

Social Impact Report

2026



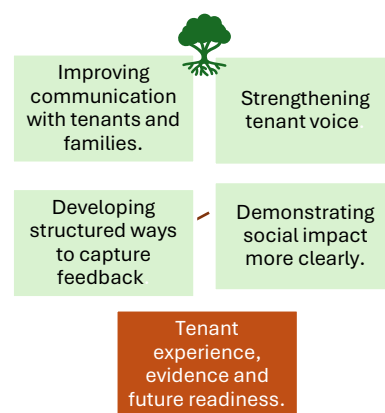
Rainbow Living is a Devon-based charity providing supported living accommodation for adults with learning disabilities. The charity creates safe, long-term homes where tenants can live with their peers, develop independence, and feel part of their community.

Supported living enables individuals to live in their own home while receiving the support they need to live as independently as possible. This approach focuses on choice, autonomy, and long-term stability.

In 2026, Rainbow Living celebrates twenty years as a charity. During this time, the organisation has grown and evolved, continuing to strengthen its approach to housing independence and tenant engagement

Alongside this, there is an increasing focus on:

- Strengthening tenant voice.
- Improving communication with tenants and families.
- Developing structured ways to capture feedback.
- Demonstrating social impact more clearly.



Overall, the results are strong and consistently positive. Tenants gave clear feedback that Rainbow Living homes are working well for them, with high levels of satisfaction around where they live, the support they receive and feeling listened to. The responses also show that tenants see their homes as safe, supportive, social and comfortable places to live.

Ninety percent (19 out of 21) like living in their home.

Ninety-five percent (20 out of 21) say their home works well.

Ninety-five percent (20 out of 21) feel listened to

Ninety-five percent (20 out of 21) are happy with their support.

Tenants consistently describe their homes as **safe, supportive, social, and comfortable**.

Key themes emerging from the survey:

Strengths	Areas for Development
High satisfaction with housing and support	Confidence and independence
Strong relationships with staff and housemates	Understanding of money, repairs, and responsibilities
Tenants feel listened to and safe	Practical issues within the home
A strong sense of belonging and community.	Need for individual follow-up conversation.

How Tenants Completed the Survey

The survey was designed using clear and simple language. Questions included straightforward yes or no options, alongside responses such as “sometimes,” “maybe” or “a bit.” This allowed tenants to express mixed experiences rather than being limited to fixed answers.

All respondents (91%) had the opportunity to provide comments in their own words. These free text responses were used alongside numerical results to give a fuller understanding of tenant experience, particularly around what people value about their home, staff support, and what could be improved.

The results should be understood as a combined snapshot of tenant experience.

Because some people completed the survey independently and others with support, the findings reflect a realistic picture of tenants’ lived experience rather than a standardised or controlled data set.

Regulatory context and future readiness

The supported housing sector is moving into a period of greater regulation, including the Supported Housing (Regulatory Oversight) Act 2023 and wider renters’ rights reforms.

For Rainbow Living, this means preparing for stronger expectations around licensing, local authority oversight, tenant experience, evidence, and accountability.

As Rainbow Living marks 20 years as a charity, the 2026 tenant survey helps strengthen internal processes, tenant voice, and evidence of impact.

Methodology

For the 2026 Social Impact review, we updated the tenant survey to better reflect how people are living in Rainbow Living homes today.

The survey built on the 2024 version and included questions on safety, independence, community, accommodation, and wellbeing.

Surveys were completed on paper across Rainbow Living properties to keep the process accessible. Staff supported tenants where needed, while keeping the tenant's own views central.

Results were analysed using both totals and percentages, alongside comments in tenants own words.



This gives Rainbow Living a clear baseline for future impact measurement and supports readiness for stronger expectations in supported housing.

Tenant Survey

This tenant survey sits alongside wider feedback gathered from families, care providers, and volunteers. Together, these surveys give Rainbow Living a fuller picture of how our homes are working in practice, while keeping tenant voice at the centre of this report.

Family feedback was mostly positive. Parents and relatives described Rainbow Living homes as safe, comfortable, and long term, with many linking the housing to greater independence, confidence, friendships, and choice. Some families also raised clear concerns about communication, knowing who to contact, property

issues, privacy, storage, staffing changes and whether individual needs are being fully met.

Care provider feedback was strongly positive. Respondents described Rainbow Living as easy to work with, responsive and clear in its communication. They reported that properties meet tenants current needs and that tenants have opportunities to build independence, make choices and be part of the community. The main improvement points were practical, including a shared log for issues and repairs, further guidance on housing compliance, and planning for future changes in tenant needs.



Volunteer feedback was also incredibly positive. Volunteers said they feel welcomed, valued, and supported, and many described their role as making a real difference through fundraising, events, practical support, relationship building and sharing experience. The survey also showed that Rainbow Living would benefit from a more structured volunteer approach, including a welcome pack, clearer information about future opportunities, and a wider fundraising team.

The wider feedback supports the tenant findings. It confirms that Rainbow Living homes are valued, but it also gives clear operational actions around communication, property follow-up, independence, repairs tracking, volunteer coordination, and future readiness.

Core Experience of Home and Support

1. Rainbow Living asked tenants if they like living in their home.

Nineteen out of twenty-one tenants said they like living in their home (**90%**), with two tenants (**10%**) giving a more mixed response. This shows a strong overall level of satisfaction with living in Rainbow Living homes.

Tenants described their homes as **“my safe space”** and highlighted the importance of living with friends and feeling comfortable.

2. Rainbow Living asked tenants if their home works well for them.

Twenty out of twenty-one tenants said their home works well (**95%**), with one tenant (**5%**) indicating a less positive experience. This suggests that most homes are meeting tenants' day-to-day needs. Some tenants reflected positively on independence, saying they value **“being independent with staff support.”**

3. Rainbow Living asked tenants if they feel listened to about their home.

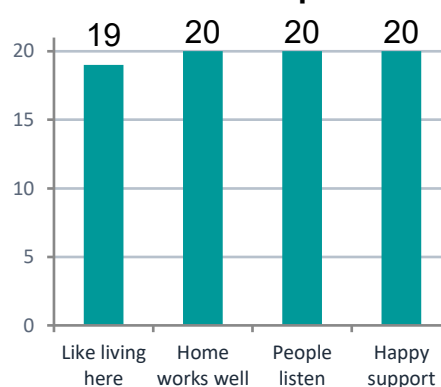
Twenty out of twenty-one tenants said they feel listened to (**95%**), with one tenant (**5%**) responding “sometimes”.

This reflects effective communication and involvement in decision-making. Tenants highlighted this through comments such as **“listening to me”** and feeling heard in their home environment.

4. Rainbow Living asked tenants if they are happy with their support.

Twenty out of twenty-one tenants said they are happy with their support (**95%**), with one tenant (**5%**) giving a mixed response. This shows a high level of satisfaction with the support provided. Comments included **“support me when I need them”** and **“challenge me to be confident.”**

Positive Response

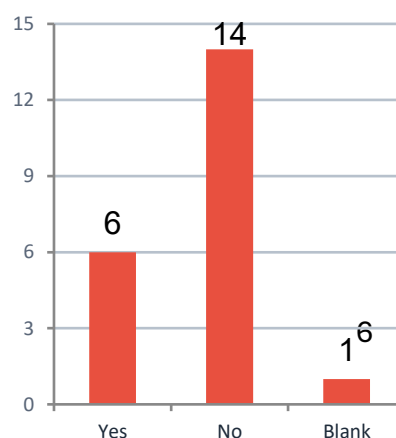


5. Rainbow Living asked tenants if there is anything difficult in their home.

Six out of twenty-one tenants said there is something difficult (**29%**), while fourteen tenants (**67%**) said there is nothing difficult. One response (**5%**) was blank. This shows that while most tenants are not experiencing issues, there are some areas that need follow-up.

Where difficulties were identified, these included tenant behaviour and practical issues within the home.

Home Difficulties



6. Rainbow Living asked tenants if they feel confident doing things on their own.

Seven out of twenty-one tenants said yes (**33%**), nine tenants (**43%**) gave mixed responses such as “**maybe**”, “**a bit**” or “**if planned**”, and five tenants (**24%**) said no.

This identifies confidence and independence as a key area for development. Some tenants spoke about wanting more support to build independence, including help with making choices and gaining confidence.

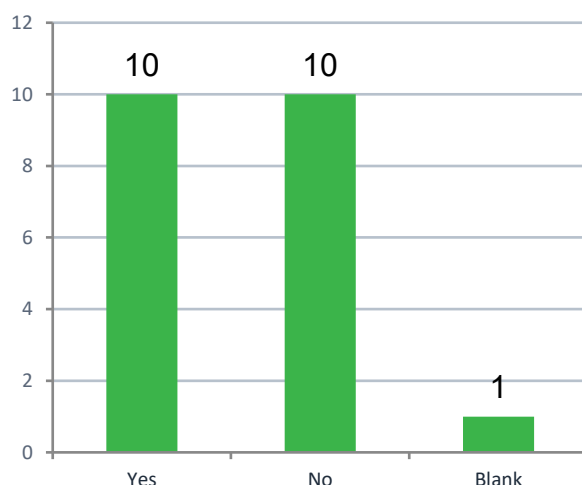


7. Rainbow Living asked tenants if they do activities independently.

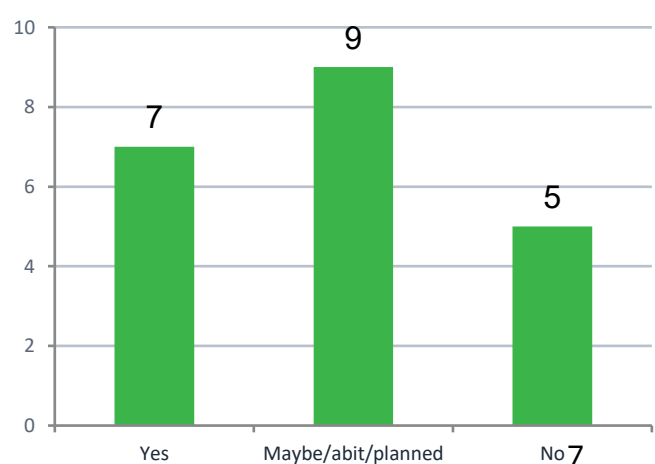
Ten out of twenty-one tenants said they do activities independently (**48%**), while ten tenants (**48%**) said they do not. One response (**5%**) was blank. This shows a clear split and reinforces the need to support independence.

Comments highlighted a wide range of activities, including “**swimming, eating out, cooking and shopping.**”

Confidence doing things on your own



Doing activities independently.





Safety and Community

8. Rainbow Living asked tenants if they feel safe in their home.

Eighteen out of twenty-one tenants said they feel safe (**86%**), with the remaining responses indicating more mixed views. This shows that most tenants feel safe, with some needing further reassurance or support.

Safety was often linked to relationships, with tenants highlighting staff, friends and having somebody to talk to.

9. Rainbow Living asked tenants if they feel part of the community.

Nineteen out of twenty-one tenants said they feel part of the community (**90%**), with two tenants (**10%**) giving a less positive response.

This reflects strong levels of community inclusion.

Tenants spoke about enjoying time with others and being involved in activities and local life.

Lucy recently connected with the Dravet Syndrome community and took part in a sponsored charity walk to help raise awareness and support for people affected by the condition. By getting involved, she not only contributed to an important cause but also showed her commitment to supporting others and building connections within the wider community.





John Henry's experience shows what this can look like in real life. Since moving into his Rainbow Living home, and with the right support around him, he has found a volunteer role at Cumberland Grange Care Home. He is being mentored by Chris, the Head Chef, and is building confidence, skills and routine through meaningful work. This is a strong example of community networking in practice.

10. Rainbow Living asked tenants if they would recommend living in a Rainbow Living home.

Eighteen out of twenty-one tenants said they would recommend Rainbow Living (86%), two tenants (10%) gave a mixed response, and one tenant (5%) said no.

This indicates a high overall level of satisfaction with Rainbow Living homes.

Tenants described their homes as positive places to live, highlighting independence, friendships and feeling settled.

11. Rainbow Living asked tenants if they would like to talk to someone from Rainbow Living.

Six out of twenty-one tenants said yes (29%), while fifteen tenants (71%) said no.

This highlights a clear group requiring follow-up support.

Choice and Control

12. Rainbow Living asked tenants if they can make choices about their daily lives (including food, activities, their room and who they live with).

Responses across the survey show that most tenants feel able to make choices in their day-to-day lives, particularly around food, activities, and their personal space.

Tenants reflected this through comments about independence and involvement in decision-making.

13. Rainbow Living asked tenants what staff do well.

Tenants consistently highlighted positive relationships with staff, particularly around listening and support.

Comments included **“listening to me”**, **“support me when I need them”** and **“support me to be independent.”**



“Support me when I need them”

“Push my boundaries.”

“Support Independence”

“Staff to know my strengths”

14. Rainbow Living asked tenants what could be better.

While many tenants said nothing needed to change, some identified areas for improvement, particularly around staff understanding their strengths and supporting independence further.

Comments included **“staff to know my strengths, push my boundaries.”**

15. Rainbow Living asked tenants if they are supported to try new things, be independent, make choices and go out.

The responses show a generally positive picture, with many tenants indicating they are supported in these areas, although responses vary depending on individual needs and confidence levels.



16. Rainbow Living asked tenants what they need more help with.

Tenants identified areas where additional support would be beneficial, including making decisions, gaining employment, and accessing activities independently.



Understanding and Tenancy

17. Rainbow Living asked tenants if they understand their tenancy, money, and repairs.

Responses indicate that understanding of tenancy is stronger than understanding of money and repairs, where some tenants require additional support.

This highlights a clear area for development in supporting tenants with practical aspects of independent living.

Safety and Awareness

18. Rainbow Living asked tenants if they know who to talk to if something goes wrong.

Nineteen out of twenty-one tenants said they know who to talk to (**90%**), with two tenants (**10%**) giving a less certain response.

This indicates that most tenants feel supported and know how to raise concerns.

Activities and Lifestyle

19. Rainbow Living asked tenants about day services and volunteering.

Responses show a mix of engagement, with some tenants attending structured services and others taking part in volunteering or activities in the community.



20. Rainbow Living asked tenants if they conduct activities independently.

Ten out of twenty-one tenants said they take part in activities independently (**48%**), while ten tenants (**48%**) said they do not, and one response (**5%**) was blank.

This reinforces the mixed picture around independence.

21. Rainbow Living asked tenants what activities they enjoy.

Activities tenants enjoy.

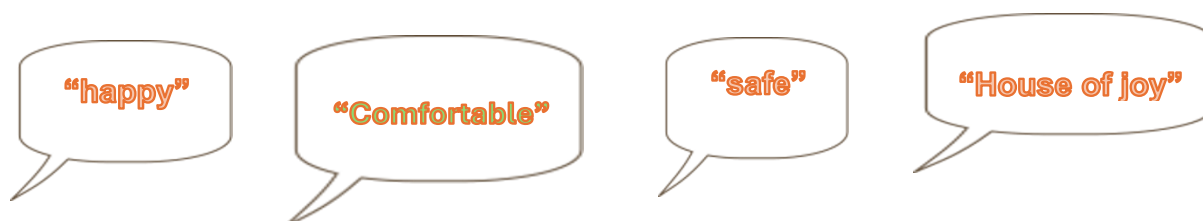
music swimming cooking eating out.

family cinema shopping sport

drama gardening reading zoo podcasts Artmakers Sing and Sign

Overall Experience

22. Rainbow Living asked tenants to describe their home in one word.



23. Rainbow Living asked tenants what the best thing about their home is.

Tenants consistently identified relationships and independence as the most valued aspects, including living with friends, staff support and having their own space.



24. Rainbow Living asked tenants what could be better in their home.

While many tenants said nothing needed to change, some identified practical improvements such as decoration, increasing opportunities and access to activities.

25. Rainbow Living asked tenants if they want to talk to Rainbow Living.

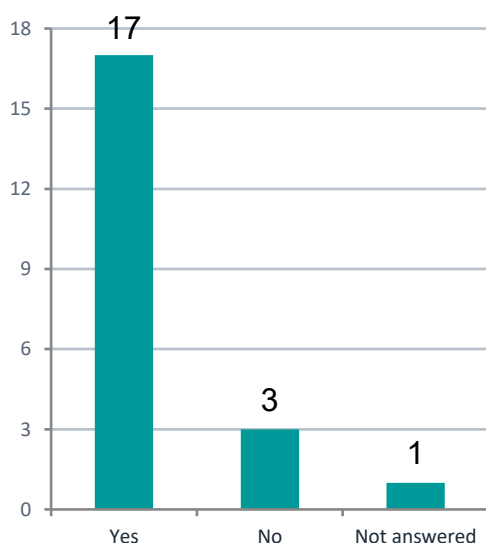
Responses show that some tenants would like a direct conversation with Rainbow Living. This gives a clear follow-up action and should be used to make sure individual concerns are heard and responded to.

Additional survey questions captured in the tenant survey.

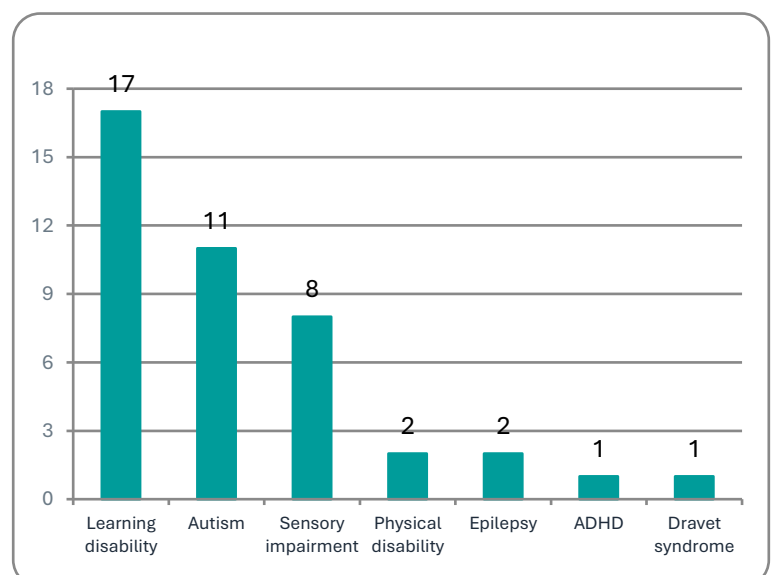
- How old are you?
- What is your gender?
- What is your race or ethnicity?
- Do you consider yourself to have a disability?
- If yes, what type of disability do you have?

The disability status graph shows that most tenants who responded consider themselves to have a disability. Out of the responses recorded, seventeen tenants answered yes, three answered no, and one response was not answered. The conditions listed graph shows the range of disabilities and support needs tenants identified. Learning disability was the most common response, followed by autism and sensory impairment. A smaller number of tenants also identified physical disability, epilepsy, ADHD, and Dravet syndrome.

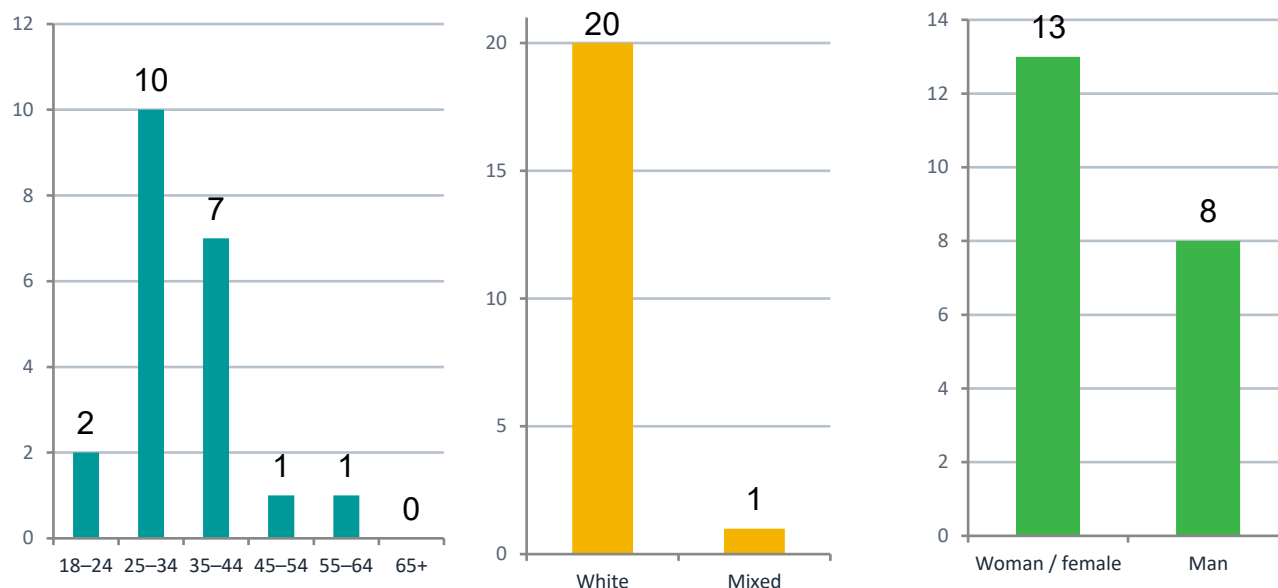
Disability Status



Conditions Listed



The age, gender and ethnicity graphs give useful context about who responded to the survey. The largest age group was tenants aged 25 to 34, followed by tenants aged 35 to 44. Gender responses show that thirteen tenants identified as women or female, and eight identified as men. Ethnicity responses show that twenty tenants identified as White and one tenant identified as Mixed or Multiple ethnic groups.



What Happens Next

The survey findings show strong satisfaction with Rainbow Living homes, but they also give us clear areas to act on. These actions will help us move from feedback into practical improvement.

Theme	What we heard	Action
Tenant voice	Some tenants asked to speak directly with Rainbow Living.	Contact those tenants, arrange conversations where appropriate, and record agreed follow-up.
Communication	Some families and tenants were unsure who to contact or wanted clearer updates.	Create a clear contact guide for tenants and families covering repairs, tenancy matters and general queries.
Property issues	Families raised specific issues including shower controls, trip hazards, privacy, storage, and building works.	Add these to the property action tracker and review progress with the relevant house, family, or provider.

Repairs tracking	Care providers suggested a shared log so actions are visible.	Develop a simple shared issue and repairs log to improve transparency, follow-up, and audit trail.
Independence	Travel, confidence, activities and choice came through strongly.	Discuss independence goals with providers and families where appropriate, including travel training and community access.
Volunteer structure	Volunteers asked for clearer information, a welcome pack and support to grow the team.	Create a volunteer welcome pack, clarify roles, and build a simple volunteer and fundraising plan.
Future readiness	Care providers showed mixed confidence around housing legislation and supported housing changes.	Share a short, supported housing compliance briefing covering Rainbow Living's housing role, repairs, tenancy boundaries, and upcoming changes.

Thank you

Thank you to every tenant who took the time to complete this survey.

Your views, experiences and honesty really matter. This report is built on what you have told us, and it helps us understand what is working well and where we need to do better.

We know that sharing your thoughts is not always easy. Your feedback helps us make sure Rainbow Living continues to provide safe, supportive homes where people can feel settled, valued and part of their community.

We are grateful for your time and for trusting us with your views.

