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COMPANY INFORMATION

Constitution

Lifeskills – Learning for Living is a Company limited by Guarantee and a Registered Charity governed by its Memorandum and Articles of Association.

Company No: 3944179. Charity No: 1080747

Registered Office The Create Centre, Smeaton Road, Bristol, BS1 6XN

Auditors Mazars
Clifton Down House
Beaufort Buildings
Bristol BS8 4AN

Bankers The Co-operative Bank
Olympic House
6 Olympic Court
Montford Street
Salford M5 2QP

Secretariat Ovalesec Limited
2 Temple Back East
Temple Quay
Bristol
BS1 6EG

MISSION STATEMENT

To strive to establish Lifeskills – Learning for Living as a Centre of Excellence dedicated to improving the safety of the community.

The Centre aims to reduce unintentional injuries by influencing attitudes and changing behaviour.

*Lifeskills – Learning for Living
The Create Centre
Smeaton Road
Bristol BS1 6XN*

Tel: 0117 9224511

Fax: 0117 9224544

E-mail: centre.manager@lifeskills-bristol.org.uk

Website: www.lifeskills-bristol.org.uk

GOVERNMENT SUPPORT FOR INJURY PREVENTION

“Saving Lives: Our Healthier Nation” (1999) the Government public health strategy, sets the target to reduce accidents by at least 20% by the year 2010.

The strategy encourages local communities and individuals to join in partnership to improve health. The Lifeskills Centre encompasses the recommended approaches by enabling people to understand risks and learn how to deal with them.

To support the “Saving Lives” target there are many government policies that aim to have an impact on injury reduction e.g.

- Preventing Accidental Injury – Priorities for Action: a report to the Chief Medical Officer from the Accidental Injury Task Force
- Tomorrow’s Roads: Safer for Everyone 2000
- The National Service Framework for Older People
- Valuing People: A new strategy for Learning Disability for the 21st Century

LOCAL STRATEGIC SUPPORT

Lifeskills has been included within local strategies for health improvement, notably:

- Avonsafe Injury Prevention Alliance Strategy 2001-2006
- Community Safety Strategies
- Primary Care Trusts
- Local Authority Joint Strategic Groups for Injury Reduction
- Member Organisation Plans

LIFESKILLS PATRONS

The Patrons who have pledged support to Lifeskills are:

TERRY CLEVERLEY
Alderman, Bristol City Council

JANE CORKE, JP
Chair, North Somerset Primary Care Trust

DON FOSTER
MP Bath

DR JOHN HOOPER
Chief Executive, RoSPA

CHRISTIAN OAKLAND
Accident & Emergency Consultant, North Bristol NHS Trust

KATRINA PHILLIPS
Director, Child Accident Prevention Trust

DAWN PRIMAROLO
MP Bristol South & Cabinet Minister

JAY TIDMARSH, MBE
Lord Lieutenant of Bristol

LIFESKILLS MANAGEMENT BOARD

Directors: The Directors of the Charitable Company (“the charity”) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Directors. As set out in the Articles of Association the Chair of Directors is nominated by the Board who will also nominate a further four Directors – thus making a minimum total of five Directors. At every AGM, one third of the Directors (two) who are subject to retirement by rotation shall retire from office and if desired, offer themselves for re-election.

Chair: John Sleight, MBE (Director)

Divisional Officer, Avon Fire Brigade

Vice-Chair: Maggie Sims (Director)

Senior Health Promotion Specialist, South Gloucestershire PCT

Treasurer: Colin Whiteside (Director)

Management Consultant

Helen Arnoldi (Director)

Health Development Officer, Bath & NE Somerset Council

Rosalie Brown (Director)

Councillor, Bristol City Council

Sue Walker (Director)

LEA Health and Well-being Coordinator, North Somerset Council

Geoff Britton

Volunteer Guide Representative

Violet Delmas

Volunteer Guide Representative

Monica Harris

Schools Liaison Officer, Avon & Somerset Constabulary

Fiona O’Driscoll

Health Promotion Officer, South Gloucestershire Council

John Rhoden

Home Safety Officer, Bristol City Council

<p>The Board would be pleased to hear from anyone who may be able to contribute to the on-going development of the Centre.</p>
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Centre Manager: **Andrew Townsend**

Office Manager: **Angela Jeal**

Lifeskills for Independent Living Project Manager: **Louise Salter**

Lifeskills for Independent Living Admin. Assistant: **Lucy Coombes**

LIFESKILLS MEMBER ORGANISATIONS

Currently, the following organisations have pledged their financial and resource support on a recurring basis. Representatives of these organisations attend alternate Management Board Meetings and contribute to the development of the Centre.

- **Avon Ambulance NHS Trust**
- **Avon & Somerset Constabulary**
- **Avon Fire Brigade**
- **Bath & North East Somerset Council**
- **Bristol City Council**
- **North Somerset Council**
- **Primary Care Trusts –**
 - **Bath and North East Somerset**
 - **Bristol North**
 - **Bristol South and West**
 - **North Somerset**
 - **South Gloucestershire**
- **South Gloucestershire Council**

SUPPORTING ORGANISATIONS

To achieve its objectives, Lifeskills is also supported by a large number of organisations from both the statutory and voluntary sectors. A list of supporters is displayed in the Lifeskills foyer.

REVIEW OF THE ACTIVITIES AND FUTURE DEVELOPMENTS THE CHAIR'S REPORT

I am now delighted to share with you some of the outstanding achievements in what I have called a "Review of the Year".

So much has happened that I will, as last year, cover the key highlights as detailed in the Lifeskills Operational Plan. This working document was originally called a "development plan", now renamed simply because we really are fully operational in the true sense of the word.

As you will all know, Lifeskills carries out a diverse range of activities managed by working groups with a lead officer from the Management Board. You will not be surprised to see that I will start with our Volunteer Guides.

Volunteer Guides

Once again, the recruitment, training and retention of Volunteer Guides has been a priority throughout the year.

We ended the year with 78 fully trained Guides, of whom 12 are Trainer Guides (who have the role of ensuring that all our Guides deliver our safety programme in a consistent manner). In addition, another 15 Guides were undertaking initial training. Much of this success has been due in no small way to the efforts of our Volunteer Guide Recruitment Workers, Jane Leatt and Julia Wilson who are active trained Volunteer Guides themselves. A variety of recruitment techniques have been used including contact with organisations, negotiating work secondments, letters to all Primary Care Trusts in the area, using the media, stalls in a variety of locations including shopping malls, developing and maintaining contact with Volunteer Bureaux, also magazine appeals, mail-shots and poster drops.

A Volunteer Guide training programme is now well established and ongoing. All of our Guides continue to demonstrate a sincere commitment that is clearly shown in the way in which they carry out their day-to-day role. Since the introduction of our "Trainer Guide" scheme a more structured approach to training has been operating. We plan to increase the current number of Trainer Guides this year.

Regular "update" Training Sessions have been held, the most recent covering both home and fire safety issues. These were held on three different evenings and were attended by over 90% of our Guides. They were also given fully updated Guides Briefing Notes.

I do not put it down to good luck that we have retained so many of our Guides. The enthusiasm, commitment and support, I hope, is countered by the help, facilities and encouragement that Lifeskills offers to them. During the year we held two parties for our Guides that were very well attended. The warm and friendly working relationship explains the way in which Lifeskills operates. I would particularly like to

thank Violet and Geoff for representing the interests of all Guides on the Management Board and Violet, another thanks, for producing the excellent "Volunteers Voice" newsletter.

Children's Programme

During the year, 8,500 Year 6 Primary School children visited the Centre bringing our overall total to 19,000. This number includes some children with learning difficulties. The year has been the second in which we have enjoyed full funding from the Department of Health through the Primary Care/Primary Links Programme that enables all children to visit Lifeskills free of charge. I am pleased to tell you that through careful financial management we will be able to offer free transport for all schools during the next school year. We will also be offering with this free transport, a free admission for those schools who have never visited us and are located in areas of high health need. This, of course, relates to the academic year September 2003-July 2004, for which we are already fully booked.

Our target of reaching 75% of primary schools from our four local authority areas has now been achieved.

The Primary Care Links project has strengthened our working relationship with School Health Nurses, some of whom accompany their schools on a visit and offer the teacher classroom support using our Lifeskills Teachers Resource Pack.

Lifeskills for Independent Living

You may remember that last year I announced that Lifeskills had been successful in its application to the DTI for a bid for £50,000. Much has happened during the year to make Lifeskills more accessible for Adults with Learning Difficulties. Our first task was to employ a Project Manager, Louise Salter, who you will hear from shortly and an Administrative Assistant, Lucy Coombes. They have been working non-stop on developing training for professionals, including new resources. These include photostories and a video and researching the effectiveness of client visits managed by a newly formed Steering Group. This innovative work was profiled at last year's RoSPA National Home Safety Congress where Maggie gave a presentation to key safety professionals. One of the drawbacks of project-based work is the necessity to appoint staff on fixed-term contracts. The work that Louise and Lucy have produced demands consolidation and further development and I am, therefore, delighted to tell you that Lifeskills has been able to extend both their posts.

A Conference on Thursday, 2 July 2003 here at Lifeskills will provide the opportunity to hear in detail about the Lifeskills for Independent Living Project. During the year a further 55 professionals have been trained to use the Centre, bringing the total to 166. Also during the year a further 290 clients have visited the Centre bringing the total client number to 402.

Older People

This area of work has now become well established at Lifeskills. The Centres scenarios have in some cases, been adapted and equipment purchased to accommodate the needs of older people e.g. a second handrail on the staircase, a letter cage, grab rails in the bathroom etc. Six Volunteer Guides have been trained, using newly developed training materials, to work with older people. Over 200 older people have experienced this education and training programme with us. They have come mainly from luncheon clubs, day care centres, sheltered accommodation and South Gloucestershire Older Peoples Forum. Contact was made with Age Concern Village Links Scheme in Bath and North East Somerset in order to address issues and concerns about the isolation of older people in rural villages. Successful fundraising has enabled groups to attend Lifeskills free of charge with transport provided. As well as our home safety programme, older peoples' crime prevention awareness days are run by the Avon and Somerset Constabulary.

Police Initiatives

A brand new project has been held here at Lifeskills. Under the title of "Operation Taboo" members of the public who have been caught speeding in excess of 35 mph in built-up areas (particularly around schools) are given a £60 fine and the option of either 3 penalty points on their driving licence or attending a Speed Rectification session here at the Centre. These "Operation Taboo" days have been held on Saturdays and have proved to be extremely successful for those attending and more sessions have been booked throughout the rest of the year. A percentage of revenue raised is re-invested into safety education at Lifeskills.

Another new project began during the year – Driver Awareness Evenings, promoting personal safety for motorists. Working in partnership with Bridgestone Tyres, Avon and Somerset Police invited Neighbourhood Watch Scheme Co-ordinators to become aware of the dangers in car and street safety. The evaluation of the first evening showed how successful it had been and so it was repeated for our Volunteer Guides.

Quality Monitoring

This Group comprises professionals representing organisations with an interest in each of our scenarios and on request they continue to update Lifeskills resource information. A major development has been the total revision of our website that now has links with the websites of all our key partners. Why not log on to www.lifeskills-bristol.org.uk. Valuable input is made at these Group meetings in order to keep our scenarios reflecting current and appropriate practice and standards. This Group is very important to the foundations for the service delivery here at Lifeskills.

Evaluation Steering Group

The first eighteen months of the two-year research project undertaken by Oxford and Oxford Brookes Universities and funded by the Health and Safety Executive and the Department of Health has now passed. The data is currently being analysed and the findings will be reported in November.

Centre Development

Development of the Centre has continued during the year and is instantly noticeable in the Meeting Room with modern new tables, for which I must thank the Community Fund of Osborne Clarke and Ikea, and also a new public address system thanks to Andy Allen of Curve Audio. Also, big thanks to Mark Phillips and Western Power Distribution for the new fence surrounding the electricity substation. We will, of course, make every effort to improve and refurbish, where necessary, the Lifeskills scenarios, in order to maintain the high quality service that we provide for all our visitors.

Fundraising and Finance

You will see from the Accounts information contained within this Annual Report how we have progressed since last year. Without the generosity of so many supporters we could not operate at all, let alone be so successful. I understand how tight budgets are these days and am delighted and encouraged by the generosity of so many. I sincerely thank you all.

I am delighted to tell you that we have recently heard that our bid to the Lottery Community Fund has been successful, third time lucky! Louise and Lucy will therefore be staying with us for the duration of the award i.e. three years. This truly is recognition of the vital work that the Lifeskills for Independent Living project has so far achieved and will continue into the future.

Publicity and Media Coverage

This was, of course, ongoing throughout the year. Lifeskills was featured once again on radio, television and in the local press. We do keep a variety of press cuttings and articles, so please see Andy Townsend for copies. Lifeskills links its messages to relevant local and national safety campaigns. For example, the Older Peoples' Programme promotes the messages of the DTI "Avoiding slips, trips and broken hips campaign". Our supermarket links to local age related sales interventions. I would encourage you all to take every opportunity whenever you can, to promote the Centre.

Meeting our Legal/Financial/Risk Management Responsibilities

Lifeskills ensures that it meets all requirements of Company Law and other relevant legal/financial obligations. May I thank in particular, Osborne Clarke, Mazars, Colin Whiteside and Angela Jeal for their continual support and availability for advice and guidance.

Acknowledgements and Appreciation

Where do I begin to acknowledge all those who have supported us throughout the year? I'll try. Our **Patrons** who I know spread the word of Lifeskills whilst we, in turn take full opportunity to use either their name or organisation as we consolidate and develop our diverse range of activities. Our **Member Organisations**, without whose support Lifeskills could not be sustaining current and planning long-term strategies and plans. Can I also acknowledge the assistance given by the **Quality Monitoring Group**. This Group, although only meeting twice a year provides Lifeskills with the information that we need to deliver up-to-date and relevant safety messages for use by our Volunteer Guides. The **Management Board** whose expertise, time and patience are invaluable to Lifeskills. This well established Team has taken our work from strength to strength. We saw the retirement of Julian Hemming and Jeremy Furber (both former Directors) who have been a part of Lifeskills for several years, and I would like to publicly thank them for their support and partnership with us. Julian will still be assisting us with legal issues through his Company, Osborne Clarke. We welcomed "on board" **three new Directors**, namely Helen Arnoldi, Rosalie Brown and Sue Walker all or whom were already established members of the Management Board. Helen, of course, ran Junior Lifeskills for Bath and North East Somerset before we had a Lifeskills Centre. Rosalie has provided invaluable support in securing financial and resource links with Council Officers. Sue has been part of our schools management programme for some time, in particular with our work in the Primary Care/Primary Links project. I also recognise the enthusiasm, commitment and invaluable management skills of our Centre Manager, Andy Townsend. Supported by our Office Manager, Angela Jeal, we were indeed fortunate to have such a dedicated and motivated duo to have led us through the year.

There are so many **Individuals and Organisations** that have supported us throughout the year. We on the Management Board understand, acknowledge and appreciate each and every one. Without you all we would not be here and the community would not be able to benefit from the potentially life saving work which we carry out. We are all truly a team, efficient and effective. For another fantastic year I "**Thank you all**".

.....
JOHN SLEIGHT, MBE
Chair

REPORT FROM THE DIRECTORS/MANAGEMENT BOARD for the YEAR ENDED 31 MARCH 2003

The Directors/Management Board are pleased to present their report together with the financial statement of accounts of the charity for the year ended 31 March 2003.

Legal and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the statements of recommended practice (SORP) – accounting and reporting by charities.

OBJECTS OF THE CHARITY

Lifeskills – Learning for Living is a permanent regional safety education and training Centre based in Bristol. It covers an area of 10,000 sq ft of floor space on the fourth floor of the CREATE Centre in Smeaton Road, Ashton. Lifeskills resembles a “village” where a number of realistic “sets” have been built that include a supermarket, two houses, a garage, road with two vehicles, a building site, playground, electricity sub-station, railway line, countryside and farm, a garden and a river.

Every year some 30,000 youngsters in the former Avon area alone require hospital treatment for injuries – many of which could have been prevented through education and training. Throughout the UK, road and home accidents now account for around 20 deaths per day.

The objectives of Lifeskills are to help children and other sectors of the community learn about safety in a practical way. Its aim is to bridge the gap that often exists between knowledge and behaviour. Lifeskills aims to make a significant contribution to reducing the number of deaths and injuries sustained by children and young people, those with learning difficulties and older people, which are caused either in the home, on the road or during their leisure time. These aims are consistent with Government targets, in particular, the White Paper “Saving Lives, Our Healthier Nation”. To achieve this, Lifeskills:

- offers the opportunity to all Primary Schools in the former Avon area (and beyond with a suggested one hour travel distance by coach) to book a Year 6 (10/11 years of age) class visit
- offers the opportunity to all those schools/groups with learning difficulties under the age of eighteen years to book and visit
- offers the opportunity to train professionals who work with adults with learning difficulties to bring their clients to the Centre

- offers the opportunity to work with older people (60+) to book visits and experience education and training programmes
- operates the Centre by the use of trained Volunteer Guides who facilitate many of the diverse education and training programmes
- evaluates all training programmes delivered at the Centre
- encourages partnerships with the business and commercial sectors
- encourages partnerships with the statutory and voluntary sectors
- makes full use of the media
- encourages the public to see the Centre for themselves, holding both Open Days and Evenings

ORGANISATION

Lifeskills has a Management Board of eleven members, six who are Directors. The Board meets six-weekly to administer the Charity. There are Sub-Groups who support the Lifeskills Operational Plan, which focuses on activity programmes, e.g. Volunteer Guide Recruitment and Training, Programme Development (Children), People with Learning Difficulties, Older People, Police Initiatives, Quality Monitoring, Evaluation, Centre Development, Fundraising, Finance, Management of Staff, Legal and Financial Arrangements, Risk Management and Contingency Arrangements. The Centre Manager and Office Manager who are full-time employees of the Charity manage the day-to-day operations of Lifeskills. They are responsible to the Management Board.

The following Directors held office throughout the year until the date of this report, unless otherwise stated:

- John Sleight, MBE, Director
- Maggie Sims, Director
- Colin Whiteside, Director
- Jeremy Furber, Director – Resigned September 2002
- Julian Hemming, Director – Resigned September 2002
- Helen Arnoldi, Director – Appointed January 2003
- Rosalie Brown, Director – Appointed January 2003
- Sue Walker, Director – Appointed January 2003

RELATED PARTIES

Lifeskills has the full support of a wide number of statutory and voluntary organisations. In this regard a core number are represented on the Member Organisation Board. These include the Primary Care Trusts, the three Emergency Services and four Unitary Authorities. These members support Lifeskills through recurring funding and resources. Lifeskills finances are included within the Financial

Accounts section of this Annual Report. Lifeskills would like to acknowledge the major financial support from both the Department of Health and the Health and Safety Executive who have supported a research study of the Year 6 programme. The study, due to report in November 2003, is being carried out by Oxford and Oxford Brookes Universities.

FUTURE STRATEGY

The Charity plans to continue the activities outlined within the Chair's report in the forthcoming years, subject to satisfactory funding arrangements. The Charity has a Strategic Development Plan titled "Lifeskills Operational Plan" which forms the foundation of the work undertaken. A programme is currently underway training professionals to work with adults with learning difficulties as a result of a one year funding grant received from the Department of Trade and Industry. Lifeskills secured funding to appoint two Volunteer Guide Recruitment Project Workers to secure the recruitment of Lifeskills Volunteer Guides.

RESERVES POLICY

The Management Board have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets ("the free reserves") held by the Charity should be between 6 and 12 months of the resources expended, which equates to approximately **£39,000 to £78,000** in general funds. At this level the Management Board feel that they would be able to continue the current activities of the Charity in the event of a significant drop in funding. It would obviously be necessary to consider how the funding would be replaced or activities changed. At present the free reserves which amount to **£142,698.00** reach and exceed this target level.

RISK REVIEW

The Management Board has conducted its own review of major risks to which the Charity is exposed and systems have been established to mitigate those risks. These are identified in the Lifeskills Operational Plan. In this regard a fundraising strategy is being developed which will allow for the diversification of fundraising and activities. The inclusion of Member Organisations to Management Board meetings was a significant move to bring those major financial/resource providers around the table and allow them to have a voice in operational matters. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the Charity. These procedures are periodically reviewed to ensure that they still meet the needs of the Charity.

RESPONSIBILITIES OF THE MANAGEMENT BOARD

Company Law requires the Management Board to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charitable Company as at the balance sheet date. It also states its incoming

resources and application of resources, including income and expenditure for the financial year. In preparing those financial statements the Management Board should follow best practice and:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Management Board is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company. They will enable them to ensure that the financial statements comply with the Companies Act 1985. The Management Board is also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Management Board and signed on their behalf by:

.....
JOHN SLEIGHT, MBE
Chair

Dated: 16 June 2003