

**one
fylde.**

Annual Review

2022-2023



Well-being for all

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About us

At One Fylde we provide support, accommodation and activities for adults and young people who have learning disabilities and autism and for those with mental health issues.

We cover Blackpool, Fylde and Wyre areas and support 215 individuals and employ over 380 staff.

Our purpose is to contribute to the wellbeing of everyone who is part of One Fylde and to ensure that they are treated with respect and enabled to live their best lives.

To everyone who contributed to this Annual Review

Thank you to our staff and all the individuals we support who contributed to this Review with ideas and stories – and to everyone who took part so enthusiastically in the photoshoots.

Photography: Sue Blackhurst
Text and design: Dorothy Moir
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Our Board of Trustees

One Fylde values its skilled Trustees who volunteer their time to make important decisions about the Charity's work. We thank them for their expertise and the passion and commitment they bring to their roles with us.



A word from David Stanhope, Chair of the Trustees

The last three years have been incredibly challenging for everybody, particularly the Social Care sector. We now have to face the fact that the latest economic situation will put further strain on the One Fylde family.

At One Fylde we have always tried to be mindful of the well-being of our staff team and the people we support, but with the rapidly rising cost of living it becomes even more important. Whilst we will continue to do all we can financially, this will inevitably be increasingly difficult in our underfunded sector.

As an organisation we are now focussing even more on how we can help our people through these difficult times. With this in mind, we have devised the One Fylde Well-being Strategy, looking at additional ways we can help and keep well-being right at the forefront of everything we do.

As Trustees, we are incredibly proud of the efforts of One Fylde's staff teams in the face of all challenges. Our grateful thanks go out to you all.



Right: Tracey chatting with James who is supported by One Fylde and has been volunteering at our Office at Libra House since May 2022.

James supports the Admin Team. Each week, there are different tasks; franking the post, ordering PPE and re-stocking the cupboard. James' favourite task is typing and he is a valued team member.



A message from Tracey

Looking back over the last year, I am humbled by the dedication of our teams in providing caring support to people with learning disabilities, autism and those with mental health issues, across the Fylde Coast and Wyre.

It continues to be an unprecedented time of change and pressure on us all as a Charity and as individuals. Last year we aimed to ensure that everyone was safe through another year of COVID-19 and this year we developed a new strategy of well-being for all.

Recruitment challenges, affecting many industries, have often forced us to ask our staff to pick up extra shifts in order to maintain a service to those who depend on us. Our teams have risen to this challenge, but I understand that the pressure of regularly going above and beyond takes its toll on well-being. This conflicts with our values as a Charity and our vision of the employer we aspire to be.

I am still committed to One Fylde becoming a company where every person's well-being is at the centre of what we do. Realistically, this will be even more difficult now when cost of living pressures,

extremely low wages for Social Care staff and recruitment problems continue to be at the forefront of our minds.

We are working within our Employee Voice group, our Senior Staff teams and our Board of Trustees to find more options to support staff well-being.

In common with other Social Care providers, the rates of pay we can offer are limited by the funding we receive from local authorities. I am working with national organisations campaigning for Social Care staff to be rewarded fairly for their work. I also speak to our local MPs and to our local Councils and hope that all the voices demanding fair pay will one day bring the improvement that is so greatly deserved.

In this annual review we have stories of staff dedicated to ensuring that the people we support have a voice, are safe and well-cared for, and live their best lives. These individual stories represent the spirit of our staff and reflect their commitment. My thanks and gratitude go out to you and our wonderful teams. You are all brilliant!

Tracey Bush, CEO



Vicki reviews our financial well-being

The well-being of our staff, the people we support, and their families and friends is vital to the success of One Fylde. So too, is the financial well-being of One Fylde itself. The two go hand-in-hand and success cannot be achieved without both.

In recent times the well-being of our people has been tested by the effects of COVID-19 causing illness, isolation and restrictions on the quality of life. Our financial well-being has also been tested, with staffing challenges and additional cost pressures. To some extent the impact has been softened by much-welcomed grant funding from our commissioners. Thankfully, the resilience of our people and our finances has seen us through.

The outlook continues to be challenging. One Fylde is approaching this from a hard-earned healthy financial position, with sufficient reserves and cash to provide some protection against the instability and uncertainty in the short term with capacity to continue to innovate and invest in the well-being of our organisation and our people.

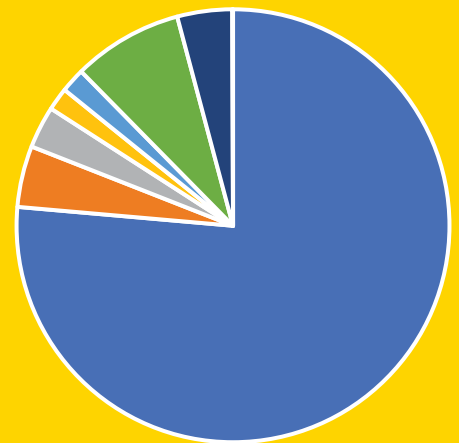
Vicki Askham
Director of Finance and Support Services

Our year in numbers

Total number of people supported **215**

Total number of Supported Living properties **52**

Sources of income



Lancashire County Council	£9.2M
Blackpool Council	£0.5M
Activities	£0.4M
Private Income	£0.2M
Other Public Funding	£0.2M
Property Income	£1.0M
Grants & Donations	£0.5M
Total	£12.0M

% of income spent on direct support **87.8%**

£s invested in property **£304,219**

£s spent on activities for people we support **£25,600**

Hours of support delivered **531,459**

Number of people supported in work experience **39**

Hours of training provided for support staff **5,860**

Terry looks at One Fylde's focus

We find ourselves living through another extremely challenging time in our history, as we recover from the impacts of COVID-19. We are all facing the significant pressures of a potential worldwide recession. Yet never before in our recent history has there been such a focus on well-being.

We both recognise and acknowledge that no one is immune from the potential impacts of social isolation, loneliness, depression, anxiety, trauma and loss. It can be so easy though, to underestimate the impacts on people with a learning disability, who may not be able to share how they are feeling.

We have been focussing on culture, values and behaviour, exploring how we can develop and foster empathic and person-centred relationships, with the people we support and amongst our colleagues.

I am always encouraged to see and hear strong role models, in the media, opening up on how important and helpful it is to talk and seek help. Yet for many of the people we support that can be a challenge, particularly in a shared setting, with little privacy and surrounded by people in your life who are paid to be with you.

Hence, we have been focussing and will continue to focus on our 8 quality of life indicators, supported this year by the 'Big Conversation', with an emphasis on creating the space for relationships and support that show understanding of each person's needs, feelings and life experiences.

It is why we have spent some time developing a new One Fylde Operational Way, which is in essence a set of standard operating procedures, to inform how we deliver support, in a way which respects each individual and genuinely empathises with them.

It is about consistency and quality, yet in the challenging context of understanding and meeting the individual needs, choices, wishes and dreams of the people we support. We are focussing on creating an open and safe space for people to be heard, even when they are not speaking, that includes the people we support and our staff teams.

So, I remain optimistic that we will continue our journey and challenge ourselves to support, develop and foster truly empathic person-centred relationships with the people we support and all of our colleagues, which in turn will create the space for growth and well-being for us all.

Terry Mears
Director of Operations and Quality

'We are focussing on creating an open and safe space for people to be heard, even when they are not speaking.'



Terry with Lyndsey's team, twice winners of the 'Big Conversation' competition and a £100 gift card! From left to right: Chanelle (holding one of their prize-winning mind maps), Support Workers Michelle, Grace, Cassie and Beverley and Team Leader Lyndsey (seated). The other team members who contributed to the winning entries are Support Workers Maggie, Kayleigh and Julie. Well done, all!

What's the 'Big Conversation'?

Each month, from March until June 2022, we invited all our staff to take part in our 'Big Conversation' competition, based on One Fylde's 8 quality of life indicators.

We wanted to get everyone reading and talking about these powerful statements and looking at how our culture, values and behaviours affect the people we support.

Each of the 4 competitions focussed on 2 specific indicators. Staff were asked to consider and discuss these and then create a 'mind map' together – a visual representation of their response to the theme using images and words.

Our 8 quality of life indicators:

- **Having meaningful relationships**
- **Being healthy physically and emotionally**
- **Having my privacy respected**
- **Having a safe and stable home**
- **Having meaningful purpose to my days**
- **Having choices**
- **Being heard and feeling respected**
- **Having financial security**



Supporting mental health at work

Above: Roxanne Simpson, Andy Livesey, Neil Byers and Chris Heaton. Ally Cox (not pictured) is our fifth Mental Health First Aider.

One Fylde has 5 staff members who have successfully completed the Level 3 Ofqual accredited Mental Health First Aider (MHFA) training course.

Their role is to be the main point of contact for any colleague who is experiencing a mental health issue or emotional distress. They offer initial support until professional help is received or a crisis resolved.

Our Mental Health First Aiders have volunteered to undertake the training and to support colleagues who might be struggling with their mental health and well-being. So far, they have referred a number of colleagues for counselling.

One Fylde has also signed up to Mind's Mental Health at Work Commitment, which is made up of six standards:

1. Prioritise mental health in the workplace by developing and delivering a systematic programme of activity
2. Proactively ensure work design and organisational culture drive positive mental health outcomes
3. Promote an open culture around mental health
4. Increase organisational confidence and capability
5. Provide mental health tools and support
6. Increase transparency and accountability through internal and external reporting



Meet the Employee Voice team

Our Employee Voice group was established over 2 years ago and is made up of Support Workers, Team Leaders and Office staff who have volunteered to represent their colleagues.

CEO, Tracey, attends the meetings which are held every 3 weeks and listens to the group's views and the suggestions which their colleagues have asked them to bring to the meeting. Tracey reports back to the Leadership Team where concerns and suggestions are considered and acted on.

Here are some of the achievements of our Employee Voice group:

- A monthly draw, where there is one winner of a £50 cash prize
- Buying and selling annual leave

- Last Christmas, staff who were on monthly pay had the option to receive some of their salary a week early
- An e-newsletter, detailing information, help and support that staff can access to help with the current challenging economic climate
- Standardising rotas on our People Planner system, so that all staff can view 3 weeks' rotas in advance, which enables them to pick up extra shifts.

The group are currently analysing the feedback from One Fylde's Well-being in the Workplace survey and reviewing over 1600 initiatives which were suggested by the staff who responded. Some of these initiatives will go forward to be included in One Fylde's Well-being Strategy.

Above: Paul Bird, Lyndsey Rigby, Helen Kay, Cassie Blackburn and Andy Livesey, all members of the Employee Voice team



**'I want
to help people –
and I want to help
One Fylde move
in the right
direction.'**
James

Above: James is an accomplished musician
Right: James relaxes at home with Fudge, his cat

Introducing James, soon to be our new Trustee

Meet James, who is about to become the newest member of One Fylde's Board of Trustees. He has been supported by One Fylde since January 2015 and so has a unique and valuable perspective as a Trustee.

James, who has been blind since birth, enjoys living in a modern bungalow with his cat, Fudge. He says it is the support of his Team Leader, Rick, and Support Worker, Julie, that enables him to be such an independent person. 'They can't do enough for me,' he says. 'Joining One Fylde is the best thing I've ever done! It's taken away all the stress I used to have in my life.'

An accomplished musician, James joined an Irish Ceili band in 2003, initially playing the tambourine. However, from the moment he heard the sound of a piano accordion he was smitten! Soon, with the help of a teacher, he learnt to play the accordion and made rapid progress. James busks in aid of a cancer charity, as well as doing the occasional gig in his local pub. Members of the One Fylde family will remember his inspirational performance at the Annual Awards Night held at Lowther Pavilion in 2019.

James also sings and, as he modestly says, 'dabbles on keyboards'. He is a great fan of singer Katherine Jenkins and has met her several times. There is a display of framed photos of her in his lounge, including some lovely shots of them together – souvenirs of her concerts he has attended.

James is a keen walker and covers many miles each day with his staff. He loves walking along the Fylde coastline. He is also an enthusiastic cook and enjoys days out with his One Fylde friends. He is looking forward to making an important contribution in his new role as a Trustee.



Why I love my job

Prior to discovering his perfect role as a Support Worker, John had a career in retail which included circumnavigating the world 3 times as a sales assistant on cruise ships!

For John, being a Support Worker is all about allowing the individuals he supports to live their best life and, in every way possible, to ensure they get to choose how they spend their time.

John says, 'I expect to provide the best of myself. I love to give my energy to those we have the privilege of being around.'

He enjoys learning each person's communication style. This enables him to discover the things that bring them joy. This can range from simple pleasures, like dancing around whilst doing the cleaning, preparing their favourite food together or larger events, such as days out and holidays. Building friendships and maintaining relationships with families also play a big part in the well-being of those he supports.

On a practical level, John's work also includes teaching basic skills that encourage independence. Learning to fold sheets, for instance, can bring a real sense of achievement, even if it takes a few trials.



Above: John, left, and Craig, demonstrating one of life's simple pleasures

Below: John with Mark, a big fan of Harry Potter, whose bucket list has included visiting Alnwick Castle, featured in the films

'Every day is a journey and every person we support has different expectations'
John





John says, 'My best days are when I see people smiling, laughing and happy. Yes, there are days when people feel sad, upset or might not understand the world around them. My role is to offer support to the best of my skills and learn to develop new ways to help people manage and cope with day to day life.'

One of John's favourite activities is helping people to build bucket lists. Creating a bucket list involves talking about things they have never done that they would like to try, or things they have previously enjoyed and would like the opportunity to do again.

Often a bucket list will include holidays and days out which John will help individuals he supports to plan. In addition to talking with them, he will use pictorial information, such as brochures and photos to help them make choices. He will also use his awareness of their body language to ensure that they are happy with their plans.

John has helped people tick quite a few items off their lists including helicopter rides and tours of castles and seeing Duran Duran live at Lytham Festival.

John says. 'The exciting part of these adventures is seeing the excitement on their faces, talking about the day and enjoying our time together. Then looking back at photos of the amazing times they have enjoyed and remembering this part of their life journey!'



Above left: John and Ruth at the start of one of her bucket list adventures – flying in a helicopter

Above right: Ruth flying high above Blackpool Pleasure Beach

Below: John and Ruth back on firm ground at Ruth's home





Mat's first year as Team Leader

Mat who joined the charity in June 2021, has recently completed his first year as Team Leader at the house where Curbie, David, Paul and Tyrone live. He brings with him extensive experience having worked in Social Care for 15 years, both as a Support Worker and a Team Leader.

Mat has something in common with other staff who have made the successful transition to support work, in that he had not considered it as a career option until he was made redundant as a fork-lift truck driver.

What did he make of such a different role? 'I loved it right from the start!' he says.

Above: Team Leader, Mat

Below left to right: David, Danielle, Curbie, Robert, Paul, Mat and Steve



Mat worked at the house for 3 months before becoming Team Leader and was aware of the challenges and the rewards of supporting their 4 service-users.

'The weight of responsibility is on your shoulders,' he says. 'You think about the best possible care for the people you support and you also want the best for your staff. It's hard work.'

David, Paul and Tyrone are all non-verbal and so the team are very skilled in interpreting their posture, body language and behaviours.

Curbie, on the other hand, is very chatty and outgoing and enjoys a great rapport with all the staff. Having a stable staff team has enabled her to blossom over the last year. She enjoys wheelchair dancing, visiting the zoo, having her hair and nails done and dating.

Despite their different personalities and abilities, these 4 individuals have lived together harmoniously for over 7 years.

Mat feels that honesty and directness helped him make the transition to Team Leader, both with the staff team and the families of the individuals they support. Being willing to talk about anything has been important, too. He is aware that staff may have issues outside of work which they may need to share in order to be effective in their roles.

His biggest challenge is trying to get a full team, with recruitment being an issue across so many industries.

'It's hands-on, full on and not for everyone,' says Mat, 'but it's a lovely house to work in. It's so rewarding giving the best quality of life to the individuals we support.'

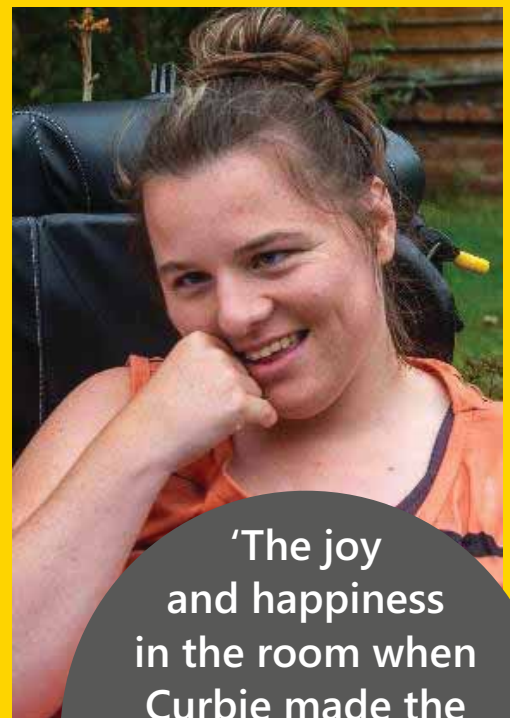
As part of our commitment to person-centred recruiting, Curbie was given the opportunity to lead the interview for a new staff member for her house.

Curbie came to Libra House and met Paul, One Fylde's Recruitment and Retention Manager, to pick up the interview documents. She made sure everything was ready in the interview room before the candidate came in.

Curbie introduced herself then Area Manager, Devon, and Mat, who both went through their questions. Then Curbie asked questions she had prepared and shared a little about her house and her housemates.

Once the interview ended, the candidate was asked to sit in reception whilst the interviewers discussed her suitability for the role. As soon as they reached their decision, Curbie went to tell Paul the good news and then had the happy task of telling the lady she had been successful. Curbie celebrated by shouting, 'Well done, everyone. We've all done a great job!'.

Curbie is now looking forward to her next interview!



'The joy and happiness in the room when Curbie made the job offer was amazing!'
Paul, Recruitment Manager



Kathy designs her new bedroom

When Kathy's bedroom was ready for a makeover, her staff were determined she should choose exactly what she wanted.

Kathy has limited verbal communication, but that does not get in the way of her expressing her preferences. Team Leader, Hannah, says 'Kathy's face will light up with a big smile when she likes something and she will get attention by looking in the direction of her staff.'

Kathy points enthusiastically at objects around her, or at pictures she likes in magazines. Her staff began by creating a 'mood board' using cut-out photos which Kathy chose. Paint charts helped her choose a colour scheme and wallpaper swatches added texture.



Hannah and Kathy with her mood board

Armed with the mood board, Kathy set off on a shopping trip to Dunelm, accompanied by her staff Hannah, Beryl and Claire. As you can see from the top photo, the trip was a great success!

Kathy loves her bright, beautiful new bedroom. Hannah, says the makeover has really helped Kathy feel better as she gets much less agitated now.

Makaton – giving everyone a voice

**'It's so
important that
people who can't
communicate verbally
still have a voice.'**

Andy,
Team Leader



Above: Support Workers Mick and Diane demonstrate their Makaton signing skills with Team Leader Andy

Andy's team support four men; Brendan and Michael, who are deaf, and their hearing housemates, Stephen and Keith.

Brendan has been profoundly deaf since birth. Michael, who could hear as a child, gradually lost all of his hearing. Although the men use some British Sign Language (BSL) and a number of signs they have devised during the 17 years they have known each other, Makaton signing is the main way they chat to each other. Team Leader, Andy, encourages this as it helps to avoid confusion and is easier for new staff members to pick up than BSL.

Makaton was created in the 1970s by three speech and language therapists. The word 'Makaton' is formed from the first syllables of each of their names.

Passionate about Makaton, Andy would like it to be taught in all schools. He has found it helpful not only in communicating with Brendan and Michael, but also with other service-users with communication difficulties and some of his own family members, too. Andy is trained to Level 3 in Makaton and hopes to become a tutor so that he can teach others, not just in social care, but in all walks of life.

Meet our Jazz Dance group



Every Wednesday, One Fylde's Jazz Dance group and their support staff meet in a local church hall for an hour of energetic practise and fun.

The group has been running for 15 years. During the COVID-19 pandemic they had to 'meet' online via Zoom and so they really appreciate being able to dance together again.

Dance teacher, Rebecca, enjoys working with so many vibrant personalities. 'I absolutely love it – it's one of my favourite classes!' she says.

The group have recently presented a performance of 'Grease' which was so well attended by their friends, families and staff that there was standing room only despite the venue being a very large hall. Their performances are always person-centred, with every dancer having a role which matches their particular skills and physical ability and so there are plenty of opportunities for personal expression.

The Jazz Dancers are currently working towards their Christmas show which may well have a pantomime theme. Oh no, it won't! Oh yes, it will!

Top: The Jazz Dance group's recent performance of 'Grease'

Below: Eleanor, Amanda and Julie get the audience on their feet



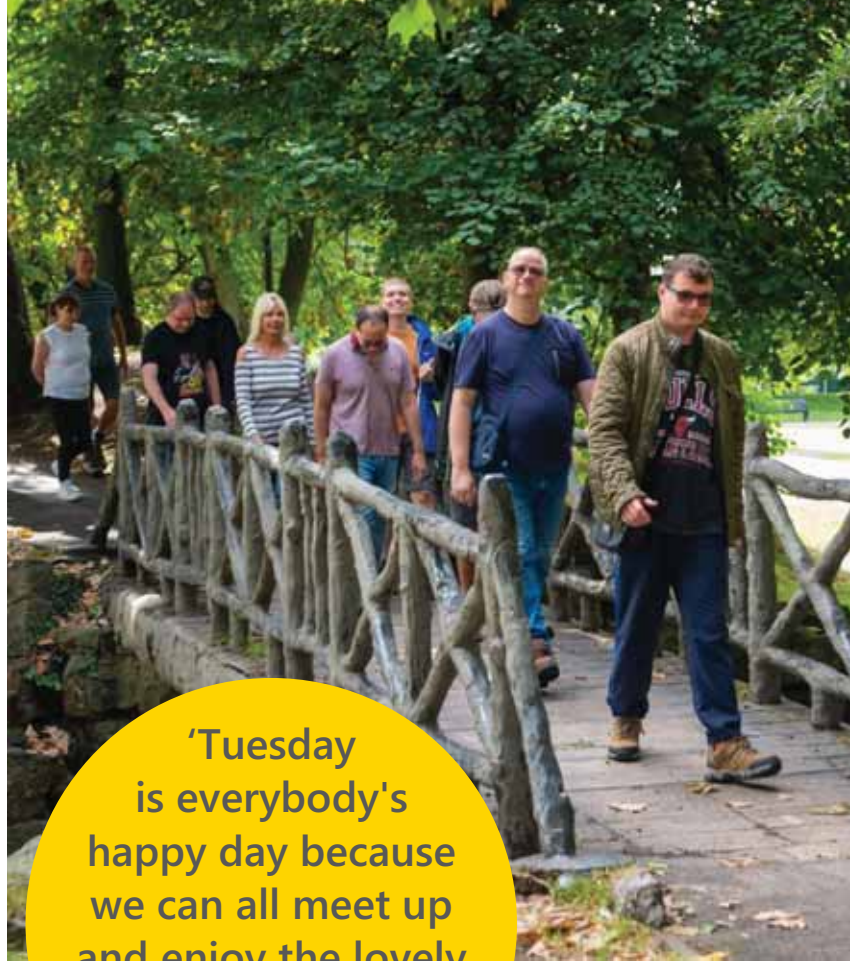
Rambling

For those who enjoy the outdoors, visiting new places and walking with others, the Tuesday Rambling group offers a gentler route to well-being.

This year our ramblers have been out to the Nicky Nook Loop walk, Beacon Fell, Fleetwood beach front, Clitheroe Castle, Williamson Park, Lancaster Canal and Rivington. A highlight was the Wray Scarecrow Festival in April. When extreme weather is forecast, our Activity Team Leaders arrange indoor activities.

The people we support have made great friendships through the group and enjoy discussing what they did at the weekend.

'Everyone knows each other well and has a fabulous day full of laughs and fun,' says Jane, a Support Worker. 'We all come home looking forward to next Tuesday for another Rambling session!'



**'Tuesday
is everybody's
happy day because
we can all meet up
and enjoy the lovely
countryside'**
Jane, Support
Worker

Above: Liam leads the way across one of the rustic bridges in Ashton Gardens, St Annes





Above: Marilyn, Leighann, Eleanor and Scott at work recording the radio show

Welcome to Orchard Studio!

Like many great ideas, Orchard Studio began as an ambitious dream. In April 2020, Darran, One Fylde's Innovation Team Leader, introduced a radio podcast as a way of keeping everyone in touch during the COVID-19 pandemic. The podcast, initially hosted by Darran and since renamed the One Fylde Radio Show, is now researched and presented by a team made up exclusively of people supported by One Fylde.

The acquisition of a centrally-located base for the radio activities, early in 2022, brought the opportunity to move to a dedicated space where everyone could get really creative! Two generous rounds of funding from Fylde Borough Council enabled the creation of a fully equipped recording studio – One Fylde's very own *Orchard Studio*.

Now the studio is the place where people can come and express themselves through music, art and design. This mindful creativity leads naturally into relaxation and well-being – as well as fun!

Sian has been learning design skills, creating posters for One Fylde events and announcements for the intranet. She has a real talent and is currently working on a monthly magazine all about what is happening at Orchard Studio.

Thanks to the digital technology of iPad Pro computers, people we support can become both musicians and composers. The use of software which enables the creation of music, without the need to learn to read musical notation, or the physical ability to play an instrument, means that they can compose music simply by touching the iPad screen!



'I've been learning creative design and I'm also editing a magazine. I hope to use these skills in the future.'

Sian

After a quick introduction from Darran to the range of digital music programs on offer, participants are able to work alone on their compositions or even enjoy jamming together. A wide range of musical styles from around the world and a mind-blowing selection of instruments can be conjured up digitally by touching icons on-screen. All the music created can be recorded and saved or have other elements, such as voices, or even a video, added. As Darran says, 'music created by the touch of a finger is a pure expression of the individual's creativity'.

So, that's Orchard Studio – not just home to the One Fylde Radio show, but a fully equipped, user-friendly, music production and composing suite, and an art and design studio!

Left: Sian at work on a magazine about the studio

Below: Rebecca composing a song

Leighann creating an illustration

Darran and John discussing music editing



Liam fundraises for Blue Skies at Lytham Festival

When Blue Skies, the Blackpool Victoria Hospital charity, was chosen as Charity of the Night for Lytham Festival's 8th July show, Liam, a keen Blue Skies volunteer, wanted to help.

As he and his Support Worker, Lexy, travelled to the Festival, Liam, well-known for his vast repertoire of jokes and rhymes, could not resist entertaining their driver with limericks!

Entering the Festival via the secret staff crew door, Liam and Lexy met the Blue Skies team of over 25 volunteers. Liam was kitted out with some retro light-up festival glasses and Lexy with a flowery light-up headband. They set off towards the festival-goers helping them with directions whilst collecting donations in their blue charity buckets. Liam charmed everyone he met with his friendly banter.

Altogether the team raised an impressive £2363.24 for the Charity. At the end of the day, sat on the grass with a veggie hotdog, Liam told Lexy how proud he was of himself. He even got to hear The Strokes do their sound check!



Above: Liam, who is a regular volunteer at the Blue Skies shop used by patients. He helps the stock room team, replenishes sweets and chocolate, ensures all the boxes are recycled, then tidies up the room to make sure it is safe and easily accessible. Liam also writes a list of stock that needs ordering. He enjoys memorising limericks to share and brighten everyone's day!

Below: The Blue Skies festival team with Lexy and Liam on the far left of the back row

Photo courtesy of Blue Skies @BlueSkiesHospitalsFund



Neil bowls for well-being

Visitors to our Community Facebook page will notice Neil's enthusiastic posts about crown green bowling and how much the sport has contributed to his well-being.

Neil plays three times a week and is currently training to be a coach himself. His Team Leader, Paul, says, 'Neil has made big strides with his mental health due to crown green bowling. He's had some difficult times but his bowling has kept him focussed and his mental health well. He has won awards, both as part of a team and as an individual. He's also made many new friends and is heavily involved in the bowling community.'

Neil is one of 10 people supported by One Fylde who are being coached by Fairhaven Bowling Academy, which takes pride in its inclusivity.

Bowling Academy founder, Bill Hannigan, approached One Fylde's activity Team Leader, Tricia, to offer coaching for people we support and their staff.

Bill says, 'the 10 people we have coached have vastly improved coordination. They have fun and they can hold their own against any other players!'

'We are all very proud of Neil's achievements and how far he has come with his mental well-being.'

Paul,
Team Leader



Above: Neil on the green

Below: Bowling Academy founder Bill with Neil





Above: Camilla, Michael, Alison, Philip, Liam, Matthew and David loading up at Playtime UK

Recycling in our community

Every weekday our Recycling Team collects cardboard from Playtime UK in Blackpool. It's one of their many regular collection points.

Like our Gardening Team featured in last year's Annual Review, the Recycling Team has built up an excellent reputation with local businesses.

The Recyclers collect over five tonnes of cardboard and plastics each week which they bale themselves and then sell on to a recycling company.

25 supported people are part of the group and enjoy the many benefits of teamwork and friendships which grow naturally out of working together. This work also helps the environment.

Their pride in their work contributes to their self-esteem, their role brings them a sense of purpose and the physical nature of the job promotes good health and well-being. It's a win-win!

Recycling can be a great stepping stone for supporting people into employment. With the support of their caring, well-trained staff, they learn about time keeping, health and safety, responsibility, team work, relationships and even how to use a baling machine.

The Recycling Team demonstrates the great contribution that people with learning disabilities and autism can make to their community and, hopefully, this may help to reduce the stigma that they sometimes face.

**'One Fylde's
Recycling Team
are wonderful –
they do an
excellent job!'**

Darren,
Playtime UK

Lauren got the job!

Lauren, who is both supported and employed by One Fylde, had to compete with 5 other people to secure her job of Administration Assistant at Libra House. She impressed the interview panel with her friendliness, her desire to help people and her ambition to improve her computer skills.

Lauren began her part-time role in February 2022 and is part of the Admin Team. She works on Reception with Julie, One Fylde's Receptionist.

In July, Lauren completed and passed a Basic IT Skills course with Blackpool and the Fylde College and in September she started another course with them: Essential Digital Skills Qualification Level 1.

Lauren's role involves a variety of tasks which keep the office running efficiently. As well as answering the phone, she opens and redirects mail, uses the franking machine to send letters, prepares stationery and PPE orders for houses and our Homecare Teams, types letters and refills the photocopier with paper. However, what she enjoys most is scanning and putting the scanned documents into folders.

Office Manager, Helen Kay says, 'Since starting in February, Lauren has grown in confidence.'

Lauren enjoys working and would like to have to have a full-time job in the future.



Above: Lauren and Julie in front of the reception mural

Below: Julie and Lauren taking calls



David's a new man

When David got out of breath just walking to the nearby shops, Support Worker Beverley suggested they go to Slimming World together.

David, shown here with a pair of joggers that were once too tight, has now lost 2 stone to achieve his target weight. He shows no signs of giving up his new regime as he is enjoying it so much.

Now David leads an active life, walking every day. He also enjoys swimming and attending Mencap's disco.

I've known David for over 13 years and never seen him looking so well and relaxed. He's a different person.

Rick, Team Leader



Paul achieves his dream

On joining One Fylde, Paul mentioned that it was his dream to play the Wurlitzer organ at Blackpool's Tower Ballroom.

The staff at Paul's house rose to the challenge and, after a series of secret phone calls and emails, a surprise outing was arranged!

The Tower Ballroom manager went above and beyond to arrange a magical afternoon for Paul and five guests. They were served afternoon tea in the ballroom and watched the dancers. Then it was time for Paul to meet the famous organist Phil Kelsall.

After a quick lesson from Phil, Paul, who plays an electric organ at home, sat at the mighty Wurlitzer organ as it rose up from below floor level and performed for his guests.

To end the perfect afternoon, Paul stood on stage and gave a speech to thank everyone.



Elvis fan, Tommy, meets his match

When One Fylde Team Leaders read application forms to find suitable staff to interview, they are hoping to find caring people with empathy who share the interests of the person to be supported. When Lyndsey was looking for the right person to work at Tommy's house, Brendon's application form immediately caught her eye. What are the chances of finding an Elvis impersonator to support one of the King's biggest fans?

Brendon still had to tick all the boxes in order to secure the job, but his credentials as a prize-winning Elvis impersonator, stood him in good stead.

Tommy, who was lucky enough to visit 'Graceland' some years ago, loves to get into costume and share the stage with Brendon.

Above: Spot the difference – Brendon on the left and Tommy on the right



One Fylde
Libra House, Cropper Close
Whitehills Business Park
Blackpool FY4 5PU

Call 01253 795648

Email info@onefylde.org

Website www.onefylde.org

Facebook facebook.com/OneFylde

LinkedIn linkedin.com/company/one-fylde

Twitter @OneFylde

One Fylde is a registered charity no. 1045039
Company no. 3017303

Front cover: Phillip meets Ben, the horse

Back cover:

David

Alison and Joanne

Neil

Christine

Steve