

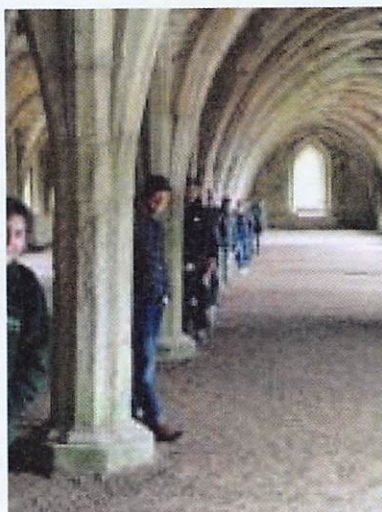
People living better lives by being given a place to live

# Annual Report 2023

Celebrating 10  
years of housing  
the homeless



Lifeline  
Harrogate





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**Company registration number : 08179414**

**Charity registration number : 1150977**



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**www.lifelineharrogate.co.uk**



**Community House, 46-50 East Parade, Harrogate, HG1 5RR**  
**(this is also the registered office address)**



# Foreword

## by Chair Roger Elliott



I am delighted to have recently been voted in as the new Chair of Lifeline, having worked with Carl and the marvellously dedicated Lifeline team for a number of years, becoming a trustee in 2023. After leaving the Co-operative Group as Group Regulatory Risk Manager, I started my own Risk Management business in 2017 and at the same time qualified as a Mental Health First Aid (England) instructor / trainer and became Chair of Wellspring Therapy and Training based in Starbeck.



Promoting mental health wellbeing is an absolute passion for me and aligns with a core part of what Lifeline seeks to deliver for its residents. Lifeline was one of my first professional clients in 2017 and over the years I have been pleased to witness how Carl, Georgie and the team have grown the organisation to its current position.

As some will know, 2023 was the 10th anniversary of Lifeline, a magnificent achievement, which was wonderfully celebrated last summer at Christ Church. However there have been other notable accomplishments in the year, including the opening of a further residence enabling three more resident to receive Lifeline's caring support, sadly so necessary in the Harrogate area.

Also, we are grateful to all those who support us financially which has allowed us to continue to grow and better provide for those in our care. As this report illustrates, we have been fortunate in securing our financial target in 2023, no mean feat in the current economic conditions. We pray that this course will endure in 2024. Meanwhile, we look forward to continuing to support our vulnerable and deserving residents to allow them to re-establish their lives to a level that the rest of us enjoy.

*Roger Elliott*



# Charity Objectives



**Lifeline  
Harrogate**

**Our primary objective is the relief of need and poverty of homeless people in the Harrogate District by providing accommodation.**

**Our secondary objective is to help our residents move towards the ultimate goal of independence. We do this in many ways:**

**Help to restore family and personal relationships**

**Keep people safe and secure**

**Prevent isolation with regular visits and outings**

**A residential address helps massively with finding work**

**Encourage social interaction with Lunch Club and Peer Support Group**

**10 hours of meaningful activity per week**

**Encourage volunteering, training, education and employment**

**Take residents to medical appointments**

**Provide reassuring support on a day to day, week to week basis**

**Help sort out finances and benefits**





## CEO's Report & Highlights of 2023



The year of 2023 was a year of celebration for Lifeline as we were able to mark 10 years of providing supported housing to the homeless in the Harrogate district. So, on a lovely sunny evening in June at Christchurch we were delighted to be able to welcome over 100 people comprising residents past and present, trustees, volunteers, donors, contractors, representatives from referral agencies, funders, and important contacts.



They joined with us to enjoy what has been achieved, by our being faithful to the vision the Lord gave us way back in 2012. Many lives have been changed for the better and we are so thankful that Georgie and I were called into this ministry. It has always been fulfilling and whilst challenges present themselves continually, we have always believed this to be a calling to those people who are in desperate need. The Bible exhorts us to "to share your food with the hungry and to provide the poor wanderer with shelter— when you see the naked, to clothe them, and not to turn away from your own flesh and blood?" It is an awesome privilege to be able to step in to and be that answer to someone's problems.



We were able to house more people in 2023 (37) and provide more nights of accommodation (6,231) than ever before. Our latest stats since our inception are;



Occupancy rate of over 95%



60% of residents have found paid work



60% of residents leave Lifeline to live independently



89% of leavers leave with a positive move-on option



77% of residents engage in meaningful activities  
(eg education, training, volunteering, support groups, employment)



40,000+ nights of accommodation provided

We like to think of Lifeline as a family to our residents, so it always provides a great encouragement to me when we find many former residents still in touch with us after they leave. One former resident said this to us after he left, which we read out at the 10th anniversary celebration;

I would like to say I am gutted I can't be here tonight to celebrate what is a massive achievement for Lifeline Harrogate and especially everyone involved who not only supported me in my time with them...Carl, Georgie, Brian and Andy...they not only rescued me from the lowest point of my life but was massive in getting me to where I am today...over one year clean/sober, healthy...got my life back and a man of GOD!!!! I was homeless had lost my family and a broken man...they housed me and gave me a home and a chance when not many others would of done...they always went the extra mile with me and to be honest gave me more "lifelines" than most...Carl, Georgie, Brian I am sorry cos I was a pain but I'm soooo gratefull you stuck by me and especially made sure I made it down to the Carpenters Arms rehab in Loughborough where I have now graduated, been baptised and found Jesus and am now able to help others as u guys helped me!!! THANKYOU again....Godbless"



Over the last 12 years we have realised that homelessness is about so much more than just accommodation and that a roof over our resident's head in a nice warm homely Lifeline house is great but that is only the start of the journey. As time has gone on, we have added more and more layers of support, and these are now some of the things we are able to provide;

a) a monthly wellbeing outing to a place of interest like the seaside, horticultural gardens, National Trust sites, go-karting etc

b) a weekly one hour 'Peer Support Group' with Jade a former resident we employed who provides residents with an opportunity to share how they are getting on in a safe environment, each meeting always having a different theme

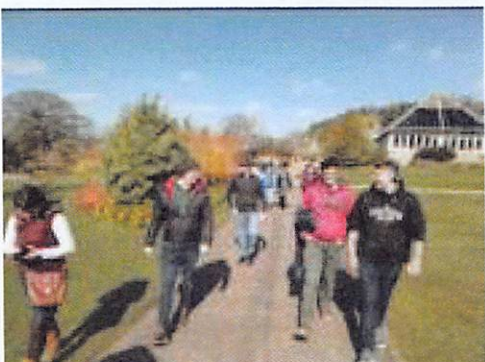
c) always having an educational class to attend. Working with local education groups and another housing provider, Horton Housing, we can provide opportunities to learn and receive certificates and enhance CV's as well as meet new people and gain confidence

d) gym and swim pass at the Hydro for fitness and to encourage healthy lifestyle regimes

e) providing paid access to local specialist counselling for residents

f) a half-yearly dentist bus offering all important oral health facilities for our residents who across the board find it impossible to access local dentist treatment

g) a bespoke meaningful activity weekly schedule for each resident encompassing volunteering, education, training, employment, support groups, and our activities above. On average our residents are achieving 13 to 14 hours of meaningful activity per week plus their 1-2-1 meetings with their Lifeline support worker.





h) ongoing support for leavers - "you were there for me when I left Lifeline", one resident said to us

i) each house gets a fortnightly fruit and veg delivery as well as their freezers packed with oven cooked nutritious and delicious meals from the local food outlet Cook (thank you Cook!)

j) drug testing to aid accountability with residents which they appreciate

k) door-bell cameras front and back to monitor comings and goings have massively reduced any issues and made our residents feel safer.

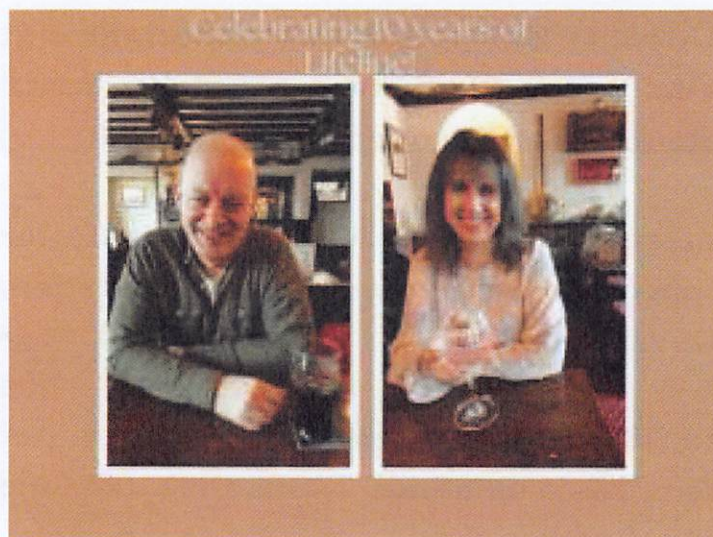
Life is not easy for any of us but adding in the many things that our residents must struggle with in addition to the normal ups and downs of life, mean that they have challenges that many of us would also find very difficult to overcome. What we find is that our residents feel that they have Lifeline staff and volunteers completely in their corner, and that there is therefore hope, this is enough for them to start to make positive changes in their life. We believe these forms of support give them hope that things can change for them.

We are thankful to all our supporters, whether that be referral agencies, grant funders, donors, volunteers, or contractors. Ultimately though, none of this would be possible, or desirable to be involved in, if it wasn't at the Lord Jesus's direction and we are so thankful for all He does, and for the many changes, too numerous to mention as we see Him being involved in our resident's lives.



*Carl Good.*

*CEO*





# Lifeline's Houses

"The home I stay in is brilliant. If there are any maintenance issues they are dealt with quickly. I feel extremely fortunate to have this opportunity to succeed in life."



We partner with Green Pastures, a Christian Social Enterprise, who buy the houses for us and Lifeline then leases them on an arms length basis.



All houses have the following features:

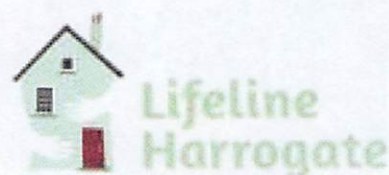
- ✓ Fire alarms, fire extinguishers and emergency lighting
- ✓ Video doorbells for security
- ✓ Appliances PAT tested and regularly replaced

All houses have the following features:

- ✓ Each resident has their own lockable bedroom
- ✓ Outside seating space for fresh air and gardening opportunities
- ✓ Professionally cleaned



- ✓ In 2023 we provided 6,231 nights of accommodation to 37 people.





# Volunteers and Activities



Our volunteer team has grown from 10 to 12 this year and we once again thank each and every volunteer for the time they give to Lifeline. Thanks to financial support from a local company, we have again had a programme of monthly wellbeing outings and they are always well supported. This year we went to the RHS Harlow Carr, Saltburn, Go-karting at Tockwith, Fewston reservoir, Harewood, Golf Driving Range and more.







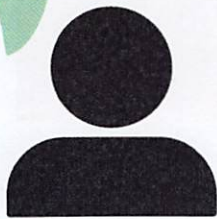
## Our Residents

"Lifeline has very much saved my life and I will be forever grateful."

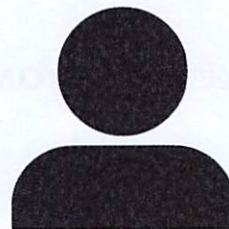


Lifeline provides move-on accommodation for those people who have been formerly homeless, to equip them to be able to live independently. We house men and women between the ages of 18 and 70. The vast majority of our residents have a local connection. Intensive housing management is provided to ensure residents maintain their accommodation. In 2023 we housed 37 residents. Here are just a few of their comments in our November 2023 resident feedback questionnaire.

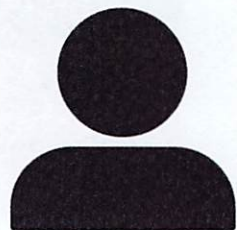
"Giving me time and support for me to get my mental health under control. Helping me understand myself better."



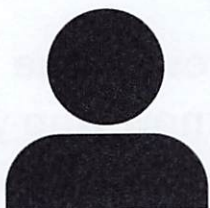
"My experience with Lifeline has been fantastic and the support has always been there and fantastic."



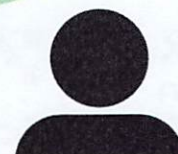
"I would just like to say thank you to the Lifeline team for providing not only a house, but a house that feels like a home."



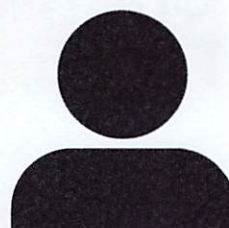
"Made me look at life differently helped me heal from the negativity of drugs. I now want to see the positives and give others hope."



I am getting much better at making appointments/plans. I now feel as though there is hope and life is worth living."



"Just thank you!"





# Fundraising



Our primary annual income is from Housing Benefit but this alone does not meet all of our costs due to the additional support we provide for our residents. Therefore each year we are reliant on grants, donations and regular giving to break even. We have been pleased to welcome some new supporters in 2023. Thank you to all who have supported Lifeline and continue to do so.

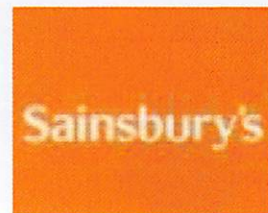
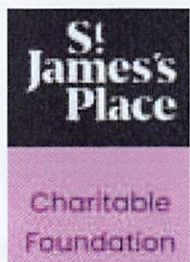
The  
Henry Smith  
Charity



  
THE GEORGE A MOORE  
FOUNDATION

ASDA  
Foundation,,

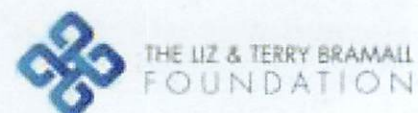
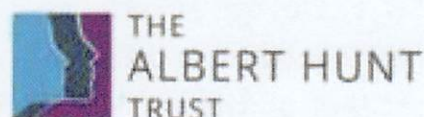
North Yorkshire  
Police, Fire & Crime  
Commissioner



THE DUKE OF DEVONSHIRE'S CHARITABLE TRUST



The **Hilden**  
Charitable  
Fund



the  
**SpeedoMick**  
Foundation



And to everyone  
else...you know who you  
are and we thank you.





# Financial review of 2023

2023 was a strong performance year for Lifeline with income increasing around 22% whilst costs were tightly controlled and increased by around 18% overall. Against this background we continued to forge ahead and extend our support to residents.

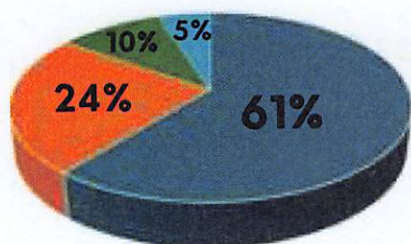
Our staffing performance was excellent, which helped us improve and extend the quality of our support.

Despite the difficult trading circumstances, we generated a surplus in 2023. Our cash resources were similarly strong at 31 December. The timing of receipt of grant funding (towards the year-end) was instrumental in giving us higher cash resources. If we are to maintain our strong cash position during the coming year we will need to continue to attract grant funding at similar levels. As in the previous year, we were successful in receiving donations from individuals in 2023

As one would expect, we continue to be reliant on the receipt of housing benefit, which accounts for 61% of total income in 2023. It is anticipated that this source of income support will continue to account for a similar percentage in the future.

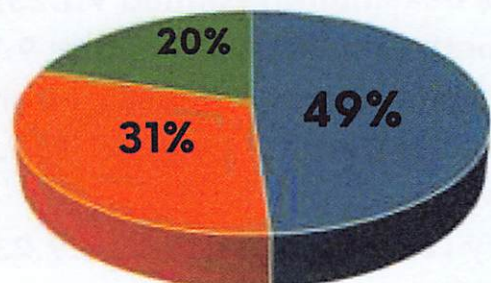
As can be seen from the graphs below, grants and donations funding accounts for 34% of total income in 2023 and housing and support costs accounts for 80% of total costs.

Incoming Resources



- Housing Benefit
- Grants & Sundry
- Donations & Gift Aid
- Resident Service Charge

Resources Expended



- Housing Costs
- Resident Support Costs
- Admin & Other Costs



# Governance

## The Accounts

Accounts have been prepared in accordance with the accounting policies set out in the notes to the Accounts and comply with the charity's Articles of Association, the Companies Act 2006 and the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in March 2006.

## Principal Activities

The principal activity of the company continued to be the relief of needs and poverty of homeless people in Harrogate and District in accordance with the charity's objects. The charity provides accommodation, education, training, personal development opportunities, counselling, mentoring and advice.

The policies adopted in furtherance of these objects are set out in the charity's articles of association and there has been no change in these during the year.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. Details of the main activities of the charity are shown throughout this Annual Report.

Lifeline is a Christian Charity that has Jesus as its inspiration and its core. We always strive to follow Him and make all our actions spring out of our love for Him. We know this does not buy us our salvation, as our salvation is a gift from God, but we do everything we do at Lifeline for others out of the gratitude for what He has done for us.

## Trustees

The Trustees, who are also directors for the purposes of company law, and who served during the financial year were:

Mr Jeffrey Mark Jones

Mrs Tessa Beaumont (resigned 9.1.23)

Mrs Deborah-Ann Britz (appointed 9.1.23 resigned 17.4.23)

Dr Christopher Robin Coggins (resigned 14.12.23)

Mr David John Collett (resigned 18.1.24)

Mr Carl Michael Good

Mr Thierry Lucandu (appointed 4.9.23)

Mr Roger Elliott (appointed 3.4.23)

Mrs Andrea Bird was appointed as director and trustee on 14.3.24.



# Governance (continued)

The directors of the company, under the company's articles, are known as members of the management committee. Under the requirements of the memorandum of articles of association, the directors are elected and / or re-elected at the annual general meeting.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up of the company.

Carl Good is an Accredited Member of the National Landlords Association.

Lifeline work in partnership with Green Pastures (CBS) Limited, a Christian social enterprise and the purchaser of our homes, and so are able to access the combined expertise of not only Green Pastures but also over 100 partners nationwide, all housing the homeless. There is an annual conference to share best practice.

Trustees meet at regular intervals and are responsible for the strategic direction and policy of the charity. The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

## Public benefit

The trustees have considered their statutory duties to ensure that the charity operates in the public benefit. The trustees believe that the support they offer to homeless people is clearly in the public benefit.

## Reserves and Investment policy

It is the policy of the charity that funds should be maintained at a level equivalent to between three and six month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained or exceeded throughout the year under review.

 3/6/24

On behalf of the board of trustees  
Roger Elliott, Chair of Trustees



# Independent examiner's report to the Trustees of Lifeline (Harrogate) Limited

We report on the accounts of the charity, and accompanying notes, set out on the following pages for the year ended 31 December 2023.

## Respective responsibilities of the trustees and examiner

The trustees, who are also the directors of Lifeline (Harrogate) Ltd for the purposes of company law, are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this period under section 144(2) of the Charities Act 2011 and that an independent examination is needed.

Having satisfied ourselves that the charity is not subject to audit under company law and is eligible for independent examination, it is our responsibility to:

- 1) examine the account under section 145 of the 2001 Act;
- 2) follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- 3) state whether particular matters have come to our attention.

## Basis of independent examiner's report

Our 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 statement below.

## Independent examiner's statement

In the course of our examination, no matter has come to our attention which gives us reasonable cause to believe that in any material respect the requirements:

- (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and
  - (ii) to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principle of the Statement of Recommended Practice: Accounting and Reporting by Charities;
- have not been met, or to which, in our opinion, attention should be drawn in order to enable proper understanding of the accounts to be reached.

*Steven Whitwham*

**S J Whitwham**

30 May 2024

**Jackson Whitwham Accountants LLP**

**Unit 9, The Innovation Centre, Conyngham Hall, Knaresborough, HG5 9AY**

**Dated: 2024**

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**Statement of Financial Activities including Income and Expenditure Account for the year ended 31 December 2023**

**LIFELINE (HARROGATE) LIMITED**

**Statement of Financial Activities including Income and Expenditure Account for the year ended 31 December 2023**

	Un-restricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Incoming resources from generated funds				
Donations and grants	77,918	37,340	115,258	107,225
Incoming resources from charitable activities	228,756	-	228,756	174,412
<b>Total incoming resources</b>	<b>306,674</b>	<b>37,340</b>	<b>344,014</b>	<b>281,637</b>
Resources expended				
Charitable activities	285,478	35,327	320,805	271,781
<b>Total resources expended</b>	<b>285,478</b>	<b>35,327</b>	<b>320,805</b>	<b>271,781</b>
<b>Net income/(expenditure) for the year</b>	<b>21,196</b>	<b>2,013</b>	<b>23,209</b>	<b>9,856</b>
Fund balances at 1 January	70,759	15,612	86,371	76,515
<b>Fund balances at 31 December</b>	<b>91,955</b>	<b>17,625</b>	<b>109,580</b>	<b>86,371</b>

The statement of financial activities also complies with the requirements for an Income and Expenditure account under the Companies Act 2006.



# LIFELINE (HARROGATE) LIMITED

## Balance Sheet as at 31 December 2023

### LIFELINE (HARROGATE) LIMITED

#### Balance sheet as at 31 December 2023

	Note	Total 2023 £	Total 2022 £
Tangible fixed assets	4	1,541	655
Debtors		20,768	10,373
Cash and bank balances		<u>130,251</u>	<u>78,360</u>
Current assets		151,019	88,733
Creditors: Amounts falling due within one year	5	<u>(42,980)</u>	<u>(3,017)</u>
Net current assets		<u>108,039</u>	<u>85,716</u>
Total Assets less current liabilities		109,580	86,371
Total net assets		<u><u>109,580</u></u>	<u><u>86,371</u></u>
Represented by funds of the charity:			
Unrestricted funds		91,955	70,759
Restricted funds		<u>17,625</u>	<u>15,612</u>
Total funds		<u><u>109,580</u></u>	<u><u>86,371</u></u>

The company is entitled to exemption from the audit requirement contained in section 477 of the Companies Act 2006 for the Year Ended 31 December 2023.

No member of the company has deposited a notice, pursuant to section 476, requiring an audit for these accounts.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial period and of its incoming resources and application of resources, including its income and expenditure for the financial period in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company. These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

The accounts were approved by the board on 3/6/2024

Carl Good, Trustee





# LIFELINE (HARROGATE) LIMITED

## Notes to the accounts for the year ended 31 December 2023

### LIFELINE (HARROGATE) LIMITED

#### Notes to the accounts for the year ended 31 December 2023

##### Note 1: Accounting policies

###### Note 1.1: Basis of preparation

These financial statements have been prepared in accordance with Financial Reporting Standard 102

-The Financial Reporting Standard applicable in the UK and Republic of Ireland.

The financial statements have been prepared under the historical cost convention except for the valuation of investment assets, which are shown at market value.

###### Note 1.2: Tangible fixed assets and depreciation

Office and Other Equipment used within the charity are depreciated on a reducing balance basis from the date they are brought into use at the following rates:

- Office Equipment 20% pa

Individual items of equipment with a purchase price of £500 or less, and 'White Goods' purchased for the charity's houses, are written off when the item is acquired.

##### Note 2: Trustees

Carl Good is remunerated for his duties as Chief Executive of the company. None of the trustees (or anyone connected to them) received any remuneration during the accounting period. Normal out of pocket expenses were reimbursed as required and have been verified by the trustees.

##### Note 3: Employees

The average monthly number of employees during the period was

Number of employees at the year-end

The total cost of salaries

including NI & pension) was

The Director's remuneration

including NI & pension) was

The remuneration of the highest paid

employee (including NI & pension) was

2023

2022

6

6

6

6

£114,170

£101,644

£23,553

£23,001

£23,553

£23,001



**Notes to the accounts for the year ended 31 December 2023  
(continued)**

**LIFELINE (HARROGATE) LIMITED**

**Notes to the accounts for the year ended 31 December 2023 (continued)**

**Note 4: Tangible fixed assets**

**Equipment**

£

**Cost:**

Cost @ 1 January 2023

1,300

Additions

1,017

Cost @ 31 December 2023

2,317

**Depreciation:**

Depreciation @ 1 January 2023

645

Charged during period

131

Depreciation @ 31 December 2023

776

**Net book values:**

Book value @ 1 January 2023

655

Book Value @ 31 December 2023

1,541

**Note 5: Creditors: Amounts falling due within one year**

2023

2022

Accruals

11,207

1,000

Payroll liabilities

2,607

2,017

Deferred Grant Income

29,166

-

42,980

3,017