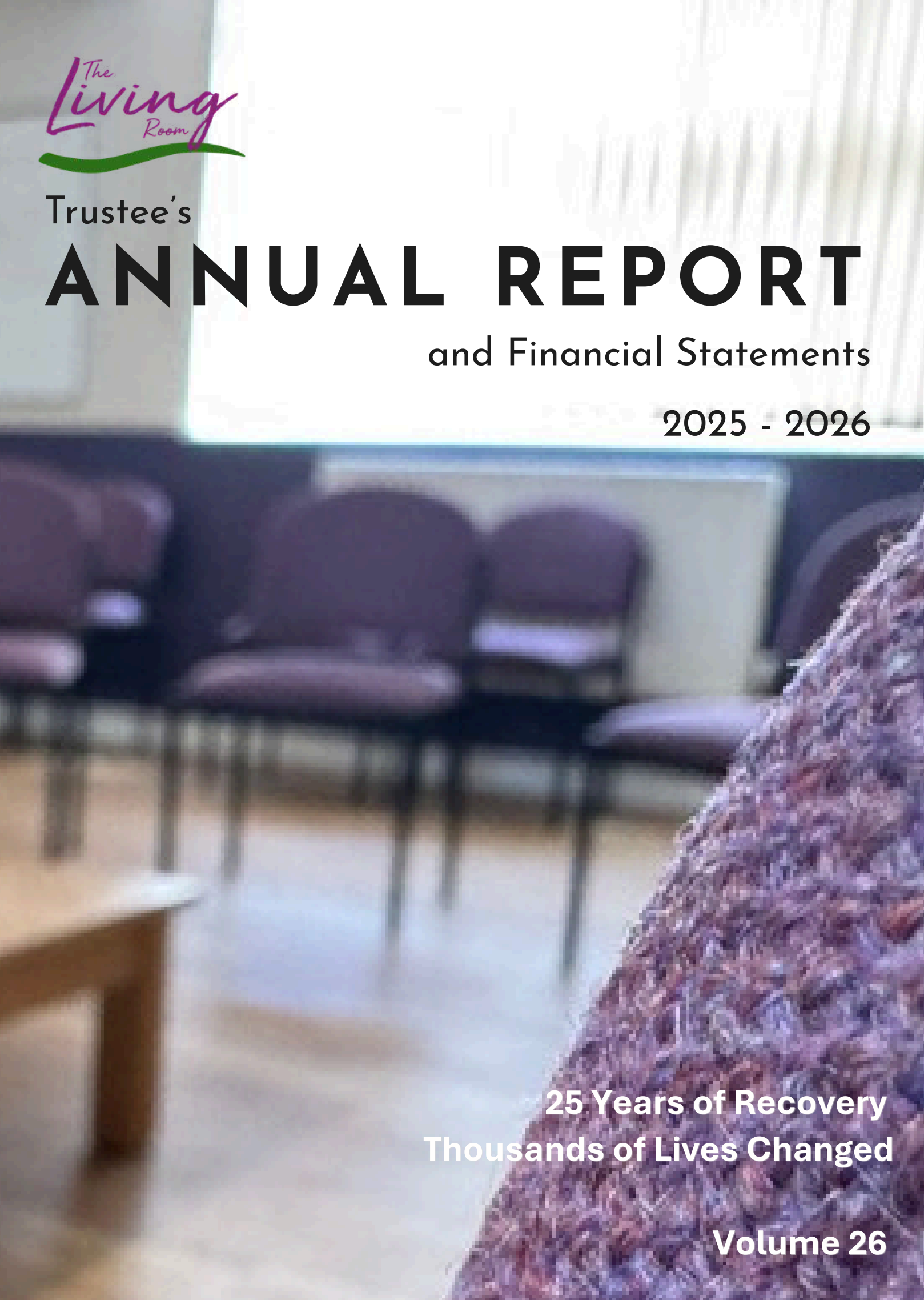
The Living Room

Trustee's

ANNUAL REPORT

and Financial Statements

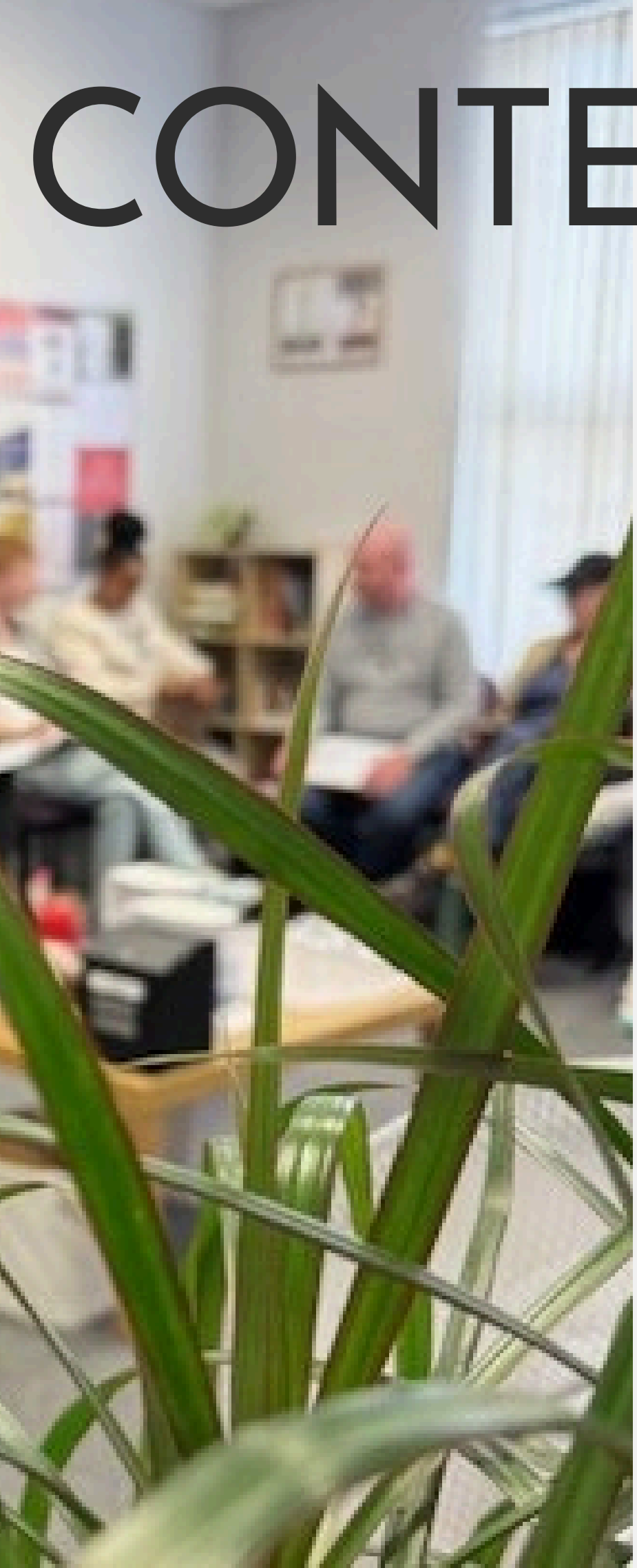
2025 - 2026



25 Years of Recovery
Thousands of Lives Changed

Volume 26





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PART 1:
OUR YEAR IN REVIEW

A Joint Message from our Chair of Trustees and Chief Executive Officer



This year marks a significant milestone for The Living Room as we celebrate 25 years of supporting recovery, rebuilding lives and creating communities of hope across Hertfordshire.

Since opening our doors in Stevenage in 2000, thousands of individuals and families have found support, connection and a pathway to recovery through The Living Room. As we reflect on this anniversary year, we are filled with gratitude for everyone who has been part of that journey — our clients, volunteers, staff, trustees, partners, funders and supporters.

Throughout 2025–26, we continued to provide free, accessible recovery services to people affected by problematic substance use and other compulsive behaviours. We strengthened our family support offer, expanded opportunities through The Living Room Academy and saw the continued development of our Volunteer Recovery Advocate programme, enabling people with lived experience to play an increasingly active role in shaping and delivering our services.

This year also demonstrated the enduring strength of our recovery community. Across our centres in Stevenage, St Albans and Watford, people came together every day to share experiences, support one another and discover that lasting recovery is possible. We continued to see positive outcomes in wellbeing, confidence, relationships and sustained recovery, reaffirming the value of our peer-led therapeutic approach.

Like many charities, we have also faced significant challenges. Rising costs, increasing demand for services and continued uncertainty within the funding environment have required careful stewardship of our resources and thoughtful planning for the future. At the same time, the complexity of the issues faced by those coming through our doors continues to grow, reinforcing the need for compassionate, trauma-informed and holistic support.

Alongside delivering life-changing recovery services, we have also begun strengthening how we measure and understand our impact. Whilst the stories of recovery will always remain at the heart of what we do, we recognise the importance of demonstrating the wider difference our work makes for individuals, families and communities.

The data we already collect demonstrates the profound impact of recovery. This year, 93% of former clients surveyed told us that The Living Room had benefited their recovery, while more than half are now engaged in employment, self-employment, volunteering or actively seeking opportunities, compared with one-third when they first joined us. These outcomes represent more than statistics; they are people rebuilding confidence, restoring relationships, finding purpose and contributing positively to their communities.

Over the coming years we will continue to develop our approach to impact measurement, helping us build a richer understanding of the long-term social value created through recovery and ensuring that we continue to learn, improve and maximise the difference we make.

Despite the challenges facing our sector, we remain optimistic about the future. Our 25th anniversary is not simply an opportunity to reflect on the past — it is an opportunity to look ahead. We are committed to strengthening our services, expanding opportunities for people in recovery to contribute their lived experience, growing our training and education offer and ensuring that The Living Room remains a trusted source of hope and healing for generations to come.

As you read this report, you will see the impact of our work through the stories, achievements, partnerships and outcomes that have shaped the year. Behind every statistic is a person, a family and a community whose future has been changed through recovery.

Thank you for being part of our journey. Together, we are proving every day that recovery is possible, lives can be rebuilt and hope can flourish.

Daniel Marshall
Chair of Trustees

Adrienne Arthurs
Chief Executive Officer

A Reflection from our Chair

As this year's AGM marks the end of my nine-year term as a Trustee, it will also be my final AGM as Chair of The Living Room.

It has been an enormous privilege to serve the organisation during a period of growth, challenge and achievement. Over the past nine years, I have had the opportunity to work alongside dedicated Trustees, staff, volunteers, partners and supporters, all united by a shared belief that recovery is possible and that lives can be transformed.

I would like to thank every Trustee I have served alongside during my time on the Board. In particular, I want to recognise fellow Trustees Eddie Mills and Jenny Brace, who are also stepping down after completing nine years of service. Together, they have made a significant contribution to the governance, stability and development of The Living Room, and the organisation is stronger because of their commitment and support.

Most importantly, I want to thank the staff and volunteers who make The Living Room what it is. Their compassion, professionalism, expertise and unwavering commitment continue to transform lives every day. Under Adrienne's leadership, the organisation has grown in strength, reach and impact whilst remaining true to its values and mission.

What has always impressed me most is the quality of the people who make up The Living Room community. Whether supporting clients directly, volunteering their time, serving as Trustees or championing our work in the wider community, they bring extraordinary dedication and generosity to everything they do.



While I may be stepping down from the Board, I leave with great confidence in the future of The Living Room. As we celebrate 25 years of recovery, I know the organisation will continue to grow, develop and change lives for many years to come.

Thank you for allowing me to be part of this remarkable journey.

Daniel Marshall
Chair of Trustees

25 Years of Recovery

In 2000, The Living Room opened its doors in Stevenage with a simple but powerful belief: recovery is possible for everyone. Twenty-five years later, that belief continues to guide everything we do.

Since our founding, we estimate that more than 8,000 people have accessed support through The Living Room. Behind that figure are thousands of individual stories of courage, resilience, healing, and hope. They are people who have rebuilt relationships, restored their health, reconnected with their communities, and discovered a future they once believed was out of reach.

What began as a single centre supported by a small group of dedicated volunteers has grown into a Hertfordshire-wide recovery community, delivering therapeutic support across Stevenage, St Albans, Watford, and online. Along the way, we have adapted to changing needs, embraced new opportunities, and remained committed to providing free, accessible support to those who need it most.



Recovery has always been about more than stopping a behaviour. It is about helping people understand themselves, heal from trauma, develop meaningful connections, and build lives filled with purpose. For twenty-five years, we have witnessed this transformation every day.

This anniversary is an opportunity to celebrate everyone who has been part of our journey: the people who trusted us with their stories, the family members and carers who stood alongside them, the volunteers who gave their time, the staff who dedicated their careers to supporting others, and the funders and supporters who made our work possible.

As we reflect on the past twenty-five years, we do so with immense gratitude and pride. But we also look forward. Demand for recovery services continues to grow, and the need for compassionate, community-based support has never been greater.

“Happy 25th Birthday to The Living Room. An amazing charity that saves and changes people’s lives. Forever grateful to you all for putting me on the road of recovery ODATT (One Day at a Time)”
The story of The Living Room is still being written.

The next chapter starts here.

AT A GLANCE

Main Group

327

people attended main group

8.4

months was the average length of stay

30

was the average of main group clients that attended per month across the year, all centres combined

728

workshops

728

morning feelings groups

1456

total main group sessions

25 YEARS

supporting recovery

8,000+

people supported since 2000

3 CENTRES

across Hertfordshire

OVER 10,000

of therapeutic groups delivered

COUNTLESS

lives changed

Family and Carers Group

306
family and carer sessions

153
workshops

153
morning feelings groups

66
family and carer clients

10
people attended per week on average

11
months average length of stay

Drug Group

104
sessions delivered

52
workshops

52
morning feelings groups

59
total drug group clients

13
people attended drug group per month across the year

7
months was the average length of stay

PART 2: WHO WE ARE

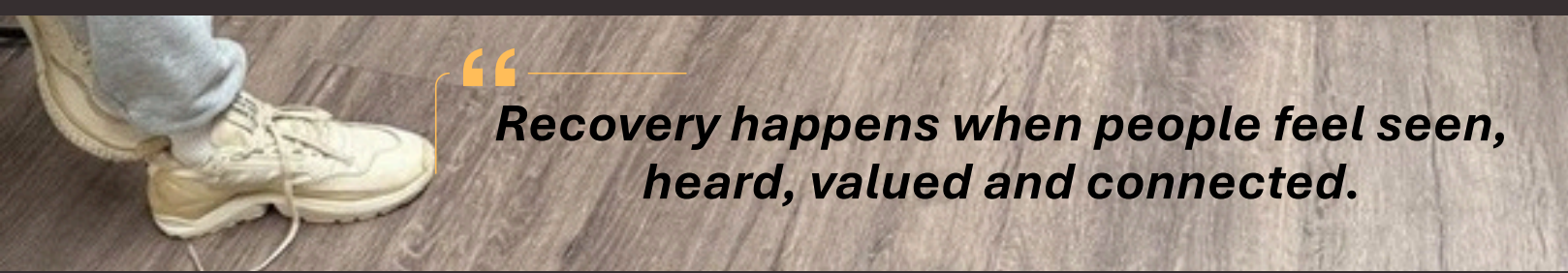
Recovery Support

For 25 years, The Living Room has been helping people discover that recovery is possible.

We are a Hertfordshire-based charity and a proud Lived Experience Recovery Organisation (LERO), supporting adults, family members and carers affected by addiction and other compulsive behaviours. Lived and living experience shapes our culture, informs our services and helps create an environment where people feel understood, accepted and hopeful about the future.

Many people come to us feeling isolated, overwhelmed or uncertain about what comes next. At The Living Room they find a warm welcome, professional support and a community that understands recovery is not something anyone should have to face alone.

We believe every person has value, strengths and the capacity for change. Our role is not to tell people who they should become, but to walk alongside them as they build confidence, strengthen relationships and create lives that feel healthier, more connected and more fulfilling.



> ***Recovery happens when people feel seen, heard, valued and connected.***

What makes The Living Room distinctive is the combination of professional therapeutic support and the insight of people who have experienced recovery, helps shape our services. Many of our staff, volunteers and community members have personal experience of recovery or of supporting someone they care about. Their insight helps create services that are compassionate, credible and grounded in real understanding.

Through therapeutic groups, family support, workshops, volunteering opportunities and peer-led initiatives, we help people improve wellbeing, develop resilience, rebuild relationships and find purpose. Many go on to support others, creating a cycle of recovery that strengthens individuals, family members and carers, and communities

Our mission is to build communities of hope, healing and recovery by providing accessible, high-quality support that enables people to recover, reconnect and flourish. Whether someone attends for a few months or remains part of our community for many years, our aim remains the same: to ensure that nobody has to face recovery alone.



Our Values

Everything we do is guided by five core values.

CARING
We treat everyone with kindness and respect

PEOPLE FIRST
We put the needs of those we help at the top of our list

COMMUNITY
We build connections and a sense of belonging

EXPERTISE
We give safe and effective services

INTEGRITY
We are safe and you can trust us

Caring

We treat everyone with kindness, compassion and respect, creating safe spaces where people feel welcomed, valued and heard.

People First

We place the needs, dignity and wellbeing of those we support at the centre of every decision we make.

Community

We believe recovery happens in connection with others and work to create a sense of belonging for everyone who walks through our doors.

Expertise

We provide safe, effective and evidence-informed services delivered by skilled professionals alongside the insight and wisdom of personal lived experience.

Integrity

We are trustworthy, accountable and committed to doing the right thing, acting with honesty, openness and respect in all that we do.

PART 3: BUILDING RECOVERY COMMUNITIES

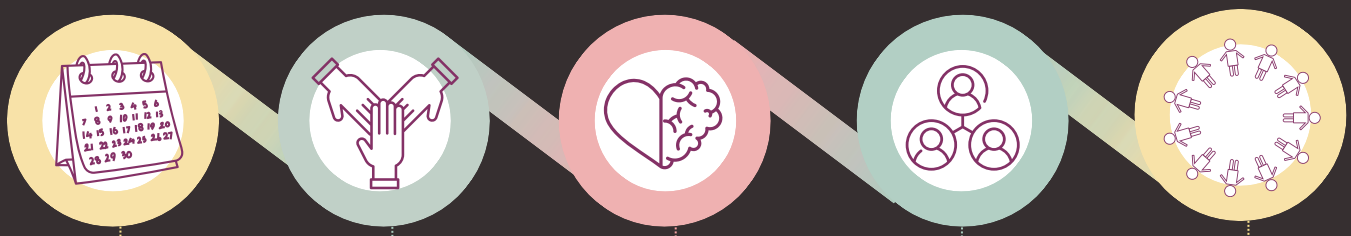
Who We Supported



During 2025–26, The Living Room supported people on their recovery journeys across our centres in Stevenage, St Albans and Watford, while also providing specialist support to family members and carers.

People remained engaged with our services for an average of eight months, while family members and carers accessed support for an average of eleven months. These figures reflect the importance of ongoing support, connection and community in building lasting recovery.

Throughout the year, we delivered therapeutic groups, family support and specialist recovery programmes, helping people develop the confidence, skills and relationships needed to sustain positive change.



AVERAGE ENGAGEMENT

8.4 months client engagement
11 months family engagement

FAMILY SUPPORT

66 family members and carers supported

MONTHLY PARTICIPATION

30 average Main Group aendees
10 average Family & Carer attendees

RECOVERY SUPPORT

327 people supported

SESSIONS DELIVERED

1868 sessions delivered

- 1,456 Main Groups
- 306 Family & Carer Groups
- 106 Drug Groups

The Difference Recovery Made

Recovery is about more than stopping a behaviour. It is about improving wellbeing, rebuilding relationships, increasing confidence and creating a life that feels meaningful and sustainable.

To understand the longer-term impact of our services, we surveyed graduates who had completed their recovery journey with The Living Room. Their responses show that positive change continues long after treatment ends.

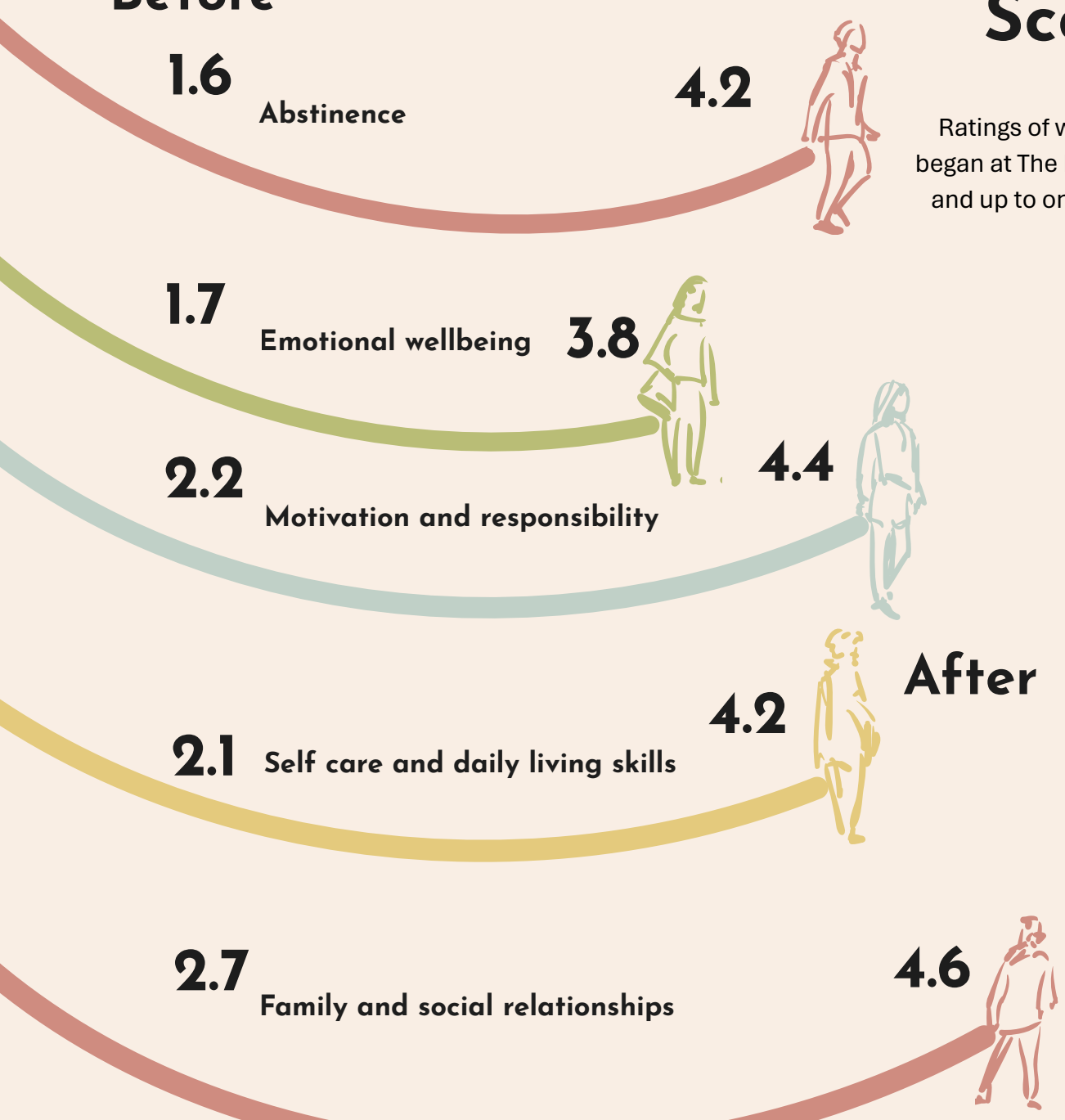
What People Told Us

- 93% said The Living Room benefited their recovery
- 90% reported improvements in emotional wellbeing
- 93% reported increased motivation and personal responsibility
- 86% reported improved ability to maintain abstinence
- 83% reported stronger relationships and social connections
- 80% reported improved physical health
- 76% reported improved self-care and daily living skills

Graduates reported improvements across every area of wellbeing measured, including mental health, self-esteem, physical wellbeing, social connection and daily living skills. Many also reported increased participations in employment, volunteering and community activities, demonstrating the wider benefits of recovery for individuals, family members and carers and communities.

Service Impact Scores

Ratings of when people began at The Living Room and up to one year later.



80% improved physical health
76% improved self-care and daily living skills

"Yes. Significantly improved. Life-changingly so."

"I enjoy life now – all thanks to The Living Room."

"I feel more accepting of myself and much stronger and more assertive."

Family and Carer Impact

Addiction affects more than the individual. It can have a profound impact on parents, partners, children, siblings and friends. Supporting family members and carers is therefore an essential part of recovery.

People attending our Family & Carer programme reported significant improvements in both emotional wellbeing and family relationships.

The results show that family members and carers felt better equipped to manage challenges, experienced stronger relationships and reported greater confidence and wellbeing. For many, support from The Living Room helped reduce isolation and provided renewed hope for the future.



100% improved relationships

89% positive wellbeing

2.7 → 4.6 relationship score

1.6 → 4.3 wellbeing score

"It has been an incredible support for me and my whole family."

"Before The Living Room I felt I was a failing parent."

"It gave me confidence and stopped me feeling so bad about myself."



1.

VOICES OF RECOVERY

Behind every statistic is a person, a family and a story of change.

This year we share three journeys that reflect the impact of recovery support, family support and leadership rooted in personal experience of recovery.

CLIENT STORY

“Before I got help my life was chaotic. My biggest challenge was knowing history was about to repeat itself and actions caused yet another child removal. I think my addiction started from being around crowds and started smoking cannabis. That then led to me meeting my daughter's father and he introduced me to cocaine. The only thing we did together was use. It was the only time we got along.

Once I realised, I needed help, I realised my addiction was taking over my life and I was neglecting my child. I didn't see how bad things were until I was out of it. I found The Living Room by a referral from CGL.

When I first started The Living Room, I didn't want to be here. I didn't feel like I was valid enough or worthy enough to be here. I walked in here with my old mental health key worker and I was terrified and did not want to accept help. I just felt so scared of cracking myself wide open. However now... now I wouldn't be without with place. I feel heard. I feel seen and I feel like this is the one place in the world where I can break myself wide open and accept help.

The support I have received here has been out of this world. I really cannot thank this place enough. It has given me life skills, structure, and routine I didn't know I needed.

Since beginning my recovery my life has changed tremendously. Because when the court order was granted on 9th June 2025, it was until my daughter turns 18. Now, because of all my hard work, my daughter will be home in the Autumn.

Now I can take accountability, regulate my emotions, heal but most importantly let go of a lot of childhood trauma that has mentally controlled me for so long. And I have never felt so free. I would not have been able to do this without The Living Room. I have also learnt to be more present, more emotionally available for myself, and for my daughter. Looking ahead, I hope to be the best parent I can be to both of my children, but to also help people going through what I have.”





FAMILY MEMBER STORY

“My story started some years ago now. I remember feeling how so low my life was.

I had tried everything to help my addict husband get clean and nothing was helping. Instead, my mood was declining, and I was becoming a shell of the person I used to be. I was no longer socialising. I had lost friends in my attempt to keep his addictions hidden. Family had distanced themselves from us and the mess that followed his using. I was so blinded by my desire to help him get better that I couldn't see the state my life had become. I lived each day monitoring him. Then one day I just had enough. He lied to me for the millionth time and I knew if I didn't try something new either him or me would be dead. Life couldn't continue the way it was. So, I searched online and came across The Living Room, I'd heard about them before but for him not for me. I filled in a form and soon got a call inviting me in for a chat.

That’s where my journey of recovery began. The chat led me to joining the group straight away. I hated it. A room full of people I didn’t know about to find out I was suffering with what I had been keeping secret – my husband addiction. For many months I stayed as quiet as I could, still trying to minimise the reality of my situation but finding comfort in hearing others going through similar things to me. For the first time in a long time, I didn’t feel alone.

It took me a while to open up, when I did each time, it became easier and I started to learn tools to support me. I remember hearing the phrase “Nothing changes if nothing changes” and realising that I wanted to change so badly but not doing anything about it. I’d been waiting for him to change and not taking any accountability for making changes myself.

The Living Room helped me to take accountability and take action. I had never heard of boundaries before, this was a new concept to me. I slowly started to look at ways to protect my peace in a way that would make my life more manageable.

Slowly, very slowly I started to see the benefits. The changes were very hard to make, and I struggled to implement them, but the group supported me and friends in class I made along the way kept me focussed. I remember being encouraged to make ‘outreach’ calls, but this felt daunting – fast forward to today and my lifelines have become fellow group members who answer my calls, send me messages and truly understand he road I am walking.

My relationship with my husband has ended since I started The Living Room. My heart completely broken in the process but during this time my safe place has been group each week, to offload, to learn, to reason my feelings out and to find acceptance that I am powerless over his addictions.

I am slowly starting to accept that I will always feel sad about the journey I’ve been on with my addiction and his but forever grateful for The Living Room for being a refuge in a storm for me and encouraging me to prioritising my peace. I’m still sad but very proud of the steps I’ve made to make my life more manageable.

(Thank you for all the work that goes on behind the scenes). I can see a light at the end of the tunnel and my life is more peaceful in ways I never experienced before.”

Volunteer Recovery Advocates

“Being a VRA has helped me grow in confidence and reminded me how far I've come in my own recovery."

The Volunteer Recovery Advocate (VRA) programme creates opportunities for people in recovery to use their experience to support others, contribute to service development and strengthen recovery communities across Hertfordshire.

Supported by Hertfordshire Community Foundation, the programme enables volunteers to develop new skills, build confidence and play an active role within The Living Room and the wider community. Volunteer Recovery Advocates contributed throughout the year by supporting training sessions, community engagement activities, partnership visits, service development initiatives and awareness-raising events. By sharing their recovery journeys and lived experience, they help inspire hope and demonstrate that recovery in action.

For many participants, volunteering becomes an important part of their ongoing recovery journey, providing purpose, connection and opportunities for personal growth.



VOLUNTEER RECOVERY ADVOCATE STORY



“Being a Volunteer Recovery Advocate means turning one of the hardest chapters of my life into something that might help someone else.

I first came to TLR because I was struggling with the impact of someone else’s addiction. I felt lost, overwhelmed and like I’d lost myself in the process. Through therapy, I found a safe space where I wasn’t judged, where I was listened to, and where I slowly began to rebuild my confidence, self-worth and understanding of healthy boundaries.

Recovery taught me that while I couldn’t change someone else’s addiction, I could change how I cared for myself. That was life changing.

Becoming a Volunteer Recovery Advocate has given me the opportunity to give back to the organisation that gave me so much. If sharing my story helps just one person feel less alone, gives them hope, or encourages them to reach out for support, then it’s worth it.

Recovery isn’t just about overcoming addiction—it also means healing from the effects addiction has on families and loved ones. I’m incredibly grateful for everything the charity has done for me, and being able to support others on their own journey is a privilege.

Volunteering has given purpose to an experience I never would have chosen, and I’m proud to be part of a community that reminds people every day that recovery is possible, hope exists, and no one has to face it alone.”

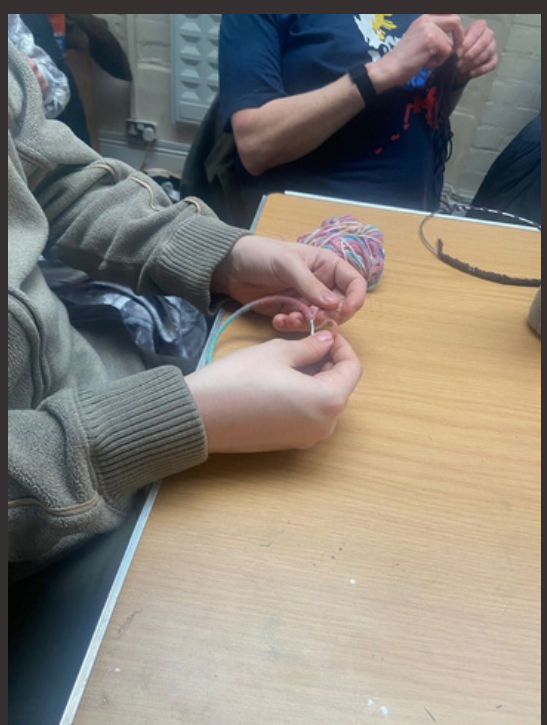
PART 4:
WHAT WE DID THIS YEAR

Workshops and Therapeutic Activities

Recovery is strengthened through connection. Alongside our therapeutic programmes, we provide opportunities for people to learn, contribute, develop new skills and remain connected to recovery communities long after formal support has ended.

Through workshops, volunteering, graduate groups, partnerships, education and community initiatives, we help people build confidence, strengthen relationships and create meaningful roles within their communities.

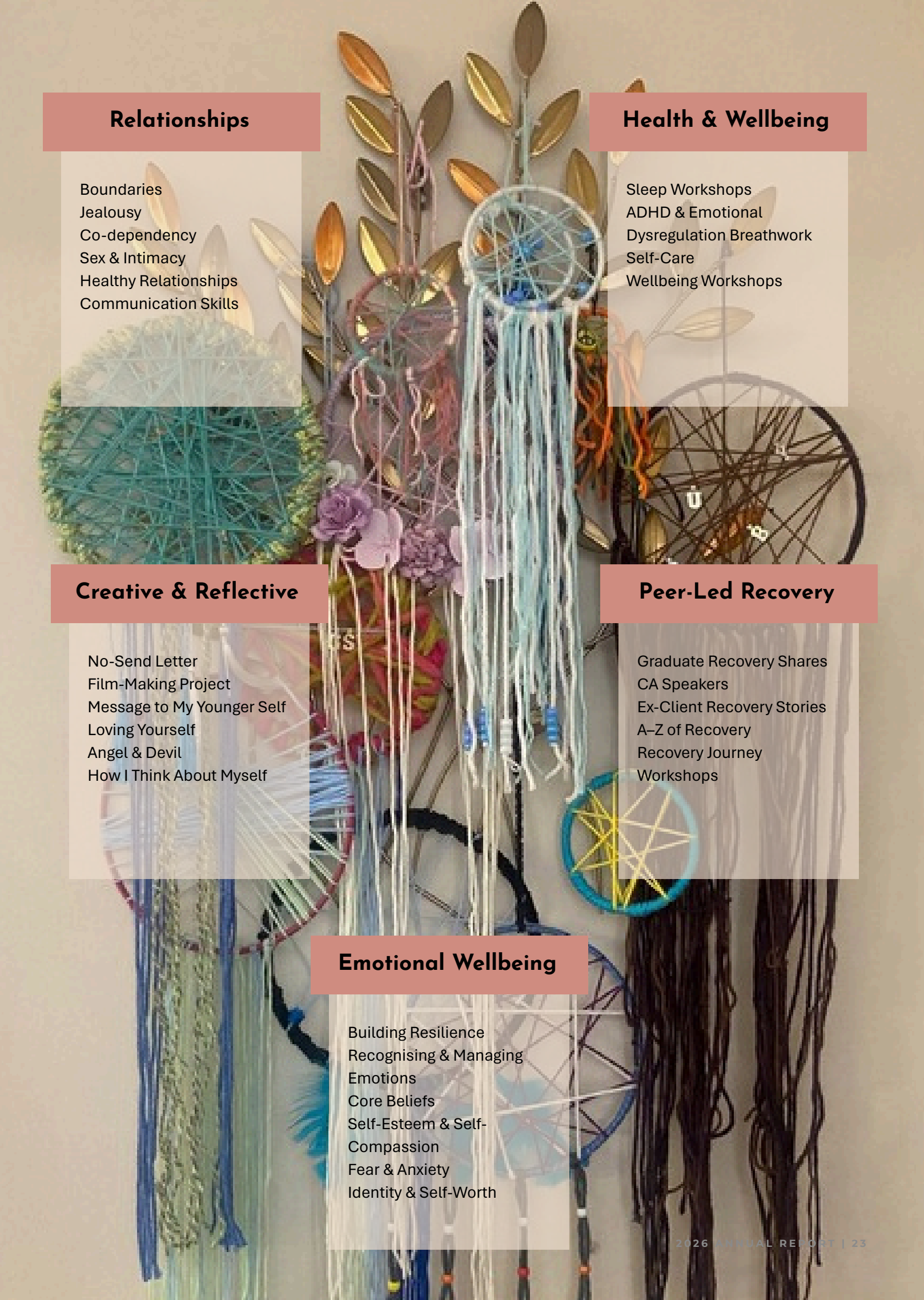




Recovery involves learning new ways to understand ourselves, manage challenges and build healthier relationships.

Throughout 2025–26, people participated in a wide range of therapeutic, educational and creative workshops designed to support recovery, improve wellbeing and build resilience.

Many workshops were delivered in partnership with local organisations, professionals and people with lived experience, bringing additional expertise, fresh perspectives and real-life examples of recovery in action.



Relationships

Boundaries
Jealousy
Co-dependency
Sex & Intimacy
Healthy Relationships
Communication Skills

Health & Wellbeing

Sleep Workshops
ADHD & Emotional Dysregulation Breathwork
Self-Care
Wellbeing Workshops

Creative & Reflective

No-Send Letter
Film-Making Project
Message to My Younger Self
Loving Yourself
Angel & Devil
How I Think About Myself

Peer-Led Recovery

Graduate Recovery Shares
CA Speakers
Ex-Client Recovery Stories
A–Z of Recovery
Recovery Journey Workshops

Emotional Wellbeing

Building Resilience
Recognising & Managing Emotions
Core Beliefs
Self-Esteem & Self-Compassion
Fear & Anxiety
Identity & Self-Worth

Graduate Groups

"This is a very important part of my recovery."

Recovery does not end when treatment ends.

Graduate Groups provide ongoing connection, peer support and accountability, helping people maintain recovery and remain part of The Living Room community.

During 2025–26, 84 graduates attended 29 Graduate Group sessions across Stevenage, St Albans and Watford.
Participants told us that the groups help them stay connected, navigate challenges, celebrate milestones and continue building on the progress they have made.

"It's always lovely to see everyone – like a little family."

Recovery Beyond Treatment

Recovery does not end when treatment ends.
Many people continue their journey through Graduate Groups, volunteering opportunities and wider recovery communities, remaining connected to the support, friendships and accountability that help sustain long-term recovery.

During 2025–26:
84 graduates attended Graduate Group sessions
29 Graduate Group sessions were delivered

Recovery is not simply about overcoming challenges. It is about building a life worth staying well for and remaining connected to a community that supports that journey.



Working in Partnership

Recovery works best when organisations work together.

Throughout the year we collaborated with a range of partners to strengthen recovery pathways, improve access to specialist support and ensure people received help that reflected their individual needs and circumstances.

Our partnerships enabled us to connect people with additional services, share expertise and contribute to wider conversations about addiction, recovery and wellbeing.

Partner	Provided
Coram Family Lives	Family support
The Relationships Service	Relationship support
Turning Point	Complex needs support and navigation
CGL Spectrum	Recovery pathways
Groundwork	Community projects
Emerging Futures	Housing and tenancy support
Cocoon (formerly Druglink)	Recovery pathways
Hearts for Herts	Defibrillators at two of our centres
Herts Young Homeless	Raising homeless and addiction connection awareness
Metro Sexual Health	Sexual health clinics
Hertfordshire Mind	Referral pathways
Royal Free Hospital	Liver specialist advice and referrals
West Hertfordshire Teaching Hospital NHS Trust	Monthly potential client identification
Priory Hospital North London	Mental health treatment



The Living Room Academy

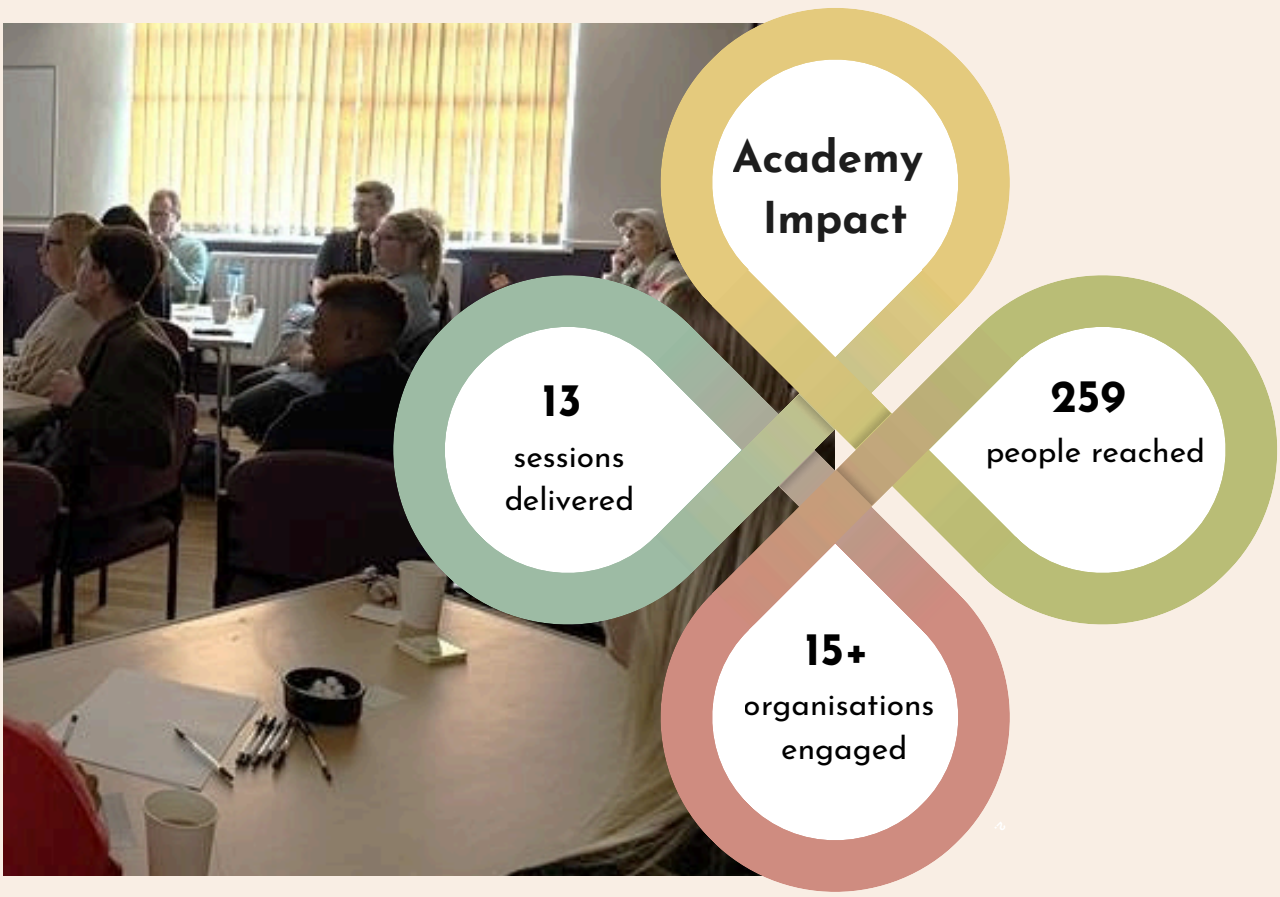
The Living Room Academy extends our impact beyond direct service delivery.

By combining professional expertise with the insight of people in recovery, we help organisations better understand addiction, recovery and the vital role communities play in supporting lasting change.

During 2025–26, the Academy delivered training, presentations and awareness sessions to professionals, students and community organisations across Hertfordshire.

Through the Academy, we are helping to challenge stigma, increase understanding and strengthen the support available to people affected by substance use and compulsive behaviours.

This work also ensures that the voices and experiences of people in recovery contribute to wider learning, improved practice and positive change across our communities.



Words matter

Put the person before the condition. Say “a person with alcohol dependence”, not “an alcoholic”, and use “substance use” instead of “substance misuse”.



The Living Room Charity Shop

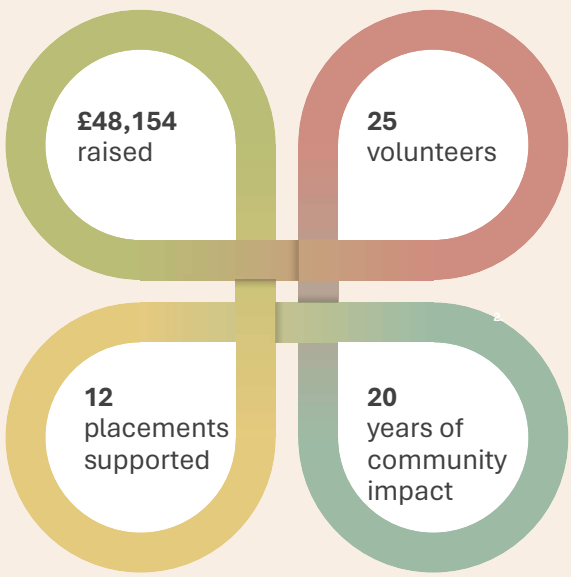
For almost 20 years, our shop has been much more than a charity shop.

Located in Stevenage, it generates vital income for The Living Room while creating opportunities for volunteering, skills development, confidence building and community connection.

This year Revival celebrated its 20th anniversary and achieved its highest annual fundraising total, raising more than £48,000 to support recovery services across Hertfordshire.

The continued success of Revival reflects the generosity of local people and the commitment of the volunteers who give their time, skills and energy to support The Living Room's work.

The Charity Shop's Impact



PART 5:
25 YEARS OF RECOVERY

One Room.

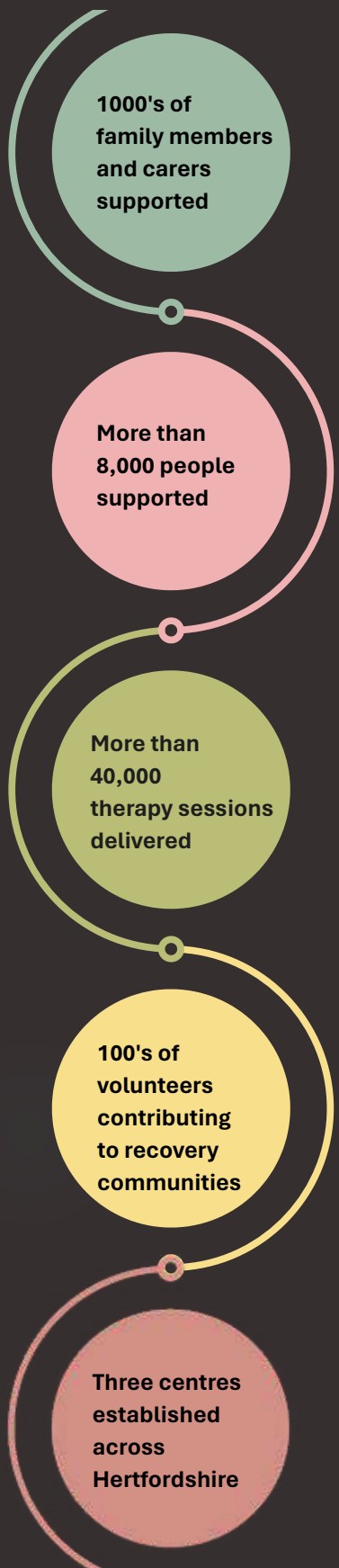
One Vision.

Thousands of Lives Changed.

In May 2025, The Living Room celebrated 25 years of supporting recovery across Hertfordshire.

What began in 2000 as a single room in Stevenage, supported by six volunteers and a simple belief that long-term recovery is possible, has grown into a county-wide charity supporting adults, family members, carers and communities affected by addiction and other compulsive behaviours.

Over the last quarter of a century, thousands of people have found hope, connection and support through The Living Room. While our services have evolved, our purpose remains unchanged: to ensure that nobody has to face recovery alone.



25 Years of Impact



Volunteers: The Heart of The Living Room

From the very beginning, volunteers have been central to The Living Room's success.

What started with six volunteers has grown into a vibrant community of people who give their time, skills and lived experience to support others on their recovery journeys.

Over the past 25 years, volunteers have contributed in countless ways. They have welcomed people at reception, supported administration and fundraising, offered professional expertise, mentored clients, provided counselling placements and shared hope through their own recovery experiences.

More recently, the Volunteer Recovery Advocate (VRA) programme has created new opportunities for people with lived experience to support those beginning their recovery journey. By sharing their stories, offering encouragement and helping others feel understood, VRAs demonstrate the power of recovery in action.

Alongside the VRA programme, The Living Room continues to benefit from a dedicated volunteer workforce, including placement counsellors, peer mentors, fundraisers and professionals who generously contribute their expertise.
Their contribution extends far beyond practical support. Volunteers embody the values on which The Living Room was founded: community, connection and the belief that recovery is possible.

As we celebrate 25 years of recovery, we recognise that The Living Room's story is also a story of volunteer commitment, generosity and hope. Every hour given, every conversation shared and every act of kindness has helped build the communities of hope and healing that continue to change lives across Hertfordshire.

Our Journey so Far

The Living Room has grown and evolved over the past 25 years, but the vision that inspired its creation remains the same.



2000

The Living Room opens in Stevenage with one room and six volunteers



2006

Revival Charity Shop opens



2010

Janis Feely awarded MBE



2012

St Albans centre opens



2016

Adrienne Arthurs becomes CEO



2019

Watford centre opens



2020

Digital recovery hubs launched during COVID-19



2023

Charity shops merged



2024

Watford expands to five days per week



2025

25th Anniversary year

PART 6: CHALLENGES, LEARNING AND LOOKING FORWARD

Shaping the Next Chapter.

Celebrating 25 years provided an opportunity not only to reflect on what has been achieved, but also to consider what we have learnt and how those lessons will shape our future.

Recovery does not stand still, and neither do the challenges faced by the people and communities we support. Throughout 2025–26, we continued to listen to clients, family members and carers, volunteers, partners and staff to better understand emerging needs and opportunities.

Several important themes emerged during the year.

Demand for Support Continues to Grow

Demand for recovery support remains high across all three centres. More people are seeking help, and many are reaching out with increasingly complex needs. This reinforces the importance of accessible, community-based recovery services that provide support over time rather than through short-term interventions alone.

Recovery Journeys Are Becoming More Complex

Many people accessing support are facing multiple and interconnected challenges, including poor mental health, trauma, social isolation, financial pressures, housing difficulties and relationship breakdown. These experiences highlight the importance of providing holistic support that addresses the whole person rather than focusing solely on a behaviour.

Families Benefit from Earlier Support

This year reinforced the value of involving family members and carers as early as possible. Family members and carers who accessed support reported significant improvements in wellbeing, confidence and relationships. Earlier intervention can reduce isolation, strengthen resilience and improve outcomes for everyone affected.

Lived Experience Strengthens Recovery

The continued growth of our Volunteer Recovery Advocate programme, alongside our formal recognition as a Lived Experience Recovery Organisation (LERO), reinforced the importance of lived experience within recovery services. People often gain hope and confidence when they see others who have faced similar challenges and built fulfilling lives in recovery.

Sustainable Funding Matters

Like many charities, we continue to operate within a challenging funding environment. Rising costs, increasing demand and uncertainty across public services require careful planning and responsible stewardship of resources. Sustainable funding remains essential if we are to continue providing free, accessible recovery support across Hertfordshire.

Looking Forward

As we look ahead, our focus is not simply on growth. It is on protecting what makes The Living Room special while continuing to strengthen the support we provide.

Strengthening Recovery Journeys

Recovery is not a single intervention but an ongoing journey. We will continue to strengthen the pathways that help people access support, build confidence, develop meaningful connections and remain engaged in recovery long after formal programmes have ended.

Growing Lived Experience Leadership

The voices of people in recovery remain central to our organisation and their experience has always been at the heart of The Living Room. We will continue creating opportunities for people with insight gained through recovery to influence services, shape decision-making and support others on their recovery journeys.

Supporting Safer, Healthier Communities

Recovery is closely connected to wider issues including trauma, mental health, social exclusion and community wellbeing. We will continue working alongside partners to strengthen trauma-informed approaches and improve outcomes for people facing multiple challenges.

Adapting to Change

Local government reform and changes to commissioning arrangements will reshape the landscape in which we operate. We will continue building strong partnerships and ensuring that recovery remains visible within future planning and decision-making across Hertfordshire.

Building a Sustainable Future

Maintaining financial resilience, investing in our workforce and protecting the quality of our services will remain essential as we respond to growing demand and an increasingly challenging funding environment.

Looking Ahead with Confidence

The Living Room today is very different from the organisation that opened its doors in Stevenage in 2000. Yet the principles on which it was founded remain unchanged.

We continue to believe that people can live rewarding lives in sustained and long-term recovery. We continue to believe in the power of community, recovery leadership and human connection. And we remain committed to ensuring that people affected by addiction and other compulsive behaviours can access the support, hope and opportunities they need to build fulfilling lives.

The next chapter of The Living Room's story has already begun, and we look forward to building it together.

PART 7: THANK YOU

Recovery is never achieved alone.

Behind every recovery journey is a network of people who provide encouragement, support, expertise, generosity and belief. As we reflect on the past year and celebrate 25 years of The Living Room, we would like to thank everyone who has contributed to our work.

To Our Clients

Thank you for trusting us to be part of your recovery journey. Your courage, determination and willingness to support one another continue to inspire us every day.

To Our Staff and Volunteers

Thank you for the compassion, professionalism and commitment you bring to your roles. Whether providing direct support, sharing your personal experience of recovery, offering professional expertise or giving your time as a volunteer, you help create the welcoming and supportive community that defines The Living Room.

To Our Funders and Supporters

Thank you for believing in our work and investing in recovery. Your support enables us to provide free, accessible services to people and family members and carers across Hertfordshire and helps ensure that recovery support remains available to those who need it most.

To Our Partners

Thank you to the organisations, networks and professionals who work alongside us. By sharing expertise, collaborating on services and supporting recovery pathways, you help strengthen outcomes for the people and communities we serve.

To Our Community

Whether you donated to Revival, attended an event, raised funds, volunteered your time, shared your skills or simply helped spread the message that recovery is possible, thank you.
Every contribution, no matter how large or small, helps build communities of hope, healing and recovery.

With Gratitude

The Living Room's story is built on thousands of acts of kindness, generosity and support.
As we celebrate 25 years of recovery, we are grateful to everyone who has been part of that journey and look forward to continuing our work together in the years ahead.
Thank you for helping make recovery possible.

Funders and Supporters

Major funders

The AGF Trust, Garfield Weston, Henry Smith Foundation, Martin Geddes Charitable Trust, The Sackler Trust, The Simon Gibson Charitable Trust, The National Lottery Community Fund, Hertfordshire Community Foundation.

Other funders and Community groups

St Albans Round Table, Rotary St Albans – Verulamium, The Soroptimists – Hertford and District, MT & SD Charitable Trust, Souter Charitable Trust, The Big Give, Balstock, St Albans Cathedral Mission Giving.

Strategic partners

Public Health Hertfordshire County Council, Stevenage Social Inclusion Partnership, Hertfordshire D&A Early Help Network, Hertfordshire and West Essex ICB, University of Hertfordshire, Responsible Action Group (Stevenage), Churches Together, Gambling Harms Alliance, VCFSE Alliance, Make Every Adult Matter (MEAM), Hertfordshire Recovery Conference, Drug & Alcohol Stakeholder Network, Families Living in Recovery (The Relationships Service and Coram Family Lives), Hertfordshire Community Leaders Forum, PwC UK



PART 8: GOVERNANCE AND FINANCE



Finance and Administrative Information

Status
The Living Room is a Charitable Incorporated Organisation (CIO) – Foundation

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

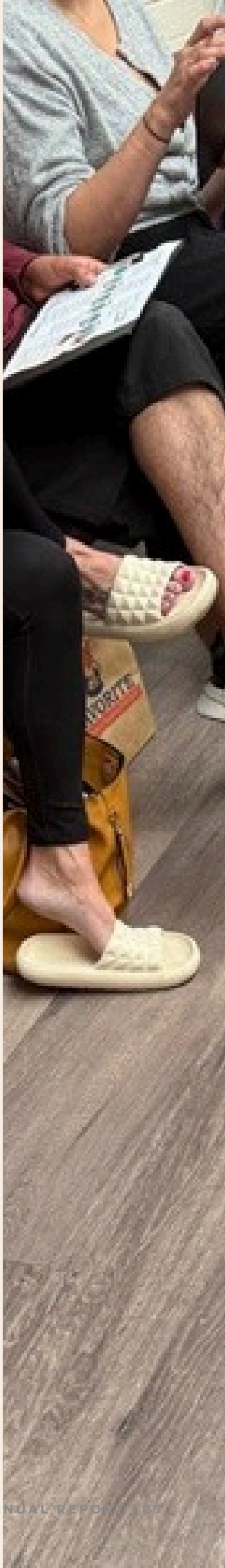
Trustees
Daniel Marshall - **CHAIR**
Daniel McGovern - **TREASURER** (until 22/05/2025)
Spencer James **TREASURER** (from 17/09/2025)
Eddie Mills - **VICE-CHAIR**
Jenny Brace
Akhilesh Nair
Richard Crofton
Charles King (until 29/01/2026)
Ramesh Summan (until 31/07/2025)
Elizabeth Fisher (until 03/03/2026)
William Roney
Jennifer Beard (until 15/01/2026)
Kacey Watson (from 29/01/2026)

Chief Executive Officer
Adrienne Arthurs (she/her)

Executive Team Members
Mark Wiseman (Deputy CEO)
Debbie Coote (Therapeutic Director)
Lindsey Culver (Director of Finance and Asset Management)

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



Reserves Policy

The Trustees recognise the importance of maintaining appropriate reserves to safeguard the Charity's operations and ensure continuity of service delivery.

The reserves policy is reviewed annually as part of the Charity's financial planning process. The Trustees seek to maintain sufficient unrestricted reserves to manage unforeseen circumstances, fluctuations in income and emerging operational requirements.

On 31 March 2026, unrestricted reserves stood at **£292,646.**

The Trustees consider the level of reserves held at year end to be appropriate in relation to the Charity's current commitments, financial risks and future plans.

Risk Management

The Trustees recognise that effective risk management is essential to protecting beneficiaries, staff, volunteers, assets and reputation.

Strategic and operational risks are reviewed regularly by both the Executive Team and Board of Trustees through the Charity's risk management framework.

The principal risks facing the Charity and the measures in place to manage them are summarised below:

Principle Risk	Mitigation
Funding sustainability	Income diversification, grant fundraising, financial monitoring and regular review of funding opportunities.
Workforce recruitment and retention	Workforce planning, wellbeing support, professional development and succession planning
Safeguarding	Mandatory training, supervision, audits, policy review and robust safeguarding procedures.
Information and cyber security	Secure systems, staff training, external IT support and ongoing monitoring of cyber risks.

The Trustees are satisfied that appropriate systems of internal control and assurance are in place to manage significant risks and support the achievement of the Charity's objectives.

Responsible and Sustainable Operations

The Living Room is committed to operating responsibly in a way that reflects our values and supports our charitable mission.

Environmental Responsibility

We seek to minimise our environmental impact wherever practical through sustainable working practices, efficient use of resources and the responsible management of our premises and operations.

Supporting People

People are at the heart of everything we do. We are committed to promoting equality, diversity and inclusion in both employment and service delivery, ensuring that everyone is treated with dignity, respect and fairness.

The wellbeing of staff, volunteers and placement counsellors remains a priority. We recognise the emotional demands of recovery work and provide support through supervision, wellbeing initiatives and professional development opportunities.

Good Governance

Strong governance underpins the Charity's ability to achieve its mission and maintain the confidence of beneficiaries, funders, supporters and regulators.

The Board of Trustees provides strategic oversight and is supported by an Executive Team responsible for day-to-day management. Together they ensure that robust systems of financial management, safeguarding, risk oversight and regulatory compliance are maintained.

Fundraising Statement

The Living Room is committed to fundraising in a manner that is legal, open, honest and respectful. The Charity seeks to build positive relationships with supporters and does not engage in unreasonable intrusion, persistent approaches or undue pressure when fundraising.

The Trustees monitor fundraising activity to ensure compliance with relevant regulations and good practice guidance.

Statement of Trustees' Responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law, the Charity's Constitution and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and apply them consistently;
- Observe the methods and principles in the Charities Statement of Recommended Practice (SORP) applicable to charities preparing accounts under FRS 102;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

The Trustees are responsible for maintaining adequate accounting records that disclose with reasonable accuracy the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the Charity's Constitution. They are also responsible for safeguarding the assets of the Charity and for taking reasonable steps to prevent and detect fraud and other irregularities.

The Trustees are satisfied that appropriate systems of internal control, financial management, risk oversight and governance are in place to support the effective operation of the Charity and the achievement of its charitable objectives.

Trustees' Confirmation

In so far as the Trustees are aware:
There is no relevant audit or independent examination information of which the Charity's auditor or independent examiner is unaware; and
Each Trustee has taken all reasonable steps that they ought to have taken to make themselves aware of any relevant information and to establish that the Charity's auditor or independent examiner is aware of that information.

Approved by the Board of Trustees and signed on its behalf by:



Daniel Marshall
Chair of Trustees
31st July 2026

FINANCIAL REVIEW

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

I report to the trustees on my examination of the accounts of the charity for the year ended 31 March 2026, which are set out on pages 43 to 49.

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 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 matters have come to my attention which give me reasonable cause to that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act 2011; or
- the accounts do not accord with the accounting records; or
- the accounts do not comply with the applicable requirements concerning the form and content of ac set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that th accounts give a 'true and fair' view which is not a matter considered as part of an independent exam

I have no concerns and have come across no other matters in connection with the examination to which attent should be drawn in this report.



Trina Haggerty FCCA

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

Date: 31st July 2026

Statement of Financial Activities

for the year ended 31 March 2026

	Notes	Unrestricted Funds 2026 £	Restricted Funds 2026 £	Total Funds 2026 £	Total Funds 2025 £
INCOME					
Voluntary income	2	795,117	16,641	**811,758**	832,831
Activities for generating funds	3	26,908	-	**26,908**	16,989
Investment income	4	3,046	-	**3,046**	4,618
TOTAL INCOME		**825,071**	**16,641**	**841,712**	**854,438**
EXPENDITURE					
Charitable activities		809,934	30,156	**840,090**	865,519
Governance costs		15,942	352	**16,294**	15,222
TOTAL EXPENDITURE	5	**825,876**	**30,508**	**856,384**	**880,741**
NET INCOME / (EXPENDITURE)		**(805)**	**(13,867)**	**(14,672)**	**(26,303)**
RECONCILIATION OF FUNDS					
Total funds brought forward	11	293,452	16,640	**310,092**	336,395
TOTAL FUNDS CARRIED FORWARD	11	**292,647**	**2,773**	**295,420**	**310,092**

Balance Sheet

as at 31 March 2026

	Notes	Unrestricted Funds 2026 £	Restricted Funds 2026 £	Total Funds 2026 £	Total Funds 2025 £
FIXED ASSETS					
Tangible assets	8	261	-	**261**	348
CURRENT ASSETS					
Debtors	9	1,615	-	**1,615**	33,430
Rent deposit		6,250	-	**6,250**	6,250
Prepayments and accrued income		130,864	-	**130,864**	12,611
Cash at bank and in hand		173,762	2,773	**176,534**	277,391
TOTAL CURRENT ASSETS		**312,491**	**2,773**	**315,264**	**329,682**
CREDITORS					
Creditors: amounts falling due within one year	10	20,105	-	**20,105**	19,938
NET CURRENT ASSETS		**292,386**	**2,773**	**295,159**	**309,744**
Total Assets Less Current Liabilities		**292,647**	**2,773**	**295,420**	**310,092**
NET ASSETS		**292,647**	**2,773**	**295,420**	**310,092**
FUNDS					
Unrestricted funds	11			**292,647**	293,450
Restricted funds	11			**2,773**	16,642
TOTAL FUNDS				**295,420**	**310,092**

The financial statements were approved by the trustees of the charity on 30th July 2026 and were signed on their behalf by:

Daniel Marshall  Date: 30th July 2026

Chair

Notes to the Financial Statements

(For the Year Ended 31st March 2026)

1. Accounting Policies

Basis of preparation of the accounts

The financial statements have been prepared under the historical cost convention, with items recognised at cost or transaction value unless otherwise stated. The accounts have been prepared in accordance with the Charities SORP (FRS 102) and applicable law.

Income

Income is recognised when the charity has entitlement, receipt is probable, and the amount can be measured reliably.

Expenditure

Expenditure is recognised on an accruals basis when a liability is incurred. Where costs cannot be directly attributed to specific activities, they are allocated on a basis consistent with the use of resources.

Investment Income

Interest income is recognised when receivable.

Recognition of Liabilities

Liabilities are recognised when the charity has a present obligation arising from a past event, it is probable that settlement will result in an outflow of economic benefits, and the amount of the obligation can be measured reliably.

Fixed Assets and Depreciation

Tangible fixed assets are stated at cost less depreciation.
Depreciation is provided to write off assets over their useful economic lives at the following rates:

- Fixtures and fittings - 25% reducing balance
- Computer equipment - 25% 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 specific restricted purposes within the objects of the charity. Restrictions arise when stated by the donor or when the funds are raised for specific purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Leases

Rentals payable under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the term of the lease.

Future Changes in Accounting Standards

A new Charities Statement of Recommended Practice (SORP 2026), aligned with updated FRS 102, becomes effective for accounting periods beginning on or after 1 January 2026.

The charity's first financial statements prepared under the new SORP will therefore be for the year ending 31 March 2027.

The trustees are currently considering the impact of the new requirements, particularly in relation to income recognition and lease accounting, and do not currently expect the adoption of the new SORP to have a material impact on the financial statements.

2. Voluntary Income

	2026 £	2025 £
Grants	**220,774**	297,750
Contract	**510,180**	449,742
Places of worship donations	**2,500**	1,758
General donations	**24,925**	44,735
Gift Aid	**5,125**	5,325
Corporate donations	**100**	2,316
Donated services and facilities	**48,154**	31,205
TOTAL	**811,758**	**832,831**

3. Activities for Generating Funds

	2026 £	2025 £
Fundraising events	**23,054**	12,679
Earned income	**3,854**	4,310
TOTAL	**26,908**	**16,989**

4. Investment Income

	2026 £	2025 £
Interest receivable	**3,046**	4,618

5. Analysis of Expenditure on Charitable Activities

All expenditure relates to the charity's principal activities.

	2026 £	2025 £
Staff costs	**690,577**	720,179
Premises and facilities	**95,673**	99,615
Information technology	**12,385**	13,347
Other operating costs	**41,476**	32,378
Governance costs (see below)	**16,294**	15,222
TOTAL EXPENDITURE	**856,405**	**880,741**

Governance Costs

	2026 £	2025 £
Accountancy fees	**590**	590
Independent examination	**250**	250
Other professional fees	**15,454**	14,382
TOTAL GOVERNANCE COSTS	**16,294**	**15,222**

6. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2026 (2025: nil).

Trustees' Expenses

Trustees were reimbursed expenses totalling £43.47 during the year (2025: nil).

7. Staff Costs

	2026 £	2025 £
Wages and salaries (including pensions)	**688,609**	718,367

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

	2026	2025
Full time equivalents (FTE)	**19**	19

The number of employees whose employee benefits (excluding employer pension contributions) exceeded £60,000 was:

	2026	2025
£60,000 - £70,000	**1**	0

8. Tangible Fixed Assets

	Fixtures & fittings £	Computer equipment £	Totals £
COST			
At 1 April 2025	21,086	18,681	**39,767**
At 31 March 2026	**21,086**	**18,681**	**39,767**
DEPRECIATION			
At 1 April 2025	20,951	18,468	**39,419**
Charge for the year	34	53	**87**
At 31 March 2026	**20,985**	**18,521**	**39,506**
NET BOOK VALUE			
At 31 March 2025	135	213	**348**
At 31 March 2026	**101**	**160**	**261**

9. Debtors

	2026 £	2025 £
Debtors	**1,615**	33,430

10. Creditors

	2026 £	2025 £
Taxation and social security	**13,550**	10,689
Other creditors	**710**	7,776
Accrued expenses	**5,845**	1,473
TOTAL	**20,105**	**19,938**

11. Movement in Funds

	Previously reported £	Adjustment £	Restated opening at 01/04/25 £	Net movement in funds £	At 31/03/26 £
Unrestricted funds	292,648	804	293,452	(805)	**292,647**
Restricted funds	17,444	(804)	16,640	(13,867)	**2,773**
TOTAL FUNDS	**310,092**	**-**	**310,092**	**(14,672)**	**295,420**

Net movement in funds, included in the above are as follows:

	Incoming Resources £	Resources Expended £	Movement in funds £
Unrestricted funds	825,071	825,876	**(805)**
Restricted funds	16,641	30,508	**(13,867)**
TOTAL FUNDS	**841,712**	**856,384**	**(14,672)**

Restricted funds decreased due to expenditure exceeding income on funded activities during the year.

Governance Costs

A misclassification of £804 between restricted and unrestricted funds in the prior year has been corrected in the opening balances. This had no impact on total funds.

Get Involved

As a charity, we rely on your donations to help up to 400 people per year to find recovery.

Make a regular or one-off donation to help us keep our purple chairs available for people who need them most.

One-off

£10
pays for one day of therapy for one person

£20
supports and Family and Carer client for two weeks

£50
pays for one week of therapy for one person

£100
pays for 10 peoples therapy for one day

Monthly

£10
pays for one day of therapy for one person

£16
gives someone a full month of therapy each year

£50
covers the cost of one of our main group therapy sessions

£100
covers the cost of one person's entire treatment

Become a Corporate Partner

Partner with The Living Room to help people and families affected by addiction while strengthening your business's social impact.

Get involved:

- Nominate us as your Charity of the Year
- Join a quiz night or the St Albans Sleepout
- Match staff fundraising
- Volunteer at one of our centres

Why partner with us?

- Make a real difference in your community
- Demonstrate social responsibility
- Boost staff engagement and morale
- Support a purpose-driven cause

Join us in creating lasting change.

Fundraise for Us

Take on a challenge

Set yourself a personal challenge. Whether big or small, every effort counts

Celebrate with purpose

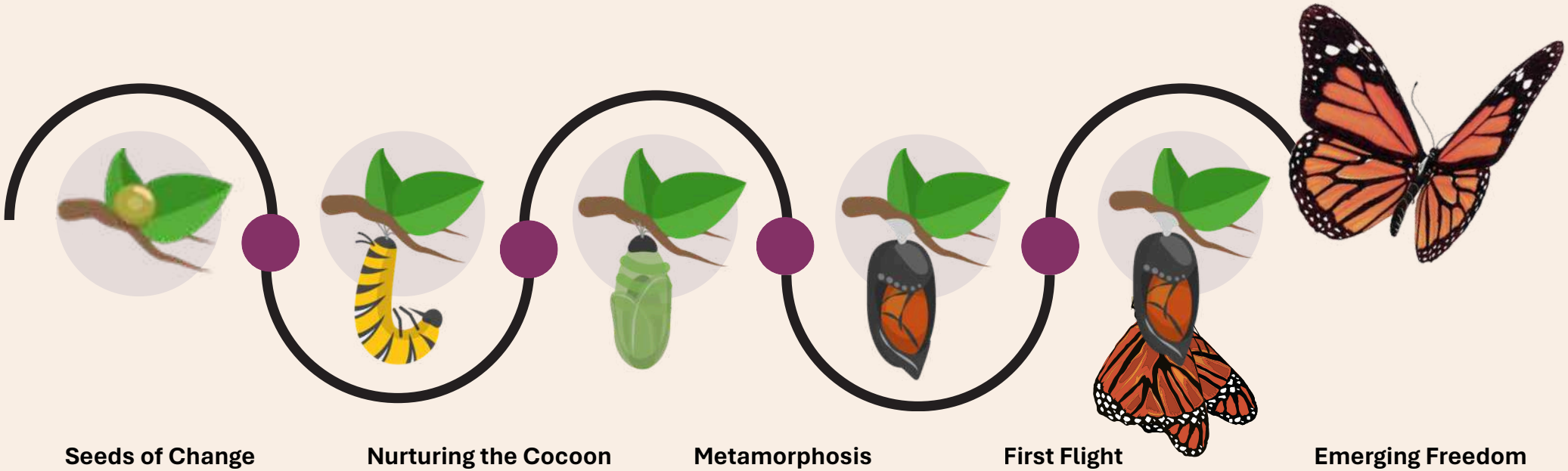
Mark special occasions, birthdays, weddings, holidays, even memorials, by encouraging donations instead of gifts

Host an event

Throw a party, hold a bake sale, or organise a fundraising day with friends, family or colleagues

Go virtual

Run a livestream session, online group activities or a virtual gig. Share your talents and raise funds online



Seeds of Change

You may come to us through your GP, local services, recovery groups, family, friends, or online. However you arrive, it starts with realising that something in your life — your addiction or a loved one's — is costing more than your peace, wellbeing, or connection.

Nurturing the Cocoon

Here you find a safe, free, non-judgemental space. Whether you're living with addiction or supporting someone who is, you're welcomed into group therapy where you can feel understood, supported, and begin to grow.

Metamorphosis

Step by step, you gain insight into behaviours, emotions, and relationships. You learn new ways to cope without substances or addictive behaviours, strengthen resilience, and shift from shame to self-acceptance, from isolation to connection.

First Flight

As change takes hold, you feel hope and freedom — like spreading your wings for the first time. This stage is exciting and powerful. We walk with you, offering abstinence-based support and ongoing groups so you can build steady recovery.

Emerging Freedom

With time, you rebuild your identity, relationships, and role in the community. You discover stronger mental health, freedom with direction, and new ways to live well — creating lasting change for yourself and those around you.

Change Pathway

A journey of transformation - finding freedom, resilience and a new life



Stevenage

Watford





St Albans

The Living Room is a Registered Charity in England and Wales. CIO: 1175541.
Registered Office 8-10 The Glebe, Stevenage, Hertfordshire. SG2 0D