



bright futures

# SURVEY RESPONSES

2020





## A message from our CEO

At Bright Futures we deliver great quality community based care and education to a growing number of children and adults with autism, complex needs and learning disabilities in high quality locations. Our teams are trained to excellent standards which, when combined with our passion, pride and commitment to what we do, fosters an excellent and caring culture and makes us the leading provider in our chosen specialism.

As a great employer we know that our people are the key to the great quality of care and education we provide. Our teams are caring, proud, passionate, and motivated and in our high quality work environments we treat every person in a way that makes them feel valued, respected, supported and trusted and as a growing organisation we invest in our people so they can progress their careers.

To achieve our goals the feedback of the people that we provide care and education to, their families, multi-agency professionals and our colleagues is essential so that we can gain different perspectives on how we are performing against the vision we wish to achieve.

The results in this survey show that overall we continue to have a lot to be proud of and that the vast majority of people feel that we are delivering both care and education to a high standard and also that the staff experience of working for Bright Futures is a positive one. That said there are areas in which we can improve on and the feedback in this document demonstrates what will be done to respond to these areas in the months ahead.

Thank you for your participation in the survey, for the feedback provided and for helping us to shape our future.

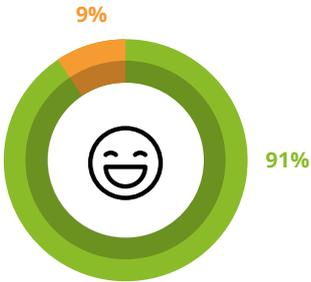
Daniel Jones  
CEO



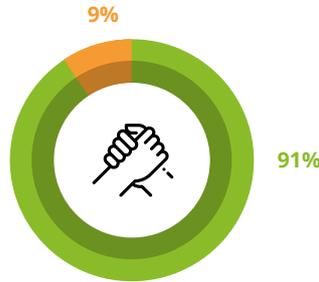
# What our parents have to say



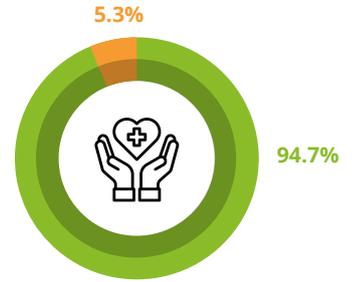
● yes   
 ● unknown   
 ● no



My young person is happy at Bright Futures.



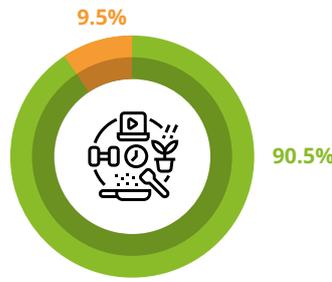
My young person is involved and listened to.



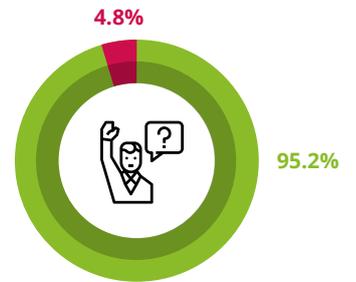
My young person's healthcare needs are met and fully supported.



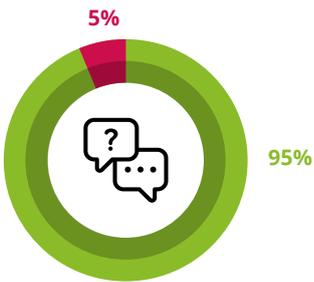
Staff members at Bright Futures are confident and able.



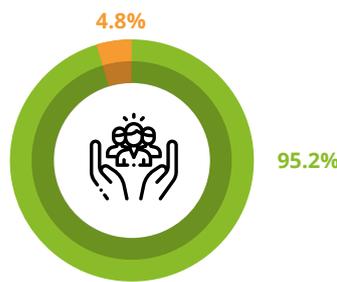
Bright Futures supports people to engage in meaningful, quality activities.



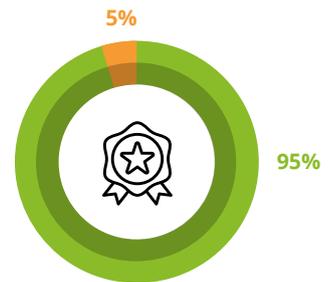
I would be confident to raise a concern.



Bright Futures would respond effectively to such a concern.



Staff support the people in their care to achieve positive outcomes.



Bright Futures delivers great quality care.



"We are very grateful for your care."



"Our young person is thriving here."



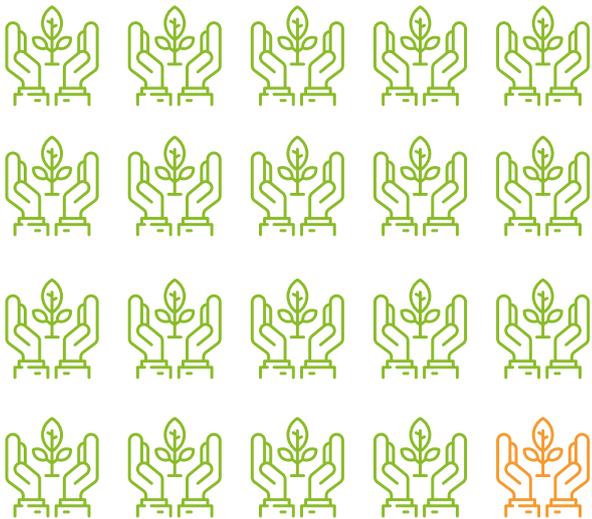
"Staff are excellent."



# 100%

## of parents

are **satisfied** with the quality of our living environments.



# 95.5%

## of parents

think Bright Futures provides **great nurturing care.**

# 100%

## of parents

thinks that their child is **safe and protected from harm.**





## Operational Leaders you said, we did

### **Education Responses** – Ruth Clifford, Head Teacher

- The responses are brilliant! Our challenge is to maintain this level of excellence from a parent's perspective and gain an increased number of responses.

### **Children Services Responses** – Lee Richards, Head of Service

- We have had excellent responses across the board from the families of our young people. We will continue to take huge pride in the relationships that our staff have with families and it is great to see this reflected in the survey.
- Our staff will endeavour to keep families updated about young people and to maintain the positive relationships that have been built.
- Comments from families have been added to each sites' Compliments File.

### **Adults Services Responses** – Oliver Platt, Head of Service

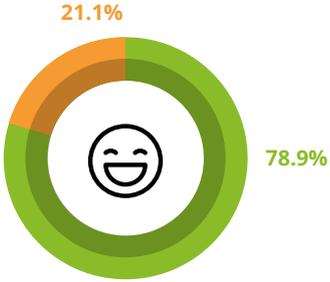
- We are pleased to have received such outstanding consistent responses. People feeling that their loved ones are happy, protected from harm and achieving positive outcomes. This shows that we are meeting the core principles of our care offer - achieving positive quality of life for the people we support.
- We are pleased that around 50% of families responded. We hope to increase engagement and achieve much higher return rates next year.



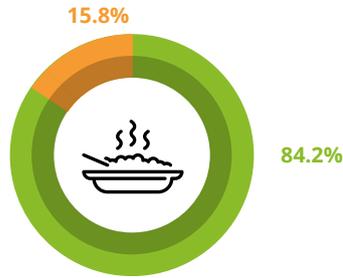
# What the people we care for have to say



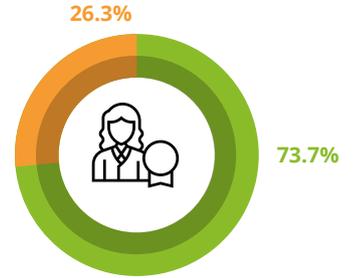
yes unknown no



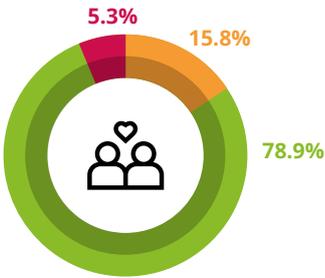
Do you feel happy?



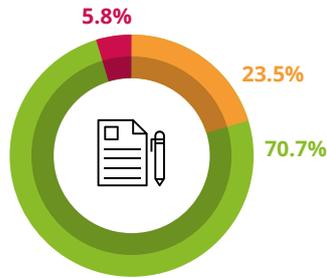
Do you like your meals?



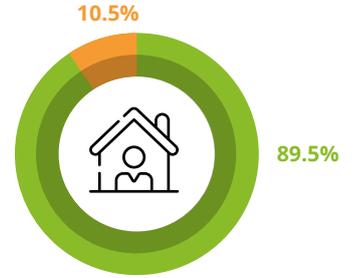
Do you like your carers?



Do you see people important to you?



Do you like going to school/college/work?



Do you like your house?



"I like it."



"I'd like to do some gardening."



"I like to keep a routine with carers that I know."





When asked,

**84.2%**

of the people we care for at Bright Futures said they **loved** their activities!



**94.7%**

of the people we care for at Bright Futures told us

**they felt really safe in our care.**

The other 5.3% answered 'unknown'





## Operational Leaders **you said, we did**

### **Education Responses** – Ruth Clifford, Head Teacher

- We want as many learners as possible to have a chance to complete the survey. Next year all learners, including those on day placements, will have the opportunity to complete the survey. We will get support from our therapy team to ensure that the survey is accessible to all.
- Some students, all of which were adults, said that they 'sometimes' liked to go to college. Following this survey all our adult students have moved to our new Bright Futures College at Alder House. We have made the class groups smaller so that they are less noisy and the students get more time to spend with the teacher, programmes of study are individualised even further, and the teachers are preparing students for the next stages in their life.
- Although all of the children and most of the adults said that they felt 'safe' at Bright Futures we have taken steps to make sure that they know what to do if something makes them feel unsafe or worried. Measures are in place to provide young people with a way of communicating worries without having to do it in front of others. These measures include a 'worry box', a diary that they can leave on their teacher's desk, new words on their communication device, 'feelings words' taught through Makaton, discrete PHSE lesson that focus on being safe and what to do if they are not feeling safe.

### **Children Services Responses** – Lee Richards, Head of Service

- We were happy with the positivity of the responses across the board. All young people stated that they felt safe and enjoyed their activities and their schoolwork.
- Next year we want to ensure that all can access the survey in a way that makes sense to them. We will do this by making sure that they have the support that they need to participate so that the number of responses increases.
- We will continue to ensure that all young people who would like to move to an adult home within Bright Futures are able to explore this option.

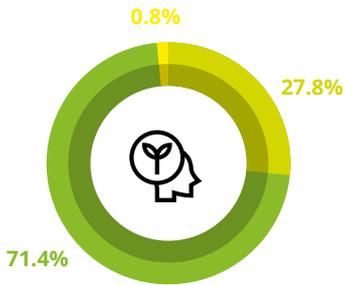
### **Adults Services Responses** – Oliver Platt, Head of Service

- It is fantastic to see such positive feedback in our priority areas. For the adults to express that they feel happy and safe is wonderful.
- We had one response that a person we support is not able to see people who are important to them, and this has been the case for others at times. Will ensure that we promote family relationships and communication through different methods of contact. We will also support the development of friendships and other relationships that will enhance the lives of people we support.
- Next year we would hope to see more adults responding to the survey. To do this we will make sure that the surveys are accessible, and that they can express their views in a way that makes sense to them.

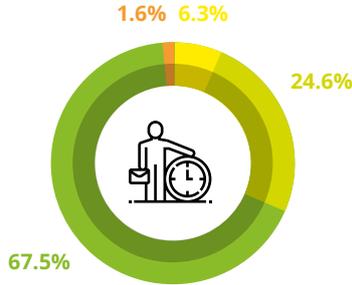
# What our staff have to say



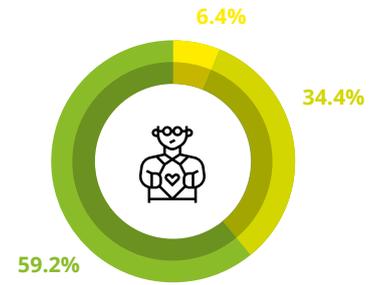
● Strongly Disagree  
 ● Disagree  
 ● Neutral  
 ● Agree  
 ● Strongly Agree



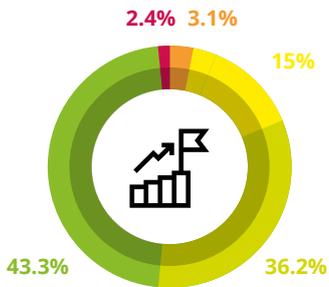
I feel Bright Futures provides nurturing care.



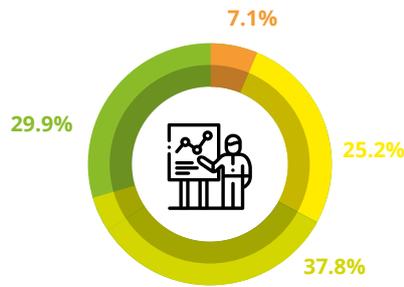
I feel valued by my line manager.



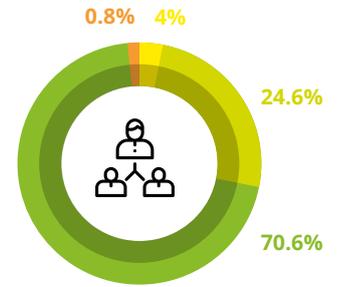
I am proud to work for Bright Futures.



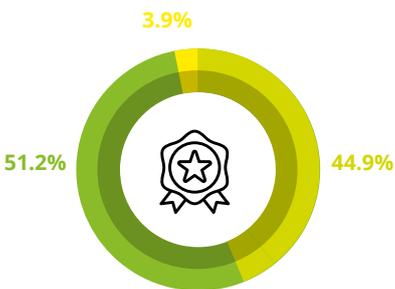
Bright Futures offers career development opportunities.



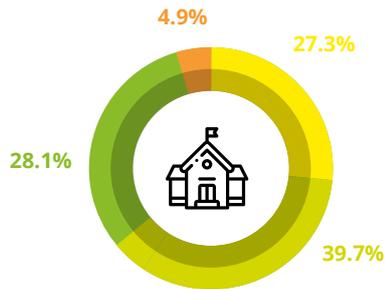
I feel my supervisions are effective.



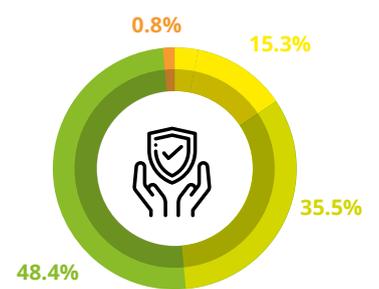
I feel supported by my line manager.



I feel Bright Futures provides quality living and working environments.



Students are happy at Bright Futures School.



Bullying is dealt with effectively at Bright Futures.

“Great quality of care at all homes.”

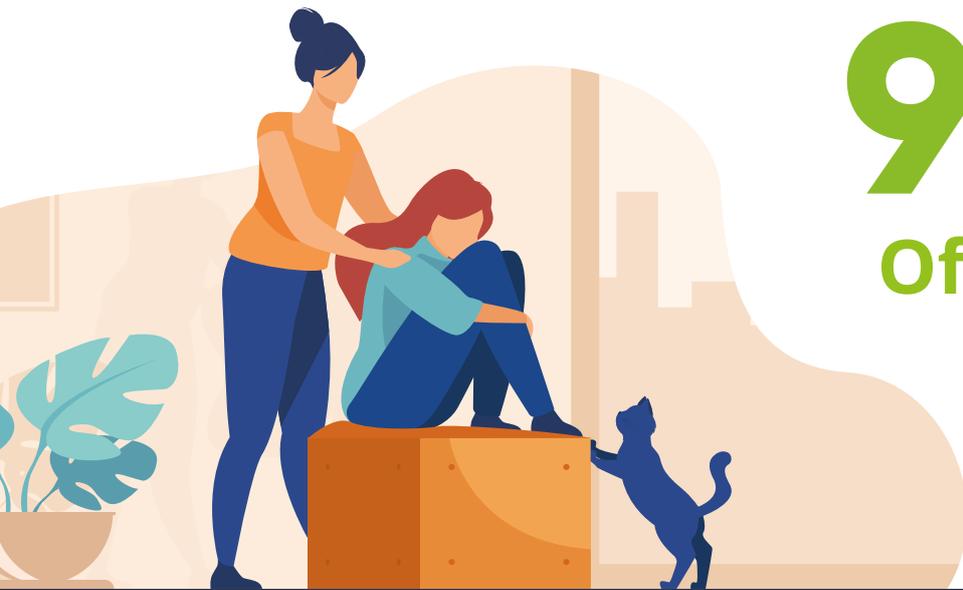
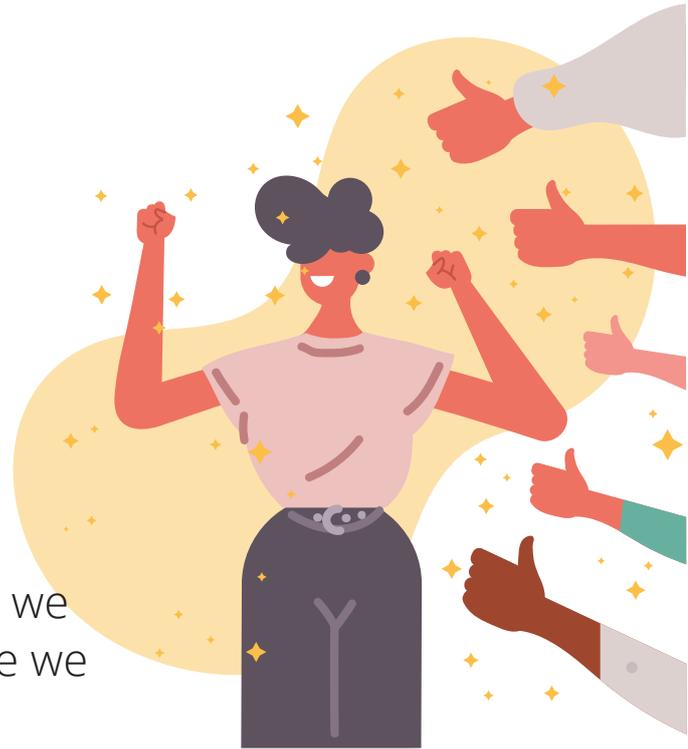
“The staff make a great team”

“I feel fully supported by my manager.”



When asked,  
**96.9%**

of staff agreed or strongly agreed that we offer the correct support to the people we care for, in order to achieve positive outcomes. **Now that's positive!**



**98.5%**  
**Of staff asked**

stated that if necessary, they would **feel confident** raising a safeguarding concern.

**99.2%**

**Of staff**

stated that they feel the people we care for are **protected from harm! Amazing!**





## Operational Leaders you said, we did

### Education Responses – Ruth Clifford, Head Teacher

- The school leadership team will ensure that all staff have the opportunity to and are encouraged to complete the surveys. The data is excellent we just need more of it. Next year we will have a big drive on surveys.
- Since the survey, a new structure has been implemented at school. We hope that the impact of this will be reflected positively in next year's survey.
- In the comments section, staff asked for a bigger play area or sports field at school. Whilst it is not possible to extend the field, we have developed the grounds and have further plans this year. We have two areas where artificial grass has been fitted – one where sports are played and one outside of the dining room where playtime can take place. There is a wooded area that has been developed so that it is safe for the students to go and sit, and will be further developed this academic year into a forest school which can be utilised both at playtime and for lessons.

### Children Services Responses – Lee Richards, Head of Service

- It is very pleasing to see that all staff agree or strongly agree that they are proud to work for Bright Futures and that we deliver great care to our young people. This falls in line with our Employee Value Proposition which is a commitment which we will maintain.
- We have recognised that there was a minority of staff that felt that they were not supported/valued by their Line Manager. This is also linked with not feeling like they have effective supervisions. Supervisions have been improved to ensure that staff are supported more effectively and are completed alongside our Competency Framework, so that there is a clear development path to follow.
- Overall, the results are very positive, though there are areas to improve on in relation to career development. We are working closely with our Workforce Development Manager and will roll out a Career Development Programme in 2021.
- Staff have been encouraged to raise any concerns about young people's education to their Line Managers in a constructive manner. Communication with education has remained positive and care and education work closely to meet the young people's educational needs.
- Some staff felt that bullying was not always dealt with effectively at Bright Futures. It was not possible to speak to these people in question, as their individual surveys were left anonymous. During supervision, staff have been encouraged to bring up any concerns and Managers are trained to deal with issues accordingly.

### Adults Services Responses – Oliver Platt, Head of Service

- 72 staff have returned responses which is really pleasing.
- It is great to see consistent positivity regarding relationships with Managers, and the relationships between sites. Also that we deliver great care.
- We have created opportunities in our 2021 Service Development Plan for staff to celebrate their achievements and maintain a sense of pride in their work for Bright Futures.
- We have improved career development opportunities. Our Employee Value Proposition demonstrates this commitment. Our new Career Development Programme will provide support and clear targets for individuals, ensuring that they understand the steps that they can take to progress and grow in their roles.
- We have continued to develop supervision sessions so that all staff feel the benefit of this time, that constructive feedback is given, targets set, and progress celebrated. In future supervision will be aligned with Career Development Planning.

# What our stakeholders have to say



yes unknown no



Bright Futures provides a safe and nurturing environment.



I would recommend Bright Futures to other professionals.



I would be confident to raise a concern or issue.



Bright Futures support has a positive impact.



Staff members at Bright Futures are skilled and competent.



Bright Futures are informative and effective at multi-agency working.



Bright Futures are open, honest and approachable.



Overall, I feel Bright Futures deliver great care.



Bright Futures have a flexible, person centered approach to care.

“I have seen significant progress in the young person.”

“Staff always make time to discuss young person with me.”

“Staff know the young person very well.”





# 100%

## Of our stakeholders

Felt Bright Futures planned & supported each young person's transition to their new home



# 100%

## H O N E S T

All of our Stakeholders agreed that they felt Bright Futures offered **honest, open and approachable** care!

**100% success**

# 100%

## R E C O M M E N D

100% of stakeholders said they would feel confident recommending Bright Futures to other professionals!





## Operational Leaders **you said, we did**

### **Education Responses** – Ruth Clifford, Head Teacher

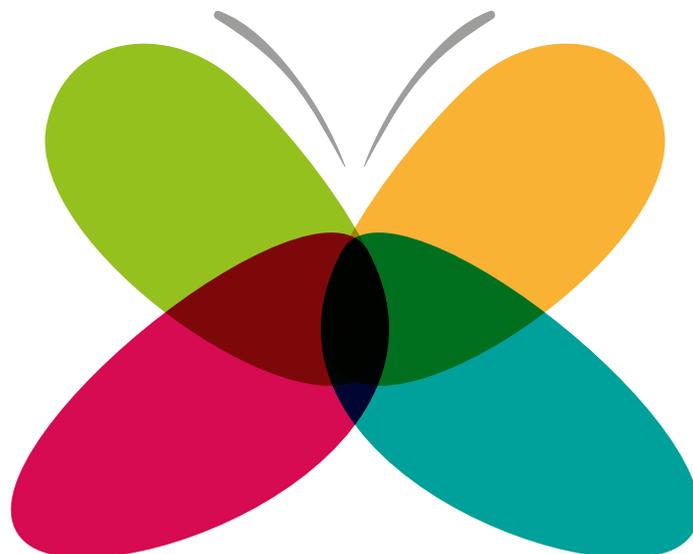
- The feedback is amazing from the responses and it will be exceptional if we can continue to get these percentages with more data to analyse.
- The questionnaire was sent out to LEA's for students on roll but unfortunately, we did not receive any back as they were dealing with the impact of the Covid-19 pandemic. We expect to get more feedback next year.

### **Children's Services Responses** – Lee Richards, Head of Service

- We have had amazing responses from all stakeholders. We believe that this shows that we are meeting our Customer Value Proposition and highlight the excellent care that is provided by Bright Futures staff.
- The responses highlight how well we work with stakeholders and how good communication is between us. We will continue to deliver our high standards.

### **Adults Services Responses** – Oliver Platt, Head of Service

- Fantastically positive feedback in all areas. However, we will make efforts next year to get a higher level of response.





[www.brightfuturescare.co.uk](http://www.brightfuturescare.co.uk)