

ANNUAL REVIEW 2016/2017



15/1/17
Miles

WELCOME...

to Milestone Trust's Annual Review 2016/17. Once again we have changed the format (it keeps everyone on their toes) and we have focused this year's review on our Expressions programme, which celebrates the creative arts.

Some may know 'Expressions' as a one off annual event held in Bristol that picks a theme and displays various elements of the creative arts. It goes beyond this with a continual programme of work in this area, involving many of our service users across all our services – learning disabilities, mental health and dementia. We have found that there are significant benefits to service users who are engaged in these activities, and staff also gain from their involvement. One of our core values is 'We take our creativity to work with us'. This is not only reflected in the Expressions movement, but also in the way we consider the many challenges we face where lateral thinking and ingenuity can dramatically improve the quality of life for the people we support.



I would also like to take this opportunity to thank our staff, volunteers – both individual and corporate, and all those who have supported Milestones Trust this past year for your commitment, compassion and professionalism. I know our service users appreciate all that you do for them.

We hope you have fun exploring what we offer as a Trust and find our review inspirational and informative.

John Hoskinson OBE, CEO

W

I would like to take this opportunity to thank our staff, volunteers – both individual and corporate, and all those who have supported Milestones Trust this past year for your commitment, compassion and professionalism.

What is Expressions?

Collaboration, openness and creative thinking are at the heart of Expressions. It is a year-long programme of creative arts events that culminates in a spectacular exhibition that is open to the public.

The focus for Expressions has always been to make the arts accessible, interactive and a source of wellbeing. The programme encompasses all forms of art – film, ceramics, textiles, food, photography, performance and spoken word to name just a few.

Most importantly, Expressions shows that the journey of making art is as important as the final piece.

Our service users are involved in every aspect of Expressions, from creating the art to organising the show. We also work with professional artists and local organisations to give them invaluable access to the art world and help to get their work exhibition-ready.

Those who participate in Expressions learn new skills, which have a positive effect on their mental health and wellbeing. They get a sense of achievement, identity and pride from overseeing their project from beginning to end, which in turn gives them the confidence to achieve other goals and milestones in their lives.

Involving people in every aspect of the Expressions events development is the best way to develop a sense of connection to their community and the wider world. Those who practice some form of art value this participation as a form of self-expression, a way of releasing stress and an opportunity to develop creativity, new skills and confidence. It is important to us to recognise that the arts can be a source of identity and pride, and can play a vital role in helping individuals to make sense of the world.

As the event is open to the public, we are able to engage with the local community, showcase our services, educate on mental wellbeing, and reduce stigma and perceptions about health and social care. We have learnt that engaging with the general public has benefits that can go beyond visiting the exhibition. It can even help people re-evaluate their own lives and what they want to achieve.

Most importantly, Expressions shows that the journey of making art is as important as the final piece.



Charles, from the Cranbrook Road art group.

**“I THINK THE PERFORMANCE
AND WRITING BECOMES PART
OF THE INCLUSION PROCESS,
WHICH IS A VERY POSITIVE
THING AND GETS RID OF
THE STIGMA THAT CAN BE
ATTACHED TO THESE THINGS.”**

Tim Burroughs, poet.



**“Once I got into the painting the sky, I loosened up,
let go and felt free. I really love the creative process.
When I feel low, coming to the group really cheers me up.”**

Tania, artist, part of the lin4 group.

“IT’S THE ART THAT KEEPS YOU GOING.”

Fred, artist, in conversation with Georgia, group facilitator.



Dan – portrait painter



**“SOMETIMES
I DON’T WANT
TO COME BUT
IT’S TO GO AND
MAKE ART – IT
GETS YOU OUT
OF YOUR SHELL.”**

Peter, artist.



**“I always look forward to Thursday’s Textile group since
I’ve been here, not only is it a social gathering but we
also produce something creative.”**

Paula, Greengates resident and group member

FOCUS ON FILM

Filmmaker **EMMA GRANT** has been working with the Trust as part of Expressions:



**“FILM GIVES PEOPLE AN OPPORTUNITY TO USE
A NEW MEDIUM TO EXPRESS THEMSELVES
AND TELL THEIR STORIES. A FILM CAN BE
DISPLAYED AND WATCHED AGAIN AND AGAIN.
IT CAN BE A PERSONAL REMINDER OF A GREAT
ACHIEVEMENT, OR A WAY TO TELL LOTS OF
PEOPLE A STORY OR AN OPINION.”**



F

OUR ART GROUPS

We run art groups in our homes that aim to get our service users thinking about their own journeys in a space away from their bedrooms, but still within the safety and security of familiar surroundings.

At Tramways, the group started off as a predominately pottery-orientated group – they even have their own kiln that can finish off their projects to a professional standard – but they have now branched off in

other art mediums and regularly pick up a pencil or brush, rather than a piece of clay. Their meeting place is a warm and inviting studio at the bottom of the garden where they can focus on their art without any distractions. Bernice and Leslie are both regulars to the group and share their stories in this book.

Cranbrook Road has an altogether different feel; the group meets in the communal lounge and promotes openness and discussion – anyone can drop by and see the artists at work. The window looks out over their lush garden, providing inspiration, and is right next to the kitchen where they can make a cup of tea to refuel, ready for their next grand idea. This group uses the traditional medium of paint and canvas, using colour, shape and form to bring their creations to life.

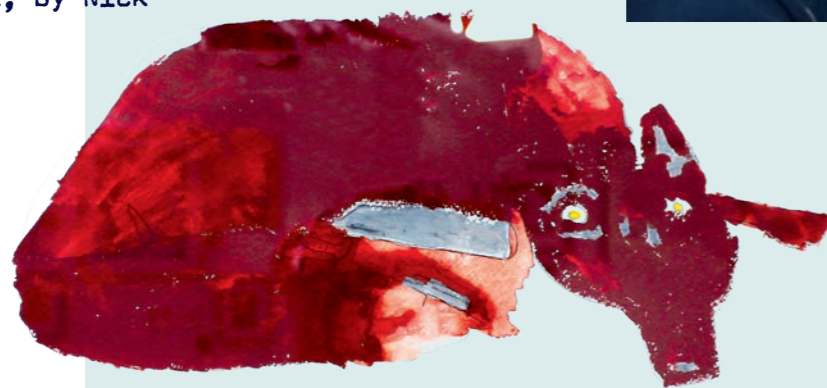


TRAMWAYS



CRANBROOK

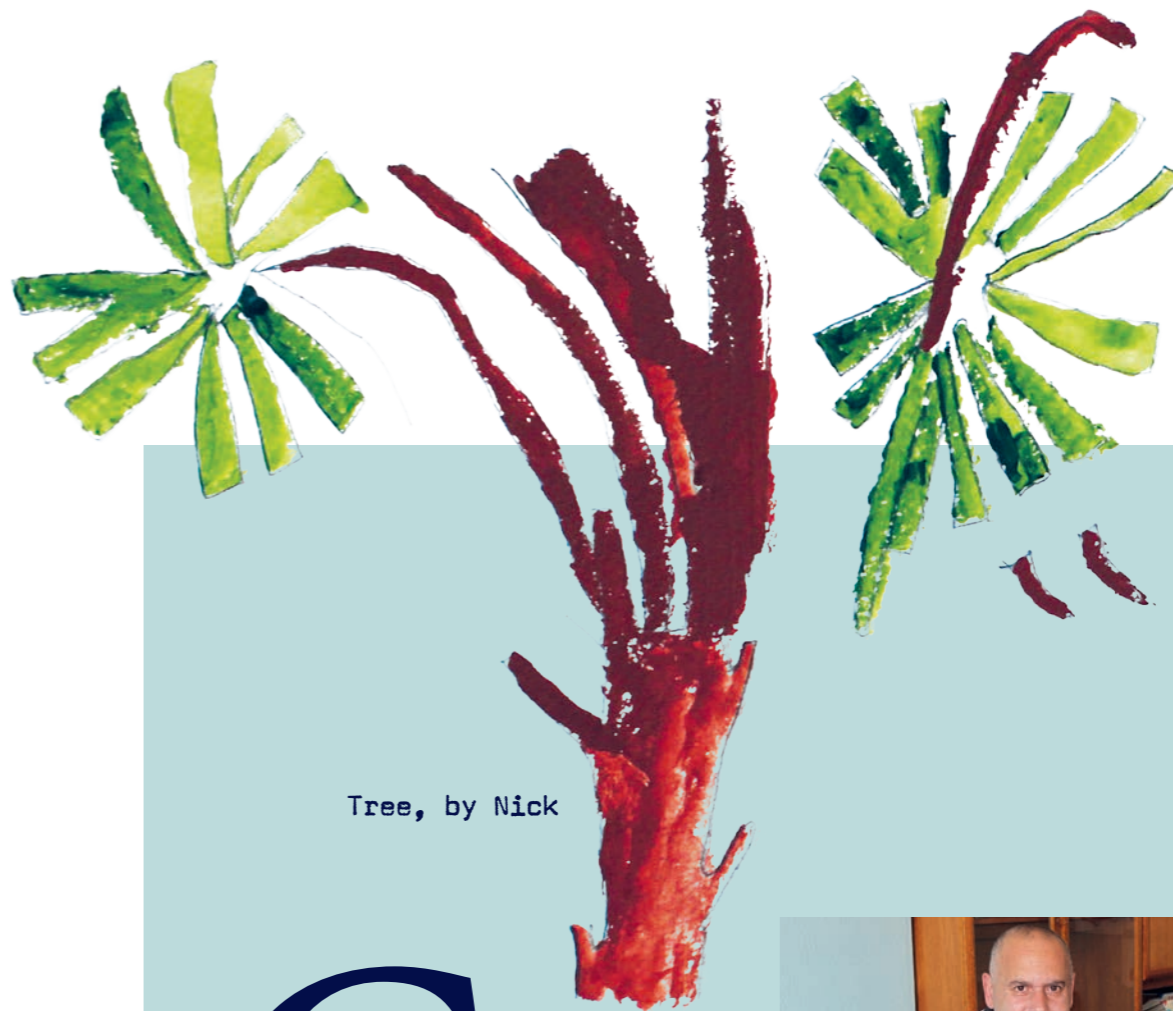
Fox, by Nick



Peter



John, Douglas and Peter with Ludmila in support



Tree, by Nick



Nick, from the Cranbrook Road art group.

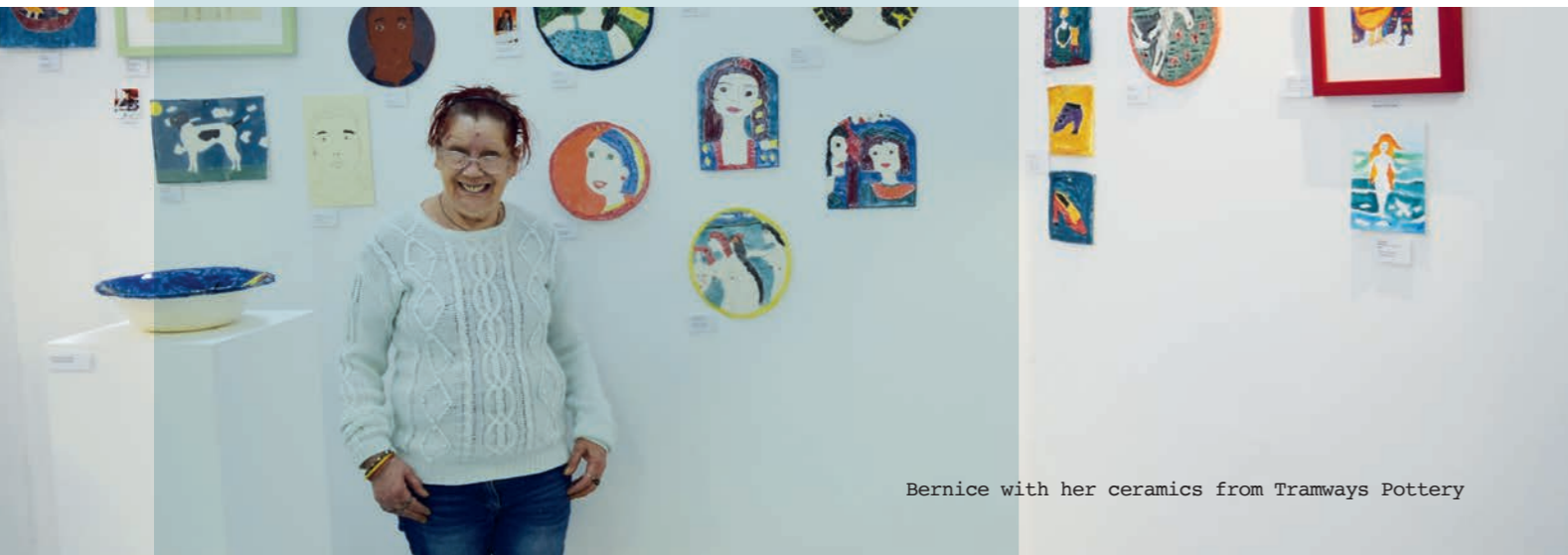
Bernice.

When Bernice first saw her work on show at Expressions, her first thought was "Wow, I'm great!". It is this self-belief that the ceramics group nurtures. Bernice has an innate artistic talent but had no training and no one had taken the time to teach her any formal skills. Georgia and Bernice worked on getting proportions and perspective right, and as a result, her art has become adult, confident and considered. This confidence has spilled over into other parts of her life. When she has free time, she likes to go to galleries and museums, taking inspiration from fellow artists and bringing that into her own work. Creating art is her opportunity to be seen, feel valued and appreciated. But also to pass on a little of the creative joy she feels to others who view her work.



Bernice and Anthony working at Tramways pottery

I LOVE WATCHING OTHER PEOPLE LOOK AT MY WORK



Bernice with her ceramics from Tramways Pottery



Bernice's award winning painting of a cockerel



Georgia taking her watercolour class at Expressions



Georgia with one of our artists, Peter.

G

Georgia.

For 20 years, I worked with the homeless and recovering addicts, helping them to acquire confidence and skills. I had bundles of energy and really felt like I was making a difference. Now that I'm older, and as a professional artist, it is such a joy to me to still be able to make a difference through art. My art is forever growing and evolving alongside the art of the service users. They feed me with inspiration just as I inspire them. In each of the groups, we have built a sociable and creative community together. Each individual artist comes because they want to. It is a space where they can be whoever they want to be. I don't ask for their medical history as to me, they are adults who are showing the best of themselves, not just a user of services. I want their art to be their focus.

Some of the artists had never made any form of art prior to joining the group. They needed extra support and this support needs to be carefully given. With time and a gentle guiding hand, I've found that the more they come to the group, the more they enjoy and the more they get involved for themselves and by themselves.

Making things to sell is different to making things for yourself. For our own art, we collect inspiration that holds personal meaning and translate that onto paper, pottery, textiles... whatever medium we choose. For saleable work, we need to look past these meanings and into what others can get from our art. This is why the Expressions festival is such a wonderful event to have. It acts as a focus and a place where hard work can be seen and appreciated. The artist's meaning can be understood and new meanings can be found.

To keep the creative juices flowing, we go on regular trips to museums, galleries and performances. What we get from these trips stays with us and informs our art.



Leslie at Tramways with Georgia.

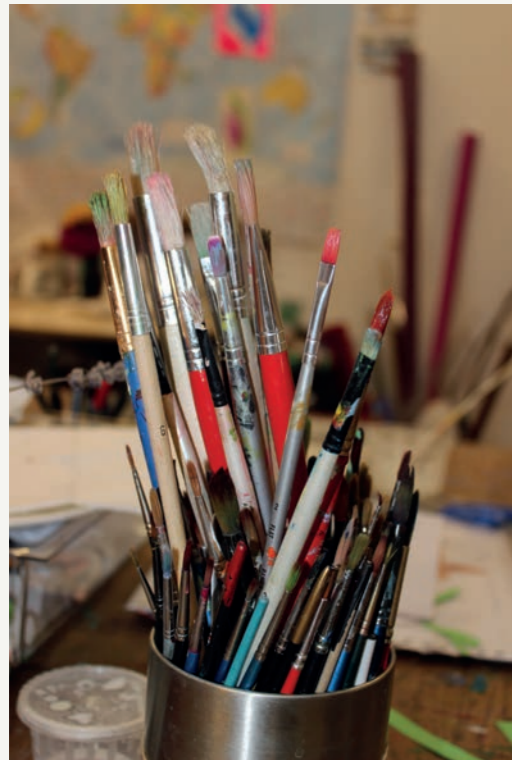
Leslie.

Leslie is a practical man, a fixer-upper, but since experiencing memory loss and a subsequent lack of confidence, he has become a bit unseen. He finds it hard to speak to people as he often forgets what has been said. The art and ceramics group he goes to really helps him find his voice. It acts as a connection – it connects him to his thoughts, his voice, his art and others around him. The group is a safe space where he can be seen and heard, giving him confidence to be seen and heard outside of the group.

Going to the group regularly acts as a familiar reference point. Each week he has the chance to chat through work done last week and what he wants to work on this week. He has been immersed in painting but is now starting to branch out into ceramics. Georgia is working with him to create something that taps into his practical nature – an object that is both beautiful and useful. By working together over a long period of time, Georgia and Leslie have been able to build a level of trust that has benefited them both and helped Leslie prosper as an artist.

“THE GROUP HELPS ME LINK THINGS TOGETHER.”





It is an opportunity to make friends and create meaningful artwork that can help alleviate everyday pressures and anxieties.



ART FOR WELLBEING

The Art for Wellbeing group provides a safe, supportive and non-judgemental place where service users can learn skills in printing, drawing, stencil making, painting and ceramics. It is an opportunity to make friends and create meaningful artwork that can help alleviate everyday pressures and anxieties.

The group meets three times a week at Easton Community Centre and is facilitated by Emma. They regularly exhibit their work to the public at the Expressions festival and at different locations across Bristol.

Emma.

"I took over in June 2015 and I'm loving it – it's what I've always wanted to do. It's great having the space and freedom of our own room at Easton Community Centre.

"We've made it into a very creative area where everyone can come along and make art, meet friends and socialise without any pressure.

"It also acts as a space to ask questions and talk through things, both personal and about what's happening in the world at the time. Having Expressions as a place to exhibit our work is amazing. It's great that we have a big project that we can be involved in and it's wonderful seeing our artwork being displayed to the public. It really helps to have a goal to work towards."

Wayne's story

"I started off in the community kitchen with Emma as I wanted to learn how to cook. When this stopped, I joined the craft group and now come along to the group twice a week.

"I've never really done art before – matchstick men was about it. It's good to come to if I'm stressed as once I get into the art it helps to take all the tension away.

"I tend to give myself a hard time and pick really difficult subjects to draw, like dragons, but when I get the end of a picture I get a sense of achievement (as long as it doesn't go wrong!)."



L

Lime is a
favourite
colour of mine
it can ah man
look divine
that favourite
colour of mine ♥

Sarah Thomas.

THE IMPORTANCE OF POETRY AND DRAMA IN DEVELOPING SELF-EXPRESSION

Marion Brazier.

In 2017 Tim Burroughs and I held eight Poetry and Performance workshops for the service users of Milestones Trust. The concept of the project was to introduce poetry as a means of developing self-expression and confidence through exploration of writing and performance styles.

It cannot be stressed strongly enough how such projects can bring real benefit to those able to take part. By encouraging and developing self-expression, culminating in tangible recognition of personal contributions by way of a collection of their work can only have a positive effect. And to best demonstrate this, I include here a copy of one of our weekly reports on the workshops, showing what that session had included together with the service users' contributions and responses – and to which I feel must be mentioned is how one of the group who is, ordinarily, mute, found a fine voice through the number of short, poignant poems they'd contributed throughout:-

Week 7. 1st June – Sarah, Linda and support, Pat, and Ian and Robert attended. Tim's song to start the session today was "Another Love Story" – an upbeat reggae number where everyone joined in the chorus. Robert had returned from his holiday in Devon with photos and tales of his trip to Lundy, together with a poem about the whole of his holiday experience – which was evidently very enjoyable. Linda recited from memory a poem she had composed about losing her beloved husband 6 years ago. The group enjoyed her piece and shared their views on bereavement, and how writing things down, bringing grief into form, helped to heal feelings of loss.

It cannot be stressed strongly
enough how such projects can
bring real benefit to those able
to take part.

Sarah brought along a new short poem about not wanting to be a fly, which Marion read to the group and, again, we all shared how much we liked it and joked about those creepy crawlies that make us cringe. Tim suggested we all write a poem about insects but Marion – to the group's relief – humorously thought that this was too 'creepy'. Ian sang a new song along to his own music backing track. We all shared lines from the poem "Fairytale" by Miroslav Holub, a famous contemporary Czech poet and discussed what we liked about it, especially as it describes him wrapping his life and house in a handkerchief. The workshop finished with Tim's 'ekphrastic' poem – a poem inspired by an artwork. The artwork concerned was "Cloud Study" by the artist John Constable, and Tim's poem explains what he'd learned from Constable's work about how to paint clouds. The group then discussed some artworks they found were inspirational.

The booklet of all poems and compositions completed during the project is available on request.

THE GREENGATES TEXTILE GROUP.

Natasheya.

Greengates Textile group have been meeting since 2010, after the first Expressions event. We are a group of women, although men are welcome, from all over the Trust that enjoy sewing, felting and other textiles ‘arts’.

We enjoy having a chat and a laugh as well as making new things together. Everyone gets involved, service users, staff and volunteers; we share our skills, learn new ones and share our stories and experience.

We’re always looking for new projects to challenge ourselves in being creative. One of our regular projects is Treefest, which takes place every December in the gothic splendour of St Mary Redcliffe Church in Bristol. Local groups, charities and organisations are invited to create a tree and decorate it in a unique and creative way. We have entered Treefest for the past three years; we won the first year, came second in 2016 and are delighted to say that we’ve been awarded favourite tree of Treefest 2017!

As a group we are really proud of what we have created over the years for all the projects we are involved in and are looking forward to new challenges in 2018!

T



Artwork at Greengates



“I really enjoy Greengates Textile Group - There is a variety of knitting & sewing and we are always starting new projects. The group is a very sociable one and we have all become good friends.”

Ann, Greengates resident and group member





1IN4 PEOPLE

1in4 People run a mental health wellbeing centre in Weston-super-Mare that supports people with mental health issues to tackle the challenges they face and move forward with their lives. The centre is the perfect space to nurture creative talent and every Wednesday, a dynamic group of artists meet

to share ideas and make art. This group, which includes people we support along with people from outside the Trust, is very community-led and gives our service users a regular opportunity to meet new people from many different walks of life and challenge themselves in a safe environment.

**"IT'S THE ART
THAT HELPS
KEEP YOU GOING."**

Fred, one of the longest serving members of the group.



WHY THE ART GROUP IS NEEDED

These are the words from one member about the importance of the group:

"The art group at 1in4 has been in place since the centre's inception in Weston-super-Mare. The open nature of the group means that any service user can attend the art group on a Wednesday. The art group provides a quiet space where people can find or re-find their creative energy. This in turn boosts confidence and mood over time. The inclusive and supportive nature of the group helps to reduce feelings of anxiety and alienation. This represents a great benefit and helps members to move on.

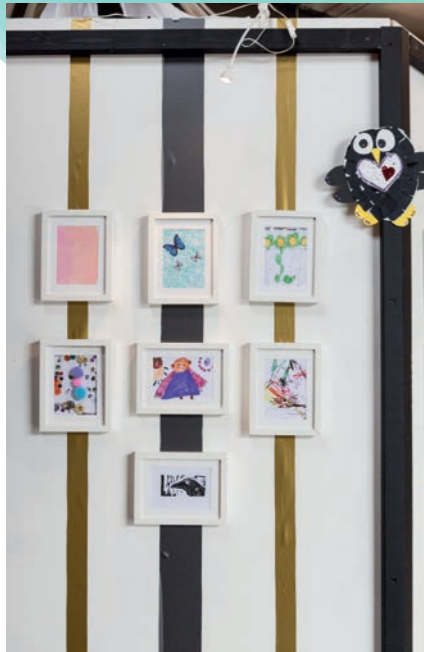
"The provision of an art-based supporter is essential. The group has members with mental health issues across a broad spectrum. The supporter needs to be caring, sensitive and inspirational. With these skills, a safe learning space can be created."

A



"It's the art that really makes it. Whenever I do a tour of the building, everyone always comments on the art. And it's always changing, whereas before it stayed the same for a while. It's like an exhibition space now. Everyone loves seeing the art."

Nikki, Counselling Co-ordinator, 1in4 People.



**“ALL I WANT IS FOR OUR ART
TO HAVE A PRESENCE – TO
LEAVE SOMETHING BEHIND
THAT MAKES PEOPLE GASP. IT’S
ALWAYS THE NEXT PIECE!”**

Georgia, group facilitator, in conversation with Fred, artist.

REVIEW OF BUSINESS PLANS 2016/17

Strategic Direction

- 2016/17 was the last year of our current 3-year Strategic Plan. Our continued focus was on ensuring that our care and support was right for the people we support, adapting it to their changing needs and facilitating their move to other services where this was appropriate.

In preparation of our next 3-year strategic plan, we undertook a brand refresh exercise, revising the Trust's mission, vision, core values and the words we use to describe ourselves. Our external website was also re-developed to reflect the brand changes.

Service Development

- As at the end of the year 87% of our CQC registered services were rated as Good or Outstanding. Our efforts to continuously improve the quality of our services were recognised with the award of an Outstanding rating by CQC for one of our homes providing care and accommodation to people with complex behavioural support needs; the first such rating for the Trust. However, we recognise that there is no room for complacency as we put in all our efforts to continuously drive up our service quality.
- Sadly, last year saw the closure of one of our dementia/mental health homes in Pill, North Somerset – Somerset Lodge. Continued shortage of care staff and nurses was the reason we had to make this difficult decision.
- Under the banner of our annual arts event, Expressions, we ran a film festival at Watershed in Bristol. The festival showcased short movies and features produced by people who use our services under the guidance of professional artists. Expressions continues to grow with each passing year as more and more service users, artists, members of community, schools and colleges, art groups, corporates and volunteers give their time to make it a success.
- Our Community Express initiative too continues to grow. Accessible bikes offered under Warmley Wheelers, music sessions delivered in partnership with Avon Valley Railway and at community centres encourage participation and attract sponsorship from the wider community.

"We are grateful for the donations and legacies that generated income of around 100K last year, hugely benefiting our activities and services."

B

Business Development

- The launch in July 2016 of a 73-bedded, state of the art residential and nursing home - Abbey House saw us take our expertise in elder and dementia care to Swindon. The rest of the year was dedicated to setting up operational systems, processes and staffing at the home as we welcomed new residents into their home.
- We successfully recycled the proceeds from the sale of a property, which no longer met the needs of the people who lived there into an alternative property which has all ground floor accommodation. The residents feel very settled in their new home.
- A partnership project with a housing association saw us start a new service supporting people with learning disabilities in a block of newly refurbished individual, self-contained flats in Bristol. Projects such as these, further the Trust's ambition to empower individuals and promote independence.

Financial

- Austerity measures imposed by the local authorities and the CCG continue to have their effect on the fee rates we receive. Last year was a difficult year financially as we invested considerable resources in our eldercare division. The opening of Abbey House coincided with broader challenges, particularly around staffing, in eldercare. Despite the challenging year, the demand for the Trust's services and the underlying Trust balance sheet remains strong.
- We are grateful for the donations and legacies that generated income of around £100K last year, hugely benefiting our activities and services.

Community Involvement

Last year
57 volunteers
regularly gave up their time
to visit service users and
undertake activities with them.

Our homes have also benefited
tremendously from hosting over

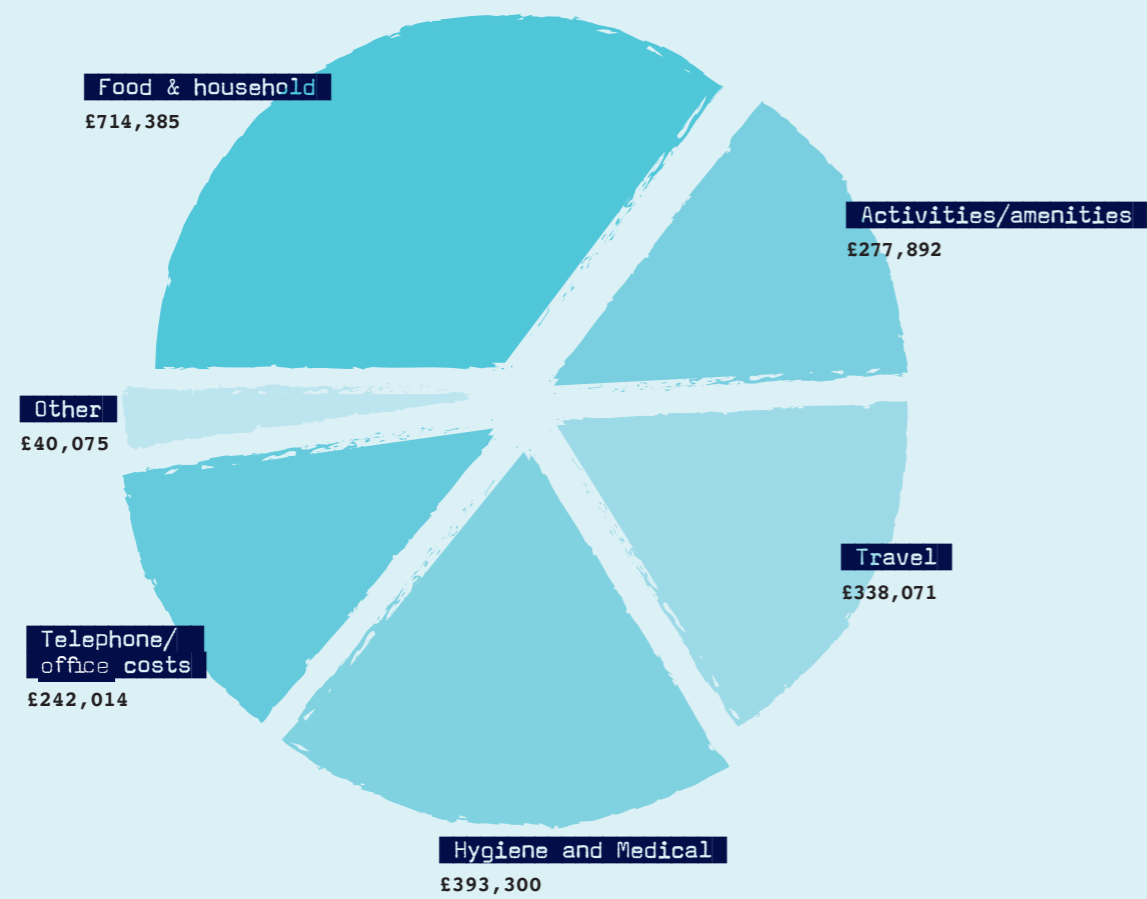
46 corporate teams

(309 volunteers in total) from organisations who sponsor their employees to spend a day in their community helping local charities.

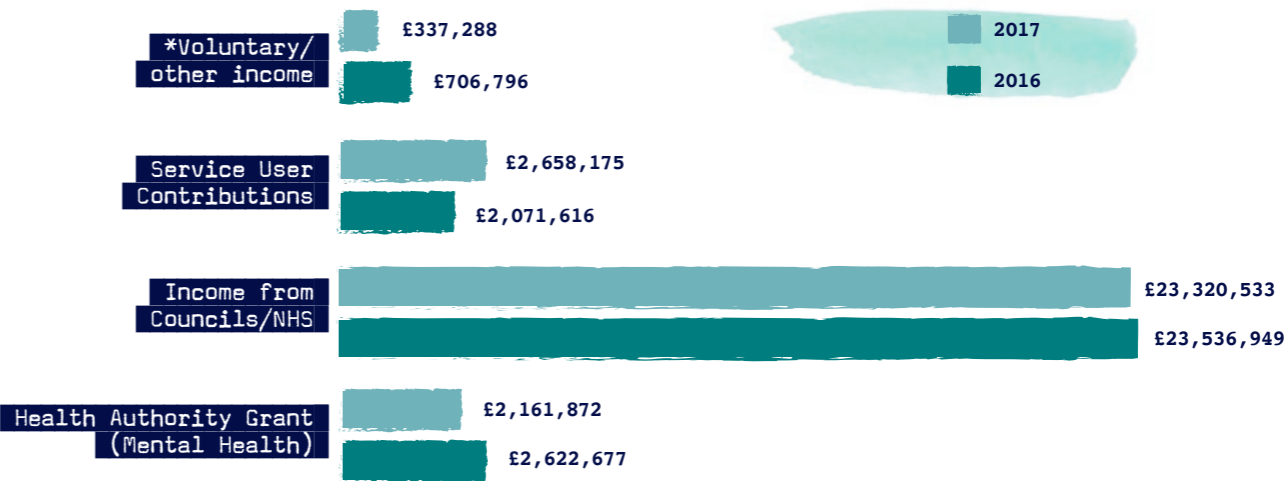
Staffing Matters

- Staff recruitment continues to be the Trust's main challenge, as we try many different and innovative ways to recruit and retain staff. We undertook a Trust wide Pay scale review last year to ensure our pay was competitive. We have introduced a health cash plan to make our employment offering more attractive.
- As part of our commitment to quality improvement, and in order to support our nurses with their development we piloted a Nurse Development Programme, as well as running specialist training for the group.
- During the year we organised experiential dementia training for our staff – this gives people an opportunity to gain direct experience of some of the issues that people with dementia have to face every day of their lives.
- We were successful in achieving the Workplace Wellbeing Charter again, demonstrating our commitment to the health and well-being of our workforce.

IN THE HOME



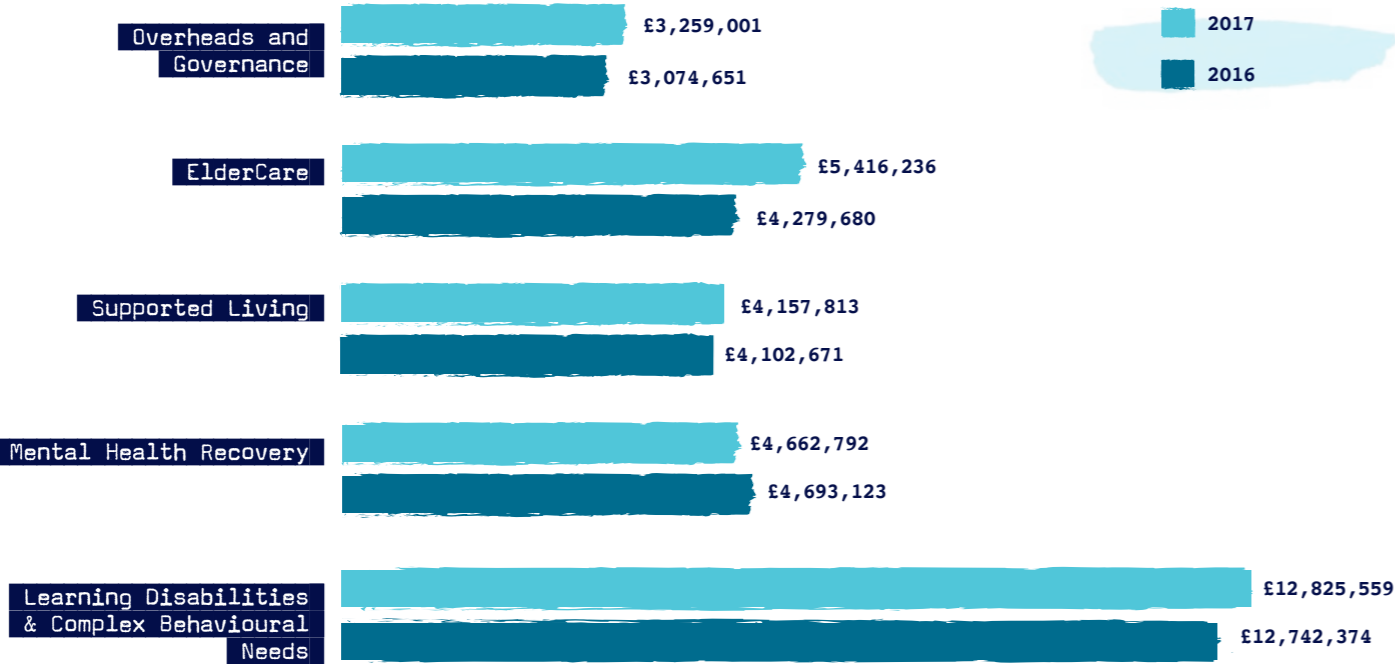
INCOME STREAMS COMPARISON
BETWEEN 2015/16 AND 2016/17



*Includes £226,496 Surplus on Disposal of Property in 2015/16



EXPENDITURE COMPARISON BETWEEN 2015/16 AND 2016/17



WHERE THE MONEY WENT





THANK YOU TO OUR SPONSORS

Our thanks to
our supporters
who have kindly
sponsored our
Annual Review.



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Lyons Davidson
www.lyonsdavidson.co.uk



NOMA Architects
noma-uk.com

We'd love to hear any feedback you have of this year's review – please contact us through Twitter @MilestonesTrust, search and join us on Facebook or email the marketing team on marketing@milestonestrust.org.uk.

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