

**OUR IMPACT  
FROM OUR**

**25<sup>th</sup>  
YEAR**

**OUR VISION  
FOR THE NEXT**

**25  
YEARS**

**IMPACT REPORT  
2024/25**

**Lifeline**  
Projects

# A MESSAGE FROM THE CEO

As I look back on our past 25 years, I reflect on LifeLine's response to several external challenges. Following the 2008 financial crisis, we braced ourselves for austerity, ready to do our part to help put the country on a stronger footing. There was a sense of shared sacrifice—a wartime spirit—because we believed it would be short term.

What we did not anticipate was a global pandemic, furlough, and the long shadow these events would cast. Even with a Labour government now in place, austerity appears to have become the new normal.

In this context, it is only right that we, as a charity, go beyond simply accounting for how charitable funds are spent. We have a responsibility to show the difference that spending has made.

Transparency matters—but **impact is why we exist.**

This report tells the story of how connection changes outcomes—how strengthening families and embedding them in community creates the conditions where children, young people, and parents can all truly thrive.

I am immensely proud of what our hard-working team has achieved. Together, we are forging new ways to demonstrate impact—clearly, credibly, and with purpose.

This year, we can evidence the difference we have made in the lives of young people, the support we have provided to families, and the way our SWITCH Communities programme and the work of FaithAction have strengthened communities.

We believe, for young people and families to thrive, they need to be connected into strong and supportive communities.

**We believe in young people.**

**We believe in family.**

**And we believe in community.**

This report shows our work to strengthen all three.



**NATHAN SINGLETON**

CEO, LifeLine Projects



# WHO WE ARE

*Impacting individuals, influencing systems.*

LifeLine Projects was founded in 2000 by a group of volunteers from a local church in East London who saw a need in their local community—women that couldn't speak English and young people who lacked a safe adult to talk with.

Realising that they could be part of the solution, they began working with isolated and marginalised women and vulnerable young people to help them become agents for change within their community.

Over the last 25 years, we've grown from a small charity with just two part-time members of staff, to an organisation employing over 80 members of staff with great impact and national reach.

Our success has been built on listening—listening to our dedicated staff, listening to local people, and being flexible enough to adapt our programmes and structures in response to what we hear, as well as changing needs and funding landscapes. Above all, we have remained guided by our core values, which underpin all our decision-making.

## OUR VALUES

These are the shared behaviours that we consider integral to the way that we deliver our mission.

They underpin and inform everything that we do.

**Excellence**

**Compassion**

**Ownership**

**Integrity**

**Team**



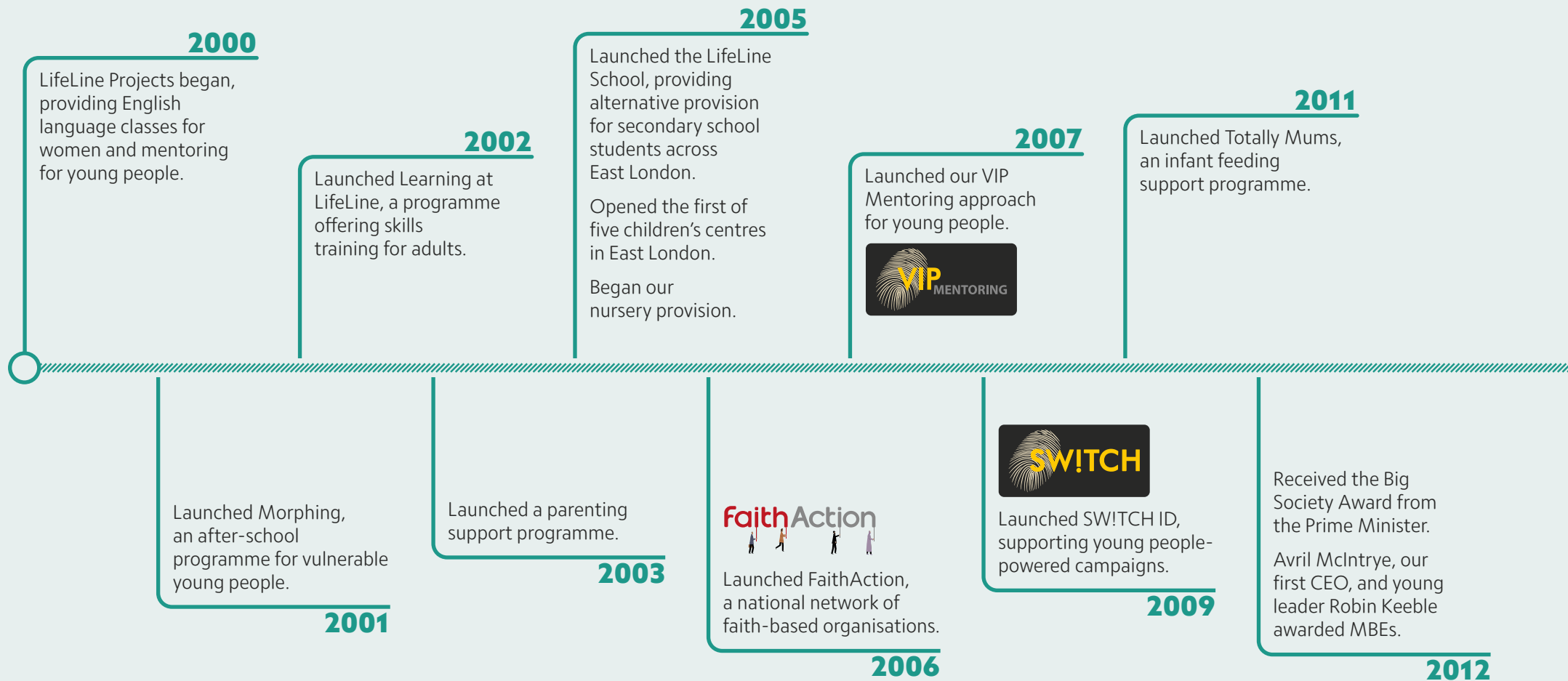
LifeLine was founded on a clear vision:

**Impact individuals**—LifeLine is committed to delivering high-quality services that demonstrate positive outcomes, customer satisfaction, and meaningful impact on people's lives.

**Influence systems**—using LifeLine's strong track record and evidence of impact to influence policy and practice at both local and national levels.

**As we celebrate our 25th anniversary, we reflect on some of the key milestones that have shaped LifeLine's journey and impact over the last quarter-century.**

# OUR PAST 25 YEARS





**2013**

Received the CYPNow! Learning Award for the LifeLine School.

Launched Creative English, a drama-based language learning programme.



**2015**

Opened our first Little Learners nursery and pre-school setting in Elm Park as a social enterprise.



**2017**

Launched SW!TCH Lives, mentoring and after-school activities for young people at risk of criminal exploitation.



Awarded contract to deliver Healthwatch Barking and Dagenham.



**2020**

Developed the leadership programme for SW!TCH Ambassadors.

Invested in Salesforce management information system to improve impact measurement.

**2023**

John Singleton, founder and chair of the LifeLine Group awarded MBE for services to charity.

Reshaped the charity to focus on young people, early years, and influence.

**2014**



Launched SW!TCH Ambassadors programme to cultivate young leaders.

**2016**

Report on role of faith in tackling loneliness launched by FaithAction for the APPG on Faith and Society.



Launched SW!TCH Minds, a development programme for young people with poor mental health.

**2019**



Opened a second Little Learners nursery and pre-school setting in Elm Park.

**2022**

Launched a series of wellbeing programmes across East London.

**2025**

# YOUNG PEOPLE

## Inspiring agents of change.

Our mission is for young people to become agents for change in their communities. Young people that are just surviving in society need extra support to thrive. Our Youth Development Workers provide this through 1-2-1 mentoring, positive activities and leadership development for young people on the edge of serious youth violence, poor mental health or school exclusion.

**518** 

young people supported in secondary schools and community settings.

**21** 

schools embedded mentoring and youth work directly into the educational environment.

**12**

SW!TCH Ambassadors delivered consistent, compassionate support.

**7** 

young people became new SW!TCH Ambassadors, creating a ripple effect of leadership and support.

“The sessions helped me improve my behaviour—I could speak to [my mentor] and take their advice.”  
—Mentee

## BEHAVIOUR

Days on detention

-14.9%

Days on report

-63.7%

Days on inclusion

-74.1%

Days on suspension

-19.2%

## WELLBEING

UK average = 51



**+6.7**  
average change in WEMWBS score

**+18.9**  
for young people with lowest 10% starting score.



## ACTIVITIES

**6498**

attendances of young people at positive activities.

**30**



hours of activities provided for young people each week.

**24**



activity days held to engage young people during school holidays.

**3**

days on residential trips.



Photo by the Mayor of London's Office

“[My Mentor] is very nice and has good humour and helps me understand things.”

—Mentee

“Mentoring made me feel comfortable and I could say my feelings.”

—Mentee

“You fix all our problems—that’s why you’re the best!”

—Mentee

## TRAINING AND DEVELOPMENT

In partnership with London Youth, LifeLine delivered mentoring training to strengthen youth organisations across London.

This initiative focused on equipping youth workers, volunteers, and community leaders with the skills and confidence to build meaningful, transformative relationships with those who need support.

**40+**



youth workers trained in mentoring topics including:

- Youth culture and landscape
- Safeguarding and boundaries
- Wellbeing support for mentors
- Sustainable mentoring practices
- Vision, values, and purpose of mentoring

“It really gets you thinking about our ‘why’. It was a really useful session with great tips!”

—Workshop participant



## SWITCH AMBASSADORS

Our Ambassadors are former mentees who:

- Participated in consultative meetings to shape programme direction within and beyond LifeLine.
- Advocate for youth services and share their stories to inspire others.
- Successfully nominated LifeLine for a £1,000 First Trust grant.
- Become role models to other young people as they supported the various Positive Activities.

*"The skills I've gained through the programme—whether it's leadership, communication, or problem-solving—will always be useful in the future, especially when it comes to adding value to my CV. These experiences have given me a strong foundation to build on as I move forward in life."*

**—Ambassador**





## NOAH'S STORY

### ***Growing in confidence through support and positive activities***

I met Noah because he was finding school really difficult. He'd been close to being excluded because of poor behaviour, arguments with other pupils and staff, and a lack of interest in his lessons. He kept to himself and didn't join in with any after-school activities. Building relationships was hard for him, and he often seemed unsure of where he fitted in.

One of our Youth Development Workers began mentoring him, and slowly Noah agreed to try some of SW!TCH's positive activities. He joined the boxing and football sessions, and something in him clicked. He changed; he started connecting with staff and began to look forward to the sessions each week. The activities gave him a chance to use his energy in a positive way and to feel part of something.

As the weeks went on, his confidence grew. He started encouraging other pupils in his year to come along. His mentor watched him step up naturally, helping to bring people together and creating a sense of unity among his peers. It was the first time he had ever felt like a leader.

As he began to trust us more, Noah started to share more about his schoolwork. He said he struggled in some subjects and often felt lost in lessons. Together, we put a simple plan in place, and he started receiving weekly support. These sessions took place after school and helped him catch up. Bit by bit, school began to make more sense for him.



At the next parents' evening, his teachers spoke with real warmth about how far he had come. They said his grades had risen by two levels and that they were seeing a new level of effort and focus. Noah was really proud, almost surprised, as he listened. It was clear he was starting to believe in himself.

Noah is now a SW!TCH Ambassador. He helps take registers, joins residential trips, and has won several Ambassador of the Month awards. He walks into sessions with a quiet confidence that simply wasn't there before. He talks more easily with others and carries himself with a new-found sense of purpose.

Looking back on his journey, it's clear how much he's grown. With steady mentoring and positive activities through our SW!TCH programmes, Noah has gone from feeling on the edge of school life to becoming a role model in his year group.

His teacher put it simply:

***"Whatever you're doing with him is working really well. His grades have gone up by two, and he's applying himself like never before."***

Noah's journey shows how the right support, patience, and belief can help a young person rediscover their direction and thrive.

# FAMILIES

*For parents and carers just like you.*

Young people need family, not only to survive but in order to thrive—thriving families have agency to respond to needs as they arise, can navigate the services available to them, and have a support network that is aspirational. We help families create community around them through providing family support, community development, and wellbeing programmes.

## FAMILY SUPPORT

These programmes provide support to parents and carers at all stages, whether they're expecting a child, just starting a family, or in need of a helping hand along the way.



**156**

parents matched with community peer supporters.

**321**

one-to-one sessions provided by peer supporters and staff.



**31**

complex parenting cases supported through one-to-ones.

**371**

community coffee mornings held to build support networks.



**11**

training sessions to support new and prospective parents.



**22**

mothers trained as qualified infant feeding peer supporters.

**2**

community baby showers held.



*"Thank you for encouraging me. I doubt myself and worry sometimes, but this group made me feel like I am on the right track—so thank you!"*

**—Parent**

*"I've made some really good friends and love coming to this session"*

**—Parent**



## SWITCH COMMUNITIES

This hyper-local development programme was delivered in two estates at high risk of serious youth violence.



**8**  
local projects funded through a resident-led grant panel.

**60**

young people engaged through weekly positive activities.

**781**

residents engaged over 64 outreach sessions.

**214**

attendees at community events:

- 3 trips
- 13 coffee mornings
- 6 workshops
- 4 training

We launched a **Rapid Response Group** for Loxford ward to exchange local knowledge, concerns, and updates on incidents.

Taking place at weekly coffee mornings, participants included residents, local professionals, and police officers who discussed issues about localised crime and serious violence affecting young people.



## WELLBEING

We delivered user-led groups for people with mental health conditions in Redbridge.

Activities included:

- Walking
- Creative writing
- CV workshops
- Art
- Games
- Weekly discussion sessions

**60**

residents engaged through one-to-one and group activities.

“Coming to groups is a great way to connect with others and offers a distraction from day-to-day worries.”

—Resident



## VOLUNTEERING

Thank you to our Ilford Lane volunteers for leading coffee mornings twice a week and creating a welcoming safe space for community members. We would also like to extend our appreciation to all our Parent Champions who continue to support families in their communities, particularly those facing similar challenges.

In addition, we would like to acknowledge our Infant Feeding Peer Supporters, whose reassurance and guidance have been invaluable to mothers on their breastfeeding journey. The support offered by one mother to another has helped many new mums gain confidence and feel more connected as they begin their journey into motherhood and community life.



## HEALTHWATCH BARKING AND DAGENHAM

As Healthwatch for Barking and Dagenham, we are the health and social care champion for local residents. Healthwatch's role is to ensure NHS leaders and other statutory decision makers hear the voice of the people they serve and use their feedback to provide better care.

**102**

individuals supported with advice and signposting.

**8**

Enter and View visits to care homes, leading to reviews of how care homes engage with their residents.

**800+**

residents contributed feedback, influencing 5 key health reports.

**17**

volunteers dedicating 281 hours, with a further 154 hours contributed by young people in placements.



## FATHERHOOD CONSORTIUM

Through this one-year pilot programme, we're providing harmonisation and effective data gathering to support the Fatherhood Consortium's work.

**309**

fathers reached.

## MAYA'S STORY

### *Taking back control and starting again*

My first impression of Maya was that the world had weighed her down for too long. When she spoke, it was barely audible. She lived with her teenage son at her mother's house, not out of choice, but because her own flat had become inhabitable and almost impossible to enter. Two years ago, there had been a severe bedbug infestation that was so bad it had driven her out. She said it was one of the worst things she had ever faced in her life. Every time she thought about her flat, she felt a mix of fear, shame, and exhaustion.

Maya had very little furniture of her own and only a few clothes for herself and her son. She was trying hard to stay strong, but over time her health and her sense of hope began to fade. Even the idea of moving back into her flat felt overwhelming. She felt stuck, as if her life was on pause and she couldn't find a way to move forward.

Over the following weeks, we came up with a plan together. The plan was made up of small, gentle steps at a pace she could manage. The first step was to clear up her flat. I helped her by contacting house clearance specialists. The second step was to find her a solicitor who could support her with her housing needs. This was important because it gave her someone to fight in her corner, making the situation feel more manageable and less frightening.

The third step was to go through her debts and work out what needed to be done. She needed to be in control of her finances so she could start shopping for her basic household needs. The fourth step was to arrange further pest control treatment. I made sure to stay in touch with her regularly. Sometimes our conversations were practical; other times they were simply to remind her that she wasn't on her own.



Little by little, she started to rebuild a daily routine. She came to the weekly coffee mornings and began going to the gym. These small steps helped her feel more grounded. She told me they made a difference to her mood, and she started to feel more like her old self.

After two months of steady work, her home was almost ready. The flat had been cleared, the pest treatment had been done again, and she now had a little furniture and beds for herself and her son. For the first time in years, Maya could imagine walking back through her own front door. She says she feels more stable and more hopeful than she had in a long time.

When she looks at the progress she has made, she speaks with quiet pride:

***"I didn't think I would ever get back home. Having someone walk this journey with me has given me strength again. I feel like things are moving forward."***

As Maya begins the process of reclaiming her home and rebuilding her confidence, her story shows that when life feels too hard to face, you are not as alone as you think. There is someone in your community waiting to support you. They will give you their time, patience, and walk with you until you feel safe and in control.



*Because faith is too significant to ignore.*

Drawing from our experience as a local charity rooted in faith, the FaithAction network grew from the realisation that faith-based organisations nationwide shared similar goals and challenges. The network seeks to strengthen faith-based social action and government influence, because a strong faith sector is the bedrock of connected and thriving communities. This year, our work has influenced policy, shaped services, and built stronger partnerships between faith groups and statutory bodies.

## FAITH IN PARTNERSHIP WEEK

Held annually in September since 2022, Faith in Partnership Week celebrates cross-sector work taking place in the UK at a local and national level and encourages its expansion.

For 2024, we held a breakfast reception event celebrating Faith in Partnership and ten years of the Faith Covenant. The event featured a keynote address by the Minister for Faith, Lord Khan of Burnley, in one of his first public speaking engagements, along with looking at the importance of partnership working, how it has been successful in Faith Covenant areas, and also how collaboration between faith groups and statutory bodies can make use of the trust built up by faith groups within their local communities.



*"Anyone involved in local activities can attest to the essential role played by faith-based organisations.*

*From running schools and toddler groups to managing food banks and tackling homelessness and loneliness, our churches, synagogues, mosques, temples and gurdwaras, are foundational to daily life, providing essential support to people of all faiths and none."*

**—Lord Khan of Burnley**



Cornwall Council sign the Faith Covenant.

## FAITH COVENANT

Developed in partnership with the All-Party Parliamentary Group on Faith and Society, the Faith Covenant is a joint commitment between faith communities and local authorities to a set of principles that guide engagement, aiming to remove some of the mistrust that exists and to promote open, practical working on all levels.

**33**   
local authorities  
have signed the Faith  
Covenant.

**12** **MILLION**  
people covered by  
a Faith Covenant.



## CREATIVE ENGLISH

Creative English is an innovative, drama-based approach to learning English which uses applied drama techniques to build participants' confidence, sense of community and understanding to navigate systems and services in the UK.

In addition, we've developed a suite of tailored courses to address specific needs of different communities across the country, such as Creative English for Health, which develops health literacy, as well as the other benefits, to empower people to look after their own health and that of their families.

**793** 

people took part in **Creative English** sessions across England.

**14** 

faith and community groups delivered sessions in partnership with **FaithAction**.

**89%**

made lifestyle changes as a result of **Creative English for Health**.

A pilot of **Creative English for Infant Health** showed dramatic improvements in health literacy.

**99%** 

would now get vaccinations while pregnant. (4% at start)

**99%**

would now attend maternity screenings. (28% at start)







## HEALTH AND WELLBEING

We partnered with local faith groups in multiple local authority areas to deliver community-led health and wellbeing initiatives to address local health inequalities.

**4**

Black African churches partnered with in Tower Hamlets to improve health awareness and confidence in managing long-term conditions.

**13**

projects delivered by 11 faith groups in Barking and Dagenham promoted access to health services and healthier lifestyles.

**6**

focus groups held for Sikh and Christian communities in Birmingham to identify health issues and barriers to access, with more planned for 25/26.

**2**

faith-based organisations began delivering health and wellbeing projects to improve health awareness and outcomes for Sikh and Christian communities in Birmingham.

**220**

residents engaged in Tower Hamlets.

**400+**

residents engaged in Barking and Dagenham.

**29**

residents engaged in Birmingham.

## NATIONAL MATERNITY TOOLKIT

Working with NHS England and faith leaders across the country, we co-produced a toolkit for faith communities focused on improving outcomes in maternity for Black and Asian women. This included contributions from:

**7**

Integrated Care Boards.

**28**

community groups.

**9**

people with lived experiences.

The toolkit was announced at an event at the House of Lords, chaired by then-Bishop of London Dame Sarah Mullally, with keynote speaker Wendy Olayiwola, National Lead for Equity (Maternity) at NHS England.

Speakers also included Kate Brintworth, Chief Midwifery Officer at NHS England, Dr Salman Waqar of the British Islamic Medical Association, and Alive Church in Lincoln, who are piloting local partnership work.

*“Faith is the rock in many people’s lives—it guides their decisions, their sense of self. Wendy made light of her pastor being the first person to know she was pregnant, but actually, that was the right thing for her—and it’s not for anyone else to say that’s not the right thing to do.”*

**—Kate Brintworth, Chief Midwifery Officer**



Dame Sarah Mullally (centre) with attendees at House of Lords



## MARIAM'S STORY

### Growing in confidence, community, and hope

When I first met Mariam in our Creative English for Parent and Child class in 2009, she was quiet and careful in the way she moved. She often sat near the back of the room, her arms wrapped protectively around her child. Her eyes looked tired, not just from lack of sleep but from carrying a heavy load on her own.

She later told me how difficult life had been at that time. *"We had nothing,"* she said. *"Just three plastic plates and three spoons. I cooked rice once a day for us. That was all we had."* It was clear that speaking about that period still touched something deep.

Work had been a struggle. *"I did not know how anything worked here,"* she explained. *"I tried to find a job but did not know where to go. I was tricked online and lost money. Then I found work for £1 an hour. I had no one to look after my children. Everything felt so hard."*

When she later told me this, I was deeply shocked. It was clear she had been exploited.

Language was one of her biggest barriers. *"Without English, you cannot be independent,"* she said. *"You cannot look after yourself or your children properly."*

In our Creative English sessions, Mariam found a safe space to learn. She listened closely and repeated each phrase with great care. And she asked many questions, wanting to understand every detail. Talking to others in the group—many of whom had been through similar things—helped her more than any leaflet or website could.

During those early weeks, she made a friend who would become a constant support. *"A good friend is like a therapist when life is tough,"* she said. *"She helped me stay strong."* Their friendship grew over time, and they still stay in touch today.

***As her English improved, something in her changed too. She began to lift her head when she spoke.***

She smiled more readily. Her voice grew steadier. She no longer sat at the back of the room but joined in the activities with confidence. Watching her transform was one of the greatest joys of my work.

In time, Mariam found work as a receptionist. *"I felt so proud answering the phone,"* she told me. From there she became a healthcare assistant and later secured a job in a hospital. This meant she was able to buy a car, which made travelling around much easier. *"I felt free for the first time,"* she said.

She also worked hard to rebuild her credit score. *"I never thought I could own a home,"* she said. But, step by step, she made progress. The day she told me she had become a homeowner, she could hardly contain her joy. *"I can paint the walls. I can put up pictures. It is really my home,"* she said, smiling wide.

Looking back, she reflects on how far she has come. *"If I saw myself now, at the start, I would be surprised,"* she said. *"I am a strong woman. I know I can deal with difficult things. My parents would be so proud."*

Walking alongside Mariam on her journey has been a privilege. What began as a classroom connection slowly became a friendship built on trust, hope and many shared moments.

Her story is a reminder of how much people can grow when they feel seen and supported.



# EARLY YEARS

## Leading the way—learning through play!

Little Learners Nursery and Preschool continued to deliver high-quality early years education and care across two settings—St Nicholas and Ambleside in Elm Park, Havering. Our focus remained on supporting families, enhancing our nursery environments, strengthening parent partnerships, and deepening community engagement.

**161**   
families supported.

**9.9**   
review score on Day Nurseries.

**95%**  
attendance rate,  
reflecting effective  
engagement and high  
satisfaction.

**70%**  
of families live locally,  
reinforcing our role as  
a community-focused  
nursery.

**7**   
apprentices trained and  
employed.

**86%**  
of organisational  
support services costs  
covered by nursery  
income.

### TRAINING

Our mandatory training matrix ensures monthly tracking of **safeguarding**, **health and safety**, and **compliance** across our settings.

*“Everyone is approachable, friendly, and full of energy, which makes such a difference.”*  
—Parent



*“Thank you for the summer schedule you put together and especially the summer party!”*

*So lovely to see all the creative activities you had planned for the kids and loved the party!”*

—Parent

### COMMUNITY

Our parent partnership initiative continues to thrive, reinforcing our shared commitment to early years development.

A key component are events for parent and child held each month, including:

- Nature walks
- Movie nights
- Stay and play sessions
- Celebrations including Christmas, Eid, Diwali, and Mother’s and Father’s Days



# A VISION FOR OUR NEXT 25 YEARS

This moment marks more than a milestone—**it's a turning point.**

As we look ahead to the next 25 years, we're choosing not simply to continue our work, but to deepen it, sharpen it, and expand its reach. We have renewed our vision for LifeLine's next chapter.

Our vision is **bold and unwavering**:

## **CREATING COMMUNITIES WHERE YOUNG PEOPLE AND FAMILIES THRIVE**

We believe the defining challenge of the coming decades is not a lack of services, but a lack of connection. What people need—now more than ever—is community.

Many young people and families are already supported by strong networks of care, belonging, and opportunity. Too many, however, are not.

Over the next 25 years, LifeLine will focus its energy where the gaps are widest—alongside young people and families who are isolated, marginalised, or excluded—and work to reshape communities so that no-one is left behind.

We will not only respond to need—we will help re-imagine what is possible. As we strengthen communities on the ground, we will also continue to influence policy, systems, and practice at local and national levels, advocating for a society that truly works for all young people and families.

Through mentoring, relational programmes, and strong partnerships, we will empower families and build resilient communities that transform generations.

**We envision thriving communities where young people and families have the support, skills, and connections to lead fulfilling lives.**

**This is our commitment** to connection, care, and belonging.  
**This is our vision** for young people, families, and communities.  
**This is the future** we're shaping—for all.

**Because isolated and non-cohesive communities foster young people that can't reach their potential and families that can't help them.**

## INPUTS

- Skilled staff, volunteers, and mentors
- Funding and community partnerships
- Safe spaces for youth and family programmes
- Wide range of institutional knowledge and systems
- Connection and influence with local and national stakeholders

## ACTIVITIES

- Mentoring, positive activities, and leadership development for young people
- Parenting and mental health support, childcare, language workshops, capacity building, and volunteer opportunities for families and communities
- Building capacity of organisations and forming networks between them
- Working with schools, health and social care partners, local authorities, faith groups, government departments, and other organisations to improve services
- Sharing best practice both locally and nationally

## OUTPUTS

- Young people engaging with mentoring, positive activities, and leadership programmes
- Families accessing support and childcare places
- Volunteers recruited, trained, and retained
- Community events held
- New partnerships and collaborations established
- Existing relationships continued and strengthened

## SHORT-TERM OUTCOMES

- Improved mental health and well-being
- Improved attendance and behaviour at school
- Reduced loneliness and social isolation
- Improved parenting skills
- More volunteers and supporters trained
- Increased number of people supported by peer supporters
- Strengthened social connections within the community
- Increased number of childcare places

## MID-TERM OUTCOMES

- Greater educational and employment opportunities
- Reduced social isolation and improved family wellbeing
- Enhanced community cohesion and participation
- More involvement by local people in their community

## LONG-TERM OUTCOMES

- Communities become places where young people and families thrive
- Communities form a culture of mutual support, opportunity, and resilience
- Inequality is reduced
- Quality of life for families is improved
- Local people act as agents for change in their communities

**IMPACT** Young people and families access supportive environments, skills, and opportunities that enhance wellbeing, resilience, social connectedness, and create agents for change in communities.



# THANK YOU

## TO OUR FUNDERS AND DELIVERY PARTNERS

Our work over the past year has only been possible because of the generosity, trust, and partnership of those who choose to invest in young people, families, and communities.

To every funder, donor, commissioner, and delivery partner who has walked with us: **thank you.**

Your support has helped young people find confidence and direction, empowered families to rebuild their lives, strengthened communities facing real challenges, and enabled faith and community organisations across the country to play a vital role in improving wellbeing and reducing inequalities.

*You have funded mentoring that changes trajectories.*

*You have supported families who felt alone.*

*You have helped build safer, more connected neighbourhoods.*

*You have enabled learning, opportunity, and hope.*

Most importantly, *you have invested in people*—and the impact is seen not only in the numbers shared in this report, but in the transformed lives behind every statistic.

We are deeply grateful for your commitment, collaboration, and belief in this work.

**Thank you for helping us impact individuals and influence systems to create communities where young people and families can truly thrive.**

VRU

MAYOR OF LONDON  
VIOLENCE REDUCTION UNIT

NHS  
North East London  
NHS Foundation Trust

Department  
of Health &  
Social Care

Barking &  
Dagenham

TOWER HAMLETS

London Borough of  
Redbridge

Havering  
LONDON BOROUGH

WEST HAM  
UNITED  
LONDON

Birmingham  
City Council

FOUNDATION

LY London  
Youth

Fj  
Father2Father

## TO OUR STAKEHOLDERS

Our deepest gratitude goes to the schools, local authorities, community groups, faith organisations, and national bodies that walk alongside us.

Your collaboration enriches our programmes, amplifies our reach, and ensures that the support we provide is meaningful, timely, and rooted in local insight.

**Thank you for sharing knowledge, opening doors, and working with us to build safer, stronger, and more connected communities.**

## TO OUR TRUSTEES, STAFF, AND VOLUNTEERS

This report is, above all, a testament to your dedication.

Every mentoring session, outreach conversation, creative activity, home visit, cup of coffee shared, report written, and partnership built reflects your compassion and professionalism.

You bring our values to life and it shows in the lives transformed every day.

**Thank you for your energy, resilience, and belief in the potential of every person you support.**

# DEDICATED TO **JOHN SINGLETON** MBE

Founder and Chair of the LifeLine Group

## 1944–2025

John's life was dedicated to serving others, driven by his deep faith in Jesus and the practical outworking of this faith—to love people and build supportive communities.

He founded LifeLine Church in 1973, and later established LifeLine Network International, LifeLine Projects, and Community Resources. Through these organisations, John made a lasting impact on the lives of many, particularly those facing marginalisation and poverty.

John leaves behind a powerful legacy. His work with vulnerable individuals and his belief in their potential has inspired thousands, both locally and internationally. Core to John's work was his understanding and appreciation of family as the foundation for community. In recognition of his charitable work, John was honoured with an MBE in 2023.

His kindness, generosity, and faith will be greatly missed by all who knew him. John's memory will live on through the countless lives he touched and the ongoing work of LifeLine.









[www.lifelineprojects.co.uk](http://www.lifelineprojects.co.uk)