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COORDINATORS REPORT

Our Activities

We operate from the heart of Newton Aycliffe and our primary area of benefit is Newton Aycliffe & South Durham, however we will provide support across County Durham (most probably due to lack of similar provision in that area) when and if we receive a referral. We support the poorest and most disadvantaged individuals and families at a time when their need is greatest.

We work with a wide variety of people who are all unique and we embrace everyone’s individualism and encourage it in those we meet. We understand the difficulties that our communities face, such as losing a job, depression and anxiety, long term unemployment, unmanageable debt, losing a family home and the breakdown of relationships.

We provide support to strengthen families through personal development and training to develop skills which will help them achieve their goals.

Our projects are developed to provide support in areas where people in crisis.

We operate with a Christian Ethos but we provide a service to anyone regardless of their faith or if they have no faith at all. Our services are offered impartially, confidentially and free and we do not discriminate

Throughout 2017/18 the charity has continued to look for premises which would allow it to incorporate its projects into one building. St Clare’s Church and the Western Area Community Centre have continued to look after us very well and we are very grateful for the support we have received. Last year we were able to help 1636 people across our area of benefit, this has been possible due to funding support from Livin, County Durham Community Foundation, Arriva, CDCF Volunteer Development Fund, GAMP, Asda Foundation, CDCF Surviving Winter, CDCF Enriching later life, Awards for All, Rothley Trust, Southall Trust, Rank Foundation and Newton Aycliffe Rotary Club.
Looking Ahead

The charity will continue to develop and target its services at the poorest and most disadvantaged people in our local communities. Our 3 main projects continue to deliver much needed services and we intend to continue to offering these along with other one off sessions as and when they are identified during the course of our work. Our volunteer development programme continues to be a high priority for the charity and we hope to continue to grow and develop this in future.

Pauline Chambers
Coordinator
FINANCIAL STATEMENTS

**Charity Name**
Lifeline Community Action

**On accounts for the year ended**
31/03/2018
Charity no (if any) 1137178

**Respective responsibilities of trustees and examiner**
The charity's trustees are responsible for the preparation of the accounts in accordance with the Charities Act 2011 (“the Act”).

The charity’s trustees consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.

It is my responsibility to:
- examine the accounts under section 145 of the Charities Act,
- to follow the applicable Directions given by the Charity Commission (under section 145(5)(b) of the Act, and
- to state whether particular matters have come to my attention.

**Basis of independent examiner's statement**
My examination was carried out in accordance with 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 the 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 connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: [Signature]
Date: 01/10/2018

Name: Kirsten Baggaley

Relevant professional qualification(s) or body (if any):
Chartered Accountant (CA)
Institute of Chartered Accountants of Scotland

Address:
The Stables, Glebe Lane, Manfield
North Yorkshire
DL2 2RS

Section B Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).
Give here details of any items that the examiner wishes to disclose.

N/A
## Section A Receipts and payments

### Unrestricted funds

<table>
<thead>
<tr>
<th>Category</th>
<th>Total receipts</th>
<th>As of (any)</th>
<th>Total payments</th>
<th>Last year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Donations</strong></td>
<td>2,406</td>
<td>-</td>
<td>-</td>
<td>2,406</td>
</tr>
<tr>
<td><strong>Grants</strong></td>
<td>-</td>
<td>28,890</td>
<td>-</td>
<td>28,890</td>
</tr>
<tr>
<td><strong>Refunds</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Misc</strong></td>
<td>5,637</td>
<td>-</td>
<td>-</td>
<td>5,637</td>
</tr>
<tr>
<td><strong>Sub total (Gross income for AR)</strong></td>
<td>8,043</td>
<td>28,890</td>
<td>-</td>
<td>36,933</td>
</tr>
</tbody>
</table>

### Section B Statement of assets and liabilities at the end of the period

<table>
<thead>
<tr>
<th>Categories</th>
<th>Details</th>
<th>Unrestricted funds</th>
<th>Restricted funds</th>
<th>Endowment funds</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B1 Cash funds</strong></td>
<td>Bank</td>
<td>10,613</td>
<td>27,221</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total cash funds</strong></td>
<td></td>
<td>10,613</td>
<td>27,221</td>
<td>-</td>
</tr>
</tbody>
</table>

(agree balances with receipts and payments account(s))

OK OK OK

---

**Notes:**
- Receipts and payments accounts
- For the period from 01/04/17 to 31/03/2018
- Unrestricted funds
- Restricted funds
- Endowment funds
- Total funds
- Last year's figures
CHAIRMAN’S REPORT

As Chair of the Trustees of Lifeline Community Action I would like to thank all of the people who help the charity to function in order to help those within our community who may find themselves in difficult circumstances. Your commitment is hugely appreciated.

The past year has proved to be even more difficult for many of our clients since the rolling out of Universal Credit, as the length of time from application to receiving the new benefit can be almost three months. Multi agency working during these difficult times has enabled us to get packages into homes often on the day that requests have been made.

We have had the privilege of meeting refugee families who have chosen to live in Britain all of whom have lived in camps for two plus years. Their gratitude on receiving toys, gifts and clothing was overwhelming.

We supported many families throughout the whole of County Durham with clothing giveaways and were overwhelmed by the many requests for duvets, blankets and warm clothing during the long cold Winter months. We will continue to provide necessities for houses to become homes for those who struggle through adversity.

Our aim is to build hope into the lives of those to whom we offer outreach. This hope will help to build stronger families which in turn will help to build stronger communities.

A final word from one of our service users

*S. had fled her birth place with her two children because she had suffered several years of domestic violence and physical abuse from her husband. She had left virtually everything behind as the safety of her children was paramount. We put in a household pack which contained duvets and covers, pillows, cushions, curtains, towels, crockery, cutlery, pans, utensils and cleaning goods. Each person received a gift relevant to age and gender. The following was sent to us the day that a Family Worker took a package to a home in a nearby town "My children were over the moon with the stuff which we received. Thanks again. I love it when they smile and are happy"
OUR PROJECTS

Children’s Blessings

In this financial year 17/18, 752 people have benefitted from this project. The project is primarily funded by Livin and the project provides the service to both Livin and non-Livin tenants across the County. The Children’s Blessings project operates solely with volunteers and a total of around 70 hours of work are carried out by the volunteers each week. By using volunteers to deliver this project the economic value equates to a minimum of £36,000 per annum, which is more than triple the cost of the project as a whole. However, volunteering is not only an economic asset of the project but also provides a valuable platform for its volunteers to build relationships, networks and bonds of trust which are widely recognised as having an impact on the ‘health’ of a community. Volunteering generally raises aspirations, encourages community participation both of which are part of the Government’s vision for strong, active and empowered communities. So indirectly, by supporting this project Livin also support the volunteers who work on the project and the links they build through their work with local communities.

Thank you also to Aldi and Tesco in Newton Aycliffe for their continuing support of the project, their support provides items needed on a regular basis by our service users and are very gratefully received. We also want to thank all the individuals who have donated to the project to help those in need, this kind of individual item donation helps the charity provide good quality, second hand items to those in need.

The success of this project would not have been possible without the hard work and dedication of its team of volunteers and therefore we would like to thank Sheena Stephenson, who manages the project on a voluntary basis for her tireless work along with her team of volunteers who together help all the families who ask for or are referred for help.

The Trustees would like to thank Sheena, Yvonne Beynon, Bobby Munn, Liz Reed and Janice Burns for their dedication as without them the project could not be the success it is. The hours of work they commit to the charity is extraordinary.
Helping Hands

The Helping Hands project was the original project developed by Lifeline Community Action and was set up to help and support people in crisis. The project supports people through the provision of basic and essential household goods and products, anything from washing power and cleaning products to bedding or a vacuum cleaner. Our dedicated volunteers get these supplies to those who desperately need them.

In the last financial year, the Helping Hands project has helped a total of 613 individuals from the funding it has received from County Durham Community Foundation (Arriva PLC Fund, Community Action Fund & Community Health Revenue Fund, CDCF Surviving Winter, Awards for All & Southall Trust.

Alwyn White is the volunteer manager of the Helping Hands project and we would like to thank Alwyn for all her hard work and dedication to the charity and dedication to helping others. We would also like to thank Alwyn’s Team of hard working and committed volunteers, Margaret Southerton, Derek Southerton, Kerry Wootten & Sally Davis who do a fantastic job ensuring that our beneficiaries always receive the support they need when they need it. The volunteers are a dedicated and hard working group of people who deserve recognition for the time they give to others. Thank you also to Wendy Douglas, Carol Thorne & Carol West who have also volunteered some time to this project.
**Job Club**

The Lifeline Community Action Job Club started in September 2016 and continues to be developed to suit the needs of its participants. The programme changed in January 2018 to become a rolling programme after funding was received from Great Aycliff Area Action Partnership and CDCF Enriching Later Lives and is aimed at older job seekers who have, due to ill-health or other reasons, been out of work for a substantial amount of time. Laptops have also been purchased with funding received from The Rothley Trust.

The sessions take place at the Pioneering Care Centre in Newton Aycliff and in the last 12 months has been attended by people between the ages of 19 and 62 years of age. Those who are under 40 years of age have also struggled to find work and have been unemployed for a significant amount of time.

Over the year a total of 65 people have benefitted from the help that the job club provides, which is not only practical help to improve their chances of finding work, but emotional support to improve their lives generally so they have a much better quality of life with a greater self-belief and outlook for themselves and their family’s futures.

100% of all attendees who completed the previous 10 week courses now have a CV and 91% of all attending in the year advised us they had become aware of skills they didn’t realise they had before attending the course. 100% of all attendees reported on the exit survey that they had all left the course with at least one new skill and that their self-esteem and confidence had improved.

Of all attendees over the age of 45, 100% advised us that they had made new friends and enjoyed the renewed social connections that the programme offered. 96% felt more connected to their local community and were now willing and able to try other community events.

We would like to thank all our funders for allowing us to run this project and we are confident we can continue to make a real difference in the lives of those approach or are referred to us for support.
Other Services/Events

Holiday for the Disadvantaged

We arranged a holiday to Grange-Over-Sands on the 29th Aug - 1st Sept 2017 where 29 adults and children from very low income families, who would otherwise have been unable to afford a holiday benefitted from a family holiday. The holiday was very much enjoyed by those that attended and the cost of the holiday was funded by The Rank Foundation and unrestricted reserves designated by the Trustees for this purpose. The hotel also donated free place to the charity as its contribution to our cause and we thank them for their support.

Pantomime 2017

The charity took 130 adults and children to the Pantomime and all who attended very much enjoyed the performance. The Pantomime at is an annual event and is always a favourite with our beneficiaries and enjoyed by adults and children alike. Thank you to the GALA theatre who provide us with free tickets to this event.

LCA Christmas Party

On December 2017 the annual LCA Christmas Lunch took place at Woodham Golf Club who once again were wonderful hosts to our volunteers and service users. We thank the staff at the Golf Club for their hospitality and support. The Asda Foundation funded the event with the Darlington stores Community Champion supporting our application and attending on the day to give a hand. Thank you to Louise Gibson from Asda for her help at the event and support to obtain the funding. Thanks must also go to Newton Aycliffe Rotary Club Store for their continued support of our Christmas Meal for those living alone and/or in disadvantage. The event was attended by 100 people who thoroughly enjoyed the event with the customary visit from Father Christmas and delicious Christmas dinner and a fabulous performance from the Cockerton Silver Band.
Spiritual Health Weekend

On the 26th - 28th Jan 2018, 23 People attended a Spiritual Health Weekend, funded by bursary places. This event is always a popular and those who attend always comment on how uplifting and special the weekend is to them on their own individual journey.

Future Developments

It was agreed by the LCA Trustees that from September 2018 the Annual holiday and Spiritual Health Weekend events will no longer be organised by LCA. The Trustees desire to concentrate its efforts on its main projects without the pressure of raising funds for these additional events. These events will still take place but will be organised and managed by the charity Beyond Limits who have agreed to allow LCA to refer suitable individuals and families to both these events for consideration/inclusion. LCA Trustees are confident that this arrangement will work well for both charities.

The Trustees and Coordinator continue to search for suitable alternative premises for the charity to bring all the projects together under one roof, but more urgently to find disability friendly premises for the Children’s Blessings Project. So far we have been unable to find suitable premises which are affordable or fit for purpose. This issue remains a high priority for the charity for 2018/2019.