



**ANNUAL REVIEW**  
**2017-2018**

  
MilestonesTrust

# OUR VALUES

## 1. We start with the individual

You can't build a support service around a complex mental health condition or learning disability. But you can build a support service around a person if you understand their particular care needs, wants, and ambitions. And while that's our starting point, everyone changes. So we're never comfortable and never complacent. Instead, we adapt how we do things to reflect a service user's changing circumstances and desires as they go through life.



## 2. We bring people close

What we do is impossible without building good relationships between service users and their families, carers, teams, and departments. That takes time and patience, but it also takes kindness and respect – the building blocks of trust. It's the domino effect: trust leads to understanding, which leads to better individual care, which brings about positive change. Change that can make life easier, better, simpler, more comfortable, more enjoyable or more independent for an individual.



## 3. We take our creativity to work with us

Given what we do, limited resources have always been a challenge. But creativity hasn't. It's amazing how even a little lateral thinking and ingenuity can dramatically improve the lives of those we work with. Put another way, the more creative we are, the richer and more meaningful life becomes – for all of us. So we encourage everyone to think outside the box, whatever their role, whatever the issue. As Einstein said, "creativity is contagious, pass it on."



## 4. We are courageous in our approach

Where others see obstacles, we see opportunities. For us there is no blueprint, no magic formula, no one-size fits-all. Just a willingness to embrace the challenge head-on, try new things, and work for change. It's not about ripping up the rulebook. It's about rewriting it to make our services fit the person. That means drawing on our expertise, courage and resolve to encourage and support anyone who needs our specialist help.



# CEO Welcome

**Welcome to Milestone Trust's Annual Review 2017/18. We have returned to our desk calendar format which is practical as well as informative. In 2017 we set out our Strategic Plan for the next 3 years and revised our values at that time, which now are:**

- **We start with the individual**
- **We bring people close**
- **We take our creativity to work with us**
- **We are courageous in our approach**

The format of the review is to relate some inspirational stories of the people we support, and show how they map to one of our values. In doing so, I hope you will get a real sense of what Milestones is about and a picture of the people who benefit from the dedicated and personalised support our staff provide. The stories cover all areas of our provision – learning disabilities, mental health and dementia – and include people from both our residential and supporting living services.

We hope you have fun exploring what we offer as a Trust and find our review inspirational and informative. What strikes me most is the level of achievement – often against some tough odds – which show how we live our values and illustrate the degree of determination and courage of the people we support as they strive to live more independent and fulfilled lives.



Whilst we have not been immune to the funding or recruitment challenges facing the sector as a whole, the hard work, skill and dedication of our staff have meant that in the main, the people we support are able to continue living the lives they choose. I would also like to take this opportunity to thank them, and our volunteers (both individual and corporate) as well as others who have supported Milestones Trust this past year for the commitment, compassion and professionalism that you have shown, to the people we support and the Trust as a whole.

All that remains is for me to wish you a very happy, healthy and peaceful 2019!

**John Hoskinson OBE**  
*Chief Executive Officer*

# Susie's Summer Holiday

*By Nesta, Mum of Susie*

I recently had the opportunity to go away with my daughter for her summer holiday. We had a wonderful weekend with Julie and Anne - two of Susie's regular carers. The weather was good and we had meals out in pubs and cafés and had treats with Susie, such as chocolate cake. It was a real joy for her to see all the children and dogs running around at the Saturday market.

My most treasured time was to see Susie tucked up in bed at night and again in the morning when she awoke to see me; these were always special times when she was living at home.

I admire both Julie and Anne, Susie's two carers, who took great care of her knowing that Susie was not in her familiar surroundings.

It was a really happy weekend; one which I shall always treasure.





## JANUARY 2019

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## FEBRUARY 2019

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*My most treasured time was to see Susie tucked up in bed at night and again in the morning when she awoke to see me; these were always special times when she was living at home.*

*To read Susie's story, have a look on page 4.*

# Reducing My Medication

*By Clark, Lambrook Road*

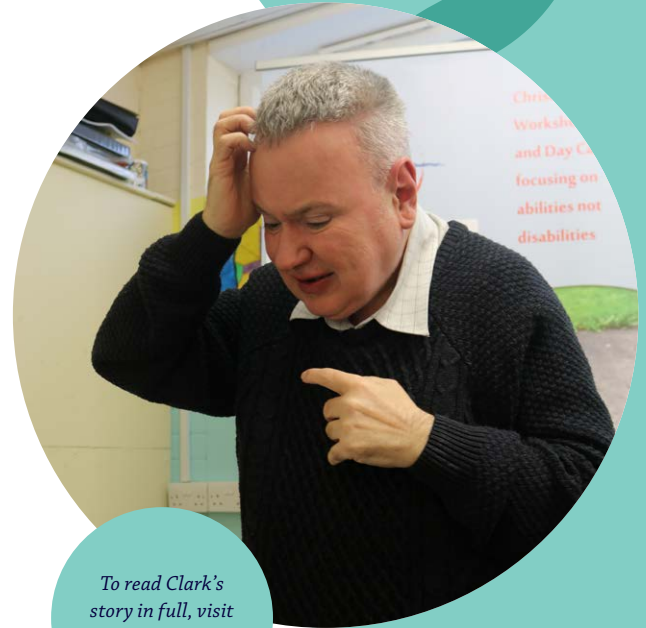
**My name is Clark and I live in a small residential home supported by Milestones Trust. I have a visual impairment, epilepsy and autism; all things I am supported with to ensure I lead a full and active life.**

For many years, my greatest fear has been anything to do with medical procedures. To alleviate some of my fears, I have always been offered PRN medication. Yes, this helps with the procedure but always means I cannot attend my chosen activities, as I find I am very tired and need to sleep.

I have been talking to the Home Manager where I live and she has explained to me about STOMP - “Stop Over Medication of People” that may not need or wish to take certain medication.

Jeanette, my Home Manager, asked me if I would consider having any treatment without PRN. At first, I was quite scared about this and was not sure if I would be able to manage. Jeanette assured me it was my decision and if I decided I needed the PRN, it would be available. I gave this a lot of thought and decided I would have my treatment without PRN. I have now managed to receive 4 lots of treatment without any PRN. I still find it unnerving and get a bit worried but with the support of the staff, I have managed.

I have the right to say ‘no’. It is my life and my decision.



*To read Clark's story in full, visit 'Our Stories' on our website*



Turn to page  
6 to read  
more.

*I have now managed to receive 4 lots of treatment without any PRN. I still find it unnerving and get a bit worried but with the support of the staff, I have managed.*

## FEBRUARY 2019

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## MARCH 2019

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# Glyn and Graham's Story

Glyn began volunteering at Hillside in July 2012, becoming a regular companion for Graham. Most Fridays, winter, summer, rain or shine saw them taking in the sights of central Bristol together. They enjoyed walking, having lunch or coffee in the numerous eateries in the area. Exploring the harbourside and frequent trips on the ferry boat around the docks was a favourite activity. Graham very much looks forward to his Fridays with Glyn and is always ready to go well before he arrives. Well known by staff and other service users, he is well liked and respected by all.

After 6 years of visits at Hillside, earlier this year Graham moved to Court View, where Glyn has continued to visit him. Since he doesn't drive, Glyn's journey involves two buses, one to the bus station and then the bus to Pucklechurch – an uncomfortable two hours each way! This would be an arduous journey for anyone; however for an older person with back problems, this is far from an easy trip for Glyn.



There is just one café in the village, so activities outside of the house are currently very limited. However, to quote Glyn: "As long as Graham wants to see me, I will continue to visit". This friendship bond is even more remarkable given that all interaction between them is non-verbal and Graham mostly prefers to walk a couple of yards behind him. As Milestones' longest serving volunteer, Glyn's dedication, loyalty and commitment to Graham is very appreciated by all at the Trust.





## MARCH 2019

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*As Milestones' longest serving volunteer, Glyn's dedication, loyalty and commitment to Graham is very appreciated by all at the Trust.*

*To read the full story, read more on page 8.*

## APRIL 2019

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# Nick's New Found Love for Holidays

*By Judy, Nick's Support Worker*

Nick experiences a range of anxiety-based challenges when taking on new experiences, until last year, when we managed to go away for one night. Before, Nick could not go on holiday even for a night away, but by gently teaching him to manage to enjoy things he has never had the chance to enjoy before, we eventually supported him to get to a point where we could go away on holiday.

Nick has now been on three holidays. He is now comfortable that he can go on holiday and will return safely to his house. First, we went to Weymouth last year for one night, close to the sea. That's when I realised that Nick likes the sea, and really enjoys the waves. After Weymouth, Nick has been asking to go to lots of places so, this year we have been to Bournemouth and Torquay.

It was enjoyable watching Nick gain confidence in new environments. I wanted him to feel safe all the time with his care, so I made sure that we did everything the same and agreed about what we would do together, so he knew that everything was safe, because I was doing it too.

We look forward to many more holidays together.





## APRIL 2019

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18	29	30					

To read the story about Judy and Nick's holiday, turn to page 10.

*It was enjoyable watching Nick gain confidence in new environments. We look forward to many more holidays together.*

## MAY 2019

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# Gary and Louise's Date

**Gary and Louise have been attending Stepping Forward South Gloucestershire for just over 9 and a half years and have always been good friends at the group.**

Before moving into Supported Living houses, Gary and Louise both lived at home with their parents. Sadly, Gary's mum passed away, so Gary moved to a Supported Living house in Hanham and Louise lost her father so moved into a Supported Living house with Aspirations.

Gary's confidence has blossomed; after weighing 23 stone 4 pounds, Gary turned his life around by eating more healthily and being more active. He now weighs 17 stone 9 pounds and has gained confidence in his relationships with others.

Whilst out in Keynsham Park, Gary expressed that he was aware that Louise liked him, to which he admitted that he also liked Louise in return. They were asked by their Stepping Forward team if they would like to go out together and they were both extremely excited, expressing that they would love to go out for an Italian. With support from both Stepping Forward and Aspirations, Gary and Louise's date was fully arranged and they had a lovely meal together. Stepping Forward and Aspirations ensured that all support was away from them, so it was just the two of them.

They sat and talked, held hands and had a lovely evening and they both looked very smart.





## MAY 2019

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*Gary's confidence has blossomed; after weighing 23 stone 4 pounds, Gary turned his life around by eating more healthily and being more active.*

*To read more, turn to page 12.*

## JUNE 2019

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# Matthew's Volunteering Story

Matthew has continued to provide support and friendship on a volunteer basis for service users at 2a Court Road for a period of approximately 5 years. He has built solid relationships with individuals and they look forward to his visits, which has helped to promote individuals' wellbeing and has enabled them to build on their social skills, socialising more independently when accessing the community. Matthew has also contributed to the staff team, supporting the 2a Court Road administration team and he also attends occasions that are celebrated within the home.

Matthew is unable to drive so he uses public transport at his own cost to maintain the relationships that he has built over the 5 years. Regardless of weather conditions, Matthew always attends to ensure he doesn't let down the individuals he supports, using 2 buses to reach the home. Matthew spends time with all services users and really makes the time to engage in their chosen hobbies. He includes family and friends in his visits and has been in attendance of celebrations for individuals' birthdays and will speak to everyone including the individuals' family.

Although Matthew may find things difficult due to his mobility, his passion and enthusiasm to make a difference to the residents at 2a Court Road really shows that he goes the extra mile for them.





To read more, turn to page 14.

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## JUNE 2019

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## JULY 2019

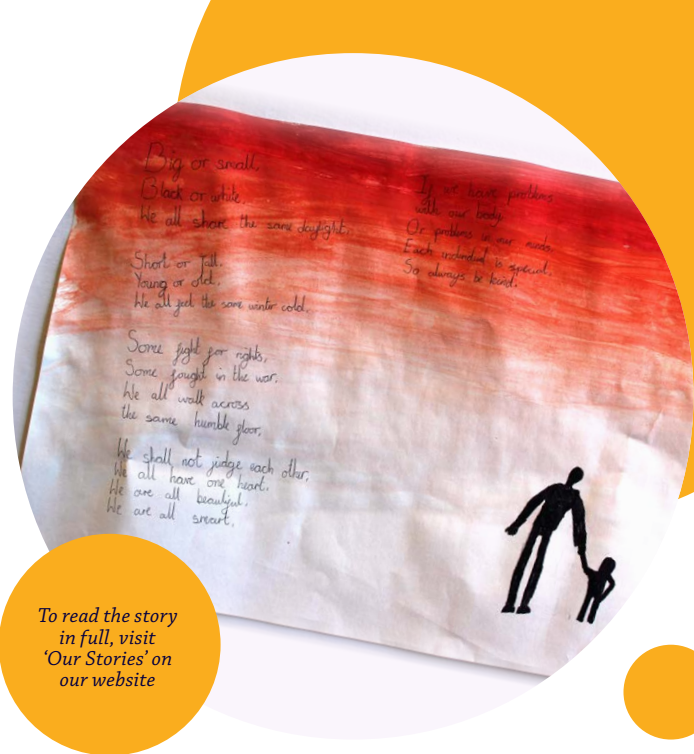
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# They may forget what you said – but they will not forget how you made them feel

By Kinga, Customer Relations Co-ordinator at Abbey House

When my oldest child was four and I turned 30, she greeted me on the morning of my birthday with: “Mum, you are old!” A few years later my mother turned sixty and my little boy cried, saying that she’d probably die soon, due to her advanced age. When I introduced him to my friend’s granny, who was 101, he took a photo to present at Show & Tell in school. Most of the children were surprised she was still alive.

At Abbey House care home in Swindon, we have been welcoming children from local schools to take part in activities and spend time with our residents. To mark Dementia Action Week, Abbey House launched a competition Old Age – the Crown of Life, inviting these young people to present their creative vision of the old age.



I was astonished, humbled and surprisingly emotional about the entries submitted. The creativity, thoughtfulness and appreciation for older people was remarkable. Drawing on careful research and their own imaginations, they managed to express both the wisdom of age and the need for social inclusion to support a healthy, active life for the older generation.





## JULY 2019

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31	29	30	31				

To read more of the story, please turn to page 16.

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## AUGUST 2019

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# Food for Thought

**Glen lives with obsessive compulsive disorder (OCD), which was made considerably worse following bereavement and a relationship breakdown. But changes he's made to his diet, with the help of his support worker, Mark, have helped him turn his life around.**

He said: "I was in a really bad way to be honest. And because of my condition I can find preparing food incredibly difficult, so I was turning to junk food and ready meals just because that was the easiest option. With Mark's help I've discovered lots of fresh and healthy alternatives and cut out loads of the bad stuff. Combined with regular exercise this has made a huge difference to my life.

"Along with exercise, eating well makes me feel so much better. My medication can make me feel doped up at times, but running and healthy food really helps to combat that, giving me my energy back and basically making me feel alive again."

Glen will be running three marathons over the summer. The 55 year old had a long history of self-harming but says that now he has goals to aim for thanks to his running, supported by a healthy diet, he hasn't self-harmed for over two years.



*To read Glen's story in full, visit 'Our Stories' on our website*



Turn to page 18 to read more.

*My medication can make me feel doped up at times, but running and healthy food really helps to combat that, giving me my energy back and basically making me feel alive again.*

## AUGUST 2019

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## SEPTEMBER 2019

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# Nightclubbing

*By Flaxpits House*

**Our first opportunity to experience a disco at a nightclub in Bath and we were more than up for it! The event had been organised by MENCAP to take place at The Komedia in Bath, so a group of four service users who are passionate about music and dance hit the scene.**

The DJ wowed the crowd with hits from the 80s and all the classic favourites, up to the latest chart toppers. Our service users were off mingling with new faces instantly and this made for a buzzing atmosphere.

Club staff were superb with their welcoming support and the facilities were accessible and good. There was a club photographer to capture the moments of delight. The bar prices caused raised eyebrows but that's club life! In every way this was exactly the same as any club night experience including the youngsters who just didn't want to leave.

We will definitely be returning.





Turn to page  
20 to read  
more.

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## SEPTEMBER 2019

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## OCTOBER 2019

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# Beany's Move from Fairburn to Crantock

*By Kathy, Mum of Beany*

After taking the difficult decision of needing a new home for our daughter Beany, I rang a few places in the Bristol area. "I'll just check the diary and see when our manager can see you" was the reply from all of those who I contacted. Although the social worker was very helpful, the places I visited were dark and soulless places that were not suitable for Beany's needs. After visiting these places, I went home and cried.

Then I phoned Crantock Drive. When I realised it was part of Milestones Trust, I was very happy as they always employ a nice, caring type of person which I noticed at Fairburn, and it was exactly the same at Crantock. It was so refreshing to hear the words: "When would you like to come? Someone is always here". I went later that day and my gut instinct was 'absolutely yes'. The atmosphere was calm, caring, homely and fun, with a carpet in the lounge that was perfect for Beany. My first impressions were that it was great and it got better.



*To read the story in full, visit 'Our Stories' on our website*

Crantock have replicated the family bedroom layout, re-decorating for Beany's comfort, and as a result, Beany has settled in very well. Although she loved her time at Fairburn, where she spent 20 years, she's now in a residential home that she loves and it means I can do things for me, like going to the cinema.



## OCTOBER 2019

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*It was so refreshing to hear the words: "When would you like to come? Someone is always here".*

*I went later that day and my gut instinct was 'absolutely yes'.*

*To read more of Beany's story, turn to page 22.*

## NOVEMBER 2019

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# Superheroes!

In August, Heather and Lorraine from Crantock Drive, alongside Bart and Rachel from the Payroll department, took part in the Npower Superhero Series Triathlon at Dorney Lake, Windsor. The event is widely renowned across the UK and is the UK's only disability sports series for amateur athletes. The event was even filmed and supported by Channel 4, who televised the event.

The Superhero Series Triathlon involves a 400m swim, a 10k cycle and a 2.5k run and participants have the option to compete as a team, to compete with one-to-one support or to fly solo. Wearing their proud 'Team Lorraine' and Milestones Trust gear, Heather, Bart and Rachel shared out the events between them, whilst Lorraine was supported to compete in all stages of the triathlon.

It was a fantastic day – lots of the people we support and staff came along to spectate and cheer on the team.







To read more of the story, please turn to page 24.

Wearing their proud 'Team Lorraine' and Milestones Trust gear, Heather, Bart and Rachel shared out the events between them, whilst Lorraine was supported to compete in all stages of the triathlon.

## NOVEMBER 2019

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## DECEMBER 2019

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# My Soapbox Experience

By Rob, Kingsway

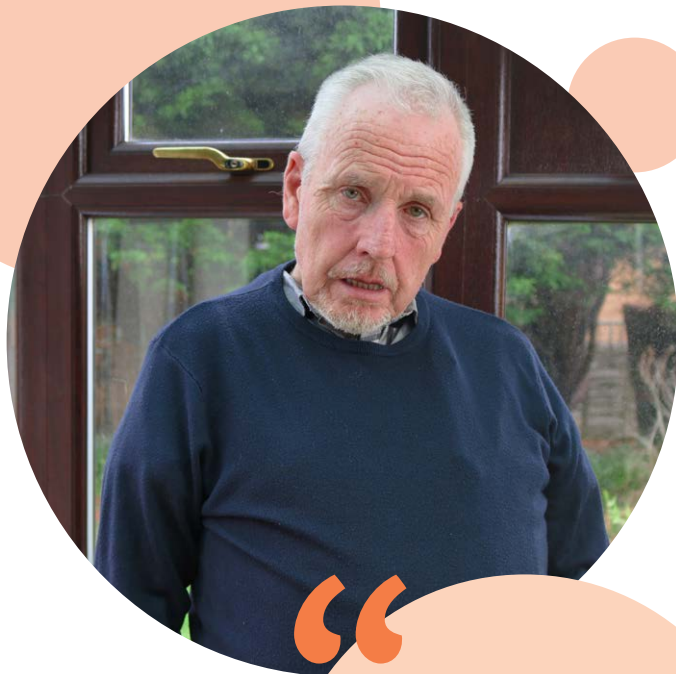
At the residents' meeting, we discussed Mental Health Awareness Week and the events that were going on. I was aware that there would be a soapbox event at the Head Quarters, where people get up and speak about mental health and ways we manage stress, but I wasn't really sure whether I wanted to do this. I was nervous about speaking in front of people, especially about myself. I went up to the event to support my friend Pauline, a resident who was going to speak, and Sally, a staff member.

I was sat with Sue, my key worker, watching and listening when all of a sudden I thought if these other people can do this, so can I! I surprised myself by getting up and taking the microphone. I introduced myself and told everyone that I had been diagnosed with anxiety and depression when I was 17, and was admitted to hospital in June 1971. I shared with everyone that sometimes I still hear voices and wonder if it's God speaking to me. I then went on to say how I have lived at Kingsway for 25 years and my mental health has improved and I enjoy lots of the things we do at the home.



To read Rob's story in full, visit 'Our Stories' on our website

When I finished, everyone clapped me and Sue told me how well I'd done. I felt really proud. It was something I have never done before and didn't think I could. It shows that sometimes if you push yourself a little, it's amazing what you can achieve.



“

*I felt really proud. It was something I have never done before and didn't think I could. It shows that sometimes if you push yourself a little, it's amazing what you can achieve.*

”

*To read more of the story, please turn to page 26.*

## DECEMBER 2019

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## JANUARY 2020

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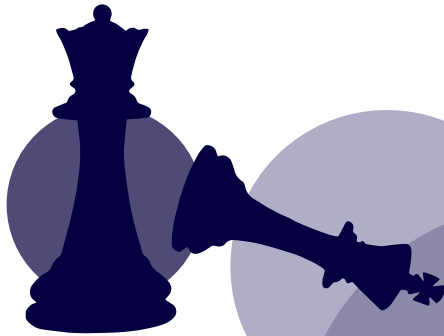
# Review of Business Plans 2017/18

## Strategic Direction

- In April 2018 we launched our new Strategic Plan – ‘Towards a Future Together’ to cover the period 2018 - 2021. In preparing this plan, we reviewed the Trust’s mission, vision, core values and the words we use to describe ourselves. This review picks up our revised core values as the recurring theme and they define who we are.
- There is now a declining demand for residential care by our commissioners, and the people we support want to live as independently as they can. Thus our direction of travel is changing to focus more on supported living as well as the more specialist areas of residential services.

## Service Development

- This year has seen 14 services inspected by CQC, and we continue to perform well above the national average with 92% currently rated as Good or Outstanding. Vassall Rd became our latest service to gain the coveted Outstanding rating, with the inspector noting: “They showed they had a very caring and generous approach with their team and the people who lived at the home”.
- We launched our Good Food Charter, in partnership with Square Food Foundation, that commits us to ensuring that the food we buy, prepare and serve is of the highest standard. Square Food Foundation have been instrumental in educating our teams about all aspects of food and nutrition.
- The appointment of the Clinical Nurse Advisor has led to the relaunch of the Trust’s Clinical Governance Group, a group who have provided oversight and review of a number of stands of the clinical work we do. We have also launched a Safeguarding “Lessons Learned” group to identify themes and patterns from the concerns raised across the Trust and to review policy and procedure in relation to safeguarding.



## Business Development

- In June 2017, we ran our arts festival under the banner of “Expressions” at Paintworks in Bristol. The theme was “Carnival” and the 3-day festival packed in circus skills workshops along with poetry, music and some delicious food from across the world.
- Our ‘Community Express’ initiative too continues to grow. Accessible bikes offered under ‘Warmley Wheelers’ and music sessions delivered in partnership with Avon Valley Railway and community centres encourage participation and attract sponsorship from the wider community.
- A successful outcome in a competitive tendering process last year from South Gloucestershire council saw us start a new service supporting people with learning disabilities in a block of newly refurbished individual, self-contained flats in South Gloucestershire. Projects such as these, further the Trust’s ambition to empower individuals and promote independence.

## Financial

- We had another difficult year financially, with our expenditure exceeding our income. The significant challenges of the eldercare market and recruitment and retention of staff were the most significant factors contributing to our performance.
- We have begun an exciting project to promote the financial independence of the people we support, looking again at the way we assess financial capacity, and ensuring each person is as independent as they can be.

## Service User Involvement

- Our service user involvement group, Voices4Choice, has developed further, with recent work being on strengthening the connection with Operational Managers. Going forward, service users are considering creating two councils as the needs for learning disability and mental health are quite different.
- All service users who are involved in staff recruitment were invited to a review meeting in April to celebrate their hard work, what is going well and what could be improved. We continue to encourage service users’ interest in assisting with recruitment.

## Volunteering Involvement

- During the 17/18 financial year, 53 volunteers across all services of the Trust spent time with service users on a regular basis, contributing to their improved self-esteem and confidence. Volunteers represent an average of 625 hours per month which when converted to minimum wage amounts to £56,250 per annum of volunteered time. Volunteers report that they benefit from seeing the positive impacts on service users' wellbeing.
- Corporate volunteer teams are also a key feature in the Trust's Volunteer Programme and this element has continued to grow in popularity with over 40 team days taking place, representing a total of 270 people in those teams. We estimate that £47,250 was saved in labour costs as a result of their generosity. The teams tell us that this is a win-win partnership which allows them to enhance their community relations, make a difference in the community and increase their awareness of the diversity of people living in their communities.

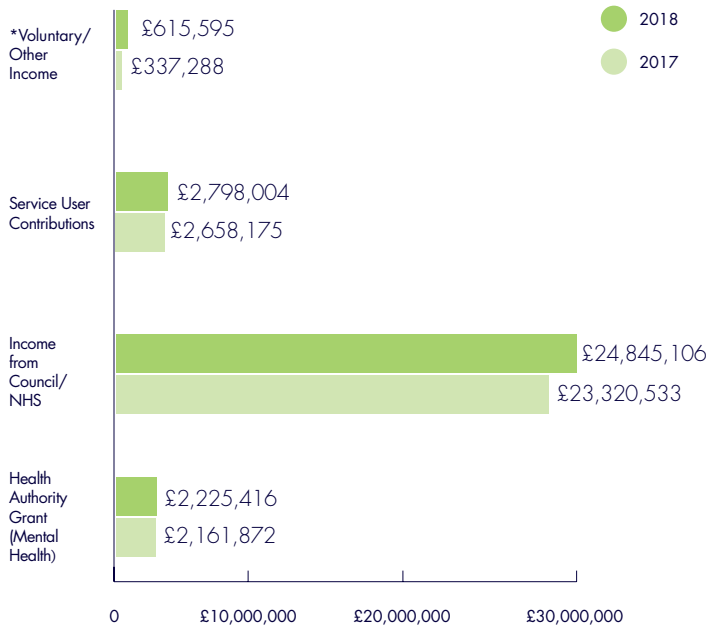
## Staffing Matters

- Our Staff Survey results were published in January, and showed improvements in staff engagement. Areas where we could improve were identified in the findings and are being addressed.
- During the year, we were reaccredited under the Workforce Wellbeing Charter by independent assessors. We achieved reaccreditation, and were pleased that the assessors recognised the progress that had been made.
- We introduced the BHSF Health Cash Plan, which is free for all permanent employees who have passed probation, entitling them to claim for the cost of day to day health expenditure.

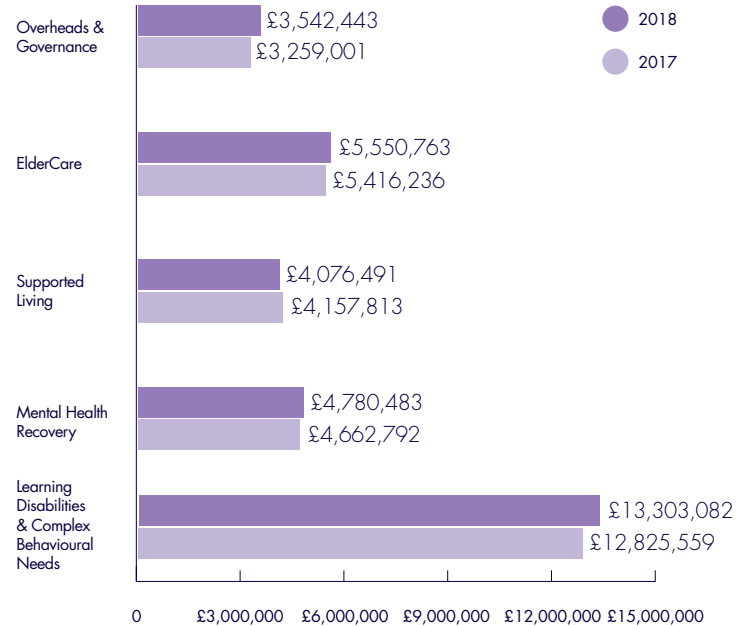


# Budget

## Income

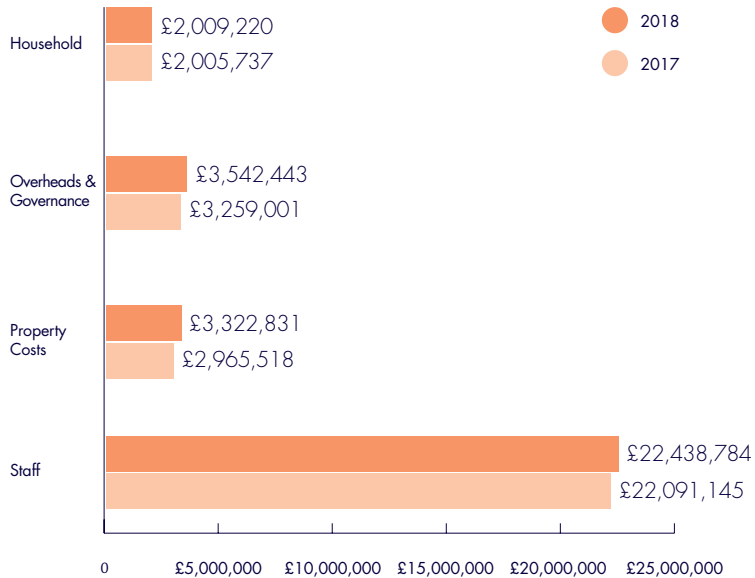


## Expenditure

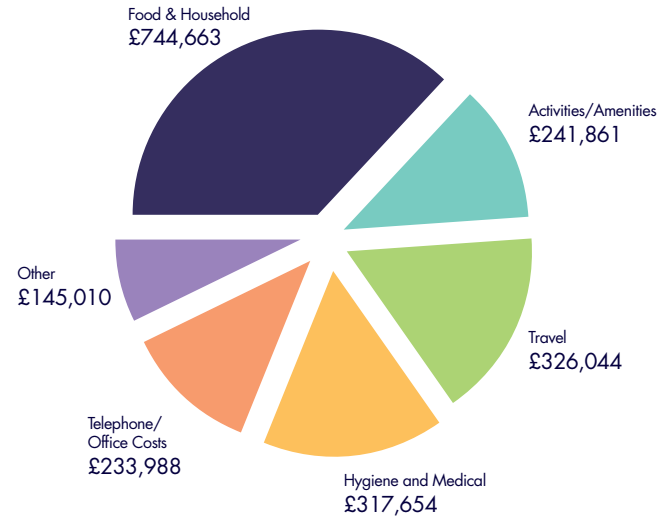


# Budget

## Where the money went



## In the home





# Thank you!

We'd like to **thank all our sponsors** who have kindly supported us to create this year's Annual Review.



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A huge **thank you to Ahmed Elboshra**, our volunteer photographer, who provided fantastic photographs for the Annual Review, allowing everyone's stories to be captured.

## Contact us

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

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