



CHAIRMAN'S ANNUAL REPORT – 31 MARCH 2022

This was the second full year of operations at The Living Rooms – Northallerton (TLR) which has been dominated, as in our first year by navigating our way through the Covid-19 Pandemic.

TLR is a community hub in the centre of Northallerton established to help and support those in most need in our town and the surrounding area – particularly the lonely, isolated, socially excluded and those with poor wellbeing and mental health. Backed by the ONE Northallerton Churches, we also partner with other compatible organisations both statutory and voluntary including Jubilee Debt Advice, Hambleton FoodShare, the NHS and many more. At the core of TLR is our Renew Wellbeing service where it's 'ok not to be ok.'

In April 2021 we reopened TLR on a reduced basis because of Covid restrictions, with limited sessions and numbers of visitors, as the safety of our volunteers and visitors has always been our number one priority. Towards the end of this year, we were able to open more fully and start to relax many of the restrictions previously in place. During this year, despite these restrictions we held 230 wellbeing sessions, 20 of which were in the Secret Garden and had 1,137 individual visits, many of which were repeat visitors. This significant achievement took some considerable organisation and for this I thank our volunteers and Jo Swain our Development Coordinator. This achievement represented over 3,000 hours of amazing volunteering.

The top 6 reasons for attending as reported by our visitors were – meeting others, friendship, company, helps my mental wellbeing, understanding, and variety of art and craft work. When asked about the impact of the sessions on their wellbeing since they started attending, visitors who responded scored an average of 9.4. (1 being very negative and 10 being very positive).

We recognise that providing volunteering opportunities is also a key aspect of TLR's work. So, when asked, the top 5 reason for volunteering with us were – helping and getting alongside others, being a part in making a difference to the lives of others, giving back to the community, connecting and being part of a family with the laughter and camaraderie, and their own personal wellbeing by being useful and valued. Our volunteers said they enjoyed volunteering with TLR, felt supported and safe and would like more opportunities to get together.

Throughout this period Hambleton FoodShare continued to use our premises for the storage and distribution of food and essential family supplies, which proved to be an invaluable resource to our community. Most other partnership activities were suspended because of Covid but some groups started to return towards the end of the year as restrictions eased, including a Women's Group run by Hambleton Community Action.

I'm pleased to report that our financial position remains healthy, with a year-end cash balance of £66.5k despite a significant reduction in income, largely due to our inability to attract grant funding because of our strong financial position. Grant income was £10.5k including a most welcome £5.8k 'Making a Difference' Grant from Hambleton District Council. Other TLR partners contributed £3.5k and individual donations through our 'Friends of The Living Rooms' program were a very useful £2.6k. We are now starting to ramp up our search for additional funding which will be a key activity this coming year. Our main costs were staff, (one – Jo Swain) rent, utilities and increased cleaning with an external contractor to ensure high standards throughout the pandemic. We regularly scrutinise all our outgoings to ensure these are kept to a minimum. The Financial Report & Accounts will provide full details.

Our aim for the coming year is to return to normal and increase the number of Renew Wellbeing sessions we run as there is an increasing demand for these activities. We also plan to start Wellbeing sessions for youth and develop the use of our first-floor rooms with other compatible organisations. Other aims are to develop partnerships with other appropriate statutory and voluntary organisation and local businesses and to develop and deliver other wellbeing related services. We will be increasing our staff in the future and plans are afoot to accomplish this as part of our growth and development strategy.

We have added new Trustees to our Board during this period – a process which will continue as we wish to bolster our team and capability for the future.

I would like to thank our team of volunteers - Hosts, Trustees and Support Staff for their dedication and commitment during these challenging times and for going 'over and beyond' in order to help those in need. Huge thanks also go to Jo Swain our Development Coordinator, without whose committed service we would not have been able to achieve all we have in such a tough year. Our volunteer team is in excess of 35 excluding Trustees, who are also volunteers and have done an amazing job for which we are all grateful and for which I give my personal thanks.

Our aspirations are fuelled by our faith in God and our desire to show his love through our actions in helping the growing number of people in need in our community and to provide a safe space where it's 'ok not to be ok' in Northallerton. I am pleased to report that through the high standards and efforts of our team at TLR, the place we occupy in our community is now accepted, well respected and supported by both statutory and voluntary sector organisations.

It continues to be an honour to serve you all and our community in my capacity as Chair of Trustees. On behalf of the Trustees, I wish to express my sincere thanks to all our volunteers, partners and staff.

The future is bulging with exciting opportunities for us to serve our community and make a difference, to which I eagerly look forward.



Steve Cowie
Chair of Trustees

31 March 2022

THE LIVING ROOMS NORTHALLERTON
INCOME and EXPENSE REPORT
01/04/2021 - 31/03/2022

Income

Grant Income	10,251.00	
"Friends" Donations - Gift Aid	2,640.00	
"Friends" Donations - Non Gift Aid	0.00	
Donations - Other	1,720.24	
Fund raising -Calendar sales	290.00	
Fund raising - Craft sales	179.40	
Churches	0.00	
Partners	3,500.00	
Gift received for Foodshare	45.00	
Room Rentals	120.00	
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<u>Total Income</u>		18,745.64

Expenses

Refurb/Buildings/Property	(45.00)	
Equipment	(791.79)	
Repairs	(286.10)	
Staff costs	(13,617.12)	
Training	(500.00)	
Rent / Rates	(13,150.00)	
Utility Costs	(2,122.74)	
Phone/mobile	(977.52)	
Insurance	(675.74)	
General Exp	(1,629.65)	
Office/Admin exps	(661.25)	
Advertising	(300.00)	
Volunteer Exps	(409.45)	
Activity Costs	(560.30)	
Hospitality	(280.51)	
Household	(369.22)	
COVID Cleaning	(3,398.40)	
Website / Software	(1,960.00)	
Bank fee	(96.00)	
Furniture/fittings/carpets	(276.00)	
Cabinet in Memory Eddie Cooper	(240.00)	
Items for sale: calendars	(125.00)	
Gift sent to Foodshare	(45.00)	
In memory of Tom Boomsma	(185.95)	
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Total expenses		(42,702.74)
Surplus Income/(Loss)		<hr/> <hr/> (23,957.10)