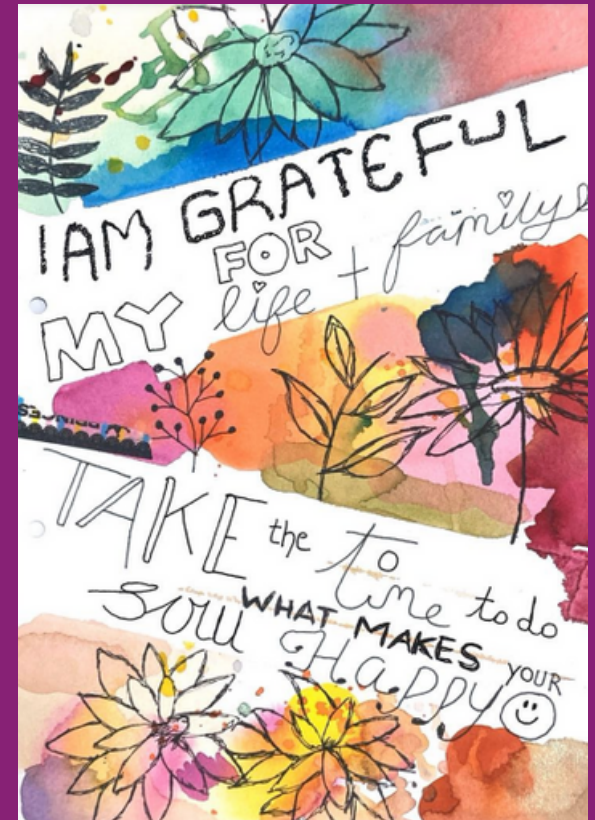




Annual Report of Trustees

2023 - 2024

Breaking the cycle of addiction





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Introduction: Leading the Way in Recovery

The Living Room has consistently adapted its services to support individuals overcoming dependencies on drugs, alcohol, and addictive behaviours. With 63% of our clients achieving sustained recovery, significantly above the national average of 52%, our success rates over the past four years highlight the unwavering dedication and expertise of our staff, as well as the resilience of our clients.

As experts in recovery, we collaborate with partners to deliver exceptional support. We are committed to our staff's wellbeing, striving for Level 2 accreditation in the [Herts Healthy Workplace](#) initiative and maintaining our status as a [Mindful Employer](#) since 2019, but also being committed to the [Real Living Wage](#). This ethos of care extends to our clients, emphasising the importance of supporting poor mental health, and embodying our core values.

This annual report highlights The Living Room's transformative impact through therapeutic interventions, breaking the generational cycle of addiction. At an average cost of £2,326 per client per year for 2023-24, our services yield substantial long-term benefits. Treasury-approved models show that for each client who secures employment, society gains a benefit of £22,000, even accounting for those who might have found employment independently. Initially, only 20% of our clients were employed, but a year later, this number increased to 70%, including those in employment or volunteering.

We believe our approach—sharing feelings, connecting with others who have similar experiences, and offering new coping tools—leads to significant behavioural changes. Additionally, our graduates' groups have seen steadily increasing attendance, becoming a vital part of our calendar.

Since 2000, The Living Room has been dedicated to breaking the cycle of addiction for social good. As we conclude our strategic priorities this year, we have re-evaluated our goals with input from consultants, stakeholders, staff, and clients to ensure our roadmap remains relevant and effective for the future.

Join us in celebrating our achievements and looking ahead to continued success in fostering recovery and resilience.



Breaking the cycle of addiction

Our Purpose: To provide group therapy, support and connections for adults, in a safe community space.

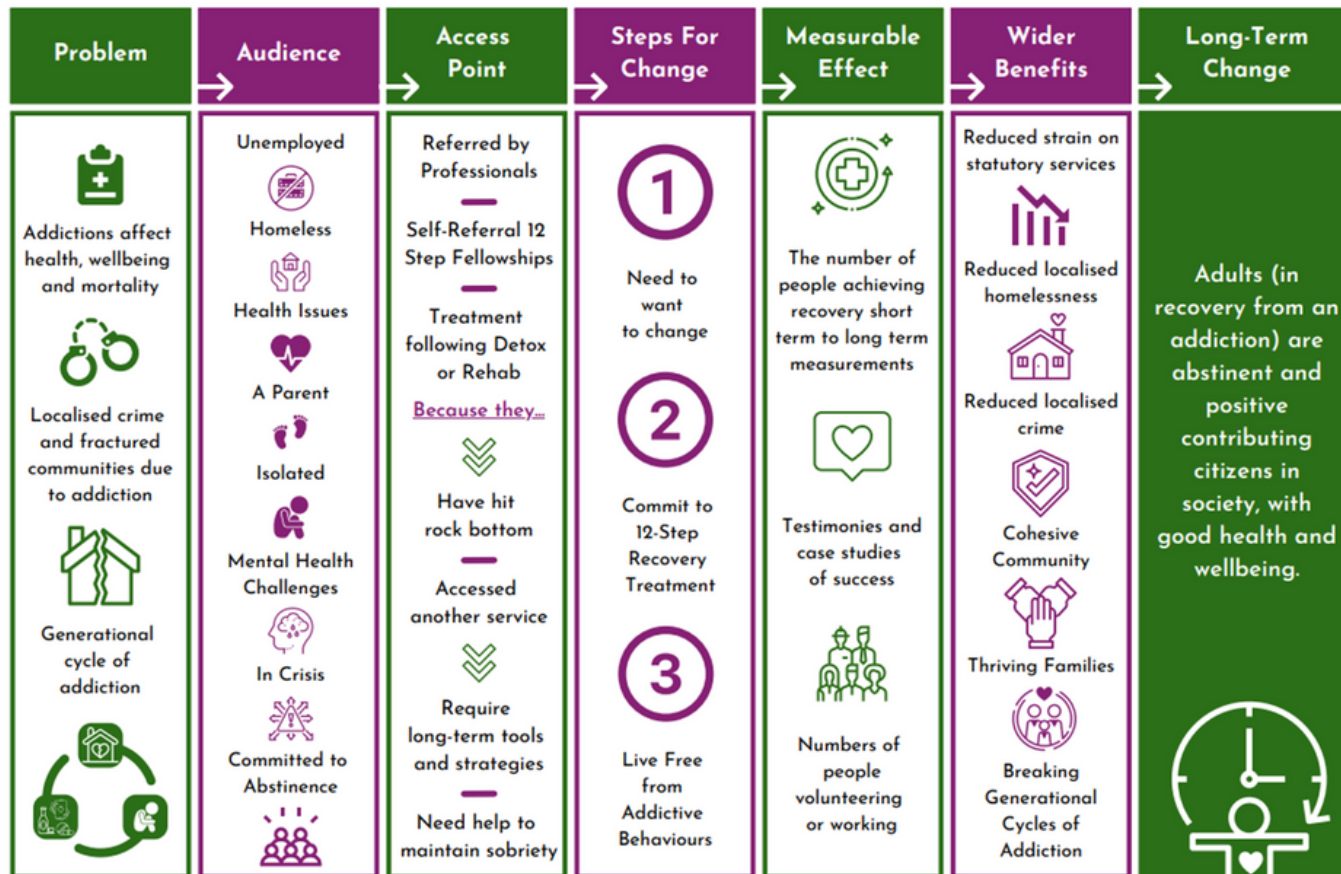
Our Mission: We help families to understand and heal the pain that drives addiction, building brighter futures for generations.

Our Vision: Is a future where people with the illness of addiction live their lives free from an addiction to drugs, alcohol or behaviours, emerging as positive contributors to society.

Theory of Change for the Client



The Living Room - Theory of Change for the Client





Annual Report Statement

Report of the Trustees for the Year Ended 31 March 2024

The board of Trustees are satisfied with the performance of the charity during the year and the position on 31st March 2024 and consider that the charity is in a good position to continue its activities during the coming year and that the charity's assets are adequate to fulfil its obligations.

Compliance with the Charity Governance Code

The Charity Governance Code aims to support charities and their trustees in achieving high standards of governance. We, as a sector, have a responsibility to our beneficiaries, stakeholders, and supporters to exemplify outstanding leadership and governance. At The Living Room, we are committed to using the Code as a framework for continual improvement in our Board of Trustees' practices and the support provided by our leadership Executive Team.

To ensure alignment with the Code, we undertake the following specific actions:

Bi-Annual Review and Self-Assessment Board Development

We conduct a bi-annual review of our governance practices against the principles of the Charity Governance Code. This review includes a thorough self-assessment to identify strengths and areas for improvement. We prioritise the development of our Board of Trustees by providing ongoing opportunities for training and resources to enhance their skills and knowledge. This includes regular workshops, seminars, and access to governance best practices.

Leadership and Oversight	Our leadership Executive Team works closely with the Board to ensure effective oversight and strategic direction. We hold regular joint meetings to discuss governance issues, review progress, and set future goals.
Transparency and Accountability	We maintain high levels of transparency and accountability by regularly publishing our governance policies, financial statements, and impact reports. We also engage with our stakeholders through consultations and feedback mechanisms.
Risk Management	We have a robust risk management framework in place to identify, assess, and mitigate potential risks. This includes regular risk assessments and the implementation of strategies to address identified risks.
Diversity and Inclusion	We are committed to fostering diversity and inclusion within our Board and organisation. We actively seek to recruit trustees and staff from diverse backgrounds and ensure that our policies and practices are inclusive.
Ethical Standards	We uphold the highest ethical standards in all our activities. Our code of conduct and ethics policies guide the behaviour of our trustees, staff, and volunteers, ensuring integrity and trustworthiness in everything we do.

Statement on Trustee Remuneration and Conflicts of Interest

None of the trustees receives remuneration or any other benefit from their work with the charity. Trustees are invited to declare any relevant conflicts of interest at each board meeting and are formally requested to submit an annual register of interests' form. Board members have reported no relevant interests or transactions. It is noted that the CEO and the Treasurer of the Board of Trustees are related by marriage.

Annual Report

The board of trustees of The Living Room present its annual report and financial statements for the year ended 31st March 2024. The financial statements comply with the Charities Act 2011 and SORP regulations.

Fundraising Regulations

The Living Room engages in public fundraising without the use of professional fundraisers or commercial participators. The charity strictly adheres to all relevant fundraising regulations and codes. Throughout the year, The Living Room maintained full compliance with these regulations and codes and received no complaints regarding its fundraising practices.



Public Benefit Statement

“I have not been arrested since I’ve been in recovery. I’ve not had a fight or stolen anything. There is genuinely a timeline from when I was a using addict to since I’ve been in recovery.”

The trustees have referred to the Charity Commission’s general guidance on public benefit when reviewing the charity’s objectives and activities, and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the objectives and activities that have been set.

The Living Room delivers public benefit by supporting adults with addictions to stop and stay stopped, and by providing peer support for family members or carers of loved ones with addictions. We achieve this by offering free, time-unlimited, abstinence-based, facilitated group counselling treatment to break the cycle of addiction, as well as peer support groups for family members or carers. All our trained counsellors are in long-term, sustained recovery, bringing invaluable lived experience to their work.

Our programs provide individuals with the opportunity to explore the root causes of their own or their loved one’s addiction and their responsibility in addressing it. We help people understand underlying issues such as trauma and bereavement, enabling them to make connections with others and learn tools and strategies for leading a healthy and happy life. This, in turn, benefits future generations, the economy, and communities by reducing reliance on drugs, alcohol, or other addictive behaviours for comfort.

At The Living Room, we believe that everyone has potential and a life worth living. Our commitment to helping individuals overcome addiction not only improves their lives but also creates a positive ripple effect throughout society.



Reference and Administrative Details

Status	The Living Room is a Charitable Incorporated Organisation (CIO)	
Also known as	Living Room Herts, The Living Room Hertfordshire, TLR, TLRH	
Governing document	The Living Room is governed by its Constitution, as adopted on 02 November 2017 amended 26 September 2019.	
Company number	N/A	
Charity number	CIO 1175541 (previously 1080634)	
Registered office and operational address	8-10 The Glebe Chells Way Stevenage Hertfordshire SG2 0DJ	
Trustees	Daniel Marshall CHAIR Daniel McGovern TREASURER Eddie Mills VICE-CHAIR Akhilesh Nair	Jenny Brace Charles King Ramesh Summan Elizabeth Fisher
Chief Executive Officer	Adrienne Arthurs	
Banker	HSBC, Town Centre, Danestrete, Stevenage, Hertfordshire, SG1 1BY	
Chartered Certified Accountants	Hargreaves Owen Ltd Red Sky House, Fairclough Hall, Halls Green, Weston. Hertfordshire SG4 7DP	



Our People

The Executive Team

Adrienne Arthurs, Chief Executive; (and Safeguarding DP)
Rita Cooper, Operations Director/ Deputy CEO (and Safeguarding RP)
Mark Wiseman, External Relations Director
Susan Hudson, Director of Finance and Asset Management

The Senior Leadership Team

Debbie Coote, Clinical Manager, Counselling Manager Watford
Lucy Roe, Business Manager and Data Protection Officer (DPO)
Varsha Valluru, Fundraising and Marketing Manager
Nicola Roope, Finance and Personnel Manager

Staff

16 FTE Counsellors and administrators support across all three hubs.
16 Volunteers

Volunteer's Contributions

We are deeply grateful for the incredible contributions of our volunteers throughout the year. Our dedicated team includes placement counsellor volunteers (trained above Level 1), peer mentor volunteers, marketing and fundraising volunteers, event volunteers, IT consultants, data analysts, counselling volunteers, and our invaluable trustees—all of whom work tirelessly in a purely voluntary and unpaid capacity.

In the 2023-2024 period, 55 individuals generously dedicated their time to support The Living Room in Stevenage, St Albans, Watford, and our charity shop. Additionally, our paid colleagues have gone above and beyond, offering extra hours voluntarily to bolster our fundraising efforts.

Thank you to all our volunteers for their unwavering commitment and hard work. Your selfless contributions are the backbone of our mission and make a profound difference in our community.

What has had the biggest impact on your recovery?

Meeting people in similar situations than me made me appreciate the things I do have and not what I do not. I.e. my children, employment, support from friends and family



Board Meetings and Governance Structure

Board meetings of the Trustees, CEO, and the Executive Leadership Team (by invitation) occur quarterly. Additional meetings, including extraordinary board meetings, committee meetings, and executive board meetings, are held as needed and on a regular schedule. Decisions are made by majority vote at quorate board meetings, and communication and decisions can also be facilitated via email. Usually, half of the board meetings are conducted in person, while the other half use video conferencing software.

Committees

- Finance Committee
- Sustainability Committee [NEW – including DEEI]
- Income Generation Committee
- Executive Committee

Trustees serve three-year terms, up to a maximum of three terms (nine years in total). They are encouraged to use their skills, experience, and knowledge to guide and support the strategic direction of the organisation. Each trustee takes the lead on specific policy and procedure endorsements required by the Charity Commission, our commissioners, and legal and best practice recommendations. These endorsements are then proposed to the full board for ratification.

The running of the organisation and its operations is delegated to the CEO and the Executive Team.

Trustees are recruited from the general public, with a particular encouragement for individuals with lived experience of recovery and ex-service users to join the board. Two board spaces are specifically allocated for these individuals. The CEO and the Chair or Vice-Chair provide new trustees with an induction and ongoing support to ensure they are well-prepared for their roles.

What has had the biggest impact on your recovery?

*Feeling human again and part of.
Seeing some good in myself and realising I am human and despite making mistakes that is not all that my life is about. Able to feel gratitude and the return of my sense of humour.*



Intro from our Chair of the Board of Trustees, Daniel Marshall



We continue to face unprecedented levels of demand and complexity in our service, but as a service we remain a beacon of hope and stability for our clients. This is testament to the level of quality, resilience, and passion, that Adrienne and her brilliant team of staff and volunteers show every day, and I want to start by thanking them for their commitment, and outstanding results. This year, our graduation rate soared to an impressive 63%, significantly surpassing the national average of 52%.

We are proud to have supported 1,126 individuals this year, a notable increase from previous years, despite facing inflationary cost pressures. Our ability to maintain and even expand our services in such a challenging economic climate underscores the strength and efficiency of our organisational culture.

One of the standout aspects of our work this year has been the continuing cost-effectiveness of our services. At an average cost of £2,326 per client annually, our programs offer substantial long-term benefits on people's health, wellbeing, and stability.

I also want to thank our Trustee Board – we have an excellent, diverse Board, which has welcomed new, high-quality additions again during the year. We continually look at our own performance and how we are ensuring a diverse and high-quality Board which is best placed to oversee the organisation. I can say with certainty that our Board are an enthusiastic group, and importantly, have a great set of skills and experience. It really does give me great pleasure to work alongside the quality of Board that I have the privilege of working with. I also want to nod to Eddie and Danny, who continue to conduct the roles of Vice-Chair and Treasurer brilliantly.

We do not expect the challenges our clients are facing to go away any time soon and remain committed to building on our position of relative strength. It is vital that we continue to look forward, continue building on our service, and our strategic priorities have been carefully put together with input from key stakeholders, staff, and clients to ensure our roadmap remains relevant and effective.

As we continue to face a complex and ever-changing world, we stand strong, resilient, and unwavering in our mission to support individuals on their journey to recovery. Finally, a big thank you to anyone, individual or organisation, which has invested in us. We could not do what we do without your support, and we look forward to continuing this essential work, with your support.



Report from our Treasurer, Danny McGovern



Looking back on the past year, it gives me immense pride to see the charity continue to serve our local communities, providing the highest quality support for those recovering from a wide range of addictions.

I passionately believe that providing a service like ours is only possible through the hard work of our expert staff and exceptional volunteers. As the number of clients who access our crucial services increases, praise should also go to our Chief Executive, Adrienne, and our Chair and Vice-chair, Daniel, and Eddie respectively, for ensuring the smooth operation of The Living Room and the continuing improvement in our graduation rate over recent years.

In a tricky financial climate, I am pleased to report that The Living Room has had another successful year financially. Mark Wiseman and his fundraising team continue to fruitfully seek new funding routes, while maintaining a stellar relationship with our current financial supporters, and Susan Hudson ensures that every penny is spent wisely, with funding being directed to helping our service users.

Our fundraising team secured more funding than budgeted for over the year and allowed The Living Room to finish the financial year with a small surplus – no mean feat given the financial landscape. I am also enormously proud that The Living Room has kept pace with the Real Living Wage, providing increases of between 3% and 10% for our diligent staff.

Looking towards the 2024/2025 financial year, the Cost-of-Living crisis will continue to impact our grant applications, as foundations prioritise smaller charities and, understandably, charities which support those struggling with increased food and housing costs. Despite this, our tireless fundraising team continue to successfully push into new funding routes, and we expect increased income from our newly renovated charity shop in Stevenage to supplement current and future grant income, leading to another positive financial year for The Living Room.

It is always warming to read testimonies from those who access our services, reminding me how vital the work of our staff truly is. Providing a year's worth of addiction support for an average of £2,326 per client represents exceptional value and I continue to be amazed by the impact that our service provides for those facing up to addiction. I remain proud to be a part of this charity and I have no doubt that the Living Room will continue to offer top quality assistance to those who most need it.



Comments from our Chief Executive, Adrienne Arthurs



As we reflect on the past year, my heartfelt thanks go out to our volunteers, steadfast trustees, and everyone who has supported us in our mission. Your encouragement and dedication have been instrumental in helping us address the barriers to successful recovery faced by those who access our services. We have strategically partnered with other organisations to create safe and familiar environments for our clients, empowering them not only to achieve recovery but also to lay the foundations for a healthier, more connected life equipped with robust coping strategies. Witnessing the transformative impact of these efforts on our clients has been profoundly rewarding, and I commend our teams for fostering such vital inter-organisational relationships.

This year, as our strategic plan approached its renewal in March 2024, we embarked on a thoughtful refresh, collaborating with diverse stakeholders and a consultant through the Lloyds Bank Foundation to pinpoint our priorities for 2024 to 2027. In this process, we also refined our vision, mission, values, aims, and commitments, ensuring they are more accessible, friendly, and reflective of our deep commitment to the community.

Participating in the Hertfordshire Drugs and Alcohol Symposium 2024 has allowed us to advocate for more integrated services, improved communication between providers, and heightened awareness of our successful initiatives. We have reached out across various sectors, delivering talks and training throughout Hertfordshire to enhance our visibility and deepen societal understanding of addiction, striving to dismantle the stigma associated with this condition that can affect anyone.

Our media campaigns, blogs, and fundraising efforts this year have taken a focused approach, highlighting our expertise in addiction recovery, and engaging with well-known figures connected to our cause. The External Relations team has embraced new technologies and innovative strategies to amplify our message to those who need it most.

However, the economic climate has posed significant challenges, making it difficult to secure the necessary funding and support from donors. Despite these hurdles, I am profoundly grateful for the unwavering support from our funders and commissioners, which has enabled us to continue making a tangible difference in the lives of families living with addiction.

Lastly, I extend my deepest appreciation to our staff and volunteers, whose passion and commitment to aiding others through their recovery journeys are truly the backbone of our organisation. Your efforts help countless individuals reclaim control over their futures, free from the devastation wrought by addiction.

Thank you all for another year of dedication and impact. I look forward to continuing our work together, driving change and fostering hope within our community.

Adrienne Arthurs
Chief Executive Officer

Our Values	CARING:	We demonstrate empathy and consideration in our interactions with each other.
	PEOPLE FOCUSED:	We prioritise tasks and activities that align with people’s needs and expectations.
	COMMUNITY:	We engage in activities that contribute to the well-being of the community and align with ESG principles.
	COMPETENT:	We ensure proficiency and skill in carrying out our responsibilities.
	INTEGRITY:	We uphold a strong sense of honesty and ethical behaviour in our professional roles.
Our Commitment to Inclusion	We want to find intentional ways to grow our understanding and support of others, by committing to equality, equity, diversity, and inclusion both within and outside our organisation. We value people for who they are and actively stop discrimination.	



Objectives and Activities

Charitable Objectives

The charity's main objective for the year was to promote the objects set out in its governing document, 02 November 2017 (refreshed 19 September 2019) when the charity was registered as a CIO No 1175541 (formerly 1080634).

(a) to preserve and protect the health of all persons who are in danger of becoming addicted to, or dependent upon, drugs of any description, alcohol, solvents or other addictive substances or behaviours as well as their family members within the County of Hertfordshire and such other places as the trustees shall from time to time decide by the provision of counselling and recovery and support services.

(b) to advance the education of professionals working in the field of addiction treatment by the provision of professional training, support services and information.

Our Offer

We offer free, time unlimited group therapy sessions, led by trained counsellors who have personally experienced addiction recovery. Our approach includes person-centred therapy, cognitive behavioural therapy, dialectical behaviour therapy, psycho-educational and psycho-social counselling, psychodynamic counselling, and the first four steps of the AA 12-step program.

Talks, training, and event presence to raise awareness.

Holistic support in partnership with voluntary and statutory organisations.

[Our Services | The Living Room \(livingroomherts.org\)](https://livingroomherts.org)



Who We Support

We support Hertfordshire residents committed to abstinence, offering a lifeline through group therapy sessions three to five days a week. Our support extends beyond individuals to embrace family members and friends caring for someone facing addiction. The magic of our groups lies in the deep connections formed among peers and the invaluable guidance from professional counsellors who have walked the path of recovery themselves.

These sessions are not just meetings; they are vibrant communities where shared experiences foster resilience and hope. Our approach ensures that everyone involved, from the individual struggling with addiction to their loved ones, receives the compassionate support they need to navigate their journey to recovery.

Referrals

We accept self-referrals as well as professional referrals, which are easily made via our website or via a phone call to our local number 0300 365 0304. In 2023-2024 we saw 1126 enquiries (2022-23 = 1149, 2021-2022 = 1501) made to our service, including 608 referrals (2022-2023 = 714, 2021-2022 = 903).

Our Locations

Discover the heart of recovery at The Living Room's vibrant group therapy hubs located in Stevenage, St Albans, and Watford. Each hub serves as a sanctuary where individuals committed to overcoming addiction can find a supportive community and professional guidance. These community located spaces are more than just therapy centres—they are beacons of hope and healing, where lives are transformed, and lasting connections are forged.



Families Living in Recovery Project



Contracted to deliver drugs and alcohol daytime community rehabilitation in partnership with Relate and Family Lives. Addiction recovery journey including relationship and parenting support,

Out of Hours Helpline for Families 0808 800 2222 (Family Lives)

One number 0300 365 0304 – self or professional referrals.

Case Study A

“When I started the sessions with the counsellor from Family Lives, I was feeling sceptical and very anxious. I wasn't sure how it would help. It's very difficult, as a parent of a child with an addiction, knowing how to live any sort of normal life. The sessions were very beneficial for me and really helped me to see situations from a different perspective.

They helped me gain confidence, be more assertive, and provided advice for setting appropriate boundaries. The counsellor from Family Lives enabled me to reflect on some honest truths and realities, and with awareness has come change and choice. I was feeling overwhelmed by everything that was out of my control. The counsellor was a firm voice, reminding me of what's realistic, that it's time to put myself first, and that it's okay to be there when, or if, my son is ready to ask for help.

They supported me, understood my emotions, and challenged negative patterns of thinking, all at the same time. This has given me the tools to hopefully continue helping myself in the future. I benefited from the sessions with them, and in just a short space of time, they have helped me make massive changes in my way of thinking and dealing with my situation. I can't put into words how grateful I am.”

Case Study B - Breaker of Chains

I owe my sanity and life to TLR. After struggling with alcohol addiction for a number of years and trying everything to stop alone, I was given hope.

Taking advice from a friend in the fellowship, I made the call to TLR. I was broken, lost, and alone, and I didn't want to continue living life as I was anymore. I also have mental health issues that were exacerbated when I drank, leading me to do crazy and dangerous things. Sometimes, I'm amazed I even got through that alive.

A welcoming counsellor talked me through the service and made me feel heard for the first time ever. It was so reassuring, supportive, empathic, and understanding.

I began to have hope that I might be able to find a way to be well again, especially since I was so unwell in my early days. TLR opened their doors to me daily, and I became an important member of the group therapy sessions. It really helped to talk about the trauma I have been through and to listen to others in similar situations share their experiences, pain, and hope in the group. Slowly, I began to feel more alive again, like a part of something, connected to life.

The morning feeling sessions always provide an opportunity to talk and get things out. I really enjoyed the afternoon sessions, which provided educational time to explore addiction and also taught me tools to manage difficult emotions that used to lead me to relapse. Art sessions are my favourite, followed closely by music therapy with a fellow also in recovery.

I have learned to live again on life's terms, whether good, bad, or ugly, but I couldn't have done it alone. My heart belongs to TLR.

Case Study C

Life before TLR was dark and chaotic. I never knew what was coming next: my next mood, my next adventure, my next drama, even down to my next meal or wash. I just never knew. However, I did know when my next drink was—straight after I had finished the last one. Alcohol and cocaine got me through difficult times, but before I knew it, I needed them to do everything and anything.

My first day at TLR is possibly the strangest day of my life, walking into a "hello" and a smile, sitting down, and talking about addiction with someone who is a counsellor—but not just any counsellor, an addict herself. That was bizarre. Then, into a room, where slowly individuals came in, came to say hello—to me. I mean, who are all these people! It turns out, these people had stories, experiences, thinking patterns, and so on, just like me! They were, in fact, addicts, and for the first time, I discovered I was an addict, and I wasn't alone, and more importantly, I could get better. My first few weeks were a constant battle between anxiety, fear, and emotional exhaustion, and the love, support, and understanding I received at TLR and through the connections I was making.

TLR didn't just give me healthy connections to people who are in recovery, warmth, love, and understanding. It has taught me about myself, explored things deep inside such as traumas, and ways to keep me safe such as boundaries—all of which were alien. TLR also acted like a key to a whole world that is out there—that is recovery. Meetings, events, and meditation, actively practicing self-love talk in groups, etc., and only through being in TLR did I realize, with the help of counsellors and others in the room, that yes, I'm addicted to alcohol and cocaine, but what about my disordered eating (binge eating for me), and my shopping addiction, and whilst I'm at it, my love relationships were not healthy either. I would be so co-dependent on those individuals. These one or two problems were deep, I was, and I am, an addict and it was far bigger than I thought. The issues that were created wreaked havoc in my life, the life of my son, and the life of those I loved dearly.

These days, I have focus. I keep myself and my son safe. I have hope and, most importantly for me and those around me, I have peace. I work on these daily—sometimes hourly, but I keep working on them, as it is my way forward.

And that is what TLR has brought me—peace and hope.

Breaking the Cycle of Addiction

The generational cycle of addiction refers to the pattern where substance abuse problems, such as alcoholism or drug addiction, are passed down from one generation to the next within a family. This cycle can be influenced by a combination of genetic, environmental, psychological, and social factors. Key elements of this cycle include:

- 1 Genetic Predisposition: There may be hereditary factors that increase the susceptibility to addiction. Children of parents with addiction issues may inherit a genetic vulnerability to substance abuse.
- 2 Environmental Influence: Growing up in a household where substance abuse is present can normalise such behaviour. Children may witness substance use as a coping mechanism for stress or emotional pain, making it more likely they will adopt similar habits.
- 3 Psychological Impact: The trauma and emotional distress associated with living in a household with addiction can contribute to mental health issues, which may, in turn, lead to self-medication through substance use.
- 4 Social and Behavioural Modelling: Children learn behaviours by observing and mimicking the actions of their parents and other close family members. If substance use is modelled by parents as an acceptable or necessary part of life, children are more likely to follow suit.
- 5 Cultural and Societal Factors: Cultural attitudes towards substance use and societal stressors, such as poverty and lack of access to mental health services, can also perpetuate the cycle of addiction across generations.

What has had the biggest impact on your recovery?

*No excuses but reasons.
My deteriorating mental health played a significant role in my alcoholism and drug taking. I do accept full responsibility.*



Contractual Targets Review 2023 - 2024

Target		Outcomes 2023 - 2024
Service Delivery		
	63% of people achieve sustained recovery	63% of people achieved successful graduation overall. Target achieved. • 59% alcohol (nationally 52%) • 59% drugs (nationally 36%) • 60% disordered eating • 86% behavioural addictions • 33% opiates (nationally 25%) • 85% family and carers
Access and Reach		
	700 people in Hertfordshire helped each year	1126 people supported in total. • Advice and guidance • Services • Signposting elsewhere
Organisational Improvement		
	100% good to excellent client satisfaction	100% good → excellent client feedback



Strategy 2021 - 2024 Outcomes

1

Review and refine our services to ensure they are inclusive, effective, efficient, and creating long-lasting impact on the lives of our clients.

Refined impact report and client monitoring data collection methods.

Introduced graduate groups for people who have used our services in the past, to maintain recovery and connection.

Started newcomers' groups in all centres to support integration to established groups.

2

Develop and nurture external relationships, to grow our partnerships and profile within communities and Hertfordshire.

Involved in Hertfordshire wide awareness raising projects such as the Hertfordshire Symposium.

Involvement in professional strategic locality networks.

Strengthening partnerships by positioning our organisation to be a joint partner for bids and projects.

3

Invest in digital solutions to reduce the impact on the environment and improve efficiency, accessibility, impact measurement and the reach of our services.

Converted to VoIP telephone system in all buildings.

Invested in new CRM for income generation and partnership tracking.

Transformed our use of social media platforms to communicate to new audiences.

4

Position our organisation to successfully bid for long-term contracts and grants.

Restructured and strengthened the External Relations Team.

Involved our clients in relevant focus groups for external change makers.

Awarded a place on SSE Public Contracting in Depth training.



Strategy 2024 - 2027 Objectives

We are committed to consistently excelling in our core competencies, enhancing our visibility, providing training to others, assuming responsibility, and governing our services with utmost effectiveness.

1

By 2027, increase the number of joint initiatives with statutory agencies by 15% through impactful storytelling about our recovery support.

We will let people know who we are and what we do.

2

By 2027, be a trusted addiction training partner, equipping professionals to make a real difference in people's lives.

We will expand our training and development opportunities.

3

Increase successful graduations to 63%, by supporting people in their recovery journey beyond abstinence, promoting personal growth, meaningful relationships, and reintegration into the community.

We will provide a reliable service for adults with addiction.

We will have a separate support service for their family, caregivers, and friends.

4

Foster a more inclusive and equitable approach to addiction recovery by promoting access through providing a digital therapy platform by 2027.

We will provide online therapy options.

We will make our services more accessible and inclusive.

5

Embed ESG principles into every aspect of our operations by 2027, ensuring continuous improvement in environmental responsibility, social impact, and good governance.

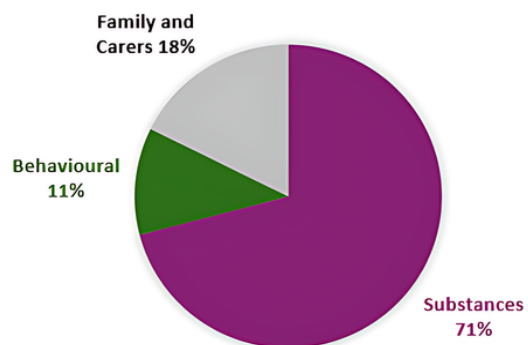
We will focus on our environmental, social and governance goals.

We will improve our sustainability.

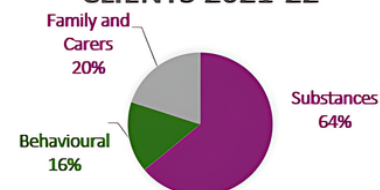


Achievements and Performance

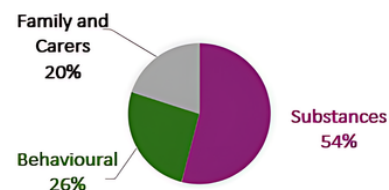
CLIENTS 2023-24



CLIENTS 2021-22



CLIENTS 2022-23



OUTCOMES

2023 - 2024		2022 - 2023	2021 - 2022
368	Number of people accessing treatment therapy	354	340
65	Number of family and carers supported via group therapy	69	68
1126	Brief Interventions via enquiries – in-person, phone, or email	1149	1541
72	'Families Living in Recovery' sessions delivered by Family Lives or Relate	90	96
224	Graduate groups (started Feb 2022) – people attended	156	27
63%	Graduation rate (Nationally 52%)	59%	65%
6%	Transferred to clinical interventions (e.g., Spectrum CGL)	16%	5%

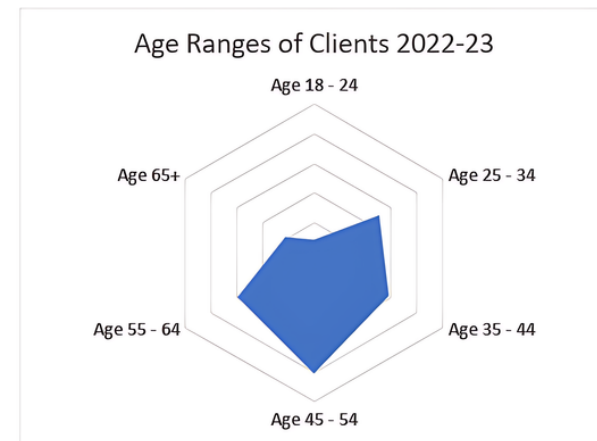
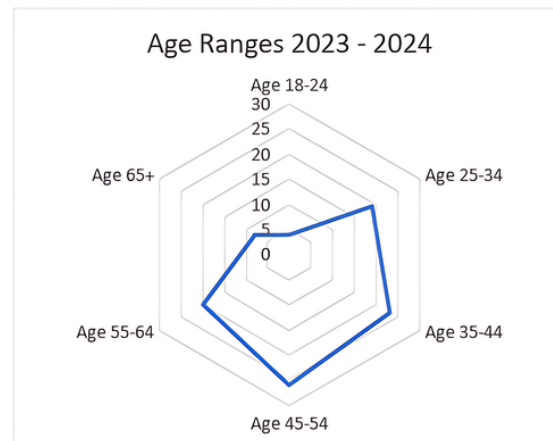


Achievements and Performance

OUTPUTS

30	Main group sessions per week
5	Family and carer sessions per week
8	Specialist group sessions per week
1.5	Families Living in Recovery support hours per week
18	Placement (in training) counsellor hours provided per week
343	Counselling hours provided per week

AGE RANGES



*Recovery Rate Reference

The national recovery rate for drug and alcohol addiction in the UK varies depending on the substance and type of treatment received. According to the latest data from the National Drug Treatment Monitoring System (NDTMS), approximately 52% of individuals who enter treatment for alcohol dependence complete their treatment successfully. For drug addiction, the completion rates are lower, with about 36% of individuals with non-opiate drug problems (such as cannabis or cocaine) and 25% of individuals with opiate problems (such as heroin) completing treatment successfully.

These statistics reflect the complexities and challenges associated with treating different types of substance dependencies. The figures are based on data collected from April 2022 to March 2023 and provide insight into the effectiveness of treatment programs across England ([GOV.UK](https://gov.uk))



Responding to Need

- ♥ We secured additional funding to support the opening of Watford for a total of 5 days a week, in response to the increasing demand for community rehabilitation.
- ♥ Consortium working with RELATE Northwest, Hertfordshire, Mid-Thames, and Buckinghamshire as well as Family Lives Hertfordshire to deliver our 'Families Living in Recovery Project' providing relationship support.
- ♥ Goga - (Go Outdoors Get Active) horticultural project with Watford clients.
- ♥ Client gardening projects in collaboration with Groundwork UK.
- ♥ Keeping Safe, Sexually delivered to clients by METRO.
- ♥ Client mental health support in-house provided by Turning Point.
- ♥ Motivational personal story 'chairs' from fellowships such as Cocaine Anonymous.
- ♥ Equine Therapy sessions for St Albans clients.
- ♥ Art Therapy from Step 2 Skills.
- ♥ Nutrition in Recovery workshops for clients.
- ♥ Naloxone training for family and carers (overdose reversal) delivered by CGL.





Long-Term Impact 2023 - 2024

In December 2021, we sought feedback from our service users on how we could improve. They suggested offering a follow-up group to maintain contact with our service and connect with others who have achieved recovery. As The Living Room has an impressive 63% recovery rate (nationally 52%*), we are keen to help people maintain their recovery.

In response, we introduced a monthly non-therapeutic group session with a counsellor for our graduates—those who have successfully completed our program and maintained abstinence from addiction. These sessions, held monthly at each hub, have been a remarkable success, attracting 224 participants in 2023-24 and helping them stay connected.

To assess our long-term impact, we annually reach out to individuals who have previously used our services. In 2024, we surveyed 100 people who accessed our services in 2023 to evaluate the long-term outcomes and the impact of TLR treatment on their health and well-being. We had 30 respondents (30% response rate).

Our goal was to determine the effectiveness of our interventions. We asked questions designed to measure abstinence and assess whether individuals were positive, contributing members of society with sustained good health and well-being, in line with our theory of change.

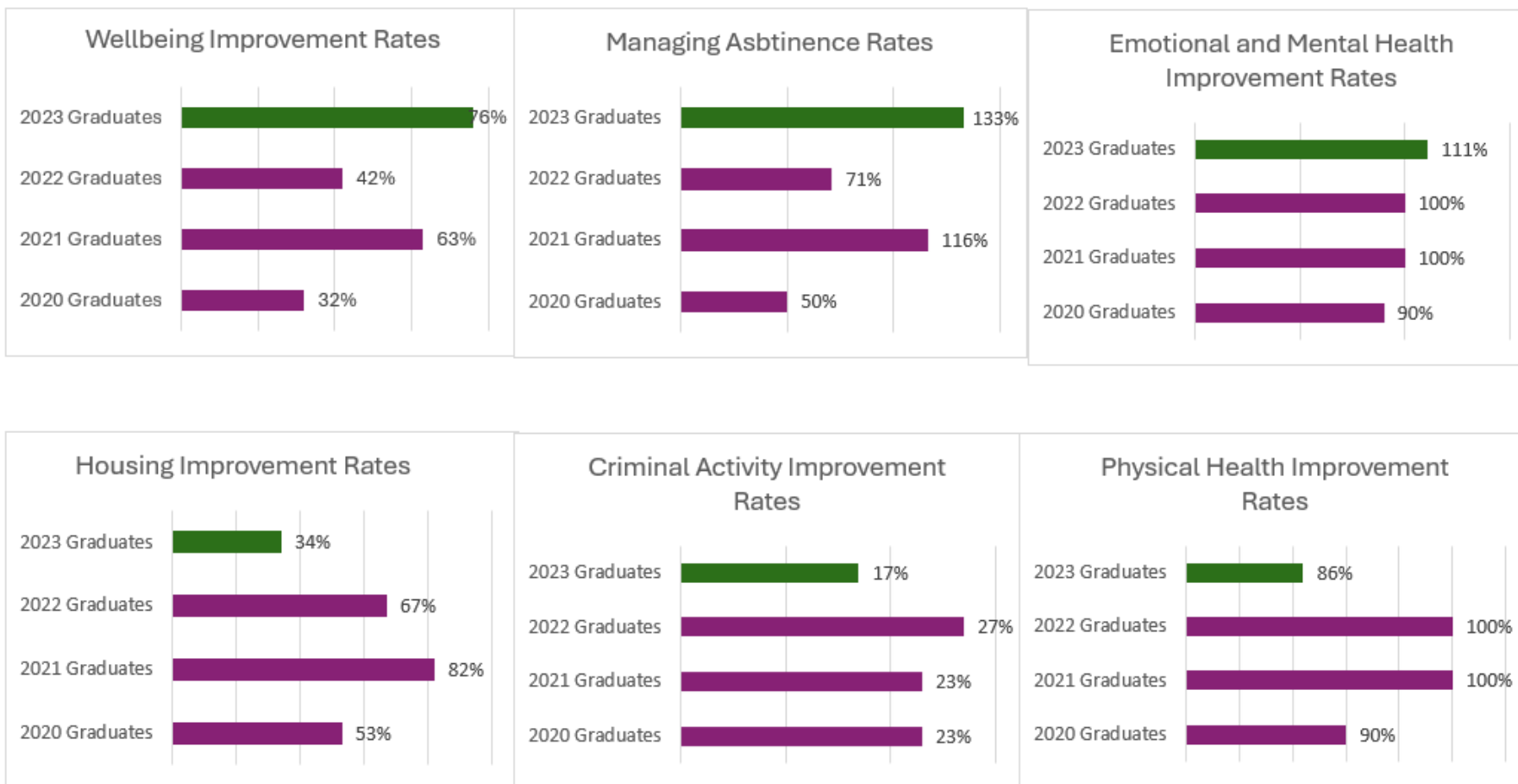
We asked: How well does our treatment method achieve the intended long-term outcomes?

In conclusion, while we recognise that recovery is multifaceted and influenced by many variables, the positive feedback from our clients and the measurable improvements in their well-being strongly indicate that The Living Room is making a meaningful and lasting impact on their lives. The desire of our graduates to support one another through post-graduation groups further demonstrates the strength of our community and the effectiveness of our programs.

We remain dedicated to our mission and will continue to strive for excellence in supporting our clients' long-term recovery and overall well-being. By fostering a supportive environment and continuously adapting our services, we aim to provide the best possible outcomes for those on their journey to recovery.

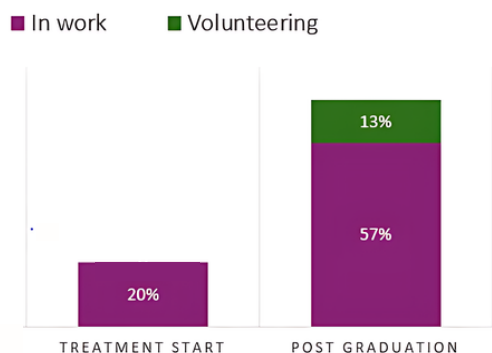
Full report available www.livingroomherts.org/approach-and-impact

Impact Improvement Rates for 2023 – 24



2023 - 24	Areas of Improvement (two methods of measurement – improvement and self-assessment)	2022 - 23
111% ↑	Emotional and mental health improvement	100%
105% ↑	Improved family relationships and increase social networks	82%
93%	Employed, a homemaker, in education or training, retired or volunteering (2 unemployed)	94%
93% ↑	Satisfied with their recovery since leaving TLR	81%
91%	Recovery benefit of attending The Living Room and managing their dependency	92%
91% ↑	Settled and secure housing situation (55% had settled housing at the start of treatment)	84%
91% ↑	Managed sustained abstinence, with 2 people struggling with their abstinence since leaving TLR	69%
86%	Improved physical health	95%
86%	Not offending, 16/22 rated no criminal activity at treatment start, rising to 19/22 at the time of survey. 17% improvement.	92%
73%	Self-care and living skills improvement (before treatment 2.2/5, post treatment 3.8/5)	100%
79%	Scores improved for being motivated and taking responsibility for their own actions (before treatment 2.4/5, 4.3/5 post treatment)	100%
80%	Did not access any further addiction support	88%
53% ↑	Continue to attend a fellowship (13 main group clients and 3 Family & Carer clients)	42%

IMPACT





What We Stopped

Over the past year, we have made difficult decisions to align our services with available resources and strategic priorities.

Online Therapeutic Service	Despite our determination to reinstate our Online Therapeutic service, which was discontinued last year, securing funding has been challenging. We are now collaborating with Hertfordshire County Council to explore potential priorities that align with the county's strategic goals. Our plan to restart the fourth centre remains on hold, contingent upon securing the necessary income.
Aftercare Group in St Albans	Our weekly aftercare group in St Albans ceased operations on March 31st due to the conclusion of funding from St Albans City and District Council. We are actively seeking alternative funding sources to potentially revive this essential support group in the future. Our monthly Graduation group is still operational.
Awareness Days	We have become more discerning about participating in awareness days throughout the year. Our focus has shifted to key areas such as recovery, volunteer appreciation, and mental health, ensuring that our efforts are concentrated where they can have the most impact.
Healthy Hubs Attendance	Due to limited staff resources, we are no longer able to attend Healthy Hubs across Hertfordshire. However, we have taken steps to ensure that other attending staff are well-briefed on our services, and our informational leaflets are readily available at these hubs.

In summary, whilst we may have paused or discontinued services and activities, decisions have been made thoughtfully to prioritise our core mission and optimise the use of our resources. We remain committed to exploring new funding opportunities and partnerships to reinstate and enhance our services where possible.



Sustainability Statement

As a charity dedicated to helping people achieve sustained recovery through abstinence-based group therapy and non-time-limited support, we address sustainability in our operations and mission by focusing on several key areas:



Community Integration

By working within communities and adopting a daytime community rehabilitation approach, we ensure our services are accessible and integrated into the fabric of local support networks. This enhances the long-term sustainability of our impact, as clients can maintain recovery within their own environments.



Long-term Support

Our non-time-limited approach allows clients to receive support for as long as they need, fostering enduring recovery and reducing the risk of relapse. This commitment to long-term care builds lasting relationships and stable communities.



Abstinence-Based Therapy

By promoting abstinence-based group therapy, we offer a clear and structured path to recovery. This method has proven effectiveness and provides clients with a reliable framework for achieving and maintaining sobriety.



Holistic Rehabilitation

Our focus on comprehensive, daytime community rehabilitation addresses not only the addiction itself but also the underlying issues contributing to it. This holistic approach ensures that clients receive the support they need to rebuild their lives in a sustainable way.



Resource Optimisation

We continuously seek funding opportunities and partnerships to enhance our services and expand our reach. For example, our successful bid for additional funding in Watford allowed us to open an extra day, alleviating pressure on our resources and improving service delivery.



Staff Wellbeing and Training

Ensuring the wellbeing and professional development of our staff is critical to our sustainability. By maintaining a healthy and skilled workforce, we can continue to provide high-quality support to our clients.



Environmental Responsibility

We are mindful of our environmental impact and strive to implement eco-friendly practices in our operations. This includes reducing waste, promoting recycling, and considering sustainability in our procurement processes.



Strategic Planning and Evaluation

We regularly review and update our strategic priorities to align with changing needs and circumstances. By engaging with consultants, stakeholders, staff, and clients, we ensure our roadmap remains relevant and effective, guiding us toward sustainable growth and impact.



Environmental, Social and Governance (ESG)

1 NO POVERTY 	SDG 1: No Poverty Affordable Services- Continue to offer free services or a sliding scale for pricing for training. Community Outreach- Partner with health organisations and local charities to raise awareness of our services to those in need. Employment Opportunities- Create job opportunities for local residents, especially those from disadvantaged background and provide training and development programmes.
3 GOOD HEALTH AND WELL-BEING 	SDG 3: Good Health and Well-being Wellness Programs- Develop programs that focus on mental and physical health. Access to Healthcare- Collaborate and be commissioned by public health to offer free addiction support group counselling and workshops on wellness. Healthy Environment- Ensure The Living Room is a space that promotes well-being through clean, green spaces, and non-toxic materials.
10 REDUCED INEQUALITIES 	SDG 10: Reduced Inequalities Inclusive Policies- Implement policies that promote inclusivity and diversity in all aspects of the business operations. Cultural Competency Training: Provide training for staff to better understand and serve diverse populations. Equal Access- Ensure services are accessible to all, including those with disabilities, and actively work to remove any barriers that might prevent marginalised groups from accessing your services.
11 SUSTAINABLE CITIES AND COMMUNITIES 	SDG 11: Sustainable Cities and Communities Eco-friendly Practices- Adopt sustainable practices such as recycling, using renewable energy, and reducing waste within our operations. Public Spaces- Create spaces that are open to the community for various activities, ensuring they are safe, inclusive, and accessible. Community Engagement- Involve the local community in planning and decision-making processes to ensure your service meet their needs and contribute to the overall development of the area.
17 PARTNERSHIPS FOR THE GOALS 	SDG 17: Partnerships for the Goals Collaborative Networks- Build partnerships with local businesses, VCSFE organisations, and government agencies to create a network that supports sustainable development. Resource Sharing- Share knowledge, resources, and best practices with other organisations to foster a community of collaboration. Advocacy and Awareness- Engage in advocacy efforts to raise awareness about the SDGs and how others can contribute, using our platform to educate and inspire action.





ESG Implementation Plan



Conduct a thorough assessment to understand the current impact of The Living Room on these SDGs. Develop a strategic plan with clear objectives, actions, and timelines.



Train our staff on the importance of the SDGs and how they can contribute to these goals in their daily work.



Establish a system to monitor progress towards each goal, evaluate the effectiveness of your initiatives, and make necessary adjustments.



Regularly engage with the community through surveys, focus groups, and experts by experience meetings to ensure their needs and feedback are incorporated into our efforts.



Provide regular updates to stakeholders on our progress towards achieving these SDGs through reports, newsletters, and social media.

By integrating these strategies, The Living Room can effectively contribute to achieving the Sustainable Development Goals, creating a positive impact on the community, and fostering a sustainable future.



Fundraising and Income Generation

Our organisation is committed to providing services free of charge at the point of delivery to all who seek our assistance.

To sustain this model, the Board of Trustees has entrusted the Income Generation strategy to the Fundraising Working Group, which includes both staff and trustees and is led by our External Relations Director. This group is dedicated to ensuring that our fundraising efforts are conducted ethically and transparently, securing the necessary resources to continue offering our vital services without financial barriers to our clients.

Our organisation is committed to adhering to the highest standards of ethical fundraising, in compliance with the guidelines set out by the Fundraising Regulator. We are dedicated to maintaining transparency, accountability, and integrity in all our fundraising activities to ensure the trust and confidence of our supporters and beneficiaries.

We fully comply with the Code of Fundraising Practice, ensuring that all our fundraising efforts are legal, open, honest, and respectful. We regularly review our fundraising practices to align with the latest standards and regulations, and we provide thorough training to our staff to uphold these principles.

We are proud to state that we do not employ external fundraisers. All our fundraising activities are conducted internally by our dedicated team, ensuring that we maintain direct control and oversight of all fundraising efforts. This approach allows us to build genuine, trust-based relationships with our donors and ensures that every interaction reflects our organisation's values and mission.

We are committed to respecting the privacy and preferences of our donors. We do not engage in aggressive fundraising techniques, and we ensure that all communications are conducted with sensitivity and respect. Donor information is managed with the utmost care, in compliance with data protection regulations, and we are committed to honouring any requests to opt-out of communications or data sharing.

We believe in being transparent about how donations are used and the impact they have. Regular updates and detailed reports are provided to our supporters, highlighting the difference their contributions make. We ensure that funds are used effectively and efficiently to further our mission and support our beneficiaries.

We welcome feedback from our donors and the public and are committed to addressing any concerns promptly and fairly. Our fundraising complaints policy is readily available, and we strive to resolve any issues in a transparent and constructive manner.



Income Sources

£30k - £60k

A G Foundation
Henry Smith Charitable Fund
Henry Smith COVID Fund
National Lottery Reaching Communities

£10k-£20k

Martin Geddes Charitable Trust
St James's Place
TLR Charity Shop (Revival CIC)

Contracts

Hertfordshire County Council

£20-£30k

Postcode Places Trust
Garfield Weston
National Lottery Awards for All

Under £10k

Burton Charitable Trust
Hertfordshire Community Foundation (multiple)
Hodge Foundation
The Leigh Trust
The Follett Trust
Corporate funders: B&Q Foundation, Co-op Local Community Fund

Under £1k

Individual donations, places of worship, district and county councillors, community fundraising

Call to Action: As a charity, we urgently need funds to sustain our transformative efforts. Addiction touches lives profoundly, impacting families and communities alike. To maintain our vital, free services, we require support in various forms: financial contributions, volunteering time, sharing expertise, attending one of our fundraising events, or donating goods. Your support can create brighter futures for Hertfordshire. Please consider standing with us today.



Compliance

Registrations, Memberships and Risk Management

The Living Room is a member of the British Association of Counselling and Psychotherapy and Federation of Drugs and Alcohol Providers and therefore adheres to their ethical conduct for counselling and psychotherapy. It is a member of the NHS Addictions Provider Alliance and Hertfordshire County Council Drugs and Alcohol Network. It co-chairs the Integrated Drugs and Alcohol Governance Group alongside Spectrum (CGL) and Emerging Futures, who also hold commissioned services contracts for Hertfordshire Drugs and Alcohol statutory interventions.

The Charity is registered with the Information Commissioner's Office (ICO) and all client information is encrypted. The Living Room client and supporter databases are held in the cloud, are GDPR compliant and backed-up off site through an encrypted network. The organisation has access to a secure email connection. All colleagues, volunteers and trustees are regularly security checked and all relevant roles are DBS checked as per government guidance for working with Adults at Risk.

Through the risk management processes established by the charity, the Trustees were satisfied that the major risks identified had been adequately mitigated, where required.

As part of our unwavering commitment to maintaining the highest standards of operation, we strictly adhere to all relevant legal obligations and regulatory requirements. Our policies and practices reflect our dedication to safeguarding, anti-discrimination, and data protection, ensuring a safe and inclusive environment for all individuals we serve and employ. Our commitment to compliance not only reflects our legal obligations but also our core values of integrity, respect, and excellence in service delivery.



Compliance Continued...

Safeguarding

We place paramount importance on safeguarding vulnerable individuals. We have robust policies and procedures in place to protect our clients, particularly those who are at risk. All staff and volunteers undergo comprehensive safeguarding training and are required to report any concerns immediately. Regular audits and reviews of our safeguarding practices are conducted to ensure ongoing compliance with national and local safeguarding regulations.

Data Protection Regulations

We recognise the importance of protecting the personal data of our clients, staff, and partners. In compliance with the General Data Protection Regulation (GDPR) and other relevant data protection laws, we have implemented stringent data protection policies and practices. These include secure data storage, restricted access protocols, regular data audits, and comprehensive training for all employees on data protection best practices. Our commitment to data privacy ensures that personal information is overseen with the utmost care and confidentiality.

Anti-Discrimination Policies

We are committed to fostering an inclusive environment that respects and values diversity. Our anti-discrimination policies are designed to prevent discrimination on the grounds of race, ethnicity, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. We actively promote equality and inclusivity through continuous training, awareness programs, and a zero-tolerance approach to any form of discrimination or harassment. We are dedicated to creating a culture where every individual feels valued and respected.



Equality, Equity, Inclusion and Diversity Statement

The Living Room is proud to be an equal opportunities employer. This means that decisions concerning recruitment, promotion, dismissal, or any other aspect of employment will be based on the needs of the business and not any assumptions based on sex, race, age, disability, gender reassignment, sexual orientation, married or civil partnership status, pregnancy or maternity, religion, or belief. This is an important commitment, which colleagues share.

Colleagues are encouraged to raise with management any discriminatory behaviour, assumptions, or attitudes they encounter at work and are entitled to do so free from any reprisal providing they are acting in good faith. There is a Diversity Equity, Equality and Inclusion staff working party forum to review process and procedures as well as ensure we uphold our values and mission.

Our commitment to inclusion: We want to find intentional ways to grow our understanding and support of others, by committing to equality, equity, diversity, and inclusion both within and outside our organisation. We value people for who they are and actively stop discrimination.



What has had the biggest impact on your recovery?

Processing my feelings sober, feeling understood from the peers in the group



Accounts 2023 - 2024

Independent examiner's report to the trustees of The Living Room

I report on the accounts of the charity for the year ended 31 March 2024, which are set out on pages 41 to 46

Respective responsibilities of trustees and examiner

The trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (revised 2022 Act) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act
- To follow the procedures laid down in the general Directions given by the commission under section 145(5)(b) of the 2011 Act
- To state whether particular matters have come to my attention

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records.

It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which give me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 130 of the 2011 Act and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act (revised 2022 Act)

have not been met or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Trina Haggerty FCCA
Hargreaves Owen Ltd
Chartered Certified Accountants
Red Sky House
Fairclough Hall
Halls Green
Weston
Herts
SG4 7DP

The date upon which my opinion is expressed is 11th July 2024

The Living Room

Statement of Financial Activities for the year ended 31 March 2024

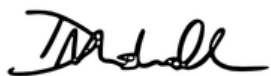
	Notes	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Incoming Resources					
Incoming Resources from generated funds					
Voluntary Income	2	800,642	60,155	860,797	899,065
Activities for generating funds	3	19,646		19,646	20,044
Investment income	4	3,802		3,802	857
Total incoming resources		824,090	60,155	884,245	919,966
Resources Expended					
Cost of generating funds					
Costs of generating voluntary income and undertaking charitable activities	5	781,016	57,239	838,255	883,225
Governance costs		16,531	1,004	17,535	25,409
Total resources expended		797,547	58,243	855,790	908,634
Net incoming/(Outgoing) Resources		26,543	1,912	28,455	11,332
Reconciliation of Funds					
Transfer between funds		0	0	0	0
Total funds brought forward		292,047	15,893	307,940	296,608
Total Funds Carried Forward		318,590	17,805	336,395	307,940

The Living Room

Balance Sheet as at 31 March 2024

	Notes	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Fixed Assets					
Tangible Assets	8	464	0	464	619
Current Assets					
Debtors	9	75,985	0	75,985	89,521
Rent Deposit		6,250	0	6,250	6,250
Prepayments and accrued income		8,158	0	8,158	8,227
Cash at bank and in hand		242,919	17,805	260,724	221,273
Total Current Assets		333,312	17,805	351,117	325,271
Creditors					
Amounts falling due within one year	10	-15,186	0	-15,186	-17,950
Net Current Assets		318,126	17,805	335,931	307,321
Total Assets Less		318,590	17,805	336,395	307,940
Net Assets		318,590	17,805	336,395	307,940
Funds					
Unrestricted funds				318,590	292,047
Restricted funds				17,805	15,893
Total Funds				336,395	307,940

The financial statements were approved by the Board on 11th July 2024 and were signed on its behalf by:



Daniel Marshall - Chair

The Living Room

Notes to the Financial Statements for the year ended 31 March 2024

1.Accounting Policies

Basis of preparation of the accounts

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts.

The accounts have been prepared in accordance with the Statement of Recommended Practice Accounting and Reporting by Charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued on 16 July 2014 and with the Charities Act.

The particular accounting policies adopted are set out below:

Transition to FRS 102

No restatement of items has been required in making the transition to FRS 102. The transition date was 1 April 2016.

Incoming Resources

Incoming resources are accounted for on a receivable basis deferred as described below where appropriate

Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

Investment Income

Bank interest received is included on an actual receipts basis.

Recognition of Liabilities

Liabilities are recognised on the accrual basis in accordance with normal accounting principles, modified where necessary in accordance with the guidance given in the Statement of Recommended Practice for Accounting and Reporting (revised June 2008) issued by the Charity Commissioners for England and Wales.

Fixed Assets and Depreciation

All tangible fixed assets are stated at cost less depreciation.

Depreciation has been provided at the following rates in order to write off the assets (less their estimated residual value) over their estimated useful economic lives:

- Fixtures and Fittings 25% on reducing balance.
- Computer Equipment 25% on reducing balance.

Taxation

As a registered charity, the charity is exempt from corporation tax on its charitable activities.

Fund Accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when the funds are raised for particular purposes. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire Purchase and Leasing Commitments

Rental paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

2. Voluntary Income	2024	2023
	£	£
Grants	327,943	310,888
Contract	446,412	485,736
Places of Worship Donations	3,971	6,577
General Donations	52,409	51,865
Gift Aid	5,060	6,876
Corporate Donations	9,344	1,247
Donated Services and Facilities	15,658	35,876
	<u>860,797</u>	<u>899,065</u>

4 Activities for Generating Funds	2024	2023
	£	£
Fundraising Events	12,084	16,588
Earned Income	7,562	3,456
	<u>19,646</u>	<u>20,044</u>

4 Investment Income	2024	2023
	£	£
Interest Receivable	3,802	857

5 Costs of Generating Voluntary Income and Undertaking Charitable Activities	2024	2023
	£	£
Support Costs	838,254	883,225

6 Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 not for the year ended 31 March 2023.

Trustees Expenses - There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

7 Staff Costs	2024	2023
	£	£
Wages and salaries (including pensions)	682,308	711,675

The average monthly number of employees during the year was as follows:

	2024	2023
Full time equivalents	20	23

No employees received emoluments more than £60,000

8 Tangible Fixed Assets

Cost

At 1 April 2023
At 31 March 2024

Depreciation

At 1 April 2023
Charge for the year
At 31 March 2024

Net Book Value

At 31 March 2024
At 31 March 2023

Fixtures & fittings	Computer equipment	Totals
£	£	£
21,086	18,681	39,767
21,086	18,681	39,767
20,845	18,303	39,148
60	95	155
20,905	18,397	39,303
181	284	464
241	378	619

9 Debtors

2024	2023
£	£
75,985	89,521

10 Creditors

Taxation and social security
Other creditors
Accrued expenses

2024	2023
£	£
12,500	12,998
1,846	4,112
840	840
15,186	17,950

11 Movement in Funds

	At 1/4/23	Net movement in funds	At 31/3/24
	£	£	£
Unrestricted Funds	292,047	26,543	318,590
Restricted Funds	15,893	1,912	17,805

Total Funds	307,940	28,455	336,395
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Net movement in funds, included in the above are as follows:

	Incoming Resources	Resources Expended	Movement in funds
Unrestricted Funds	824,090	797,547	26,543
Restricted Funds	60,155	58,243	1,912
Total Funds	884,245	855,790	28,455



Accounts 2023 - 2024

The Living Room

Schedule to the Statement of Financial Activities for the year ended 31 March 2024

	2024 £	2023 £		2024 £	2023 £
Incoming Resources			Information Technology		
Voluntary Income			IT Support and consumables	7,270	9,200
Contracts	446,412	485,736	Website	5,967	5,895
Grants	327,943	310,888		<u>13,237</u>	<u>15,095</u>
General donations	52,409	51,865	Human resources		
Donated services and facilities	15,658	35,876	Wages (inc. pensions)	682,308	711,675
Places of Worship donations	3,971	6,577	Training	1,926	2,998
Corporate donations	9,344	1,247		<u>684,234</u>	<u>714,673</u>
Gift Aid	5,060	6,876	Other		
	<u>860,797</u>	<u>899,065</u>	Repairs and maintenance	24,858	32,999
Activities for generating funds			Insurance	8,197	9,464
Fundraising events	12,084	16,588	Office expenses	3,920	3,744
Earned income	7,562	3,456	Memberships	1,389	1,066
	<u>19,646</u>	<u>20,044</u>	Staff Travel	3,607	3,570
Investment income			Recruitment and DBS checks	1,031	1,175
Interest receivable	3,802	857	Equipment	5,119	11,236
Total incoming resources	<u>884,245</u>	<u>919,966</u>	Sundries	1,110	103
			Marketing	123	661
Resources Expended			Fundraising	0	365
Governance costs				<u>49,354</u>	<u>64,382</u>
Accountancy fees	590	590	Total resources expended	<u>855,790</u>	<u>908,634</u>
Independent examination	250	250			
Other professional fees	16,695	24,569	Net (expenditure)/income	<u>28,455</u>	<u>11,332</u>
	<u>17,535</u>	<u>25,409</u>			
Support costs					
Rent and Compliance charges	46,853	41,394			
Partnerships	25,500	30,000			
Heat and Light	12,120	10,725			
Telephone	4,813	4,767			
Refreshments	1,161	1,122			
Water	828	861			
Depreciation	155	206			
	<u>91,430</u>	<u>89,075</u>			