NEWSLETTER

15 September 2026



“Here’s what has happened throughout the year and what’s to come”

Welcome to our charity newsletter! We are thrilled to share with you the latest developments in our mission to make a positive impact in our community.

Advice and Information Team

Our specialist advice and information team has supported 1900 individuals. The primary issue this year, vastly outstripping all others, has been homelessness and other housing issues (75% of all cases we work with).

Other issues were: supporting people to access benefits; domestic violence (we are considering a separate project on this in the future); supporting people affected by hate crime; help with bills issues and setting up bank accounts; and some immigration-related issues, mainly connecting people with solicitors.

We continued to see an increase in the complexity of issues presented to us at the drop-in, so we have adjusted our delivery model to include more appointments so people are waiting around to see us for a shorter time.

The majority of drop-in clients are now new to Rainbow Haven, so we do all we can to speak to everyone who comes through the doors.

Our partnership with Greater Manchester Immigration Aid Unit continues to add valuable capacity to our offer to asylum seekers in particular.

Advice team x

Last 12 months Impact

1900 Individuals supported by our advice & information team.

5177 meals provided

117 families supported through Family Reunion

65 volunteers gave 4674 hours

249 people benefited from social and wellbeing activities

376 people improved skills through learning sessions





“Wellbeing and Activities”



249 asylum seekers and refugees benefitted from our social and wellbeing activities; choir, gardening, women’s cycling, informal English writing practice, football, and conversational English.

Football was introduced by popular demand, and the women’s cycling sessions were so busy we already have a waiting list for the next round!



“Volunteers”

65 volunteers total over the course of the year, **66%** of whom had lived experience of the asylum system, supported our work over the last year, adding capacity, skills, experience, and linguistic and cultural knowledge.

They donated **4674** hours.



“Food And Community Support”

- The kitchen team (one member of staff plus **8** volunteers over the year), provided **5177** meals, a slight reduction due to more of our clients coming for appointments rather than having to spend the whole day waiting for advice.
- Meals are healthy and culturally appropriate (vegan, vegetarian, halal considerations).
- We utilise food initiatives such as Fare Share, and shop locally.

“Wider Support and Outreach”

Our **creche** has had some improvements this year, with new toys and equipment and a brighter look inside.
We installed a window in the creche, adding much needed natural light.

We provided weekly support to over **1790** people living in **hotel** accommodation (The Britannia Hotel, Didsbury), including providing them with bus tickets to get kids to school, data SIMs to keep them digitally connected, and distributing dates for people to break their fast during Ramadan.



Our Paid Placements That Lead to Employment

- Our placement scheme has been very successful and we are continuing and expanding it to include a longer placement for one Activities Support Worker and one Advice Apprentice, plus a limited contract for a second Advice Apprentice who will expand our community language offer.
- One former placement worker has just begun a permanent position with us.

“Refugee Week - 16 June”

Our Refugee Week celebration was a great success, bringing the community together to celebrate diversity, inclusion, and resilience.

Thank you to everyone who attended and helped make the event so special.

“Stay, Play, and Grow”



Our well-established Toddler Group, showing mums different ideas to play with their toddlers and continuing the social support provided in the Mama and Baby Group.

33 mums attended these sessions.

“Learn, Connect, Grow”



Our **ESOL** classes run **three days** a week offering three levels.
Complete Beginners, Beginners and Intermediate.
Over the past year, we recorded an incredible **1,105** attendances across our sessions, helping learners build their English skills, confidence and connections within the community.



“Stronger Together Partnerships”

Mental Health Support

We provided 1:1 therapy appointments from a qualified professional with interpreters in the familiar environment of our centre. This servive is delivered in partnership with the **NHS**, helping to make mental health support more accessible and comfortable for our community.

We improved links between identifying clients in need of lower-level support and our wellbeing sessions, particularly Music and Movement and Football and Life Skills.

This work was supported by the Manchester Culturally Appropriate Mental Health programme and Factory International.

British Red Cross

In partnership with The Red Cross, we provided **130** individuals with destitution support, plus a further **30** people supported from our own hardship fund.

We’re Hiring

Finance Officer

Contract
(Fixed term for 12 months)

Hours
(28 Hours a week)

Salary
£28,000 - £31,000 pro rata
(actual £22,400 - £24,800) depending on experience

For full job description click the link

“Our Success”



Samira's Story

Samira, originally from Eritrea, was granted refugees status, but found herself homeless, frightened and alone. She came to Rainbow Haven for support and within weeks, our team helped her secure safe, stable accommodation.

Since then Samira has continued attending ESOL classes, computer sessions and wellbeing groups, helping her build confidence and reduce isolation. Reflecting on her journey she says, **“The centre has become a place where I feel welcomed and supported.”**

“MP Hannah Spencer's Visit”



In June 2026, **MP Hannah Spencer** visited our centre.

During her visit, we showcased the wide range of services we provide to our refugees and asylum seekers, including wellbeing support, English classes and advice services.

Hannah took time to meet our staff and participants, and expressed her commitment to supporting our work and championing the needs of our community.

Our Term Time Activity Timetable

info@rainbowhaven.org.uk

September 2026 Activities Timetable

Please sign up at Reception

	Timetable	Tuesday	Wednesday	Thursday
	Morning	• **Beginners English** with **Amy** in the Classroom - 2 hours • **10 - 12 Childcare in the creche** for age 6 months - 5 years Please stay onsite • **Coffee & Conversation** in the Main Hall - 1 hour • **Computer Connect** Drop - in with **Altom** in the Main Hall -5 hours	• **Complete Beginner English with Ted** in the Classroom - 2 hours • **Computer Club** Upstairs with **Altom** - 2 hours • **10 - 12 Childcare in the creche** for age 6 months - 5 years please stay onsite • **Coffee Morning For Pregnant Women** with **Jane** (in the Main Hall) • **Gardening with Kate** - 2 hours •	• **Intermediate English Class** with **Anne** in the classroom - 2 hours • **10 - 12 Childcare in the creche** for age 6 months - 5 years please stay on site • **Computer Drop - in** with **Altom** in the Main hall - 5 hours
	Lunch served at 12:30-1	**Lunch served at 12:30 - 1**	**Lunch served at 12:30 - 1**	**Lunch served at 12:30 - 1**
	Afternoon	• **Toddler Group at St Clements - 2 hours** • **Cycling with Sumayra (Starting 20th Sep. till 20th Oct.) 3hours**	• **Maths for Mums** with **Hasina** in the classroom **(Women Only) - 1 hour** • **Mama Group at St Clements - 2 hours**	• **Gardening with Kate - 2 hours**

"Rainbow Haven's 23rd Birthday Celebration"

We are turning 23 on **15th of September 2026!** Join us on

29th September 2026

(12 - 2PM)

as we celebrate this wonderful milestone and 23 years together.

Support us with a Donation

https://www.justgiving.com/charity/rainbowhaven

If you would like to support us, you can make a donation **by clicking the donation link."**

Click here for Donation

Thank you for reading!

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