

Lifeline *annual report 2002/2003*

Chair's Introduction

Our History:

Lifeline is one of the oldest non-statutory, non-residential drugs agencies in the UK. In 1971 the Lifeline Project opened a day-centre for drug users in Manchester. Since its foundation Lifeline has grown and developed, responding to the ever-increasing problems associated with drug use faced by individuals, families and communities.

Despite many changes over the years, a number of features have remained consistent. Firstly, Lifeline prides itself on taking a holistic view (rather than a purely medical or criminal justice approach) towards drug problems. Secondly, and in consequence, we frequently develop innovative, distinctive and/or unique responses in terms of initiatives, projects and service development. Thirdly, Lifeline's mission statement "Telling the Truth About Drugs" reflects our commitment to those people who access our services, and our desire to make a positive contribution to the challenges and debates that arise within the drugs and alcohol field.

Our Philosophy:

We do not believe there are any simplistic solutions to the problem of drugs. Over the last decade drugs have become cheaper and more readily available, the number of people using drugs has increased and the age of first use has become ever younger. It is our belief that there are no 'quick-fixes' or 'miracle cures' to this problem and that a realistic starting point is to acknowledge that our impact on the problem will be limited by a range of other individual and social issues.

Fundamental to our work is the recognition that not all drug use is the same. We treat people as individuals, with all the strengths and weaknesses that make us unique and human. If people want to stop using drugs we will help them, because for some people drugs are the problem.

For other people drug use is the crutch that makes an imperfect world more bearable. We aim to help them live with their drug use until they are able to stop, or to live with their drug use with as much stability and dignity as possible.

Many people choose to experiment with drugs for short periods during adolescence or simply take drugs because they enjoy them. For these people we aim to ensure their choice is an informed one and they cause as little harm to themselves, their loved ones and their communities as possible.

Our approach is pragmatic. We do not take a moral stance by condemning drug use; that position would simply alienate the people we aim to help. Our philosophy is to get on and do the things that do make a difference.

Councillor the Reverend Paul Flowers
Chair of the Board, Lifeline Project Ltd.



Chief Executive's Report

Much has been claimed for drugs treatment since the publication of the National Drugs Strategy, "Tackling Drugs Together" in 1998. Larger and larger investment has been made in the Drugs Treatment Industry on the back of some fairly hefty promises about its efficacy. One of the key targets is to double the number of people in treatment by 2008. The National Treatment Agency has the daunting task of delivering the treatment end of the National Strategy and justifying the growing spend to government. Lifeline supports the excellent work of the NTA and particularly the focus on its attempt to bring uniformly better services within reach of drug users wherever they live.

It is important, however, to remind ourselves that many of our clients are not "in treatment". Many of them do not want to be. At any one time, for instance, upwards of half our needle exchange clients are not in any kind of drugs treatment. Many of those who attend our Outlook services are not in treatment. Large numbers of those who read, learn from and enjoy our publications are not in treatment. Those who care for and look after drug users and who rely upon Lifeline are not in treatment. At the heart of our work, therefore, is an understanding that many of our service users have important, often critical, needs that treatment doesn't address. Furthermore, this very large group of people are not fully catered for or understood by the National Drugs Strategy. Engaging with this very large group of people and welcoming them into our services is right at the very heart of what Lifeline does. We must avoid a situation where there is a predisposition to imagine that those who do not choose or want treatment are somehow less deserving of quality services.

Nevertheless, quality treatment programmes that enable drug users to better manage their drug use are critical and by 2008 it is planned that there will be

200,000 treatment slots in this country. Treatment can offer many immediate benefits for both individuals and communities. It is important, however, not to claim too much for treatment or have unrealistic expectations. For instance, treatment may not reduce crime in the ways that many people had hoped. It may not even reduce illegal drug use to the degree that many expect and some will demand. Those of us who believe in treatment may need to learn to describe its benefits in ways which focus more on the positive impacts it can have on individuals and families and rely less on its supposed efficacy as a magic bullet in targeting society's greater ills.

Certainly, we should be extremely careful before imagining that an expected outcome of drug treatment is work. Although Lifeline actively participates in "Progress To Work" projects, we do not value our clients on their ability to secure employment, marvellous though it is when they want and find work as a result of their own efforts and our support. Lifeline has at the heart of its vision a concern for its clients that affirms them as human beings rather than merely as potential members of the workforce. A significant portion of our client base will never work. Writing in "City of revolution: Restructuring Manchester" (2002), Jamie Peck and Kevin Ward say of Manchester "This is a city in which 94 per cent of all Job Centre vacancies and 89 per cent of all full time jobs are paying less than the benefit level for a couple with two children. This is not simply a problem of social exclusion; more fundamentally, it is a problem of economic dislocation. And while initiative after initiative tends to its social consequences, the underlying economic causes of poverty and underemployment have been dangerously overlooked." Many of our clients would agree with this analysis. They believe that the legitimate economy does not need them; they feel as if they are simply getting in the way. Our job at Lifeline is to enable them

to engage with us in ways that they find valuable and productive and enjoyable. That is our challenge.

Lifeline offers a wide range of services. We are keen to develop the breadth and the quality of our work and plan our resources in such a way as to constantly improve what we are able to offer our clients. There are no guarantees, however, that we will succeed in this endeavour. Certainly, we would be extremely foolish to rely upon that portion of our income derived from providing commissioned services on a contract basis. We have tripled our size in the last five years. Far from making us wealthy, this growth has resulted in some of our resources being stretched more thinly than ever before. There is no automatic formula that ensures that growth alone is a basis for running an economically viable organisation. Lifeline invests heavily in research, development, publications, human resources and aims to provide consistent support to smaller organisations over a very wide area. All this work is self funded. We are constantly needing to develop ways of increasing our 'non-contract' income.

If we were purchased regionally, our funders might be more sympathetic to the rich range of resources we have developed in order to enhance our work. The reality is, however, that the vast majority of our contracts are with much smaller purchasing units. Why should a local Drug Action Team want to support the 'add-ons' of what they perceive to be a large and successful regional organisation? The reality is that some of our commissioners are glad to invest in an organisation that can provide real diversity and quality, some less so. It would be nice to have these "infrastructure" costs met from some beneficent source. It is unlikely to happen, however. For these reasons, our wish to constantly enrich our services will only be realised if we can raise the proportion of our income generated from non-contract sources. Our

creativity is thus, a necessary part of our business, not an add on.

Fortunately, we have a larger and more creative team than ever before. We are able to attract the best at every level. We are reaching ever more deeply into our constituencies for volunteers and workers. Our programmes involving drug users and ex users are an essential part of our work force strategy. This is much more than offering the fortunate few opportunities for rehabilitation. It is tapping into the creativity and potential of our client groups and their communities in order to make our services more relevant and more attractive.

*Ian Wardle
Chief Executive*



The following information is an extract from Lifeline's full Audited Accounts, which are filed with the Registrar of Companies.
A copy of our Audited Accounts is available on request.

Statement of financial activities

(Including an income and expenditure account)
For the year ended 31 March 2003

	Restricted funds 2003 £	Unrestricted funds 2003 £	Total 2003 £	Total 2002 £
Incoming resources				
Donations	174,651	13,297	187,948	262,890
Activities to further the charity's objectives	-	5,239,052	5,239,052	3,884,041
Investment income and interest	-	19,911	19,911	12,830
Total incoming resources	174,651	5,272,260	5,446,911	4,159,761
Resources expended				
Costs of activities to further the charity's objectives	171,118	4,834,149	5,005,267	3,653,714
Management & administration of the charity	-	357,980	357,980	296,619
Total resources expended	171,118	5,192,129	5,363,247	3,950,333
Net incoming resources before transfers	3,533	80,131	83,664	209,428
Transfers	-	-	-	-
Net incoming resources for the year	3,533	80,131	83,664	209,428
Balance brought forward at 1 April 2002	24,980	558,621	583,601	374,173
Balance carried forward at 31 March 2003	28,513	638,752	667,265	583,601

The statement of financial activities includes all gains and losses recognised in the year.
All incoming resources expended derive from continuing activities.

Balance sheet

31 March 2003

	2003	2002
	£	£
FIXED ASSETS	204,611	218,372
Current assets		
Stock	69,163	57,137
Debtors	476,079	382,330
Cash at bank & in hand	1,012,474	738,893
	1,557,716	1,178,360
Creditors:		
Amounts falling due within one year	(1,095,062)	(813,131)
	462,654	365,229
Net Current Assets		
	667,265	583,601
NET ASSETS		
Unrestricted funds		
Designated funds	260,481	107,178
General funds	378,271	451,443
	638,752	558,621
Restricted funds	28,513	24,980
	667,265	583,601

Approved by the Council and signed on their behalf by:

P. Hewitt: Director

With Thanks

We would like to thank those individuals and organisations who have given donations to Lifeline during the past year, including:

ALBERT HUNT TRUST
BARCLAYS
THE ECONOMIST
EPIGONI TRUST
FRIENDS PROVIDENT
IMI LTD
NATIONAL CO-OP OF CHEMISTS
NESTLE
PHILIPS COMPONENTS
PZ CUSSONS
SYDNEY BLACK TRUST
TRANSCO

Independent auditors' statement to the directors of Lifeline Project

We have examined the summary financial statement of for the year ended 31 March 2003 which comprise the summary Statement of Financial Activities, the summary Balance Sheet and the related notes.

Respective responsibilities of directors and auditors

The directors are responsible for preparing the summarised Annual Report. Our responsibility is to report to you our opinion on the consistency of the summary financial statement within the summarised Annual Report with the full annual accounts and the Directors' Report. We also read the other information contained in the summarised Annual Report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summary financial statement. You are responsible as directors for the preparation of the summary financial statements. We have agreed to report to you our opinion on the summarised statements' consistency with the full financial statements, on which we reported to you on 18 November 2003. Basis of opinion. We conducted our work in accordance with Bulletin 1999/6 'The auditors' statement on the summary financial statement' issued by the Auditing Practices Board for use in the United Kingdom.

Opinion

In our opinion the summary financial statement is consistent with the full annual accounts and the Directors' Report for the year ended 31 March 2003.

Mazars, Chartered Accountants and Registered Auditors
18 November 2003

Directors' Statement on the Summarised Financial Statements

These summarised financial statements are a summary of information extracted from the statutory Directors Report and Accounts. They may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the statutory Directors Report and Accounts should be consulted. Copies are available from the company secretary. The full annual accounts were approved on 18 November 2003. These accounts were audited by Mazars, who gave an unqualified audit opinion, and will be delivered to the Charity Commission and the Registrar of Companies.

P Hewitt, Director
18 November 2003

Fees receivable

Income received for delivering a service to assist persons and their families and dependents affected by the misuse of drugs. Fees received as follows:

	2003	2002
	£	£
Alcohol Concern	-	44,454
Blackburn with Darwen Borough Council	57,965	48,191
Bradford Council	82,900	-
Calderdale Metropolitan Borough Council	139,211	120,779
City of Salford	-	16,859
Drug (Alcohol) Action Teams	209,267	-
European project	708	17,337
Greater Manchester Police	25,305	-
HM Prison Service	729,198	650,994
Home Office	121,064	78,061
Kirklees Metropolitan Borough Council	152,622	231,893
Learning and Skills Council	48,028	29,064
Manchester City Council	492,730	322,670
North Kirklees PCT	1,584,221	1,220,049
North Manchester PCT	103,600	95,500
Other PCT	421,098	269,066
Salford & Trafford Health Authority	-	39,751
Single Regeneration Budget	169,636	-
SRB Burnley Challenge	-	23,500
Tameside Metropolitan Borough Council	37,386	38,661
West Yorkshire Police	41,000	79,360
Wigan MBC	12,000	-
Youth Justice Board	-	65,591
Youth Offending Teams	177,246	-
	4,605,185	3,391,780

Resources expended

	£	£
Counselling services, information & research	4,688,691	3,320,015
Educational publications	336,576	333,699
	5,005,267	3,653,714

Management & administration

	£	£
Salaries & office costs	307,175	250,522
Legal & professional fees	41,797	32,577
Auditors' remuneration - statutory audit	8,000	7,638
Other	1,008	5,882
	357,980	296,619

Main *Contact* Details

Lifeline Head Office & Finance

101-103 Oldham Street, Manchester
M4 1LW. Tel: 0161 834 7160

Lifeline Manchester

101-103 Oldham Street, Manchester
M4 1LW. Tel: 0161 839 2054

Outlook East Manchester

1 Kay Street, Beswick, Manchester
Tel: 0161 231 7012

Eclipse

(Young Person's Service)
133 Grosvenor Street, Manchester
M1 7HE. Tel: 0161 273 6686

Lifeline Salford

Youth Offending Team, 10-12
Encombe House, Salford M3 6FJ
Tel: 0161 736 7478

Lifeline Kirklees

8 Highfields Road, Huddersfield HD1
5LP. Tel: 01484 353 301

Drug Sense

(Young Person's Service)
8 Highfields Road, Huddersfield
HD1 5LP. Tel: 01484 353353

North Kirklees

Adult Treatment Team (Dewsbury)
Pioneer House, 53 Branch Road,
Dewsbury WF13 1AP.
Tel: 01924 457038

Family Drug Service

Huddersfield, 8 Highfields Road
Huddersfield HD1 5LP
Tel: 01484 353353

Lifeline Kirklees

Criminal Justice Team
1 Manor Street, Dewsbury, W. York
WF13 2PX. Tel: 01924 454059

South Kirklees

Adult Treatment Team
36 Portland Street, Huddersfield
W. York HD1 5PL
Tel: 01484 510826

Outlook Kirklees

32 Westgate, Huddersfield,
W. Yorkshire HD1 1NX.
Tel: 01484 353333

Making Things Equal

4 Railway Street, Huddersfield,
W. Yorkshire. HD1 1JP.
Tel: 01484 537511

Lifeline East Lancashire

+ Prison Contracts

68/70 Darwen Street, Blackburn
BB2 2DL. Tel: 01254 677 493

Branching Out

9 Fletcher Street, Ashton Under Lyne
Tameside OL6 6BY
Tel: 0161 343 6481

Lifeline Calderdale

9/11 Ferguson Street, Halifax HX1
2EE. Tel: 01422 258800

Outlook Calderdale

11 Wards End, Halifax HX1 1BX
Tel: 01422 510000

Lifeline Bradford

1st Floor Auburn House, 8 Upper
Piccadilly, Bradford, W. York BD1 3NU
Tel: 01274 735775

Lifeline Tameside

Youth Offending, Francis Thompson
Drive, Ashton-under-Lyne OL6 7AJ
Tel: 0161 330 3012

Lifeline Publications

39-41 Thomas Street, Manchester
M4 1NA. Tel: 0161 839 2075

Lifeline Research

39-41 Thomas Street, Manchester
M4 1NA. Tel: 0161 214 0913

Press enquiries

Director of Communications
0161 214 0909

website

<http://www.lifeline.org.uk>

Lifeline

Principal activities

The principal activities of the company are to assist persons and their families and dependants affected by the misuse of drugs and to provide a training and advisory service to persons and organisations who deal with the misuse of drugs and sexually transmitted disease.

Constitution

Lifeline Project is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. Charity No: 515691. Company No:1842240

Directors & trustees

The directors of the charitable company ("the charity") are its trustees for the purpose of charity law. Under the Articles, the directors all serve as members of the Council of Management, which constitutes the Board of Directors for the purposes of the Companies Act 1985. Directors may be appointed by ordinary resolution.

Council of Management

The persons listed below have served as members of the Council of Management, which constitutes the Board of Directors for the purposes of the Companies Act 1985.

Councillor, the Reverend Paul Flowers (Chair)

Mr Charles Irvine

Ms Sheila Lee

Mr John Pierce (Resigned 30/10/2003)

Dr John Bayne

Professor Kamlesh Patel OBE

Mr Peter Hewitt OBE

Mr Nasir Ilyas

Councillor Annie Smith

Ms Jocelyn Jean-Pierre

Secretary

Ian Wardle

Registered Office

101-103 Oldham Street,
Manchester M4 1LW

Auditors

Mazars Neville Russell
Chartered Accountants and
Registered Auditors
Regent House, Heaton Lane,
Stockport SK4 1BS

Solicitors

Dent, Raven & Marsden
Alliance House, 30 Cross Street,
Manchester M2 7AQ

Bankers

National Westminster Bank Plc
115 Deansgate, Manchester M3 2NW