social Care to urgently address the long-standing gap in funding emotional and practical support for families, which can be a lifeline for them when caring for a seriously ill child in a time of great uncertainty and anxiety.

HOW WE HELP

Rainbow Trust's community-based direct support is available at no cost to families and is provided no matter what a family's background or circumstances. There is no other national organisation offering the range of social palliative care support that we do, directly to families when they need it most.

How families rated our service this year

97% rated the overall service as good or excellent

91% rated the impact of Rainbow Trust's support on their lives as at least eight out of 10, with 55% rating our impact as 10 out of 10

96% of all comments were positive statements about the support, their Family Support Worker or Rainbow Trust

Children felt that the opportunities to have fun, to play and to have someone to talk to, were the most important things for them.

What health and social care professionals said:

"The support Rainbow Trust offers to the families in my care is priceless. The difference they make is amazing, from the practical support to the emotional support where parents and the children find there is no other outlet. We work as a multidisciplinary team and the [Rainbow Trust] Family Support Worker is very much part of that and plays a key role."

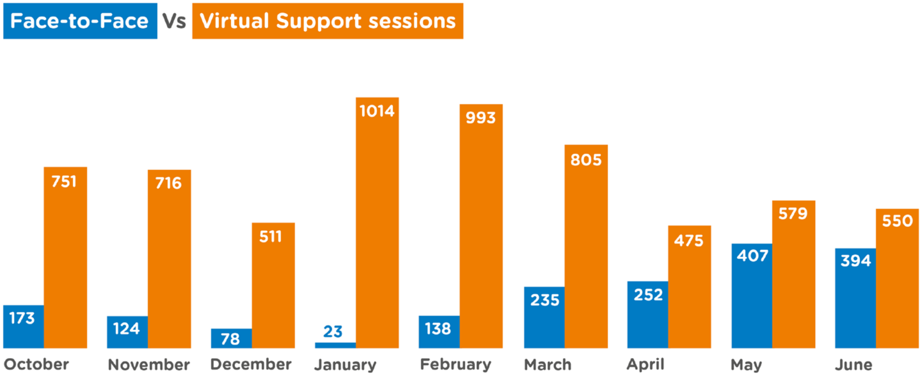
"We always get great feedback and see the difference that this support makes to parents' day-to-day lives."

"The support is always very geared to meet the family's need. It may be small interventions or more complex; whichever, it makes a big difference."

Based on respondents to our snapshot survey in November 2020

Lockdowns and restrictions continued to create challenges to our service delivery throughout this year, but it also gave us opportunities to innovate and do things differently, whilst still improving quality of life for families on our caseload.

When the pandemic first hit, we immediately shifted to providing online support, and this was sustained into 2020/21 as the volatility caused by lockdowns and restrictions continued. This table shows how the nature of sessions fluctuated between face-to-face and virtual between October 2020 to June 2021.



Previously, we were unable to provide support to families from outside the geographical locations covered by our Care teams. However, building on the success of our online support triggered by the pandemic, we began to trial a digital-only support model:

Developing a new digital service

Aim

To reach and support families who live outside our usual Care team areas.

Results

Supporting four new families in areas outside our normal reach including Northampton, Dartmouth, Bradford and Nottingham.

Supporting a family based in the Czech Republic and their extended family in the UK, giving vital bereavement support that was not available in their country.

An internal steering group working to scope the potential to create a stand-alone digital care team that could offer support to a greater number of families across a wider geographic reach.

Family Support Worker Abi (left) pictured with Florence, Harry, Iris and their mum, Lucy

HOW OUR SUPPORT IMPROVES LIVES

A family support plan is agreed, regularly monitored and adjusted to reflect what the family needs most. Broadly, families have identified six areas where they feel Rainbow Trust has the most impact, and that is how we classify and record the nature of each support session. They are:

- **Quality time**
- **Quality of life**
- **Emotions and wellbeing**
- **Stability and confidence**
- **Managing stress**
- **Economic wellbeing.**

Essex:

SUPPORTING EMOTIONAL WELLBEING

"Having a child with a life-threatening condition changes everything."

Mum Charlene, dad Prince, five-year-old Reuel and seven-year-old Moses

Caring for a seriously ill child is one of the most stressful and traumatic experiences that a parent can have. For many months, even years, the mental health of parents can be under severe strain, which is why supporting emotional wellbeing is one of the areas where Rainbow Trust Family Support Workers can have the most impact in helping families.

Reuel, five, has an undiagnosed neurological condition which is very complex and includes global development delay, reflux, unsafe swallow (at risk of food and drinks going down into the airway) and epilepsy. Reuel is nonverbal and unable to sit up unaided, but he has a smile to light up a room.

Reuel was a healthy baby boy. It wasn't until he was seven months old that his mum started to see signs something was wrong, and since then it has been a long hard road for all the family. Reuel has been in and out of hospital for most of his life which has had a detrimental effect on everyone.

Charlene says she is always on edge, her anxiety levels are constantly high, they can never plan anything and don't live a normal life. Charlene says that until Rainbow Trust came along, they had no support, she would cry all the time and get very depressed.

"I'm so glad you've come into my life. I just wish I had known about Rainbow Trust sooner. We have had many professionals involved with Reuel, but they only focus on Reuel's health needs, they just come in and out of the family home. Rainbow Trust has such a holistic approach to their support which is family-centered, it's the best thing. When we met our Family Support Worker, Abi, she was a breath of fresh air. She has helped to rebuild our family, we all love her. She has helped so much with so many things from helping to apply to other charities for financial support, getting a specialised car seat for Reuel to furniture for his bedroom, all of which we wouldn't have been able to afford. Knowing that Abi is at the end of the phone if we need her, I can talk to her about anything. She understands."

> "Our family life is like a patchwork quilt, but we try to make the most of it."

Family life can be restrictive for Reuel's brother Moses, as they can't just pop to the park or even play in the garden without some planning, everything revolves around Reuel. Charlene has had to be away from home a lot, in and out of hospital with Reuel. Rainbow Trust Family Support Volunteer Michael has also been there for Moses. Before the pandemic Michael was going into the family home once a week to give Moses his undivided attention, focusing on his needs, on what he wanted to play and what was going on in his life. Charlene said that this has made Moses feel special, as he has someone to visit just for him. Moses used to look forward to every Friday after school when Michael would come over and would wake up every Friday morning asking if it was Michael day!

Reuel's brother Moses (pictured right) has found it difficult at times having a severely disabled brother who needs so much care and attention

> "I'm so glad you've come into my life."

London and South East:

HAVING FUN AND IMPROVING QUALITY OF LIFE

When Danielle was pregnant, the doctors discovered at 28 weeks that her son's heart rate was fluctuating to a dangerous level. She had to have an emergency caesarean section which meant James was born 12 weeks premature.

"The world stopped when James was born as we weren't expecting a child with such complex needs. He weighed just 1lb 4oz. James had a bleed on his brain at three days old, which has caused cerebral palsy, global development delay, visual impairment, hydrocephalous and many other conditions."

James, now three, was in hospital for the first four months of his life. When he was finally discharged, he needed oxygen and a nasogastric tube due to his chronic lung disease. Over the last three years, James has been in and out of hospital.

James' grandparents are very helpful providing support for the family, but support has mainly been for his sister, Bella, as she has found it hard with James being in hospital. The family heard about Rainbow Trust through their Community Nurse, and they have been receiving support from Family Support Worker Ema for over two years.

Ema helps the children to have fun by:

- Holding play sessions with James fortnightly at home
- Spending time playing with Bella once a month after school
- Dropping off play packs for James and Bella to do during lockdown which included cooking, gardening, arts and crafts.

"Bella enjoys it when Ema comes over to see her, as she finds it hard to build relationships with other people. She has been diagnosed with autism, and without Ema's help we wouldn't have spotted the signs and pushed for an assessment and support at school, which she now has.

"Ema has made our life easier as we have been able to do things as a family. She has made our daughter feel special.

"James prefers to play on his own, but he is also building his social skills with Ema and will choose to play with her. He has started to initiate play."

Ema also improves the family's overall quality of life by:

- Taking them to medical appointments so they do not have the burden of booking or paying for taxis
- Providing much needed emotional support for Danielle at home and over the phone, which Danielle has said has helped her a lot.

Family Support Worker Ema baking with Bella

> "Rainbow Trust makes you realise that you're not alone and that there are many other families who are in the same situation. They can give you a helping hand to guide you to a more positive outcome in your life."

Danielle and James enjoying a day with Family Support Worker Ema (left and above)

North East:

HELPING SIBLINGS COPE WITH HAVING A SERIOUSLY ILL BROTHER OR SISTER

Siblings of seriously ill children can feel lost and abandoned when their parents are in and out of hospital with their sick brother or sister. With Rainbow Trust's support, siblings get the support they need, when they need it. This support can help them to develop important coping mechanisms, find an outlet for their worries, keep up with their schoolwork and build a support network for themselves outside the home. The consequences of a sibling not receiving support like this could have an enduring detrimental emotional impact.

Monica, a Family Support Worker in the North East team has helped the siblings of many seriously ill children.

Oscar and Owen's triplet brother, Oliver, was diagnosed with stage four neuroblastoma in February 2021. He is undergoing chemotherapy and will have to have an operation to remove the tumour in his stomach.

Monica ensures Oscar and Owen can continue with their routines, she drops them off at school during term time, and takes them on fun days out in the holidays to let their mum be at the hospital with Oliver.

"I loved going to Laser Quest, can we take Oliver next?"

Nooriya and Eisa's brother Musa was diagnosed with a brain tumour behind his left eye in May 2019. After a few chemotherapy sessions Musa's reactions to the treatment started to get worse, and the family was always in hospital. Being in the Royal Victoria Infirmary in Newcastle frequently was difficult as Musa's siblings needed to be looked after and taken to school. Their mum, Hiba, said: *"Rainbow Trust has made a massive difference to us as they have taken a huge weight off our shoulders."*

Nooriya and Eisa said: *"We love Rainbow Trust and always count how many sleeps are left until we go out again. They are fun and make us happy!"*

Finley and Charlie's sister, Lylah-Rae, has a severe condition called Bronchomalacia, which means her airways are not properly formed and she had to have a tracheostomy fitted so that she can breathe. She is ventilated 24 hours a day. Her cleft palate means she uses a feeding tube which is placed directly into her stomach for feeding and medication. She also has two congenital heart defects.

Their mum, Toni, said: "*My life changed drastically and very quickly. My life was just hospital, home, hospital for 305 days. I had to bring Finley and Charlie to the hospital with me most days, and when they weren't with me, they were passed around. I didn't cope internally, but outside I had to as Finley and Charlie needed me. My boys have been through so much in the past two-and-a-half years. They went from me taking them everywhere, to being stuck in hospital with their baby sister or getting passed from pillar to post.*

"Family Support Worker Monica is amazing, taking them out every Wednesday to a fun place means so much. All they want to do is run wild and be typical seven and eight-year-old children but because of their sister's complexity we sometimes have to spend days, even weeks, where they are stuck indoors.

"They come back from time with Monica so happy and tell me all about what they've been up to. Taking that guilt and pressure away from me once a week to make sure my boys are having fun means the absolute world to me. Their lives have changed so much and just knowing they get a fun day out once a week with Monica makes me happy."


"I like Wednesdays because I know we are going somewhere fun after school!"

Finley and Charlie enjoying arts and crafts

North West:

HANDLING EMOTIONS AND BOOSTING SELF-ESTEEM THROUGH A NEW GROUP

Family Support Workers support children using different tools and techniques to help them handle the difficult emotions that come with the trauma of living with serious illness.

Following the success of our Dads Group which was introduced in 2019/20 to support dads of seriously ill children, and how it had helped to combat feelings of isolation through sharing experiences, the North West team expanded the model and held a series of feel-good resilience sessions for teenagers in spring 2021.

The families we support experience trauma daily, whether they recognise it as trauma or not. The sessions were designed, drawing on psychoeducational theory and trauma-focussed cognitive behavioural therapy theory. The programme consisted of one session per week over seven weeks, led and co-facilitated by two Family Support Workers, one of whom is trained in this approach.

The team ensured that the right children were identified, interviewing them and their parents and conducting a pre-assessment to ensure they were in the right place emotionally. For those who were not ready for the group setting, additional support was given through one-to-one sessions using word techniques to build resilience.

Feel-good resilience group

Aim

To help children and young people to become experts in their own resilience.

Results

Children and young people:

- Come to terms with their experiences
- Develop a positive lifestyle and coping strategies
- Live more skillful, less impulsive lives.

The programme included:

- **Assessment** of their emotional wellbeing using the Warwick-Edinburgh Mental Wellbeing Scale
- **Acknowledgement** of what they are going through, empowerment and ownership for them to talk about it
- **Exploration** of Thought Feeling Behaviour facilitated by Family Support Workers using resources and learning packs which incorporate theories, tools, and techniques catering for all learning styles
- **Ongoing feedback** from participants to ensure the content was tailored to their needs and regular evaluation by the Family Support Workers on managing group dynamics
- **Reflection** on how the sessions had helped them by comparing self-portraits completed at the beginning and at the end, and writing letters to future participants
- **Certificate of completion** to give a sense of accomplishment
- **A post-group meet up** to enable new relationships to continue.

Parents were involved throughout the whole process and safeguarding was paramount.

How we show the positive impact on the participants' emotional wellbeing

1. Capturing words used to describe feelings (pictured right)
2. Using a mental wellbeing scale, one participant went from a score of 36 (very low) to 46 (average) and another's score improved from 41 (below average) to 61 (above average)
3. Each participant wrote a letter at the end of the seven weeks to share with future participants.

Names have been changed

Feelings in week 1

Stressed
Tired
Excited
Sad
Confused
Nervous
Anxious
Happy

Feelings in week 7

Peaceful
Calm
A little bit tense
Tired
Self motivated
Happy
Positive
Knowing when to stop
Confident

This group will really help you because it helped me feel more confident and positive about myself, and how to deal with situations positively. It will make you feel positive and happy about yourself. I would really recommend this to other people who are in the same situation as me.

Charlie aged 16

The group is an absolutely brilliant way to cope if you are struggling with everything going on with an ill brother or sister. I can assure you it has taught me so many amazing coping mechanisms for when I am feeling particularly angry or anxious or if I just need a way to wind down and focus on myself. Despite the anxious feeling that you have to meet new people it is actually quite comforting to know there are people going through the same thing and you are not alone. I hope it all goes well for you and you learn lots of ways to help yourself and cope.

James aged 14

I joined the group after my little brother first became ill. At first, I was really nervous but over time it got better. Attending the group really helped me learn different coping strategies. Try not to feel so nervous because it will be ok. I know it is easy to say that, but the group really does help. Also, you get to meet new people so you will walk away from the group with new friends and hopefully some new ways to cope with your life.

Ellie aged 15

South West:

COMBATING ISOLATION THROUGH ADVENTURE

#AdventuresOfCharlotteAndGene

Living with serious illness can be isolating for all the family. Parents and children often tell us that their friends and wider family do not understand what they are dealing with. Much of the practical and emotional support given by Family Support Workers is designed to tackle these feelings of loneliness and isolation.

#AdventuresOfCharlotteAndGene

Gene is 11 and has Glomerulocystic kidney disease, renal anaemia and a serious blood condition, hyperkalaemia. Gene takes 30 tablets a day to keep well. He is an only child with no brothers and sisters for company or support.

Gene and his mum have the same disease. His mum has had a cardiac arrest and has been resuscitated many times. At Christmas in 2019, she was found collapsed on the bathroom floor and was temporarily blind due to fluid on her brain. As you can imagine, it is really worrying for Gene to see his mum like this with the added complication of knowing that he has the same disease.

They are a low-income family, and Gene's dad works six days a week for long hours. His mum has been on dialysis for most of Gene's life three times a week for five hours at a time, so she is often not at home. Gene goes from school straight to his grandma's house - luckily, she lives next door and this has been invaluable when his mum has had emergencies.

Gene's medication has caused the onset of early puberty, and this along with other medical issues is a huge amount for an 11-year-old boy to deal with. Whilst he appears well, and has the maturity to know how to manage his medication, the complexity of emotions often leaves him feeling very isolated. It has manifested itself

through behavioural issues at school. Gene also has a diagnosis of auditory hallucinations and hears voices in his head.

Regular meetups with Family Support Manager Charlotte give Gene an outlet and help ease isolation and loneliness. His mum says that the sessions help him so much because when he goes out with Charotte, he is so busy it helps him to escape hearing the voices in his head. For each hourly session, Gene is completely free to decide what he wants to do, and where their adventures may take them!

Gene made this for Charlotte as a Christmas gift

Charlotte said:

"Gene loves the spontaneity of our adventures. He has me climbing high towers, going on zip wires, playing football, going on our bikes, exploring the woods, making and using rope swings and building dens. He tells me every time I complain about being old that it is mind over matter and that he doesn't treat me as if I am old, so I have no excuses. He is a lovely warm and caring young man who looks well and so people can often forget what his lived experience is. The reason he is so well is due to the loving care and attention of his parents ensuring that he takes his medication, never misses his consultant appointments and still gets to have fun."

Southampton:

NEONATAL SUPPORT

Aim

Continue to provide neonatal services through the pandemic.

Results:

- 95 new neonatal referrals over the year
- 19% increase in neonatal referrals reinforcing the need for our vital support for families with babies born prematurely
- Increased profile with health professionals.

Alex Mancini, National Lead Nurse for Neonatal Palliative Care, said:

"In my experience, the emotional and practical support offered by Rainbow Trust Family Support Workers to families on Neonatal Intensive Care Units is a vital additional measure to help them cope with the pressures of having a very sick baby."

Teddy was born prematurely at 34 weeks and has multiple conditions including Polymicrogyria, which is abnormal development of the brain before birth, cerebral palsy and severe epilepsy. His parents have also recently been told that he is visually impaired.

Due to the COVID-19 pandemic, Family Support Worker Mandy gave emotional support by phone for a couple of months. Teddy's mum, Chelsea, said she had felt really at ease with Mandy from day one, so it was easy for her to share her thoughts and her feelings.

The family discussed with Mandy how Teddy had been, and how the family - including Teddy's brother Marshall - was coping. Teddy was still having many seizures and required rescue medication because they were lasting more than five minutes. He was constantly being admitted to hospital.

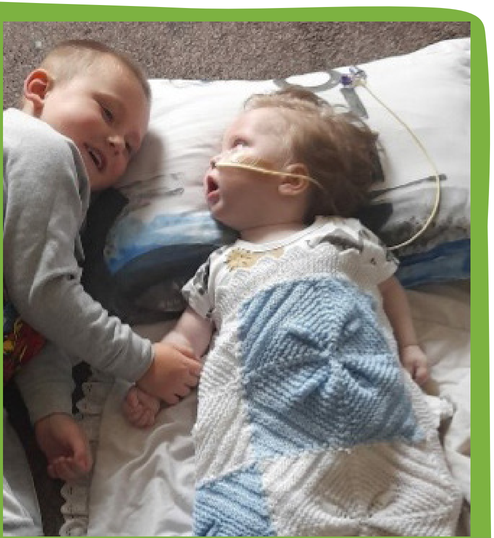
Chelsea said: "*We have had no choice but to just 'get on with it'. Teddy is our son and we love him with all of our heart. We just want the best for him.*"

Teddy's latest hospital appointment, which Mandy attended with Chelsea, was when she was informed that Teddy was visually impaired. When Chelsea told Teddy's dad, Sam, he said: "*He's still Teddy, he's still our Teddy.*"

Teddy's medication is being managed and the dose needs to be constantly changed as he grows. He still has regular hospital appointments so Mandy is helping the family with transport, attending appointments and collecting his medication.

Mandy has also suggested to Chelsea they both take Marshall out for a few hours so that she can have some quality time with him now that he's started school.

Chelsea said: "*We would feel lost and stuck without Mandy and Rainbow Trust's support. She is always there, and she takes some pressure away from us. She will spend time with Marshall and Teddy, she gives guidance and gets things done. For me, she is someone to talk to, someone to cry to and someone who will listen.*"



Teddy with his big brother, Marshall.

Aim
Helping families to manage grief and loss.

Results:

- 138 families received bereavement support this year
- 713 hours of bereavement support given to help families to cope.

BEREAVEMENT SUPPORT

Rainbow Trust Family Support Worker Sammii worked in partnership with a junior school in Fareham when William's brother died. Head of School and School Counsellor said:

"When William's brother Noa had a terminal diagnosis in November 2020, we were desperate as a school to support the family emotionally. In the middle of the pandemic, it was difficult to know what support, if any, was out there for children who have a seriously ill sibling. An internet search directed me to Rainbow Trust, and with the family's permission, Family Support Worker Sammii started supporting William at home during Noa's illness, and after Noa died.

"I cannot imagine what it would have been like for William and his return to school if Rainbow Trust had not been involved. With the involvement of Rainbow Trust, we were able to offer a bespoke package of support for William.

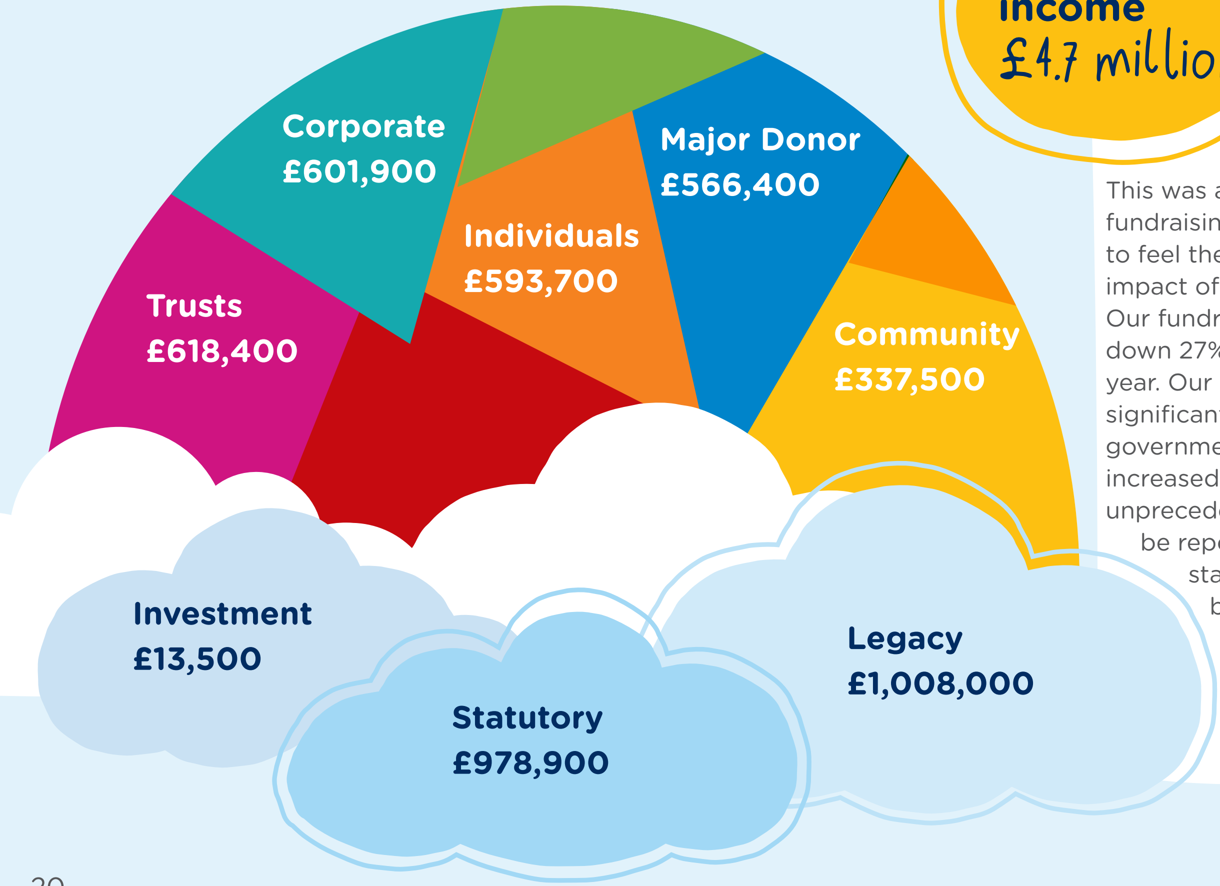
"This meant we could address his emotional needs, while helping him navigate the return to school after the tragic loss of his brother. Throughout the whole process Sammii visited the family at home. What was equally wonderful was that she was able to support William with his transition back to school. The support was not time limited, and it was all focused on going at the pace that was right for William. Sammii went to school with William for many weeks while he settled back in. As William adjusted to the new routines, Sammii gradually reduced her time in school. She keeps in regular contact with the family and there is very much a sense that they are there for you as long as you need them to be.

"Despite the pandemic we were able to adopt a multi-disciplinary approach to supporting this family. I hope that our experience can be shared with other schools to raise awareness about what can be done to support children who are struggling to cope with such a devastating prognosis."

Names have been changed

HOW WE RAISED OUR MONEY

Total income
£4.7 million



This was a difficult year for fundraising, as we continued to feel the adverse financial impact of the COVID-19 crisis. Our fundraising income was down 27% on the previous year. Our total income includes significant COVID related government support which increased our statutory income to unprecedented levels and will not be repeated next year, when statutory income will fall back to pre-pandemic levels. We also received an exceptionally high value of legacy notifications.

INCOME AND EXPENDITURE

Summarised accounts

For the year ended 30 June 2021

78p in every £1 is spent directly on support for children and families

Income	2020/2021	2019/2020
Donations and legacies	£2,735,763	£2,736,585
Fundraising events and commercial operations	£990,193	£1,221,750
Statutory income	£978,890	£285,378
Investment income	£13,468	£13,750
TOTAL INCOME	£4,718,314	£4,257,463
Expenditure		
Carer and family support services	£2,483,515	£3,134,083
Fundraising costs:		
Grants and donations	£567,178	£779,722
Fundraising activities	£116,631	£309,713
Commercial activities	£4,495	£43,342
Donor acquisition	£23,745	£17,689
TOTAL EXPENDITURE	£3,195,564	£4,284,549
Net income/expenditure	£1,522,750	£(27,086)

The surplus this year includes £1,008,000 of legacy income which, due to its exceptional size, has been designated by the Trustees into a Legacy Equalisation Fund which will provide more predictable funding to planned future strategic investment. Additionally, £378,400 has been transferred into a Strategic Development Reserve to fund future planned development of care services and investment in technology over the next two years.

This is an overview of our income and expenditure in 2020/21 summarised from our financial statements, which can be viewed on the Charity Commission website: **gov.uk/government/organisations/charity-commission**
Registered Charity number 1070532.

WE COULDN'T DO IT WITHOUT YOU!

Here are some fundraising highlights from throughout the year.

July

A team from St James cycled from London to Paris in 24 hours.

August

Oak Park Golf Club raised money during their Championships Weekend.

September

Lord Andrew Hay completed the Camino del Norte, covering 500 miles.

October

Fred ran his 28th consecutive marathon – this time virtually!

November

Paediatric nurse Anna did a skydive after seeing the devastating effect of COVID-19.

December

Children we support performed '*Twas the Night before Christmas* at our Virtual Carol Concert.

January

Tomos and Menna completed their 5k *One Step at a Time* challenge.

February

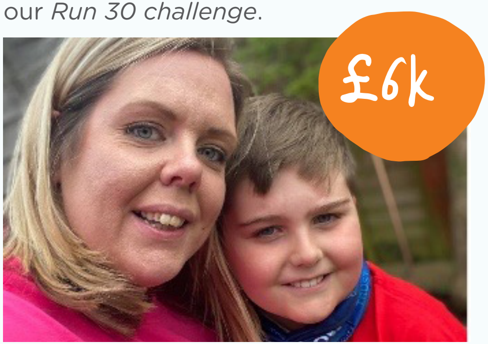
215 supporters took on the challenge of completing 280,000 Steps in a month.

March

Godfrey and his family rowed the length of the English Channel on St Patrick's day!

April

Rory and his mum Katie took part in our *Run 30 challenge*.



May

Manisha raised money by bravely cutting off her very long hair.

June

K2 Corporate Mobility completed *Race to the Kings*, a tough 53.6 mile walk.

WE'D LIKE TO THANK

Last year you helped us raise an amazing £4.7 million to fund expert Family Support Workers to help families across the country. We are grateful to everyone who generously supported our work including:

COMPANIES

Advent of Change, Almacantar, Bain Capital, CarFest, Harbottle & Lewis LLP, I Love Claims, K2 Corporate Mobility, Natta, Paperchase, Plum Products Ltd, RBC Capital Markets, Samsic UK with JPC Cleaning, Simplify Consulting, Sporting Bears, St James Group Limited and Tracks Publishing.

COMMUNITY

Cloud Please, Ewell Castle School, Filton Golf Club, Harold Wood Friends Group, Oak Park Golf Club, Reeds School, Sittingbourne & Milton Regis Golf Club, Tesco Groundwork, Tyrrells Wood Golf Club, University of Manchester Students Union and Walton Heath Golf Club.

TRUSTS

Barclays 100x100 UK COVID-19 Community Relief Funding, BBC Children in Need, Community Foundation Tyne & Wear and Northumberland, Ernest Kleinwort Charitable Trust, Essex County Council, Gerald Palmer Eling Trust, James Tudor Foundation, Jeans for Genes grant via Gene People, Kentown Wizard Foundation, Masonic Charitable Foundation, May Gibson Charitable Trust, Merlin's Magic Wand, Morecambe Bay CCG, Sir John Fisher Foundation, St Hilda's Trust, St. James's Place Charitable Foundation, Sunderland City Council, Surrey County Council, The Berkeley Foundation, The Bouttell Bequest, The Edward Gostling Foundation, The Eric Wright Charitable Trust, The February Foundation, The Hearth Foundation, The Ingram Trust, The John Coates Charitable Trust, The National Lottery Community Fund Coronavirus Community Support Fund, The NHS Health Improvement Fund, managed by County Durham Community Foundation, The Pixel Fund, The Sterry Family Foundation, The Tanlaw Foundation, The Taurus Foundation, The Taylor Family Foundation, The Thornton Foundation, West Sussex County Council and Zochonis Charitable Trust.

THANKS ALSO TO

All our Patrons and Trustees who supported us as well as individual donors, regular givers and to Friends groups and committees who have helped us to raise vital funds throughout the year.

Celebrity supporters and ambassadors who have given their time to support campaigns, events and share our messages through their networks.

Families who we support, or have supported in the past, who have shared their personal experiences of Rainbow Trust to help raise awareness and support our fundraising.

Watch our thank you video

rainbowtrust.org.uk/our-impact

THANK YOU TO OUR AMAZING VOLUNTEERS

Our wonderful volunteers help us reach more families and also to fundraise and raise awareness about our work. Whilst we had to pause our volunteering programme at the beginning of the pandemic, we worked with volunteers during 2020/21 to adapt their support. Whatever they managed to do – from assisting the fundraising team working remotely, to driving to and from hospital in full protective clothing – we are very grateful to the entire volunteer team for all of their time, effort and dedication.

Annabel, Family Support Volunteer

Figures from July 2020 to June 2021

275 volunteers

87 care volunteers

1,593 hours given

> "I was very honoured and privileged to be asked by one of the families I volunteer with to read a poem at their daughter's funeral – I think this is testimony of how we are valued, trusted and part of the family in difficult times".
>
> Family Support Volunteer Annabel

LOOKING FORWARD

In 2021/22 we aim to:

- **Develop and expand our service**
- **Increase awareness, influence and reputation**
- **Maximise fundraising activity in our 35th year**

35 YEARS OF CARE

- **Support staff to be the best they can be**
- **Accelerate the use of technology.**

Follow our social media channels and our website throughout the year to find out more and get involved.

Cover image: Six year old Zach has a fun day with Family Support Worker Liz from the Southampton team

RAINBOW TRUST

SUPPORTING FAMILIES
WITH A SERIOUSLY ILL CHILD

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