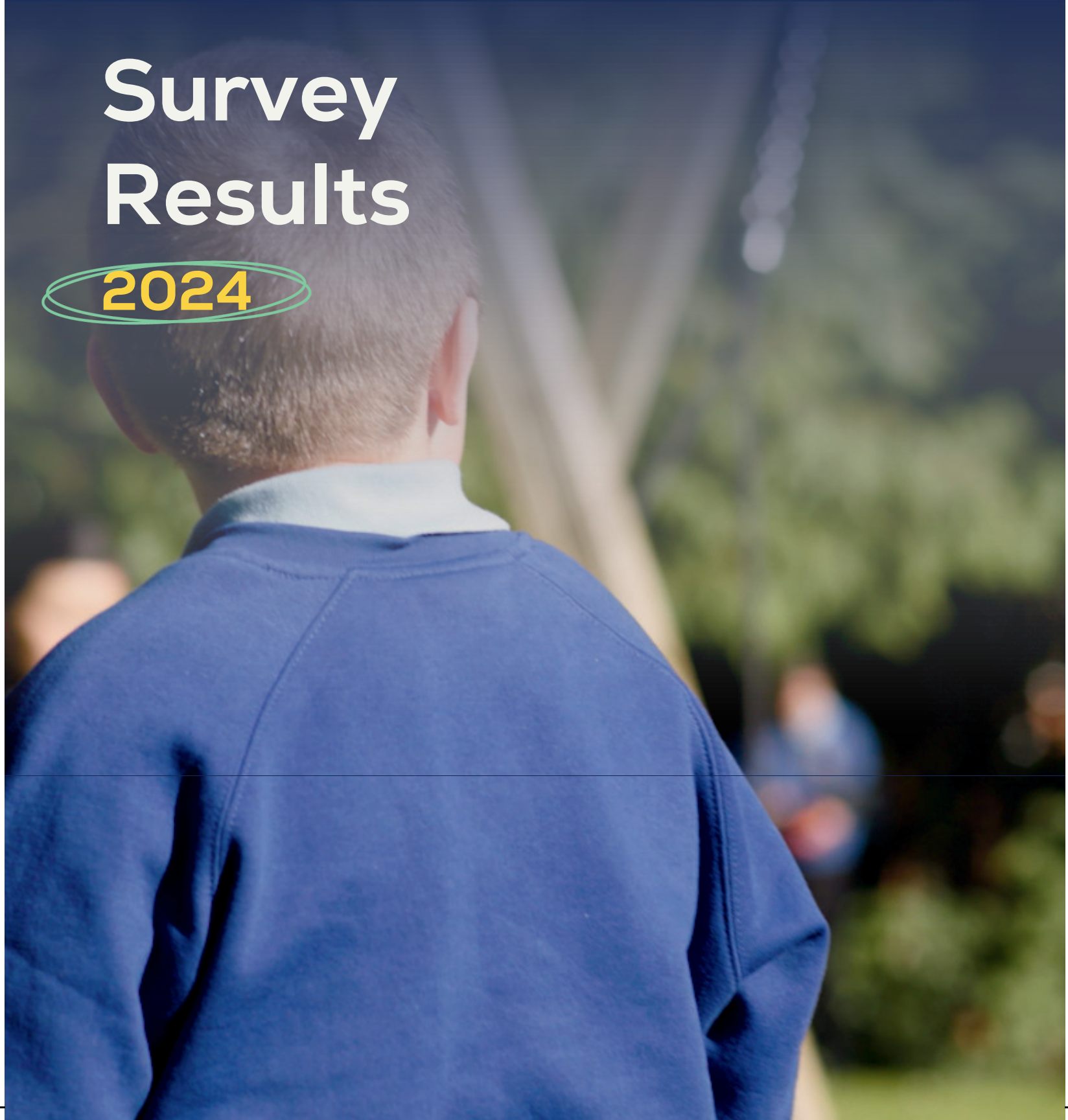




# Bright Futures

## Survey Results

2024





# A Message From Our CEO



At Bright Futures, our unwavering commitment to the people we provide support and education to drives everything we do.

We believe that delivering the highest quality care and education requires continuous reflection, improvement, and collaboration. That's why we actively seek feedback from those who matter most; the individuals we support, parents and families, commissioners and social care professionals, and our dedicated workforce.

Our Annual Survey provides an opportunity for us to hear firsthand experiences, insights, and suggestions that help us to shape the future of our services, it ensures we continue to meet the evolving needs of our community. This report highlights the key themes from 2024's feedback, demonstrating both the positive impact we've made and the areas where we will continue to grow.

Thank you to everyone who took the time to share their thoughts with us. Your voice is vital in helping us to shape our organisation, putting the 'Bright' in Bright Futures.





# Bright Futures

## Our Values:

We define ourselves by our values. They influence how we treat one another, our students 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 Learn & Grow

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



### We Care

We have an 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're 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 their side for the journey ahead.



# Education Update



In our 2023 survey, educational trips, immersive learning, and incorporating more sport into the curriculum were key priorities for our students. Building on this, 2024 has seen some great achievements across both our schools.

Ash Meadow was awarded the School Games Bronze Mark Award, a government-led initiative facilitated by the Youth Sport Trust. This initiative recognises commitment to fostering competition and provided our students with opportunities to take part in sporting events with other schools in the area, creating social opportunities too.

Many of our students have been actively working towards their Duke of Edinburgh Award, taking part in hiking expeditions, camping trips, and community engagement projects. Through these experiences, students are developing valuable skills such as teamwork, confidence, and problem-solving.

At Willow Tree Park, our Post-16 students were able to explore different job roles and career pathways, gaining firsthand experience of workplaces and various industries. This includes entrepreneurial projects alongside more traditional employment opportunities, broadening their aspirations and preparing them for the future.

Family engagement remains a cornerstone of our approach. Events such as our seasonal fairs, the 2024 nativity performances, and ongoing training and support sessions for our families create welcoming spaces for parents to connect with our education teams and each other.

Alongside fostering strong relationships with families, we are dedicated to instilling a sense of community responsibility in our students. Our Student Council plays a pivotal role in giving back to the local community, reinforcing the values of leadership, service, and active citizenship.



# School Council Update



## Willow Tree Park Student Council

It has been an exciting and productive year for the School Council at Willow Tree Park. Our school continues to provide us with a safe, supportive, and engaging environment where we can learn, build friendships, and develop important life skills.

In 2024, we have ensured that all students have a voice in school improvements, suggesting ideas including initiatives like buddies, new clubs, and themed events.

Continuing into 2025, we're working towards achieving the Social Impact Schools Award to celebrate the positive contributions our school makes.

We have worked hard to demonstrate our school values and have taken part in Kindness Week and Anti-Bullying Week, helping to support respect and understanding in our school. We've launched a sensory lunchtime club, giving students a calm and relaxing space during their school day, as well as choosing outdoor wellbeing equipment, which has encouraged students to stay active and enjoy time outside.

We continue to focus on strengthening our community links, making hats and cannula sleeves for the hospital, donating to a local food bank, and creating sensory lap blankets for care homes.

Heads of Student Council:  
James and Sharyn



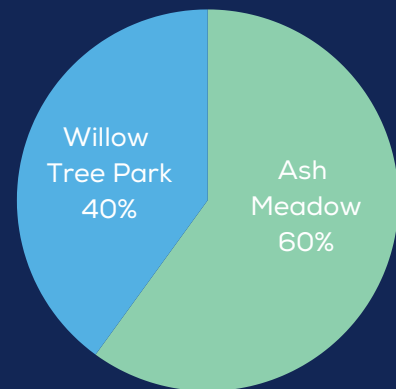
# Feedback From Our Students



We know that everyone communicates in their own way, so we used a range of tools and approaches to capture feedback from our students in ways that work best for them. We are committed to truly listening, learning, and acting on what matters most to them.

“ I like going to school, we go on trips to support our learning. ”  
Oliver

Here's what they had to say...



Survey Responses Split by School

**100%**

Said they are **HAPPY** at school all or some of the time.

**100%**

Said they **LIKE** their Education Team all or some of the time.

**89%**

Said they **ENJOY** going to school all or some of the time.

**91%**

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

**89%**

Said they **FEEL** listened to at school, all or some of the time.

**86%**

Said they are **HAPPY** with the resources at school all or some of the time.







# Care Update

Our annual survey is always a great way to reflect on the recent past, and a useful way to plan and prepare for the future. The 2024 results provide us with a huge amount of confidence that we continue to deliver amazing care to the people we support. The feedback received across all our stakeholders is overwhelmingly positive. It demonstrates that we are getting many things right, and that the people we support, our workforce, families, and stakeholders experience Bright Futures core values, and this should be celebrated.

We're particularly pleased to see that 100% of our stakeholders have fed back that we are providing a skilled and competent workforce, we are having a positive impact, and we provide safe and nurturing environments. It's great to see that our families have similar views. The importance we place on maintaining family connections can't be underestimated. We know that these relationships are often the most important in a person's life.

Our workforce is essential to the quality of our care, and we are proud of their commitment and dedication. Listening to them, regularly asking for their feedback and acting on this has been a key theme across 2024 and one we will continue. We continue to provide our teams with the skills and knowledge to develop and expand their careers in care, and are delighted that so many of them progress, and feel positive about their working experience with us. We are pleased to have filled all of our leadership roles through internal promotions in 2024, whilst welcoming new talent too.

The results tell us that we are doing extremely well, but we are fiercely ambitious and want to aim high for the people we support, so that they can live the life they choose. We want to be intentional and purposeful in our pursuit of this by challenging ourselves to provide the best care and support we can, whilst working collaboratively alongside our partners.



Leanne Molyneux  
Head of Care



Maria Fiddimore  
Operations Director



# Feedback on Our Care from the People we Support



The voices of the people we support are at the heart of everything we do. That's why we recently asked them to share thoughts and experiences about their care.

We know that everyone communicates in their own way, so we used a range of tools and approaches to capture their feedback in ways that work best for them. This is how we get the invaluable direction on what we do well, and what we need to improve.

Here's what they had to say...

“ My team are great, I enjoy going bowling, to the park and to Nando's. ”

Kian

“ I love all Support Team that work at my home. ”

Amelia

93%

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

93%

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

96%

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

98%

Said they **LIKE** their Care Team all or some of the time.

93%

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

98%

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

# Bright Ideas Update



We empower the people we support so that our provision is co-produced. They aren't just heard but actively involved in shaping the way we grow and evolve.

Bright Ideas Among Us, our co-production and self-advocacy forum provides a platform for individuals to influence our direction and advise on key policies and practices – grounded in the experiences of those we support.

In 2024, the group focused on the following areas:

## Recruitment

With person-centred practice at the heart of what we do, we sought the expertise and input from the people we support, gaining valuable insights into the qualities they value most in their care team. We want to build teams that reflect the values and aspirations of those who matter most, to guide and shape our recruitment and selection process so that it is fit for the future.

## Accessible Voting

With the UK General Election in July 2024, we wanted people of voting age to feel empowered and confident to have their say. Getting together every Friday afternoon for a whole month in the lead-up to the election, our Bright Ideas group held weekly meetings and workshops with the people we support and their care teams. More people voted this year than ever before.

## Reviewing Accessible Policies

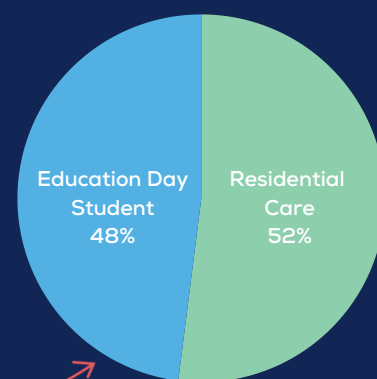
Demonstrating the true value of lived experience, we brought in the real experts – the people we support – to review our accessible policies. This collaborative effort aimed to ensure that every policy is not only accurate but truly accessible to those it impacts most. Through open discussions, practical evaluations, and valuable feedback, the Bright Ideas group played a crucial role in refining our policies to better reflect their needs and perspectives. Critical policies reviewed were: our Medication Policy, Complaints Compliments and Suggestions Policy, Mental Capacity Act Policy, and our Positive Behaviour Support Policy.



# What Parents and Families Say:

We understand how difficult it can be for families to place their loved ones in a new school or in the care of others. That's why the ongoing feedback from families is so important to us. It helps us shape the future of our work, ensuring we continue to meet the evolving needs of those we support.

50 of our parents and families shared their feedback across our Schools and Residential Care Homes.



## 98%

Feel their family member is **HAPPY**.

## 94%

Feel their family member is involved and **LISTENED TO**.

## 96%

Feel Bright Futures supports **MEANINGFUL** activities.

## 98%

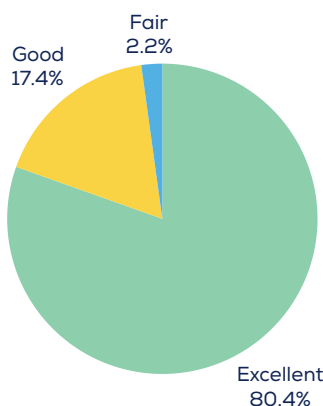
Feel they would be **CONFIDENT** to raise a concern. With **97%** saying they would be confident that Bright Futures would respond effectively.

## 92%

Feel Bright Futures provides **GREAT** quality Care and Education.

## 94%

Feel Bright Futures support people to achieve **POSITIVE** outcomes



Feel their family members transition to Bright Futures was:





## Quotes from our parents and families:

“ My Grandson is well looked after, loved, and happy, we’re touched by the teams consideration to us as a family. He couldn’t be more well looked after. ”

“ Bright Futures are huge cheerleaders for my son and enthusiastically celebrate all his achievements, big or small. ”

“ Our daughter is a very happy and fulfilled young lady. We can’t thank the managers and care team supporting her enough. ”

“ My son is happy and excited for his education, which is all down to the dedication of the school team. ”

“ I love dropping him off at school because I know he's going to have a great day. Everyone has the children’s best interests at heart and genuinely care for their health, development and wellbeing. ”

“ Our daughter is thriving at school, from day one, the positive change in her emotional wellbeing was remarkable. ”



# What Our Stakeholders Say:

Working with partners in the wider system is vital to our care and education. Our social workers, commissioners and local authority contacts play a vital role in shaping the support we provide. By listening to their feedback, we gain insight into what matters most - helping us refine our services, strengthen our partnerships, and make a meaningful difference in the lives of those we support.

Here's what they had to say...



**100%**  
Would recommend Bright Futures to other professionals!

**100%**

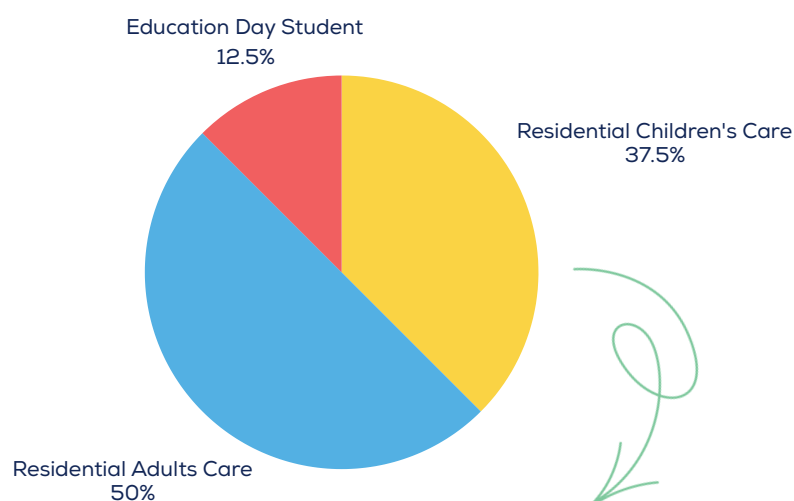
Feel Bright Futures provides a **SAFE** and **NURTURING** environment.

**100%**

Feel the support Bright Futures provides has a **POSITIVE IMPACT**.

**100%**

Feel Bright Futures colleagues are **SKILLED** and **COMPETENT**.



The split of services by stakeholder who completed our survey.





“ The school have worked closely with other support agencies to improve the outcomes for this particular individual. ”

Social Worker

“ Bright Futures has gone above and beyond for the young person placed. The communication with professionals and parents is excellent. ”

Social Worker

88%

Feel Bright Futures are informative and **EFFECTIVE** at multi-agency working.

100%

Feel that Bright Futures is open, **HONEST**, and **APPROACHABLE**.

88%

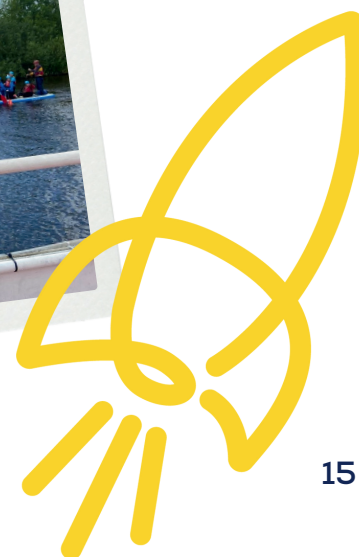
Feel that Bright Futures delivers a **FLEXIBLE**, person-centred approach to Care and Education.

“ Bright Futures offers a person-centred approach that uses a really thorough tiered system. ”

Social Worker

“ Bright Futures is a good provider offering high quality care. ”

Social Worker





# What Our Workforce Say:

Throughout 2024, we asked our workforce for their feedback through regular surveys and focus groups.

Our teams are the key to the exceptional quality of care and education we provide, so by asking for and listening to their feedback, we've been able to make a difference to some of the things that really matter to our colleagues.



**ENPS of 41**

Our ENPS (Employee Net Promoter Score) is measured based on how likely our colleagues are to recommend working at Bright Futures.

Above 0 is Good. Above 20 is Favourable. Above 50 is Excellent. Above 80 is World Class.

## Career Development

Following on from our progress in 2023, we've been working hard to introduce new progression pathways, both practice and leadership, and shout about new vacancies as we grow. 75% of leadership appointments were through internal promotions in 2024.

## Celebrating Success

We continue to recognise the achievements of our colleagues through events like our annual 'Big Thank You Day' and 'Absolutely Brilliant Awards' celebrations, alongside monthly Employee of the Month winners.

## Communication

To support more collaborative communication across Bright Futures, we have started to develop an intranet and additional communication tools to help the flow of information across the business. These will be complete in 2025.

## Benefits

In 2024, we introduced a range of new benefits for our workforce including life assurance, alongside some salary sacrifice schemes that helps make some of life's transactions that little bit easier.



## Quotes from our colleagues:



“ Helping people to achieve a better quality of life, watching them grow, and being a part of their journey is so rewarding. ”

“ I always recommend Bright Futures as a great place to work. It’s such a friendly environment where people are made to feel so welcome. ”

“ Bright Futures is a great place to work, everyone is friendly, caring and will always support you with anything you need. ”



2024  
Overall  
Scores

Development Opportunities	7.7
Effective Supervisions	7.6
Valued by Line Manager	8.1

## External Awards

We’re excited to share some amazing achievements for our team in 2024 including recognition at the Great British Care Awards.



One of our Registered Managers was crowned Regional Winner of the **Frontline Leader Award**, securing a place in the national final in 2025.



Riverside, one of our Adult sites was Highly Commended in the **Putting People First Award**.



# Workforce Update

Our aim is to support our teams to make a difference to the lives of the people that we support and educate. We are a great place to work and want to be able to attract and retain highly motivated team members who always bring the best of themselves to work.

We strive to create a thriving culture where everyone feels valued, supported, and empowered to grow and develop their career with us. Our feedback in 2024 tells us that we're doing well, but we always want to do better.

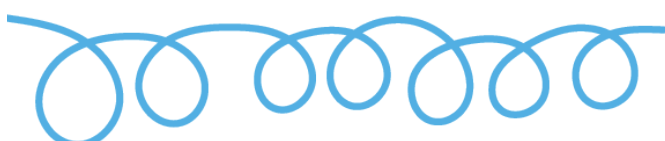
In 2025, we will continue our focus on developing our teams through bespoke and role specific development programmes. It's fantastic to see that our teams already recognise the opportunities available to them, and we're building on that momentum.

We're improving our communication even further by rolling out Team Brief ensuring that every colleague feels informed, involved, and connected to our shared vision for growth.

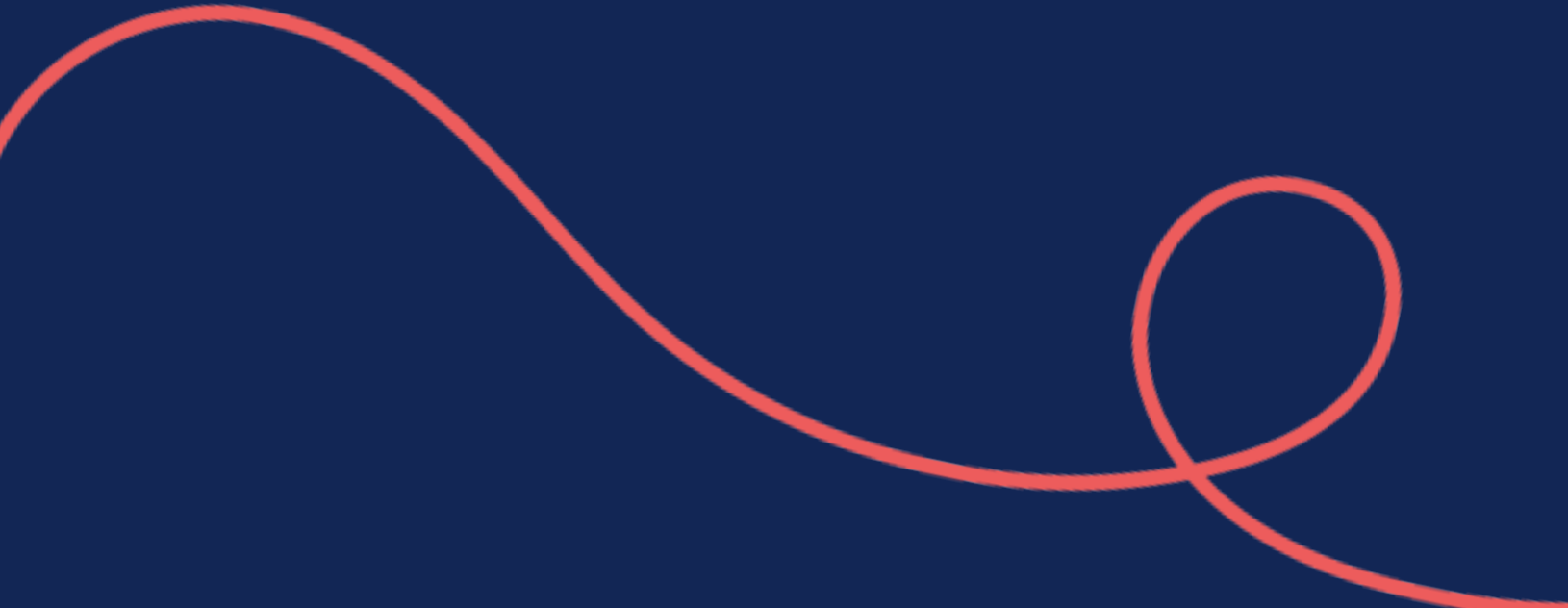
To streamline how we attract, develop, and support our people, we're investing in new digital systems that will make our recruitment and training processes more efficient. This will empower our leaders to manage their teams more effectively and scale with our growth.

And because wellbeing and recognition are at the heart of our culture, we're continuing to provide meaningful activities throughout the year. Our 2025 wellbeing calendar includes step challenges, a healthy eating focus, walk-and-talk events, and more - all designed to connect with and support our teams.

We will also continue to listen to our people and seek feedback on working for Bright Futures. We will re-launch our employee survey in 2025 to gather even more information and most importantly, to make improvements through local and company-wide action plans.







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

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