



Bright Futures

Survey
Results

2023



Foreword

Bright Ideas Among us

Bright Ideas Among Us is Bright Futures' self-advocacy forum. The group includes people who are supported to live in Bright Futures residential care homes.

As experts by experience, they have an important role in steering the direction of the organisation by advising on policy and practice, for which we are very grateful.



Bright Idea's Among Us reviewed the survey results and their response is as follows:

The questions in the annual survey asked us about our needs and what was important to us, including our choice and control, our homes, and seeing our family and friends.

The responses highlighted the person centred approach to planning and developing new skills.

The people who support us have had more training to promote inclusion, choice and independence.

More people were able to answer the questions in this year's survey, but we would like even more people to contribute next year.

There were three different versions of the survey using a range of Communication tools, using Photo Symbols, Boardmaker and clearer language.

Next year, we would like to include questions that ask if people feel understood.



Foreword

Student and School Council

It has been great to get back to school after the summer holidays. School provides us with a brilliant educational experience which gives us security and regular routines.

At the start of the year we spent time with new peers and staff members, although this represents changes, the school is incredibly supportive of building positive relationships with new people. I feel students and staff have settled in well this year.

Our school values: we learn and grow; we are a safe pair of hands; we care; and we work together are something we have been working hard to represent. We have celebrated kindness week and anti-bullying week, where we have completed activities to increase our awareness around these topics. Harry Potter dojo points are awarded when we represent our school values and house winners are rewarded with an own clothes day at the end of the half term. This has been brilliant.



Mikey McCulloch,
Student and School Council Representative



The school council has been busy this year. The school council made a request to the governors asking if we could have a school pet. This was successful as they have now approved a hypoallergenic therapy dog, called Polly, who now attends Willow Tree Park. The young people adore Polly, and she has been a comfort to those in school. The dog trust delivered a dog safety talk to students in school which was highly informative.

The school council were also pleased to meet with the local MP to discuss all the amazing events that happen in and around our school, which they thought were fantastic. We have put forward ideas for lunchtime clubs which are now set up and students are attending regularly. The outdoor classroom is now available for forest school sessions and the school council are also sourcing some outdoor equipment to access at break times. As well as swimming, the hub, attending the sports hall, and horticulture, some young people are working towards their bronze, silver, and gold Duke of Edinburgh Award.

I have enjoyed my time here at Willow Tree and I am looking forward to hopefully working as a teaching assistant at Bright Futures in the future.

Foreword

Kate Hackett,
Development Director

Directors Statement

We are so pleased to have received a great response from all stakeholders this year which means a lot to us. As a reflective and learning organisation we want to hear feedback, and act in response to what people are telling us.

We believe that the improved response rate is a reflection of the effort that we put into stakeholder engagement. So we are especially pleased to have received a 71% response rate from our staff, which is a 38% increase on last year. We are also delighted with our 67% response rate from the people we support and the 41% response rate from parents, which again, is an increase on last years response rates.

Last year we committed to making some changes and it is great to see that these have been well received. This includes:

- A reduction in staff vacancies from 8.4% to 6.5%, and a reduced staff turnover by 4% in education, 4% in support functions, and 11% in care. This was achieved through our ed workforce strategy.
- Continued investment in staff support and training. This year we did much more around PBS, Active Support, and Autism. We also extended the Specialist Support Team so that they could do more to support operational teams. This enables our teams to deliver the high quality care and support that we pride ourselves in.
- Continued leadership development and training. We held our quarterly leadership conferences which offer learning opportunities but also keep managers and deputies connected. We have been pleased to include leaders of support functions in all leadership development events and plans this year.



Richard Arden,
Chief Financial Officer

Rachelle Russell,
Operations Director

We'd like to take this opportunity to thank all of our staff who are the backbone of our organisation, who work steadfast to deliver high quality care and education, and to our business support colleagues who provide invaluable support to make this happen. We'd also like to thank the people we support and pupils, who are at the centre of everything that we do, and their families who partner with us to get our care and education right.

We are delighted that both our school councils' and Bright Ideas Among Us (experts by experience) are going from strength to strength. We are grateful to the valuable contribution that these groups make to the direction of our schools and care provision. Next year we will work with these groups to extend their influence further.

Our quarterly staff surveys, introduced this year, have enabled us to be more responsive to our colleagues. Next year we will endeavour to gain more frequent, meaningful feedback from other stakeholders at site and organisational level.

From this year's results we know that we can proudly celebrate our achievements and the impact that we have on the lives of our colleagues, the people we support, and their families. The feedback that we have received will, as usual, be used to steer our strategies for 2024.

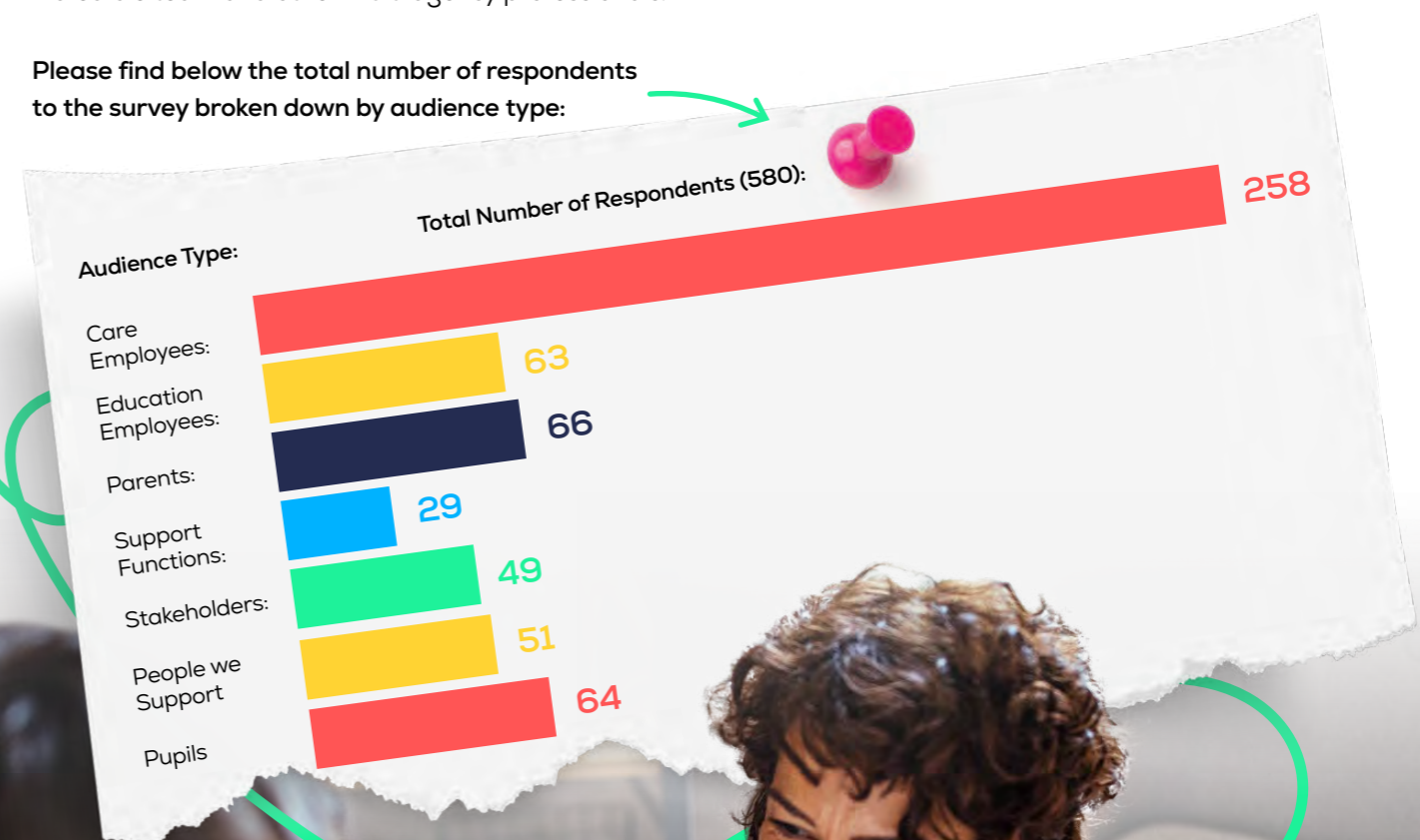


Our Approach

It's really important that when we conduct a survey like this one, that every section of our community is included so we can be sure we are being inclusive and providing everyone with a voice.

That's why you'll find within this document, feedback from every part of our incredible community. From the individuals in our homes, their families and those receiving education in our schools, to members of our incredible team and other multi agency professionals.

Please find below the total number of respondents to the survey broken down by audience type:





Feedback From Our Homes:

Residential Children and Adults

94%

of people said they **LIKE** their home all or some of the time.

88%

of people said they **LIKE** their activities some or all of the time.

90%

of people said they are **HAPPY** in their home all or some of the time.

90%

of people said they **LIKE** their meals some or all of the time.

83%

of people said they felt **SAFE** in their house / home some or all of the time.

88%

of people said they **SEE** people who are important to them, such as family or friends some or all of the time.

“ I care about my family so it'd be nice to see them more. Bridgewell is lovely and I like the garden. I'd like a massive football net and new football. ”

Young Person

“ I like all my carers. ”

Young Person

“ I think Victoria (Road) is perfect. ”

Young Person



Feedback From Our Schools:

Students In Education



98%

of students feel **HAPPY** at school and college.

77%

of students **ENJOY** their meals at school and college.

98%

of students reported that they **LIKE** their education staff.

91%

of students said that they **ENJOY** their lessons at school and college.

98%

of students said that they were **HAPPY** with the resources at school and college.

97%

of students feel **SAFE** at school or college.

Please note 9 people were unable to answer the questions.



What Our Parents and Relatives Say:



91%

of parents / relatives said they felt their young person was **HAPPY** at Bright Futures.

88%

of parents / relatives felt their young person was **INVOLVED** and **LISTENED** to.

89%

of parents / relatives felt that Bright Futures provides great **CARE** and **EDUCATION**.

92%

of parents / relatives said that Bright Futures supports people to engage in meaningful, **QUALITY ACTIVITIES**.

86%

of parents / relatives felt their young persons healthcare needs were met and fully **SUPPORTED**.

88%

of parents / relatives said that people who work at Bright Futures are **CONFIDENT** and **ABLE**.

92%

of parents / relatives who responded felt that staff members at Bright Futures support people in their care and education to achieve **POSITIVE OUTCOMES**.

94%

of parents / relatives felt **CONFIDENT** in raising a concern.

92%

of parents / relatives felt confident that Bright Futures would respond **EFFECTIVELY** to such a concern.

92%

of respondents felt that their young person was **SAFE** and protected from harm.

80%

of respondents felt they are kept **WELL INFORMED** of their young persons progress at Bright Futures.

91%

of respondents felt that Bright Futures staff **COMMUNICATE** to an excellent or good standard.

82%

of respondents felt that Bright Futures planned and **SUPPORTED** their young persons transition to their new Bright Futures home / school to an excellent or good standard.



“Bright Futures school has changed my sons life for the better. I couldn't be happier with the level of care and support he receives at school.”

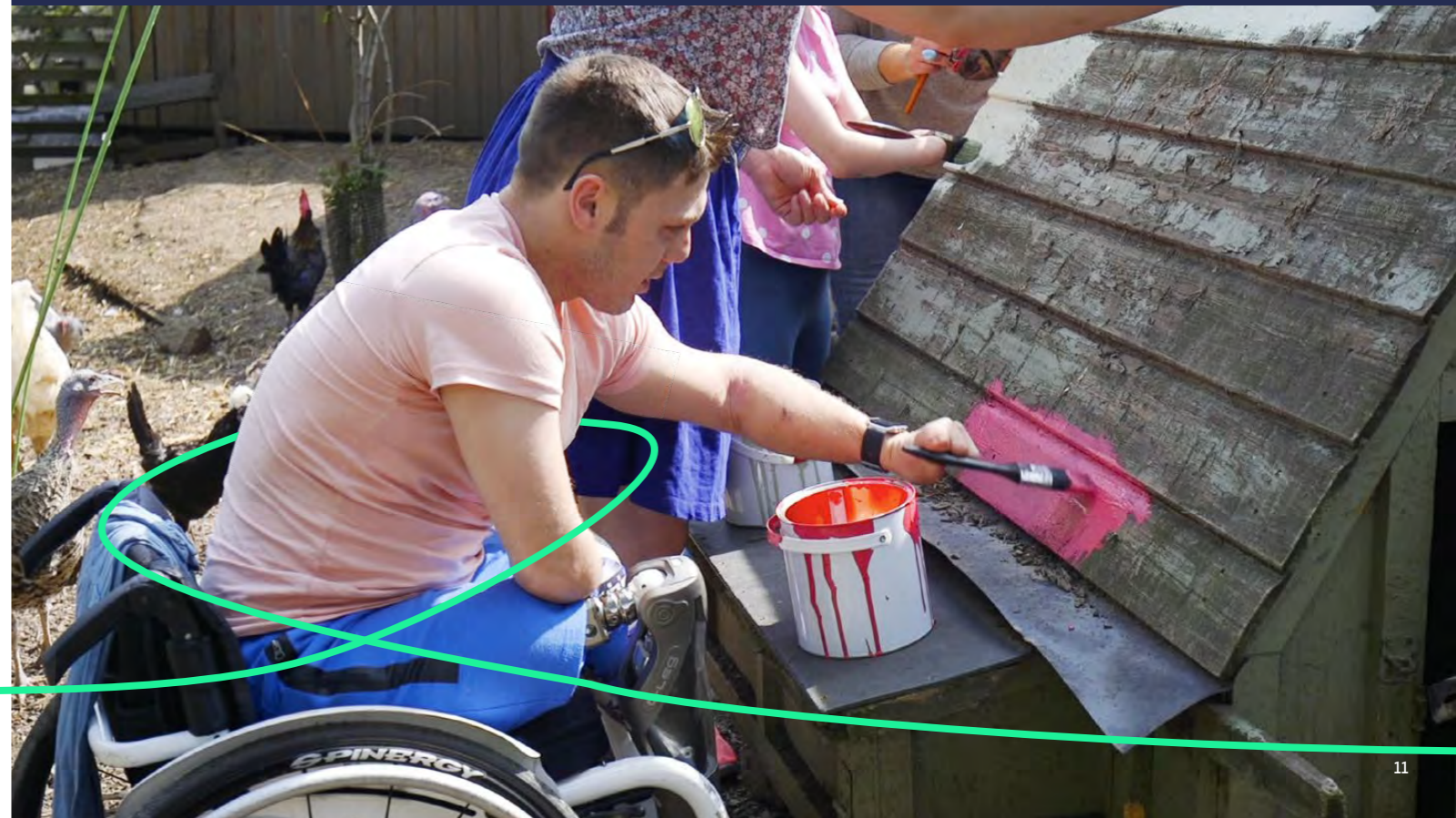
Parent / Carer

“The staff and management are lovely and include us in all decisions and discussions. My son is well cared for and happy. They have created a wonderful home for him.”

Parent / Carer

“We feel our son receives first class care and support. His support staff are a valuable mix of young enthusiastic carers and more mature and experienced staff. Between them they provide a comprehensive package.”

Parent / Carer



What Our Workforce Say:

Throughout 2023, we have regularly asked our workforce for their feedback through quarterly surveys. We have been so pleased with the response rate and have been able to provide support on the things that really matter to our colleagues.



“Bright Futures is the most beautiful organisation. I hold a huge piece of my heart for all our children, young adults and everyone who help make us great.”

Team Member



Flexibility

Our colleagues told us they wanted more flexibility around shifts and so we have encouraged our managers to offer a variety of shift options.

Career Development

Career development has been another important topic, this year we have doubled the number of people on our succession plan and introduced a new, streamlined competency framework to support our colleagues to develop.

Wellbeing

This year we have increased the number of Mental Health First Aiders in the organisation and run a number of wellbeing initiatives including our popular Brew Mondays.

Events

This year also saw the first Safeguarding Week, Big Thank You Day and The Ruth Clifford Absolutely Brilliant Awards where we got the chance to recognise some of our incredible colleagues.

Care Survey Results (Annualised)

NPS 32

NPS (Net Promoter Score) is a score between -100 and 100 that measures in this case how likely our colleagues are to recommend working at Bright Futures. 32 is a good score.



Creators of NPS, Bain & Company, suggest a score:

Above 0 is good, Above 20 is favourable, Above 50 is excellent, and Above 80 is world class.

From the absolute NPS position, any score over 0 would be considered 'good' as there are more Promoters than Detractors



“The company does amazing things for children and adults. They live an amazing life. There is also job progression for staff.”

Team Member

“Since working at Bright Futures I have been very happy and look forward to my shifts. This is because of the care and communication of the management team and the staff I work with.”

Team Member

“It's an incredibly positive and supportive company/house and all the staff involved are fantastic. The houses themselves are gorgeous and it's been amazing getting to know the kids.”

Team Member



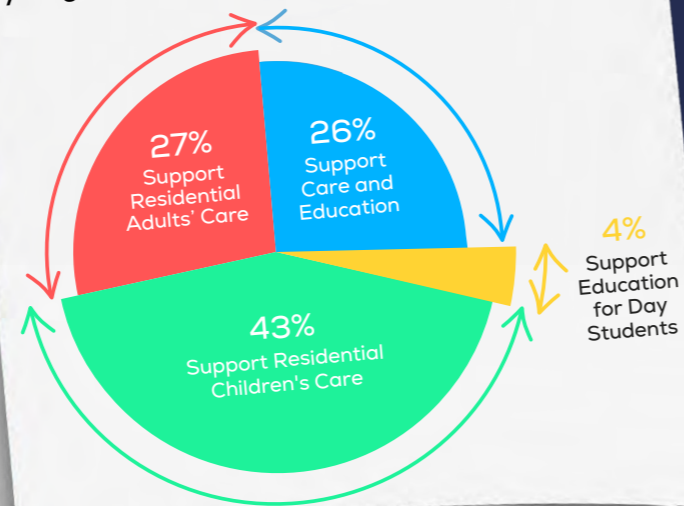


What Our Stakeholders Say:

Here at Bright Futures, we work with different health, social care and education colleagues.

Our survey was shared with social workers, commissioners, community nursing teams, therapists and EHCP co-ordinators.

Which service primarily supports the young person at Bright Futures?



“ I have had such a wonderful and positive experience when I have visited. ”

Stakeholder

	Yes	No	Maybe
Do you feel that Bright Futures provides a safe and nurturing environment?	94%	-	6%
I would be confident to raise a concern or issue.	94%	-	6%
Bright Futures support has a positive impact.	92%	-	8%
Do you feel that staff at Bright Futures are skilled and competent?	78%	-	22%
Overall do you feel that Bright Futures are informative and effective at multi-agency working?	80%	-	20%
Overall do you feel that Bright Futures delivers great care and education?	90%	-	10%
Do you feel that Bright Futures planned and supported each young person's transition to their new home effectively?	86%	2%	12%
Do you feel that Bright Futures care offer honest, open and approachable care?	94%	-	6%
Would you recommend Bright Futures to other professionals?	94%	2%	4%

“ The young person I work with is very happy, has made extremely good progress at Crossland's, the management team are able to work well as part of a multi-disciplinary team but equally able to interact and support the young people within the home. ”

Stakeholder

“ Staff are very open to suggestions and requests. ”

Stakeholder



Care Update



Maria Fiddimore,
Head of Care Operations

Reflecting on feedback from our stakeholders, we know that the way staff work is highly valued and absolutely critical.

We will continue to strengthen professional and career development. Forging pathways that are clear to understand. That tell our team what support and resource we can offer to enable their development, as well as what is expected from them. We will continue to improve the experience for new starters, ensuring that they are welcomed and onboarded with all the help that they need to take their place as a valuable member of our team.

Our primary concern is always the life experiences of the people we support. We want to ensure that we do all that we can to make sure that they stay connected with the people that are important to them, and are part of their communities.

We want to ensure that these pathways are set out in a way that is easily understandable, with the support and resources needed identified within their plan. We want to continue to improve the experience of our new starters to ensure they receive the welcome and support needed as they start their professional life with us.

We also want to ensure that we do all we can to make sure that the people we support stay connected and are actively present with the people that are important to them. We want to plan with them and those important people in their lives how this can look and what Bright Futures can do to support this.

Education Update

Alicia Highton, Headteacher,
Willow Tree Park School



Reflecting on survey feedback there are things that mean a lot to our staff, pupils and their families. We will continue to do what is most important, and respond to new interests.

At our schools, we take pride in our dynamic approach to fostering a strong bond between the school, parents, and the local community. Our themed parent webinars are a popular and effective platform, providing a unique opportunity for parents to delve into specific topics related to their student's education, well-being, and overall development. The positive feedback we've received affirms the value of these webinars as a means of facilitating meaningful dialogue and knowledge-sharing.

Parental engagement remains a foundation of our strategy, and events like parents' evenings and coffee mornings are high on our agenda. These gatherings not only serve as traditional forums for discussing academic progress but also provide a casual setting for open communication, allowing parents to connect with education staff and fellow parents alike.

In addition to engaging parents, we emphasise instilling a sense of community responsibility in our students. Our student council plays a pivotal role in giving back to the local community. This term, we're proud to support a project where our students are actively involved in creating dementia fiddle pads for a local residential home. This initiative not only enriches our students' understanding of community service but also creates a tangible impact on the lives of those in need.

Through these collaborative efforts, we are not just an educational institution but a hub for shared learning, support, and community service. By intertwining education with community engagement, we strive to create an environment where everyone – students, parents, and the local community – plays a vital role in the growth and success of our schools.

Our students asked for more ICT and iPads, we are working with the BBC MicroBits programme and also looking into tablet devices. The students would also like more trips and so sports trips have been added to options on a Friday and students will be able to take part in life skills in the community from January.



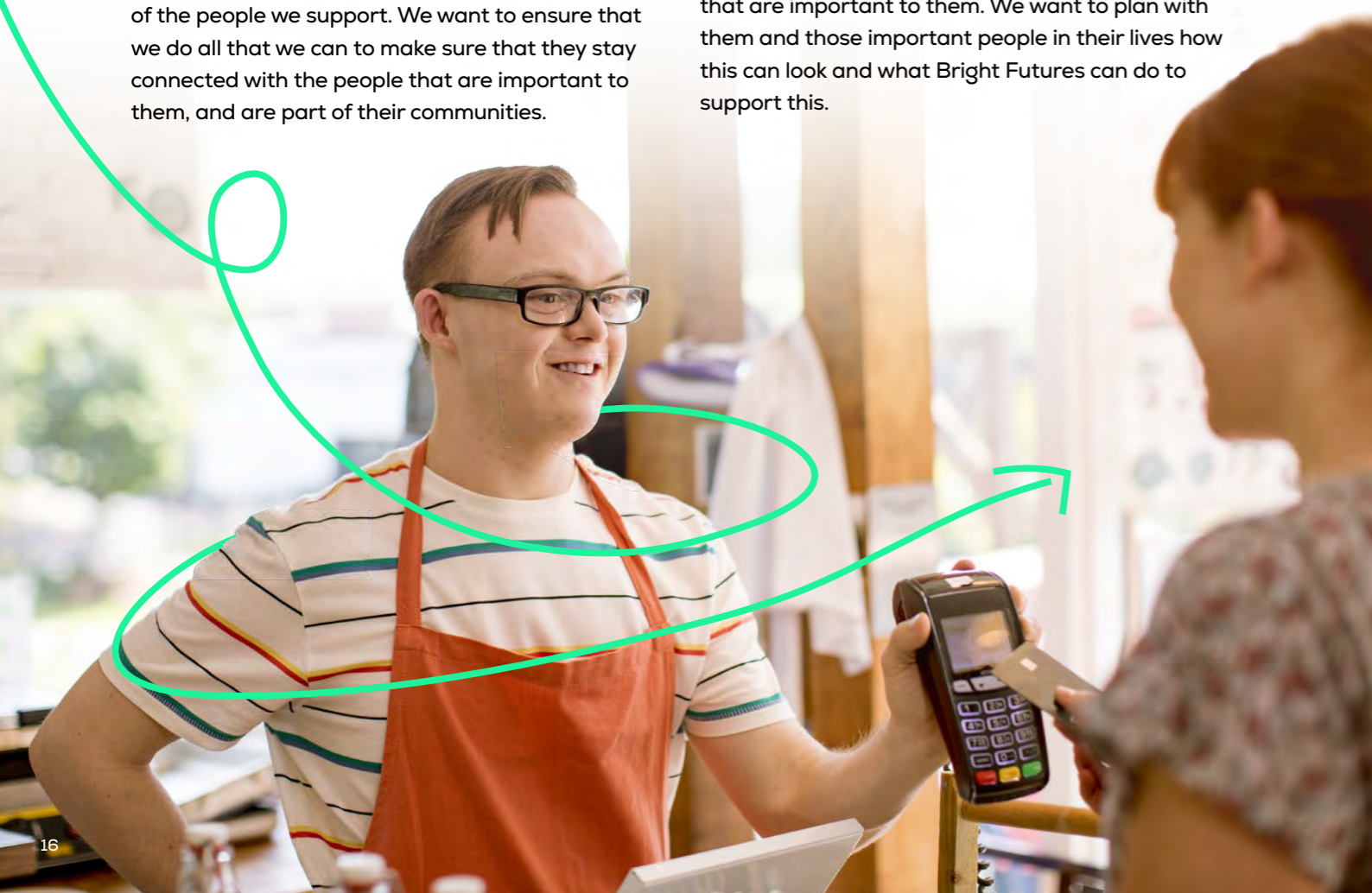
Vicky Tijani, Headteacher,
Ash Meadow School

What our Students say...

You said you did not enjoy your meals at school, we have sent out an additional menu to students to identify their preferred meal options. At Ash Meadow we are hiring a new catering company.

Some students said that they did not know if they feel safe. To better understand this we are going to implement a safety box in the dining room for students to identify times when they do not feel safe.

You said that you do not enjoy your lessons at times, subject leaders will implement half termly lesson questionnaires.





Bright Futures: Our Values

We define ourselves by our values.

They influence how we treat one another, our learners and people we support.

They are what put the 'Bright' in Bright Futures.



We Work Together

With the people we provide support and education to, with their families, with our community, and with our fellow professionals. Together we are one team.



We Care

We have unwavering commitment to the people we provide support and education to. We offer specialist care, education and therapeutic support tailored to meet each individual's needs.



We Learn & Grow

By listening, reflecting and learning we make changes to continuously improve what we do.



We Are A Safe Pair Of Hands

We understand how difficult it can be for families to place their loved one in a new school or in the care of others. With our open, calm and supportive approach we are by your side for the journey ahead.



Feedback from our Team

“ Since working for Bright Futures I have become happy within my career. The best place to work. 🌟🌟
Team Member

“ Very supportive team and a well run house. I feel that Bright Futures goes the extra mile for staff and the people who live there. 🌟🌟
Team Member

“ I love working here every day is different and whilst can be challenging is also highly rewarding. 🌟🌟
Team Member

“ Extremely friendly staff and amazing young people, at Bright Futures there is opportunity for progression and growth. 🌟🌟
Team Member

“ Good company to work for you get lots of support and good opportunities for development and job satisfaction also the fact that you are helping to make other people's life better is very rewarding. 🌟🌟
Team Member

“ The company listen to staff and act on things to improve for both staff and people we support. The company always ensures the people we support are at the front of everything we do and they have the nicest places to live. 🌟🌟
Team Member

“ Everyone is treated fairly and with respect. 🌟🌟
Team Member

“ For anyone looking to work in the sector, Bright Futures is a great place to be. 🌟🌟
Team Member



Bright Futures
FOR YOUR JOURNEY AHEAD

**We would
love to talk**

If you are a Parent, Guardian, Educational Case Worker, Healthcare Professional, Social Worker or Commissioner wishing to discuss the needs of an individual young person or looking for more information on the results presented within this document, please get in touch.

admin@brightfuturescare.co.uk
T: 01925 759162

brightfuturescare.co.uk

Bright Futures Care Ltd
Asher House
Barsbank Lane
Lymm
Warrington
WA13 0ED