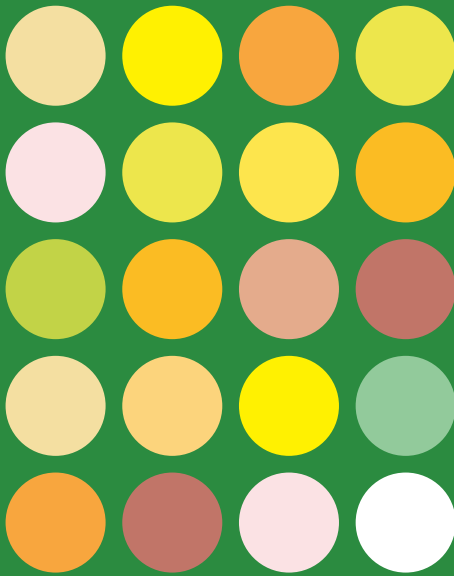


multiple choice 

Annual Report



2008



multiple choice

vision

Multiple Choice's vision is of a society within which all people who have been negatively affected by drug use can easily access a range of high quality services, aimed at restoring mental, emotional and physical well-being in order to move on and live sustainable, meaningful and rewarding lives.

mission

Multiple Choice exists to help people help themselves to overcome the negative impact of drug use. By offering a safe, respectful and supportive space, individuals are able to regain control over their lives.

We enable the development of skills, talents and the confidence to achieve personal goals and ambitions. We are committed to providing the very best standard of service and outstanding care.

values

Multiple Choice is:

Welcoming

Multiple Choice offers a safe, supportive environment where people in need of our services are made to feel welcome from the moment they step through the door. A cup of tea and a friendly face can quickly help to allay the fears and uncertainties of making new, and sometimes scary, steps towards recovery and moving on. We also welcome alliances with partner organisations who can compliment the services we offer our clients, and lead to more holistic packages of care.

Passionate

Multiple Choice is passionate about the service we deliver. Our client group may not seem like one of the most popular causes for public support, but having worked with our client group for over 8 years, we have been lucky enough to work with many amazing individuals whose passion to take back control of their own lives has been an inspiration for all of us who work here.

Challenging

Multiple Choice is determined not only to continue providing the best possible services to Leeds drug users, but to keep challenging negative stereotypes and attitudes towards our client group as a whole. In the individual work we do with clients, we are continually challenging negative preconceptions about individuals' abilities to succeed and achieve their dreams, sometimes with quite astonishing results.

Innovative

Multiple Choice is a relatively small, locally based organisation. This means that we are closely influenced by our immediate environment, and therefore well positioned to adapt to new situations. Our multi-disciplinary team means that we are able to address sometimes complex issues with creative and innovative solutions very quickly. In a constantly changing environment, we are always thinking on our feet, and listening closely to what our clients have to say.

and

Respectful

Multiple Choice is fully aware of the individual nature of drug addiction, and understands that what may work for one individual will not necessarily work for another. We respect individual choice in care planning the treatment options for our clients, and work alongside individuals as they make their way through their own recovery process.

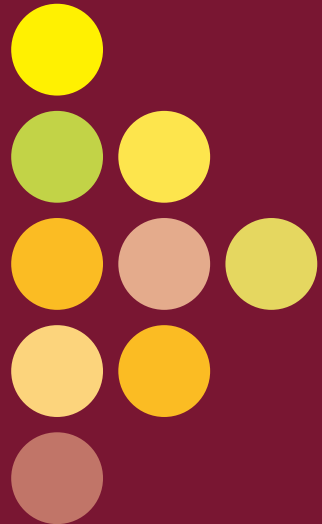


Foreword

Welcome to our annual report which describes events and work carried out from April 2007 until the end of March 2008 at Multiple Choice.

Multiple Choice planned and delivered agency networking event the Sector Connector in November 07. 20 agencies had presentations and displays and around 100 visitors attended throughout the day.

Contents



What is Multiple Choice?

Who we are

Multiple Choice is an independent registered charity, based in Leeds city centre. We provide services for people who want to address issues regarding their drug use. We also offer pathways, through traineeships and volunteering, into training and employment, for people who have themselves used services in the past, or have experienced social exclusion.

What we do

Structured Day Care

Access to Residential Detox/Rehab

Complementary Therapies

Volunteering Programme

Groupwork

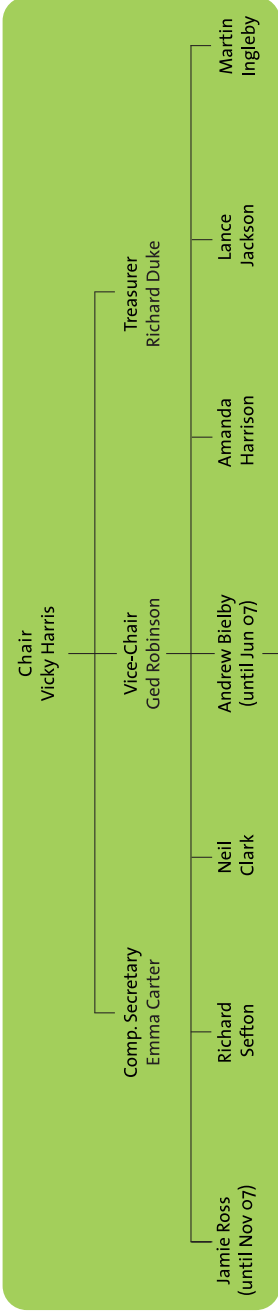
Advice and /or Advocacy

Support with moving on into education, volunteering or training

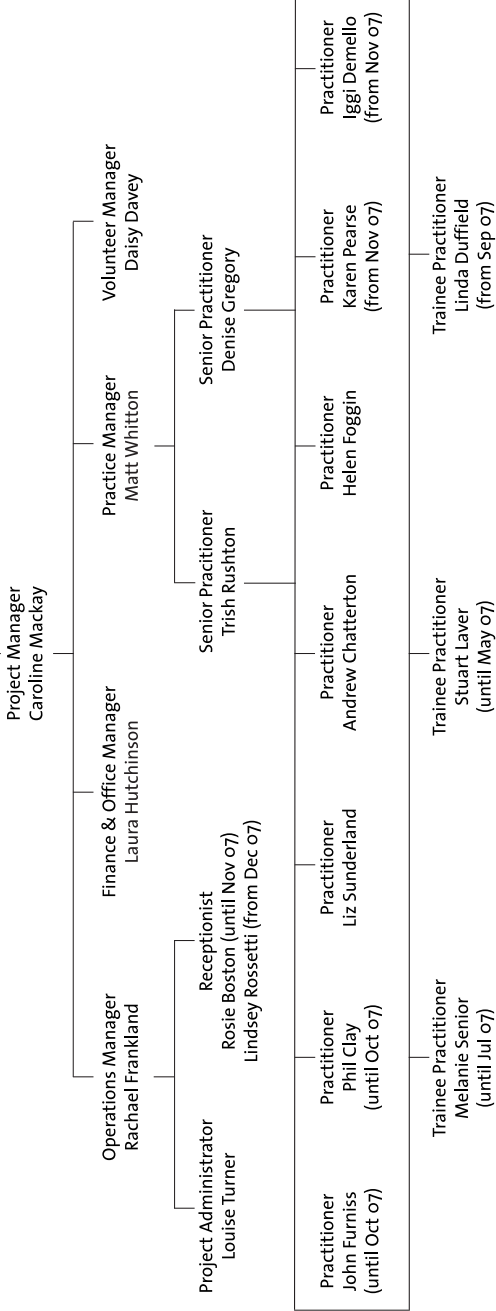
Enhanced Drop In services including women specific, stimulant and drug free services.

We do not prescribe medication ourselves, but work closely alongside other prescribing agencies to support people with detox, maintenance and general health needs, we are also able to support families and carers of our clients.

Who we are



Board of Trustees



Trainee Practitioner
Stuart Laver
(until May 07)

Trainee Practitioner
Linda Duffield
(from Sep 07)

Structured Day Care

Our community programme offers an alternative to long-term residential rehab. Each person has a dedicated keyworker and together an individual care plan is designed which will offer the best chance of success.

The plan may involve all or some of these options:



At the beginning of the last year the provision for probation clients on the Drug Rehabilitation Requirement programme was relocated to another provider. This meant that we could focus our attention on our community clients. We reinstated our drop-in service which included specific interventions for stimulant users, women and drug free individuals.

An ongoing process of client feedback continues to inform changes to our groupwork programme and in this year we developed a range of groups including Flying Solo, Mind Over Matter and Drug Solutions which offer a range of interventions looking at health and well-being, relapse prevention and independent living.

Group Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
10	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
11	Acupuncture	Self-discovery Meditation	Cooking	Computer Club Stagecraft	Walking Group
12	Lunch	Lunch	Lunch	Lunch	Lunch
1	Flying solo – dealing with authority	Drug Solutions – Cravings Part 2	Rehab Prep 2–3.30pm	Mind over matter – CBT	Feel good factor – sleep & relaxation
2					
3					
4	Ear Acupuncture 4–5pm Drama Group 4–7.30pm	Ear Acu Arts & Crafts	Closed	Music 4–5pm	
5		Closed		Drug free 4–6pm	
6					
7					
7:30				Closed	
					Closed

Drop-in Timetable

	Monday	Tuesday	Thursday	Friday
10–1	Stimulant Group	Women's Group	Stimulant Group Women's Group	
2–5	Drop In	Drop In	Drop In	Drop In

Residential Rehab

Residential rehabilitation is a long term treatment intervention (approx 9 months), which offers people the opportunity to live in a structured, supportive environment which can lead to recovery from addiction and the development of skills to remain drug free.

Rehab workers Trish Rushton and Andrew Chatterton had a busy year assisting clients in choosing the right rehab (and detox if necessary), and offering support throughout the process including applications for local authority funding.

In the last year this service had surpassed its annual target for number of community care assessments carried out before the end of quarter three.

We have seen many clients make positive and sustained changes to their lives. This includes those who discharged early from rehab but have remained either drug free or their time in rehab has had a significant impact on them. This year we have developed stronger links with other agencies in Leeds and CARAT workers in order to make rehab more accessible to our clients. As in previous years we have developed links with new rehabs in order to give our clients better choice of programme and style as well as using established rehabs who continue provide an excellent service. Accessing rehab is quite a simple process and assessment is open to all residents of Leeds who wish to explore rehab as a treatment option.

This is the message we will continue to promote throughout the coming year.

Trish Rushton

Complementary Therapies

This has been another good year for the development and growth of the complementary therapies at Multiple Choice.

Over the year we have successfully given a healing space to many clients. The feedback has been very positive from the clients who have accessed the services offered.

Giles and Andrea continue to offer a range of therapies including acupuncture, massage (both sports and therapeutic), reflexology, and meditation. Rehab Practitioner Trish also continues to offer Indian head massage.

We are planning to expand the skills of the staff team, by holding internal training in ear acupuncture (the detox protocol), in the coming year.

All the therapy team offer a high level of care and skill, and are a valuable part of the team here at Multiple Choice.

Women Only Service

The Women Only Service provides a safe, informal space for female clients, offering groups such as relaxation, pampering, baking, swimming, craft groups and outings to various local places of interest.



Volunteering

In this year we developed a range of Good Practice areas for working with volunteers including: Recruitment and Selection, Involvement and Recognition and Progression and Exit.



Working with funders, Goldstar, has enabled us to build the profile of volunteering at Multiple Choice. On a national level our Volunteer Manager and Katie (a volunteer) gave a presentation at a Goldstar conference in Birmingham. Here they met Phil Hope, Minister for the Third Sector, who was impressed by Katie's story and later used it in a speech at the National Conference for Volunteering England.



On a local level, we held a good practice event at Leeds Town Hall which gave the opportunity to share our experiences of working with Goldstar, and of developing a volunteer programme which works with individuals who have experience of being socially excluded.

Within our organisation we celebrated our volunteers through National Volunteer Week. Every member of staff was allocated a volunteer and their task was to do a presentation in front of the rest of the team. This was great fun and a great way to say thank you to our volunteers for their continued contributions.

Our main achievement this year was securing Big Lottery Reaching Communities Funding which will enable us to develop our work with volunteers, and to establish partnerships within other local providers of health and social care until 2011.

Finally thank you to all 22 volunteers we have worked with over the past year.

Service User Comments

“Hello I am Martin Ingleby, I have been service rep for about one and half years now. It has been good for me in my recovery and for Multiple Choice as I have known a lot of the clients for a long time now, which I hope has made me more approachable with ideas, complaints and for a general chat.

Some of the ideas that I and James helped with were the breakfast group which followed on to the lunch group, walking group and the drop in. These have improved Multiple Choice in a big way and let it move forward.

One of the big improvements has been the groups which are a lot better and cover everything from debt to health, the groups are about every drug now not just opiates like in the past, which is a big improvement. This has changed the service in a big way with a more diverse group of people.

We have been to a lot of events in my role as service rep, the Sector Connector which brought lots of services in Leeds together and went really well. The Hep C forum which is every two months went really well and from this we had the idea of starting a group for people with Hepatitis A, B and C to get together and talk about their treatment and experiences.

Soon we will be planning an open day which we expect about 100 people will attend and we hope will open Multiple Choice to a number of people and get more involvement with the service.

I hope my time as service rep has helped people move on and achieve their goals and a big thank you to all the staff and volunteers which have changed my life and helped countless others maintain a drug free life”.

“It’s a good safe space. Lots of support. You feel like you fit in – a place to move on and make choices.

There are some intelligent groups at the moment that encourage you to think! The walking group and breakfast group make me spend more time here. I can spend all day if I want.

The art space is a good place to think and get away if I want my own space”.

Steve H

“Another year gone by and what’s changed? Well, the drop-in is up and running and doing very well! Also the cooking group and dinners are now a permanent feature – so, Jamie Oliver... watch out!

Thank you again to everyone who has helped to make Multiple Choice the success that it is, including staff, volunteers, clients and everyone else who I don’t know... thanks!

So, where does Multiple Choice go from here? Who really knows... but with everybody’s help, I’m sure it will continue to be the best for a long time to come. As in all industries, networking is key, and we’ve been to loads of events to promote Multiple Choice including the Carriageworks which was a great success and showed Multiple Choice at its best.

I guess that’s about everything, except to say good luck to the new service user reps, and I hope they continue to improve the services and help other clients with their problems.”

James Dodd

“Gets me out of the house and keeps my mind busy. Gives me lots of help with the Hep C group, which is great! I like to talk to people in the same boat!”

Pixie

“Complementary therapies are great and open to all. Friendly staff and clients. Freedom of building – lots of trust – does not feel like you are being watched. People come here because they want to, not because they have to. A safe place!”

Gaz

Statement of financial activities for the year ended 31 March 2008

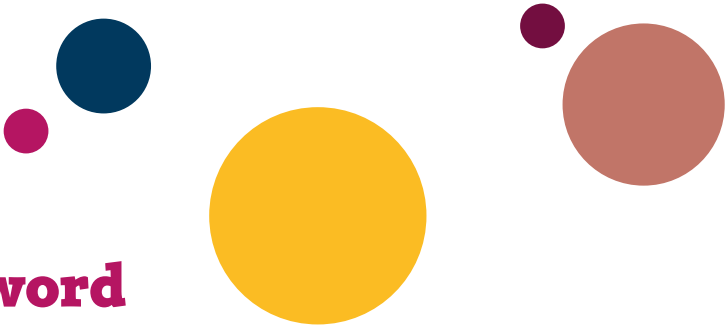
(Including Income and Expenditure Account)

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2008	Total Funds 2007
		£	£	£	£
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income: Donations	2	317	465	782	–
Investment income		4409	–	4409	3727
Incoming resources from charitable activities					
Grants contracts and fees	3	458269	100391	558660	537269
Other		194	–	194	–
Total incoming resources		463189	100856	564045	537269
RESOURCES EXPENDED					
Charitable activities: Provision of drug services		451874	109328	561202	526769
Governance costs		10043	–	10043	9335
Total resources expended	4	461917	109328	571245	536104
Net income for the year and net movement in funds	5	1272	(8472)	(7200)	4892
Total funds at 1 April 2007		140653	19071	159724	154832
Total funds at 31 March 2008		141925	10599	152524	159724

Financial Review

The Statement of Financial Activities shows a net deficit for the year of £7200 with reserves at 31 March 2008 totalling £152524, of which £10599 were restricted.

Reserves policy – the Trustees have established a policy whereby the unrestricted funds, not committed or invested in tangible fixed assets (the ‘free reserves’ should be 3 months of resources expended (£143000). At this level the trustees feel they would be able to continue the activities of the charity in the event of a drop in funding, and enable sufficient time for replacement funding to be sourced. At present the free reserves amount to £119084. This policy will be reviewed annually.



Backword

As in previous years, 2007–08 has seen many changes in and around Multiple Choice. The National Drug Strategy “Tackling drugs to build a better Britain” came to an end in March 2008 and has been replaced with the new ten year strategy “Drugs: protecting families and communities”. Consequently in Leeds all drug services will be re-tendered for in the coming year and so there is the potential for many more changes to our current drug treatment system within the city.

At Multiple Choice in the past year staff members Phil Clay, John Furniss and Rosie Boston moved on to pastures new, and we welcomed Linda Duffield, Iggi Demello, Karen Pearse and Lindsey Rosetti to the team. I would like to take this opportunity to thank all our staff and volunteers (including the trustees) for all their hard work and commitment over the past year.

Caroline Mackay
Project Manager

Thank you's

We would like to thank the following for their continued support over the past year:

Safer Leeds Drug Team – Structured Day Care

Leeds Social Services – Residential Rehabilitation

Leeds PCT – Residential Detox

Goldstar Exemplar Programme – Volunteering Project

Fareshare – Food donations for breakfast and lunch clubs.

Richard Honey at dg3 for design and print.

Leeds Special Grants Programme – For funding agency networking event – Sector Connector in November 07

Ian Pickup & Co – Auditor



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