



bright futures

# SURVEY RESPONSES

2021





## Foreword - Student & School Council Representative

School is a happy place; attendance is great and it's a lovely place to learn. I think that some students may not have understood all of the questions and we should think about this next year. It would be a good idea to ask the same questions but on different days during the week. This will take a lot of time, but some day students might be upset so asking them again on a different day will help us to understand their thoughts. When the survey was completed, a lot of the usual activities were not on offer, such as playing with other groups at playtime and eating in the dining room because of Covid. This would definitely cause some people to be unhappy or say that they did not enjoy school.

Some students said that they did not feel safe. We are working in the student council to find ways to make sure everyone does feel safe and is valued. We do a lot in assembly. I think that we need to help our students understand what 'safe' means and how they can answer this question. As student council representative, I am going to take time to talk about this in the meetings. I'm going to ask classes to make sure posters and photographs are on display of people who keep them safe.

The meals at Bright Futures are so good now since the survey. The menu includes everything that the students have asked for and the Chef also puts on special foods for themed weeks. Even though the answers look like some people don't like school dinners, this could be because they were asked the questions before the Chef made the really good changes.

I am very happy with the answers of the survey but next year I think we need to check that everyone understands what the question means. For example, 'do you like your lessons', they might have a favourite lesson that they didn't have on that day. I am going to see about having lunch time clubs such as music and drama to help people to learn how to play. I am also going to ask teachers to help their students understand what 'happy' is and tell them how they are feeling throughout the day.

**Mikey McCulloch**  
**School Council Representative**



## 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 employee 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  
Bright Futures CEO



# What our residential children & young adults say



yes sometimes no



Do you feel safe at your home?



Do you feel safe at college / school?



Do you feel safe at Bright Futures?



Do you like your carers?



Do you like your activities?



Do you like your meals?



Do you like your house?



Do you feel happy at Bright Futures?



Do you like going to school / college / work?





# 97%

**of children & young adults**

see people who are important to them



# 91%

**of children & young adults**

feel happy at their home

# 100%

**of children & young adults**

feel happy at college/school





## Operational Leaders you said, we did

### Adults' Service Responses – Rachelle Russell, Operations Director

- It is fantastic to see that the overwhelming majority of the adults have expressed that they feel happy and safe at Bright Futures. Supporting people to be safe is a major priority for us all. We want people to feel happy, and view happiness as an amazing outcome from the great quality care that we deliver. We will endeavour to keep doing this for them.
- It is positive to see that the adults within our care like the people who support them and enjoy spending time with them. This tells us that we are employing and training the right people. We will keep on delivering a high level of support and training to the workforce and adapt this when needed.
- It is wonderful that all people who go to school or college say that they enjoy it. We feel that our ability to provide both care and education is a huge benefit that we offer to people. We work in partnership with school and college to make sure we get things right for the people we support, and that learning continues when people come home from college. We will keep holding frequent meetings between care and education staff so that this union remains strong.
- We are so pleased that the number of people we support who have completed a survey has increased this year. We are proud of the work that our managers have done with our Specialist Support Team and Therapists, devising survey questions and formats that were as accessible as they could be for each person. This person-centred approach has given people the best chance of understanding the questions and responding. We will continue to do this so that as many people as possible can have their say.

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

- Really pleased to hear that our young people are very positive about all aspects of their care. This indicates that we are providing 'Great Quality Services' to our young people, as highlighted in our Customer Value Proposition. We will keep true to our standards.
- We adapted the format of the questionnaire this year for children and young people in an attempt to help them to understand the questions. We were able to give the questions in a range of accessible formats. This has resulted in an increase of responses and we are really pleased to get this feedback. There are still some questions that some young people do not understand, and for these young people we are grateful that we have had feedback from their parents and our workforce who advocate for them. We will however keep trying to make the surveys as accessible as possible.
- It is great to hear that young people like their homes and the meals that we serve. We never underestimate the value of houses that are homely and well decorated, where young people make their mark on their homes. We will continue to plan home improvements every year, and work with our maintenance team to plan how the work is done. We will continue to plan menus with our young people, so that they have a wide range of nutritional meal options that they enjoy.



# What our parents and relatives say



I feel my young person is happy at Bright Futures



I feel my young person is involved and listened to.



I feel my young person's healthcare needs are met and fully supported.



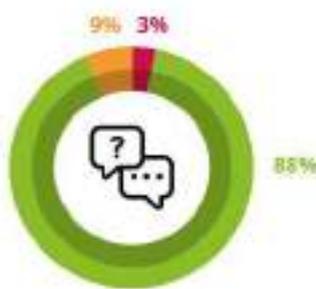
I feel people who work at Bright Futures are confident and able.



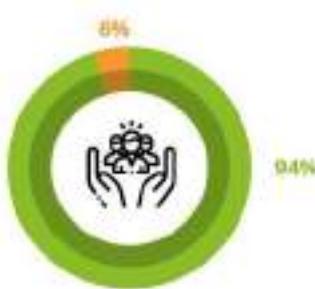
I feel Bright Futures supports people to engage in meaningful quality activities.



I would be confident to raise a concern.



I would be confident that Bright Futures would respond effectively to such a concern.



I feel that people who work at Bright Futures support people in their care and education to achieve positive outcomes.



Overall I feel that Bright Futures delivers great quality care and education



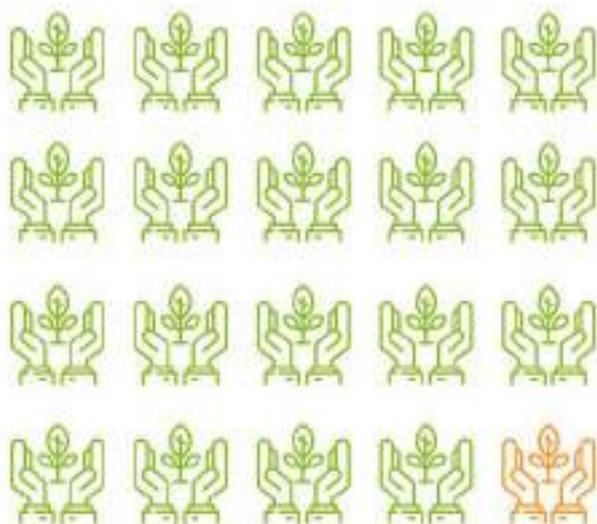
“All the staff do a wonderful job of looking after my young man. He is extremely happy and contented. Thanks”



# 100%

of parents

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



# 97%

of parents

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

# 97%

of parents

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





## Operational Leaders you said, we did

### Adults' Service Responses – Rachelle Russell, Operations Director

- It is wonderful to see parents report that they feel their young person is happy, safe, and supported with nurturing care. We are particularly proud of this feedback as it tells us that we have continued to deliver excellent standards of care, despite the considerable challenges that we have faced through the coronavirus pandemic.
- It is fantastic that parents feel that we have continued to offer a good range of meaningful activities, this was particularly challenging over the last 12 months due to countrywide restrictions on many of the community facilities that many of our young people enjoy. Our colleagues have shown great determination and creativity to keep people entertained and socially fulfilled. A return to increased community-based activities has been a focus for us. We look forward to supporting people to have the most ambitious and meaningful lifestyles, which will be an aim for us in 2022.
- It is great to see parents feel that the healthcare needs of their son or daughter have been supported well especially considering the challenges presented to people's health during the last 12 months by the coronavirus, and the reduced availability of universal health services. We will continue to advocate for the people we support, advocating for them and escalating any concerns that we have until they get the health support that they need.
- Having positive relationships with families is hugely important to everyone at Bright Futures. To see this tremendously positive feedback that families feel confident in raising a concern, and that we would respond, demonstrates that we are trusted and work together to do the best for their child. We will continue to seek feedback from parents and work together to solve any problems that we find. Parents that have offered specific feedback in their survey responses will be contacted directly by a manager to discuss these further.

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

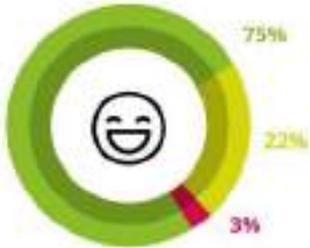
- We have had excellent responses across the board from the parents and families that took part in the survey. We pride ourselves on our positive relationships with the families of our young people and it is great to get this positive response. We will continue to work in partnership with families to deliver great care.
- I am especially pleased that families think that our employees support their children to achieve positive outcomes. Childhood is such an important time for learning and development, and we are privileged to be able to help young people on this journey, and that their parents trust us to do this.
- We did have a low response this year from our families and we will endeavour to improve how we engage during this process next year. All of our families have frequent and close communication with our teams and the feedback over the year has been very positive from all.



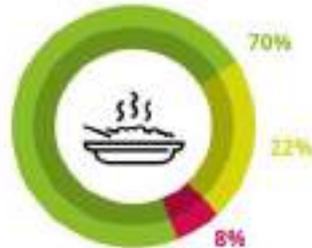
# What our children & young adults in education say



yes sometimes no



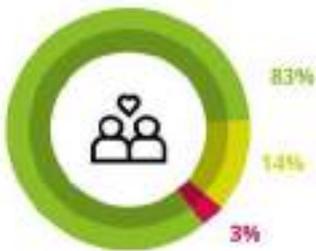
Do you feel happy at college/school?



Do you like your meals?



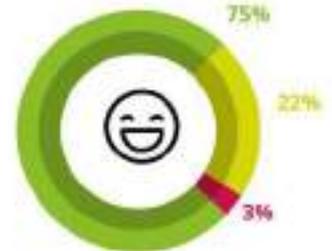
Do you feel safe at college/school?



Do you feel safe at Bright Futures?



Do you like coming to school/college?



Do you feel happy at Bright Futures?





When asked,

**93%**

of the people we care for at Bright Futures said they like their education staff!



**100%**

of the people we care for at Bright Futures told us

**like their lessons.**





## Operational Leaders you said, we did

### Education Responses – Ruth Clifford, Executive Headteacher

- Since the survey, a new Food Technology room has been fitted in response to colleagues' and students' requests for improved facilities. The school leadership team has appointed a Food Technology teacher to ensure that all students benefit from these facilities and experience distinct Food Technology lessons as part of their timetable.
- The school council has requested more support for the students at lunchtime to learn new games and skills. Since this request, the School Leadership Team has been thinking of ways of supporting students at playtime and has created a lead enrichment activities role which will be developed in the Autumn term.
- The School Leadership Team has worked hard to ensure that all colleagues have had the opportunity to complete the surveys. The data is excellent, and we have more than doubled the number of responses from last year. This is very promising as it helps us to analyse responses and act on them accordingly.
- The School Leadership Team is focussing on ways to improve the appraisal system as 73% of the workforce 'agreed' or 'strongly agreed' that their appraisals were effective. Although this is a high percentage of colleagues, we want even more of our workforce to feel that their appraisals are valuable. In response to this, we have developed a new line management structure and are concentrating on workforce development around the Autism Education Trust competency framework, alongside the school development plan, teacher standards and teaching assistant standards.
- In the comments section, colleagues requested more outdoor play equipment and sensory support in the garden. In response to this, and a direct request from the student council, a sunken trampoline has been installed which is proving to be very popular with all of our students for both outdoor play and sensory regulation. New football nets have also been purchased and there are plans to replace the outdoor shelter for Key Stage One students during the Autumn term.
- It is great to read that the majority of our students enjoy coming to school and they like their staff. We pride ourselves on making sure that there is a good balance between lessons being engaging and fun whilst making sure individual students outcomes are being delivered at the highest level. Our staff teams are committed to brilliant teaching and learning and it makes us happy to read that the students are positive about their lessons and their staff teams.
- Our student council meet on a regular basis and the council representatives have worked exceptionally hard throughout the year to ensure everyone in school is valued, respected, their requests are listened to and the student value proposition is adhered to throughout the school. The student council representatives join the school Governance meeting each term and ensure that the student voice is heard by school and company leaders.



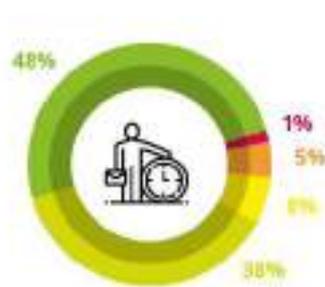
# What our workforce say



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



I feel Bright Futures delivers nurturing care.



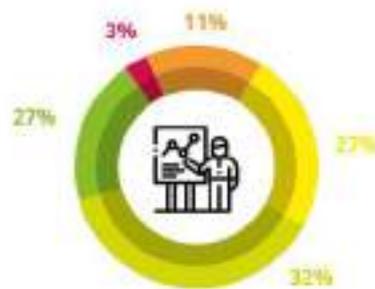
I feel supported by my line manager.



I am proud to work for Bright Futures



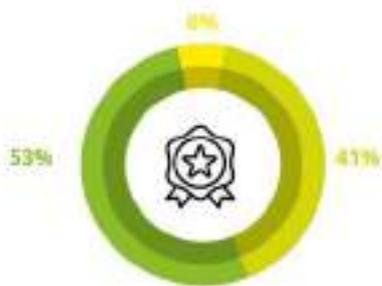
Bright Futures offers career development opportunities.



I feel my supervisions are effective.



I feel valued by my line manager



I feel Bright Futures provide quality living environments.



Students are happy at Bright Futures school



Bullying is dealt with effectively at Bright Futures schools

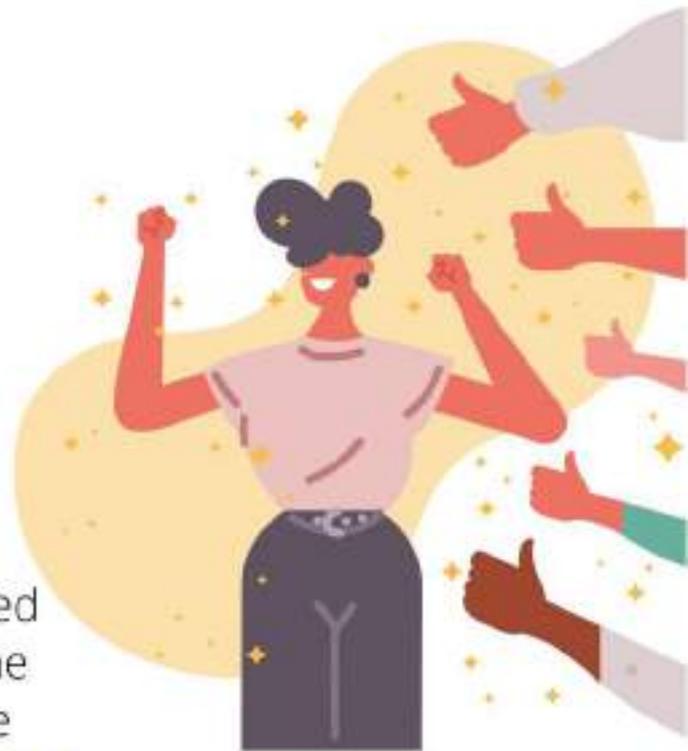


“I feel the employees are welcoming and encourage new members of the team. Employees are professional and conscientious in their work”



When asked,  
**97%**

of employees 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!**



**99%**

**Of employees asked**

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

**98%**

**Of employees**

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





## Operational Leaders you said, we did

### Adults' Service Responses – Rachelle Russell, Operations Director

- The adult service workforce clearly feel a sense of pride in working at Bright Futures. This was reflected in last year's surveys too. This year we have shared more success stories with the workforce through our newsletters, giving examples of the outstanding work that happens every day. We will continue to promote the achievements of our workforce, recognising individuals and teams, and showing how proud we all are.
- It is so important that colleagues share a belief that the services are effective in keeping people safe and protected from harm. This is pleasing to see and definitely an area where we excel. Next year we plan to undertake a review of the effectiveness of our safeguarding policies, and make improvements where needed.
- It is clear the workforce feel that the adults receive great care delivered in a nurturing manner which supports positive outcomes. Every team member's effort to deliver and maintain a high standard of care has been excellent and has made an incredible difference to the lives of the people we support.
- The majority of colleagues still feel happy with the career development opportunities that we offer. Next year we will further strengthen and promote training pathways and formalise Career Development Plans. We will use the Job Descriptions that we revised this year, and the competency framework to identify needs and to steer individuals' development.
- Supervisions are an area that the workforce have mixed feelings about. A large proportion of the workforce have reported to be happy about how they are supervised although there is also a proportion of the workforce that feel that improvements can be made. Managers and Deputy Managers have been enrolled onto Effective Supervision Training to develop the quality of their leadership and mentoring. Managers will also be offered coaching to support their professional development in this area.

### Children's Service 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 that we will maintain.
- We have recognised that there was a minority of staff that feel that they are not supported/valued by their Line Manager. This is also linked with not feeling like they have effective supervisions. All Managers will complete a supervision training course and will use the skills that they learnt to improve the effectiveness of supervisions for all staff. Staff are encouraged to raise any concerns that they have with their line manager, so that together they can come up with an approach that is effective for that individual.
- There has been a great response to how staff feel about career development in the organisation. This is an improvement on last year's results, and I am pleased that the work we have done with staff development has been recognised. We will continue to work closely with our teams and support individuals to develop and make progress at Bright Futures.
- Some staff neither agreed nor disagreed that bullying is dealt with effectively at Bright Futures. I encourage staff to raise any concerns that they have in relation to bullying as we take this very seriously and are pro-active in our responses to this.
- There were a small minority of staff that felt that we do not have quality living environments for the young people. We plan home improvements every year and dedicate a high level of funding to this. I would encourage anyone who is concerned to raise this with me or their line manager, so that we can explain what improvement plans are in place, and work with teams to plan the practicalities of undertaking maintenance and home improvement work. We will continue to work closely with our maintenance team to ensure that our homes are safe and of a high quality.

### Education Responses – Ruth Clifford, Executive Headteacher

- The School Leadership Team has worked hard to ensure that all staff have had the opportunity to complete the surveys. The data is excellent, and we have more than doubled the number of responses from last year. This is very promising as it helps us to analyse responses and act on them accordingly.
- The School Leadership Team is focussing on ways to improve the appraisal system as 73% of the education workforce 'agreed' or 'strongly agreed' that their appraisals were effective. Although this is a high percentage of the school workforce, we want even more of our workforce to feel that their appraisals are valuable. In response to this, we have developed a new line management structure and are concentrating on workforce development around the Autism Education Trust competency framework, alongside the school development plan, teacher standards and teaching assistant standards.
- In the comments section, colleagues requested more outdoor play equipment and sensory support in the garden. In response to this, and a direct request from the student council, a sunken trampoline has been installed which is proving to be very popular with all of our students for both outdoor play and sensory regulation. New football nets have also been purchased and there are plans to replace the outdoor shelter for Key Stage One students during the Autumn term.

# What our stakeholders say



 yes  unknown  no



Do you feel that 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.



Do you feel that people who work at Bright Futures are skilled and competent



Overall do you feel that 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 & education.



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



“A great service, young people I have worked with have thrived and appear to be happy and content. Families are actively involved in the care planning to provide positive relationships.”



# 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**

### **Adults' Service Responses** – Rachelle Russell, Operations Director

- There has been a low number of surveys returned from external stakeholders although the returns that have been received are very positive. Next year we will consider how to make it easier for busy professionals to provide a response to our survey.

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

- We have had amazing responses from our stakeholders. I believe that this evidences that we are meeting our Customer Value Proposition and highlights the excellent care that is provided by Bright Futures colleagues for our young people.
- The response from stakeholders was lower than the previous year and we will look to improve on how we engage with stakeholders for this survey for next year. The general feedback from our stakeholders has been positive throughout the year and we will continue to work closely with them to make sure that they are satisfied with the work that we do.

### **Education Responses** – Ruth Clifford, Executive Headteacher

- All of our students have their Education, Health and Care Plans (EHCP) reviewed annually, as a minimum. It is very important that everyone involved in the student's life works together when devising and reviewing these plans. There can be many stakeholders involved in this process such as speech and language therapists or play therapists, and it is great to read that all stakeholders believe that Bright Futures are informative and effective at multiagency working.





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