



2023
CALENDAR

A YEAR IN STORIES
2021-2022

CEO Welcome

WELCOME TO THE 2021/22 MILESTONES TRUST ANNUAL REVIEW

Looking back at my introductions to our past two Annual Reviews, 2020 was dominated by the pandemic and lockdown, and 2021 surprised us all by being another year of Covid restrictions, although we were working hard to open things up. While there are still some restrictions in many of our services, especially around PPE, 2022 has seen us begin to address other priorities alongside Covid. We have been able to focus on getting back to working alongside the people we support, ensuring that they have the opportunities they deserve to live their best lives.

At the beginning of this year, we set ourselves three cross-organisational objectives. These would underpin everything we did in every part of the organisation, helping us to create the best services we could for the people we support.

The three objectives were:

- A)** Maintain and improve quality
- B)** Further develop sound financial practices, ensuring that our organisation is sustainable despite the financial challenges currently affecting the sector
- C)** Grow and develop

As ever, our staff teams have gone the extra mile to achieve these.

A) Maintaining and improving quality

- This year we were incredibly proud to achieve a significant landmark - 100% of our services are now rated Good or Outstanding by the Care Quality Commission (CQC). 12% of our services are rated Outstanding - far exceeding the national average of 3.5%. Achieving this was due to the dedication and commitment

of our front-line teams, ably supported by our Quality and Positive Behavioural Support, Health and Safety, and Learning and Development teams.

- Our Estates team launched our 'First Impressions' initiative – rolling out an investment plan to enhance and improve the houses of the people we support. This also contributed to our excellent CQC ratings.
- Our IT team continued to modernise our systems, greatly improving connectivity and communication across services.
- We embedded an innovative new Nursing Strategy into the way we work to ensure that we can continue to provide effective nursing support. As part of this our first Nursing Associate students will qualify next year, with others following behind them. It's exciting that a

new career path is open for our existing staff who are interested in progressing their careers in this way.

- Our Expressions arts group ran a successful post-pandemic art exhibition, demonstrating the amazing artistic talents of some of the people we support.
- Our short breaks services were able to fully reopen following the restrictions of the past two years. They have provided vital support to more than 65 families this year.
- We commissioned consultants to help us understand the Trust's carbon footprint. This has been measured and we are now working on a plan to bring down our carbon emissions.

B) Creating sustainable finances

- At the beginning of the year, we successfully implemented a substantive restructure of our Operational Management team. We created four Senior Operational Manager posts, each of which is responsible for leading our front-line managers within their specialist areas.
- Our new online rostering system was fully rolled out across all services. This has supported managers with the essential work of reducing agency expenditure.
- Our Recruitment team rolled out some effective strategies for attracting new staff, which included working in partnership with other organisations and increasing our use of social media, with members of our frontline teams becoming the faces of an advertising campaign.
- We made the difficult decision to close Humphry Repton House, our service for older people. This allows us to concentrate on our key specialisms of supporting people with learning disabilities and people with enduring mental health needs.

C) Growth and development

- Working in partnership with Bristol City Council, we opened an innovative supported living service, which utilises new technology to enhance independence for young adults.
- Thanks to a generous bequest from a local family, work has begun on creating a new transition service for individuals leaving home for the first time. The service's two-year programme will equip people with the skills they need to move on to a home of their own. The service will open next summer.
- We have re-shaped our Mental Health services to better meet the needs of people we support. We have joined a group of organisations working closely with Bath and North East Somerset Council on the support they will offer to people with mental health needs as part of their new Integrated Care Partnership.

These achievements are only a fraction of the amazing work that has taken place across the Trust this year. I am thankful to so many people for making all this possible. The challenges across social care are significant, but our shared commitment to supporting people to live their best lives, in partnership with the people we support themselves and their families, is stronger than ever.



Hilary Crowhurst,
Chief Executive Officer



Loving life

STASIU IS A YOUNG MAN WHO LIVES AT BYWAYS IN WARMLEY, ONE OF OUR RESIDENTIAL HOMES FOR PEOPLE WITH LEARNING DISABILITIES. BEFORE MOVING IN A YEAR AGO, HE HAD LIVED WITH HIS MUM AND HIS BROTHER ALL OF HIS LIFE.

At Milestones we try to make sure that the people we support are in charge of their own lives. We encourage them to make choices about everything from the food they eat to the activities they do in their leisure time.

This was quite a challenge for Stasiu when he first moved in as he was not used to making so many decisions for himself. Despite that, Stasiu did enjoy picking out some cheerful pink decorations for his bedroom before he moved in, and now, a year later, he's thoroughly independent-minded.

One decision that Stasiu made recently was to join the Misfits Theatre Company, a Bristol-based theatre and social group specifically for people with

learning disabilities. Stasiu's Mum mentioned to his support team that some years ago he had enjoyed doing drama, so they talked to him about going to a taster session with the Misfits. He went to that and absolutely loved it, and he hasn't looked back.

Stasiu says: **"It is good fun and I am making new friends. I enjoy dancing."**

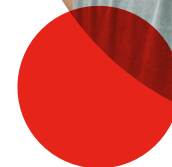
Karen, the Service Coordinator at Byways, feels that the Misfits group is a great fit for Stasiu. She says: **"He likes to be the centre of attention, so Misfits suits him perfectly. He's very sociable, outgoing and confident."**

One of Stasiu's highlights from his time with the Misfits was an open-air music and movement

performance on Horfield Common. Stasiu says: **"It was great fun. I loved it, and I felt happy."**

Being part of the Misfits group is far from Stasiu's only hobby. He also regularly enjoys cycling, swimming and bowling.

Whilst Stasiu is enjoying the many activities he's taking part in, it's also clear that his staff team love supporting him. Karen says **"He's very articulate and has a fantastic sense of humour. He also likes to help out and remembers how everyone takes their tea. He's absolutely thriving, and it's lovely to see. He is loving life."**



JANUARY

01/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1 New Year's Day
2 Bank Holiday	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25 Burns Night	26	27	28	29
30	31					

LOCAL ICONS: Clifton Suspension Bridge, which spans the Avon Gorge and links Clifton to Leigh Woods in North Somerset, opened in 1864.



Big steps forward

GABBY HAS TAKEN SOME BIG STEPS FORWARD RECENTLY.

In late 2021, she moved into a new supported living service managed by Milestones. The service, which is based in Horfield, Bristol, is a home for four young people with learning disabilities, all of whom are living away from their family homes for the first time.

This has been a big change for Gabby, but she's pleased to have the opportunity to develop greater independence. **“Not living with my Mum anymore is a bit strange for me, but I'm learning lots of life skills, like doing my washing in the mornings,”** she says.

For the last few years, Gabby has been a regular attendee at Stepping Forward, a Milestones community service. At Stepping Forward people have the chance to take part in activities and are supported to access the community. For Gabby, this usually means support with

going swimming or doing her food shopping.

Gabby recently talked to a staff member at Stepping Forward about how she would like to find some voluntary work. So her team set about finding the right opportunity for her. Made Forever, a community centre in Kingswood, were looking for volunteers in their kitchen. Gabby was already familiar with Made Forever, so working there appealed to her.

Kate, one of the support workers at Stepping Forward, helped Gabby to prepare for a meeting she had set up with the staff at the café. Kate referred to the meeting as an 'informal chat' rather than a 'job interview', as she knew that would prevent Gabby from feeling apprehensive.

The meeting was a success, and now Gabby is volunteering at the café for two and a half hours every week. Kate goes with Gabby

to her shifts, and initially stayed with Gabby in the kitchen so she could help her to carry out her duties. Now Gabby has become more comfortable and needs less support.

“I'm still in the building, but I'm not there by her side,” says Kate, **“Gabby's getting more and more confident so she doesn't need my help. She's getting on really well.”**

“I enjoy talking to the customers, and making bacon and egg sandwiches,” Gabby says. **“I like to work, it makes me feel happy.”**

Gabby is enjoying her increased independence and in the future would like to experience working with animals.



FEBRUARY

02/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14 Valentine's Day	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

LOCAL ICONS: Bristol Cathedral, located on College Green in Bristol city centre, was founded in 1140.



A journey

MOSES IS A NURSE AT MORTIMER HOUSE, A NURSING HOME FOR PEOPLE WITH LEARNING DISABILITIES

“What I enjoy most is studying. I always want to learn more.

When I first came across Milestones in 2003, I was studying for an MSc in International Business Management at the University of the West of England (UWE). I started working part-time at one of Milestones’ residential homes, and initially it was nothing more than a job to help me keep up with my finances whilst I studied.

However, as time went by, I could see that Milestones was an employer that supported its staff to develop and improve their knowledge. Soon after I joined, I asked to do a course on Positive Behavioural Support (PBS). Not long after this, the course was rolled out to all staff. Later on, I was able to do a course on Leadership, and after that, a course on Management. I

had the impression that at Milestones, you could be whatever you want to be. Once I had finished studying, I decided to join Milestones permanently as a Support Worker.

My job was going well, but I still wanted to further my education. I was interested in studying for an MSc in Economics. Thankfully, my manager supported my decision to go back to university and helped me to continue working part-time whilst I studied.

Meanwhile, my career at Milestones was developing. I was promoted to the role of Team Leader and, a few years after that, to Deputy Manager. I enjoyed these more senior roles because I was able use my experience to impact the knowledge of others and act as a mentor to our Support Workers.

In life, I believe it’s important to be like Oliver Twist – always ask for more! Whist I was still a Deputy Manager, I decided to study for an MSc in Nursing (Learning Disabilities) at the University of Nottingham, and again I was supported by Milestones to continue working part-time. Now I’m a qualified Nurse. What a journey it’s been!



Gaining these qualifications has opened up different career opportunities for me. At various points, I might have chosen a different path. But I’ve always been conscious that Milestones is an organisation that has helped me to develop. They’ve given a lot to me, and I’ve got to pass on what I’ve gained.”



MARCH

03/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1 St. David's Day	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17 Saint Patrick's Day	18	19 Mother's day
20	21	22	23 Ramadan (start)	24	25	26
27	28	29	30	31		

LOCAL ICONS: *SS Great Britain, now a visitor attraction at Bristol Harbour, was the largest passenger ship in the world from 1845 to 1854.*



Come rain or shine

Warmley Wheelers is a project run by Milestones Trust that's based out in the community in Warmley, South Gloucestershire.

Its goal is to bring the joy of cycling to people who would normally find it difficult to ride a bike. It provides a range of specially adapted bicycles and a safe, friendly environment so that people with disabilities and supported needs can get involved. There are bikes with wheelchair platforms, and our tandem bikes mean that people can even cycle alongside their carers.

Geoff, who lives in one of our supported living services for people with learning disabilities, has been coming to Warmley Wheelers for eight years.

His Service Coordinator Jordan says: **“Every Wednesday morning, come rain or shine, Geoff is supported to go to Warmley Wheelers by his staff. He enjoys having a conversation with Susan and Andy, the staff at Warmley Wheelers.”**

“He especially likes the new electric bikes. When he's out on his ride, he enjoys greeting passers-by by asking his staff to ring the bell, and by waving and saying 'good morning'. Geoff says going to Warmley Wheelers makes him feel happy, and he looks forward to his weekly session. After his ride Geoff loves to have a nice hot drink at the café next door before heading home.”

Andy, Service Coordinator at Warmley Wheelers, says: **“We look forward to seeing Geoff every week. It's great to see him enjoy the fresh air and exercise that the activity provides.”**



Warmley Wheelers is proud to be helping the environment by offering a recycling point for used inner tubes. Recycled butyl rubber can be used in the production of new tubes without any loss of quality and 80% less energy consumption. A Schwalbe tube is 100% recyclable and around 20% of every new standard Schwalbe tube consists of recycled materials.

On Schwalbe's website, you can see how many tubes have been recycled since January 2015. This number is increasing every second, and at the time of writing this article it was **7,329,818**. Why not take a look and see what the number is now?



APRIL

04/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3	4	5 Passover (5th-13th)	6	7 Good Friday	8	9 Easter Sunday
10 Easter Monday	11	12	13	14 Vaisakhi	15	16
17	18	19	20	21	22 Eid-al-Fitr	23 St. George's Day
24	25	26	27	28	29	30

LOCAL ICONS: Sand Bay is a long, flat strip of coast in North Somerset that's popular with horse riders.

Getting back on track



Jess, right,
with Dominique



Jess is entering the final six months of her tenancy at the Move-On Project, based in Downend. This is a two-year mental health recovery programme, which aims to equip people with the skills they need to manage their own mental health and live independently.

Jess moved into the service after a long period in hospital. She says: **“In the past, I’ve been discharged from hospital, come straight home and then quite quickly been admitted to hospital again. Coming to the Move-On Project broke that cycle.”**

Being in hospital for long periods of time had left Jess feeling de-skilled and dependent on others. At the Move-On Project she has learned lots of new skills to help her manage a tenancy. She’s also learning to drive. **“It’s enabled me to get my life back on track and make up for the time that I’ve missed. Now I feel quite independent.”**

Living at the Move-On Project has also given Jess the chance to think about her goals for the future. She has decided to pursue a career in education and has secured a place at Bath Spa University to study Education for Primary and Early Years next September. To get more experience in this field, she is volunteering at a local primary school.

She says: **“I’m working with six and seven-year-olds who need some extra support, and I’m really enjoying it. I feel like it’s opened my eyes to a world that’s bigger than just managing my own mental health. It’s really clarified for me that it’s what I want to do.”**

Whilst she studies Jess hopes to either live on her own or in university halls of residence. The plan is for Jess to live at the Move-On Project until then, with staff supporting her with the process of moving on and then offering her outreach support.

The staff team at the Move-On Project are full of praise for Jess. Dominique, Service Coordinator, says: **“Jess would not have been able to get to the point she is now without putting in a lot of hard work. The progress she has made has been incredible. She should be really proud of herself.”**

Jess says: **“The staff have been gently encouraging and worked really collaboratively. It’s been brilliant, I can’t fault it. It’s helped me to get my life back to how I want it to be.”**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 Early May Bank Holiday	2	3	4	5	6	7
8 Coronation Bank Holiday	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29 Spring Bank Holiday	30	31				

LOCAL ICONS: The Grand Pier in Weston-super-Mare is 366 metres long.



A volunteering success story

NIGEL DECIDED TO VOLUNTEER WITH MILESTONES DURING ONE OF THE CORONAVIRUS LOCKDOWNS. HE HAD SPENT HIS CAREER IN ENGINEERING, BUT NOW HE WAS COMING UP TO RETIREMENT, AND HE WAS LOOKING FOR SOMETHING DIFFERENT.

Nigel says: **“I’d done a certificate in counselling skills, and then I saw the advert for telephone befrienders. It seemed relevant to this new direction I was exploring. I wanted to help somebody else.”**

We paired Nigel with Clark, who lives at one of our residential services for people with learning disabilities, and they’ve been speaking on the phone once a week for the last two years.

Nigel continues: **“We hit it off straight away. Clark loves the music of the Dutch violinist André Rieu, which I also like, so we talk about that a great deal. Clark went to see André Rieu in concert a few years ago, and he has strong memories of that. Clark’s staff tell me that he looks forward to the phone calls, so I feel that doing this is worthwhile and rewarding.”**

Once lockdown restrictions had eased, Nigel was able to visit Clark in person. **“The first time was on his birthday last year. We had a good chat. It was nice to see him in person.”**

Clark is delighted to have Nigel as a volunteer. He says: **“He’s a nice, talkative person. It’s good that Nigel telephoned when he couldn’t visit, but it’s better now that I can see him.”**

Nigel feels that as well as his volunteering benefitting Clark, there have been benefits for him too. **“I’ve learnt that I can listen and respond to what I’ve been told, rather than jumping in with my own stuff.”**

Nigel’s volunteer befriending with Clark is a real success story, and they are making plans for activities they can do together in the future. Nigel says: **“We’ve talked about going to a cricket match, but we haven’t done it yet, so that’s on for next season.”**



Nigel, right,
with Clark



JUNE

06/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18 Father's Day
19	20	21	22	23	24	25
26	27	28	29 Eid-al-Adha	30		

LOCAL ICONS: Avon Valley Railway was part of the now-dismantled Midland Railway Mangotsfield and Bath Branch Line, which was closed in the 1960s.



My happy place



Emma, right, with
Shakini, a person
we support



EMMA WORKS AT HUNTS LANE IN HORFIELD, ONE OF OUR SUPPORTED LIVING SERVICES FOR PEOPLE WITH LEARNING DISABILITIES.

“I worked at Hunts Lane for a year and a half as agency staff before joining permanently in November 2021. I’ve been working in social care on and off for about 25 years, and this is the best job I’ve ever had. I’ve found the place where I want to grow old and grey.

My working day varies a lot. Sometimes I support people with housework and managing their finances. At other times, I might go shopping with someone, or see a film at the cinema with them. Earlier this year I accompanied a lady I support on holiday. We went to Weymouth. It was tiring because it’s a long day of support, but it was really fun.

The people we support are amazing, and they show so much appreciation for every little thing that we do. The feedback I get from them makes my job feel so worthwhile. I love being able to support them and help to make their lives happier.

Establishing a rapport with the people we support is key to us doing our jobs well. One person was refusing to shower, but I built a strong relationship with her, and because of that she’s now very comfortable with me helping her to shower. That was a real achievement.

As a staff team, we’re all very supportive of each other, and the management here is fantastic. Our Service Coordinator Claire goes the extra mile to support us, and she’s on the ball with everything. I think she’s exceptional.

Hunts Lane is my happy place. I might start the day feeling a little bit down in the dumps because of something that’s happened outside of work, but as soon as I get into the building, my mood improves. I never thought I’d say that about a job!”

JULY

07/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

LOCAL ICONS: Aerospace Bristol in Filton houses the final Concorde to be built and the last to fly.



Healthy Me

Norman lives in Fishponds at one of our supported living services for people with learning disabilities. He recently had the opportunity to take part in a 12-week cookery course called 'Healthy Me'.

The course aims to improve the diet and health of people with learning disabilities by supporting them to make the connection between what they eat and their physical and mental health. Norman and the other participants were taught to cook a range of healthy dishes with a focus on fruit, vegetables, wholegrains and fibre. They gained practical and planning skills, as well as key nutritional knowledge about maintaining a healthy diet.

An important element of 'Healthy Me' is that people with learning disabilities take part in the course alongside the people responsible for their care. This ensures that everyone involved in daily meal planning, shopping and cooking is given the same understanding of what a healthy diet is and learns the same skills in order to achieve it.

Norman attended the course with Anna, one of his support workers. Anna feels that Norman benefitted hugely from the course. She says:

“Norman is very proud that he was a part of this training. He really enjoyed it and talks about it all the time.”

Since the course finished, Norman has cooked dinner for his housemates once per week, with help from his support staff. They choose recipes they learnt on the course or seek out other healthy options. Norman recently helped to cook a curry to celebrate Diwali.

Anna thinks that her and Norman's participation in 'Healthy Me' has benefitted everyone at their service. She says:

“As staff members we now constantly think about how to make dishes in a healthier way. We've seen how Norman likes to be involved in cooking and how much he is able to do. It was a good lesson for all of us.”

Lisa Bayley, Milestones' Head of Learning, says:

“We know that, in general, people with learning disabilities have poorer health than people who do not have learning disabilities. 'Healthy Me' aims to support people to develop skills to improve their cooking, which will help them to achieve better health outcomes.”

'Healthy Me' is funded and instigated by Bristol, North Somerset and South Gloucestershire Integrated Care Board (BNSSG ICB), and delivered by Square Food Foundation, in partnership with Milestones Trust and Brandon Trust.

Norman cooks at home



Norman and Anna on the Healthy Me course

AUGUST

08/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
7 <i>August Bank Holiday (Scotland)</i>	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28 <i>August Bank Holiday</i>	29	30	31			

LOCAL ICONS: *The Chestnuts in Yate, South Gloucestershire, is one of our services for people with learning disabilities.*



A creative spark

Expressions is a year-long programme of creative arts for people supported by Milestones. Expressions focuses on making the arts accessible, interactive and a source of wellbeing for the people we support.

Gabriel moved into one of our supported living services in Hanham in 2019. It was that summer that he took part in his first Expressions exhibition. Previously Gabriel had studied Contemporary Design Crafts at Hereford College of Arts, where he honed his artistic abilities. Over the years he lost touch with his creative side, but Expressions relit his creative spark!

Since 2019 Gabriel has been a regular visitor to the Expressions studio, and he is an enthusiastic contributor to Expressions' public exhibitions. Being at the studio allows Gabriel to express himself. He recently said: "I feel peaceful in an art studio".

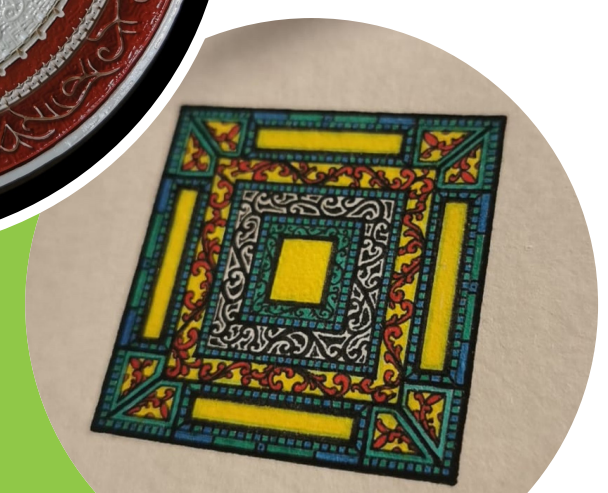
This year Expressions held their first major event since the Covid-19 pandemic. The event, titled 'Imagined Landscapes', took place in July at Bristol's Paintworks. It featured artwork produced by people supported by Milestones, as well as performances from local musicians and spoken word artists.

Gabriel's beautiful handmade plates were exhibited at 'Imagined Landscapes'. Someone offered to buy one of his works, but it just so happened to be Gabriel's favourite, and he couldn't bear to part with it.

Gabriel also does beautiful illustrations - the details are captivating! He recently collaborated with another artist, and he hopes that doing so will help him to become involved in further gallery shows.

At the moment, Gabriel works in his home studio but doesn't have the resources of a kiln to hand. He is looking at outsourcing a kiln so he can start making another beautiful collection of hand-carved plates.

His future goals are to one day own his own kiln, to showcase his work in galleries and to start selling more of it.



SEPTEMBER

09/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

LOCAL ICONS: Built in 1766, Blaise Castle is a sham castle in Gothic Revival style overlooking Bristol, Avonmouth and the Avon Gorge.



They're like extended family

NICKY IS THE MOTHER OF LUKE, WHO LIVES IN ONE OF OUR SUPPORTED LIVING SERVICES FOR ADULTS WITH LEARNING DISABILITIES.

“Luke has a lovely team of support workers who he gets on very well with. They help him with lots of things, like doing his shopping, being part of a local darts team and even going on holiday.

Luke loves being out and about, and meeting new people. He likes to go to different places and do different things. That's why he found the pandemic so difficult. Luke came back to live in our family home again for parts of lockdown, but even then his staff team came over and supported him. They bent over backwards for us. It wasn't just Luke who they helped to get through lockdown, it was our whole family.

Once restrictions related to the pandemic had eased and Luke moved back into his supported living service, his staff team were there for him again. He was apprehensive

about re-entering society, but his staff were all brilliant in encouraging him to go out and about more. He's done really well and has regained his confidence.

Luke ultimately wants to be more independent, and his staff have really supported him to make progress in that respect. They've helped him to improve his budgeting skills and his ability to plan. He cooks, cleans and washes his own clothes. Luke has a job, and his staff help him to make sure his uniform is clean for his next shift. They encourage him to do as much as he can.

Luke feels ready to move on from his current home. We've managed to find somewhere new for him, and there's a possibility of him living more independently there.

Unfortunately the process of moving has been quite slow, and Luke has found this very frustrating.

His behaviour has been challenging at times, but the staff have been brilliant and so patient. They've been there to listen to him and acted quickly to bring in more specialist support when this has been needed. His Service Coordinator Tess, in particular, has gone above and beyond in helping us all to cope with this period of change.

I really appreciate the way that the staff team have involved us as a family every step of the way in decisions about his support. I never feel apprehensive about talking to them or raising any concerns that I have. They've been brilliant from day one. They're like extended family.”



Luke with Tess,
Service Coordinator

OCTOBER

10/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31 Halloween					

LOCAL ICONS: Wild Place Project is a wildlife conservation park in South Gloucestershire. It is home to animals from around the world, including bears, giraffes and cheetahs.

A great learning curve

DAVID SARPONG IS A TRUSTEE OF MILESTONES TRUST AND A PROFESSOR AT BRUNEL UNIVERSITY LONDON

“I’ve lived in Bristol for 20 years, studying and then working at the city’s University of the West of England (UWE). I heard about the possibility of becoming a Trustee at Milestones through a connection at work. I thought it sounded interesting, so I decided to apply.

Milestones’ services are in Bristol and South Gloucestershire, and that appealed to me. As someone who has been given a lot by the city of Bristol, I thought it would be an opportunity to give something back. When I joined the Board at the start of 2021 I realised it’s not about me giving something back, it’s an opportunity for me to learn even more.

When I first started going to Board meetings, my approach was to be like a watchful owl - the less I spoke, the more I heard. There was a lot for me to learn. Because of that I’ve joined almost every single

committee, which has helped me to get a better understanding of the organisation as a whole, and how the various parts work together.

The first time I visited one of our services was life-changing. It was so interesting to meet our staff and people we support. You go into the boardroom and discuss issues, but it’s very much theoretical. It’s so important to meet the people who will actually be impacted by the decisions we make. I really enjoyed visiting our services, and it made me feel much more of a part of Milestones.

On these visits I met people who have worked for Milestones for 20 or even 30 years. These days it’s normal for people to move jobs a lot, so I found these staff members really inspiring. When I spoke to them I could really see that they enjoy working for Milestones, and that they truly care about the people we support.

I’ve also found our senior executives highly impressive. They have acted with great professionalism and commitment to their responsibilities at what has been a very challenging time.

And we have indeed had a challenging time. With prices rising, energy prices especially, balancing our responsibilities as a business with our values as a charity has not been easy. Recruitment is a big problem for our sector. We must find the right people, who are committed and ready to do the job, which makes recruitment even more difficult.

Having said that, we have been steady, and we have handled the stormy weather well. We are constantly coming up with new ideas and thinking about how we can improve. For me, it’s been eye-opening, much more so than if we had been living through placid times where it was business as usual. It’s been a great learning curve.”



NOVEMBER

11/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5 Bonfire Night
6	7	8	9 Diwali (Sikh)	10	11	12 Diwali (Hindu)
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30 St Andrew's Day			

LOCAL ICONS: Bristol Old Vic is the oldest continuously working theatre in the English-speaking world.



Sharing my story

We believe that people we support should be involved in everything we do as an organisation. Their voices should be heard, and they should be able to shape their own lives and the support that we provide.

One example of how we do this is including people we support on interview panels when we recruit new staff. This enables people we support to have a say on who is providing them with support.

We also involve people we support when we deliver training to staff. Stephen, who lives in supported living, is part of a team who deliver Positive Behavioural Support (PBS) training sessions to new staff. PBS is an approach used by Milestones and other organisations to support people who do things which are unpleasant or unusual because they are angry or upset.

At this training, Stephen talks about his setbacks in life, the physical and mental health needs that he has, and what sort of things make him upset. Through sharing his own personal story, Stephen helps new staff understand why people we support might become angry or upset. He is very open about the difficulties that he has had, which is hugely appreciated by attendees.

Stephen also talks about the things he finds beneficial, like having time for himself, keeping busy, sticking to his routine, talking to his mum, and helping out in training and interviews here at Milestones. Explaining to staff what helps him makes them more able to help others in similar situations.

Stephen says: **“It makes me feel good, and it doesn’t bother me when people ask questions about my story. It gives me real satisfaction to know I’m helping others.”**

Alan, our PBS Manager, believes that Stephen’s contributions to training have great value. He says: **“Many of the people we support have had difficult things happen in their lives, but they cannot explain what they have experienced. Stephen presenting his life story helps new staff understand the trauma experienced by others. He is always willing to answer questions, however sensitive the subject, and his contribution to PBS training has quickly become a highlight of the day.”**



DECEMBER

12/2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24 Christmas Eve
25 Christmas	26 Boxing Day	27	28	29	30	31 New Year's Eve

LOCAL ICONS: Northumberland Road in Redland, Bristol, is one of our services for people with complex mental health needs.

A part of the community

Milestones has been a part of the community in the Fishponds area of east Bristol for many years. Lots of people we support live there and benefit from the excellent local facilities, as do many of our staff members. Fishponds is going through a regeneration, making it a really popular and vibrant place to be.

We will be strengthening our presence in Fishponds by opening a new service in the summer of 2023. This has been made possible by a large legacy donation from the family of Brenda Hoskins, who once lived in the area. We are extremely grateful for the opportunity that this amazing gift has given us.

The new service will provide a home and support to eight adults who have learning disabilities and other complex needs, which might include behaviours that challenge and high emotional needs. They may be living away from their family homes for the first time.

People who live at the service will be supported to develop new skills and participate in activities within their local community. They will benefit from a dynamic care approach, which will focus on nurturing their existing strengths and skills, and building resilience. Our staff will work with other local organisations to offer many different opportunities, making sure these are tailored to each individual's goals and interests.

Beth Hendry, our Director of Business Development, says: **“Our key focus will be to link with the community in Fishponds. We want people at the service to benefit from the great opportunities the area has to offer them, and be valued for their own contributions.”**

We are re-developing a vacant property we already own. We will turn this building into a great place to live, learn and make new friends. The ground floor will consist of four en suite rooms and shared communal areas. Upstairs there will be four separate flats, each with their own entrances.

Each person we support will live at the service for a period of around two years. We will work with them to develop their abilities around managing a tenancy, gaining greater independence, strategies for managing emotions and having a



voice in their community. Our aim is that by the end of their tenancy they will feel equipped to move on to new accommodation where they are able to live more independently.

Beth continues: **“This ‘whole life’ approach considers future needs, such as housing and employment. We will aim to develop people’s confidence and resilience, as well as their ability to maintain relationships and engage with their community.”**

2024 Calender

JANUARY

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

FEBRUARY

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

MARCH

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

APRIL

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

MAY

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JUNE

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

JULY

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

AUGUST

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

SEPTEMBER

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

OCTOBER

M	T	W	T	F	S	S
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

NOVEMBER

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

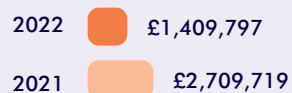
DECEMBER

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

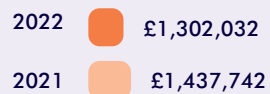
A year in numbers

INCOME

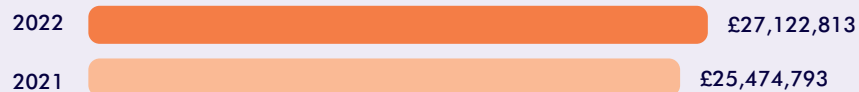
Voluntary/Other income



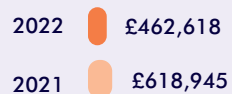
Service user contributions



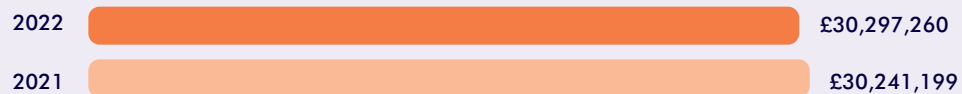
Income from council/NHS



Health authority grant (Mental health)



TOTAL



EXPENDITURE

Overheads and Governance



Supported Living



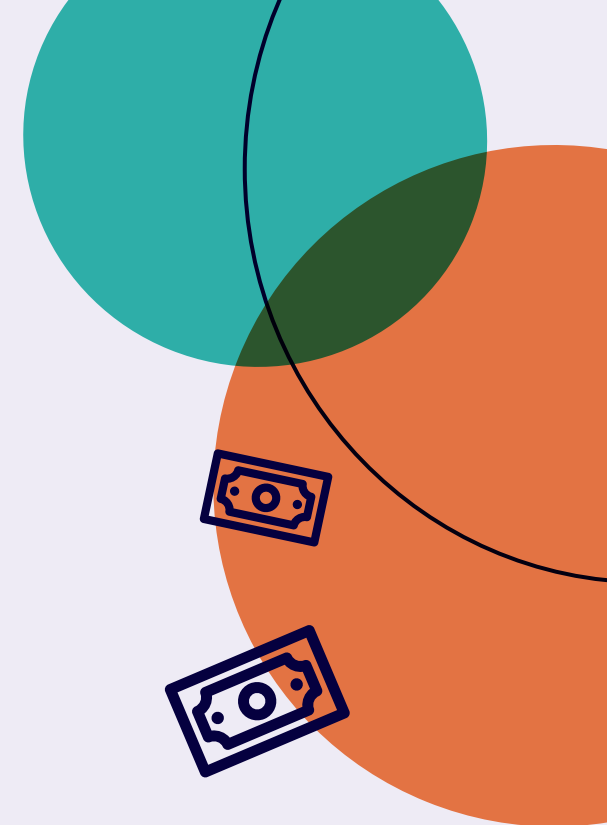
Mental Health



Learning Disabilities and Complex Behavioural Needs

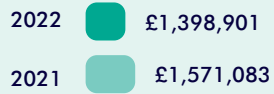


TOTAL



WHERE THE MONEY WENT

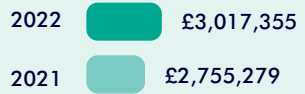
Household



Overheads and Governance



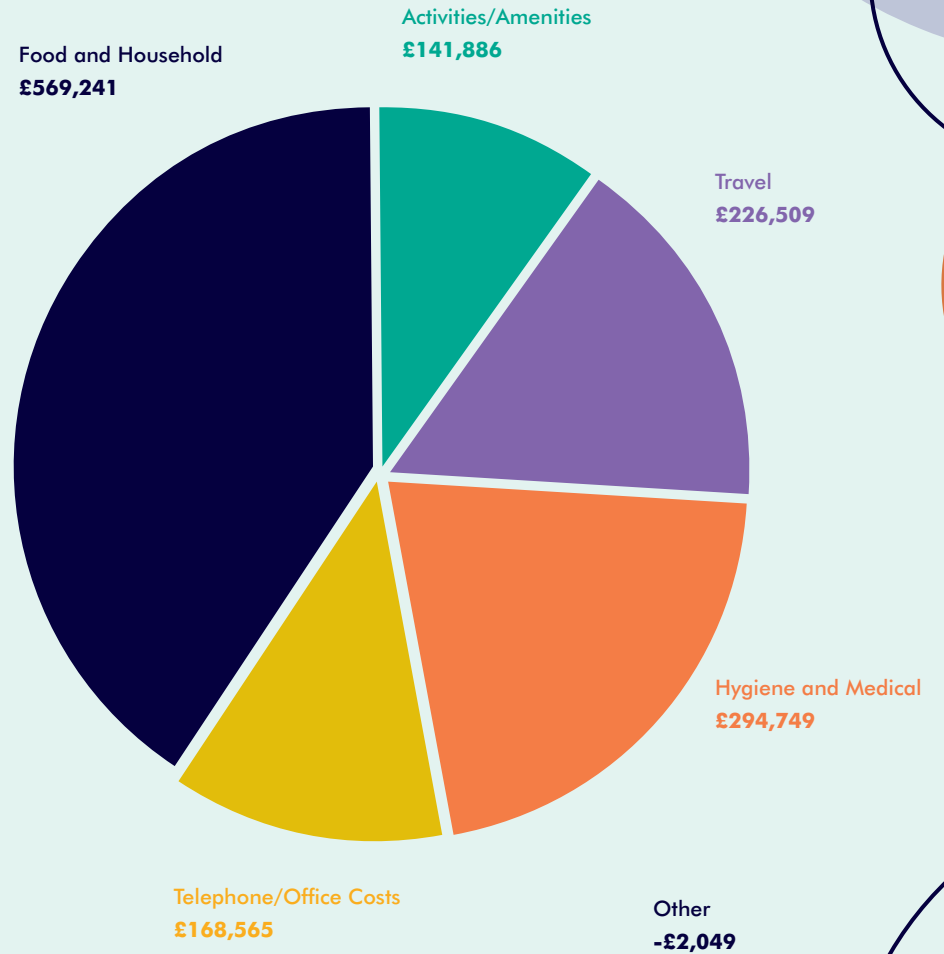
Property Costs



Staff



IN THE HOME



Contact us

We'd love to hear what you thought of this year's review – please contact us on Twitter, Facebook and Instagram @MilestonesTrust or email marketing@milestonestrust.org.uk with your feedback.

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PLEASE RECYCLE ME

Remove the wire and recycle the paper ready for your 2024 calendar!

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The logo for Milestones Trust, featuring a green curved line above the text "Milestones Trust" in a dark blue, sans-serif font.