

# The Brunswick Survey 2023

## Six Key Findings



# Introduction:

**We are delighted to share the results of our 2023 survey. These surveys have been particularly interesting for us as they reflect the experiences of workers, parents, carers and external support staff following a period of time which has seen us need to adapt to significant change.**

The pandemic will have many lasting effects but as we return to a more familiar way of working and being together, we wanted to hear feedback about Brunswick, what it offers and what it means to people as we start to look ahead once again.

In February and March 2023, we held 11 workers survey meetings. All workers attended one of these meetings and answered questions about Brunswick and values that were important for them.

In March 2023 we sent out our parents, carers and support staff survey. We emailed the survey using Microsoft Forms and sent out several questionnaires by post. We received 33 surveys back, which is a 55% response rate.

In this report we will share the six Key Findings from both surveys and what our Next Steps are. This report will feed into discussions on how we improve, plan and run our services both now and over the next few years. It also includes a response our Co-Directors, Lauren Webb and Michael Tansley-Thomas.

This report is a summary of our findings from the feedback of 92 respondents. The full findings are available on request.

We appreciate everyone's contribution to the survey. Even if your feedback isn't mentioned in this report, it has been really useful and we have acted on some already. Your feedback will help us to shape Brunswick's future.

Many thanks,

Pleuni de Jong  
Service Manager

# Six Key Findings:

<p><b>1</b></p> <p>People are very positive about Brunswick's service.</p>	<p>100% of parents, carers and support staff rate the overall quality of Brunswick's service positively and 82% rate the quality of Brunswick's service as excellent.</p> <p>For more information go to page 4.</p>
<p><b>2</b></p> <p>Parents, carers and support staff feel that workers progress at Brunswick.</p>	<p>100% of parents, carers and support staff feel that workers progress at Brunswick.</p> <p>For more information go to page 5.</p>
<p><b>3</b></p> <p>Jobs and tasks are important for workers at Brunswick.</p>	<p>69% of workers mention jobs or tasks when asked what they like about Brunswick.</p> <p>For more information go to page 6.</p>
<p><b>4</b></p> <p>Workers value seeing friends and making friends at Brunswick.</p>	<p>52% of workers mentioned friends and socialising with people when asked what they like about Brunswick.</p> <p>31% of workers find making and seeing friends important at Brunswick.</p> <p>For more information go to page 7.</p>
<p><b>5</b></p> <p>People are positive about staff at Brunswick</p>	<p>94% of parents, carers and support staff feel that staff are caring, kind and have the right values.</p> <p>91% of parents, carers and support staff think that staff treat workers with dignity and respect.</p> <p>For more information go to page 8.</p>
<p><b>6:</b></p> <p>"Being part of the community" is the most important value for workers at Brunswick.</p>	<p>16 workers selected "being part of the community" as their most important value out of 9 values.</p> <p>For more information go to page 9.</p>

# 1: People are very positive about Brunswick's service.

## Workers like coming to Brunswick and people value Brunswick.

During the workers' survey meetings and from the results of the parents, carers and support staff survey, it is clear that people are very positive about Brunswick.

People feel that Brunswick offers people with learning disabilities:

- An opportunity to feel valued and to contribute.
- To gain confidence.
- To see and make friends.
- A feeling of belonging and being part of a community.
- Good support.
- A safe environment.
- The opportunity to progress.

Jane (parent): *"Brunswick is a lifeline for people with learning disabilities, it helps them gain confidence on day to day activities and makes people feel worthwhile."*

Parent: *"Brunswick stands out as a compassionate community for those with learning disabilities and other disabilities. Where many other options are limited, Brunswick offers hope, support and belonging."*

Sue C (parent): *"Brunswick is a great setting for our Learning Disabled adults and provides a setting where they are valued for what they can achieve. Everyone has something to offer no matter what their disability. Enabling not disabling and showing the general public that we shouldn't write this section of society off."*

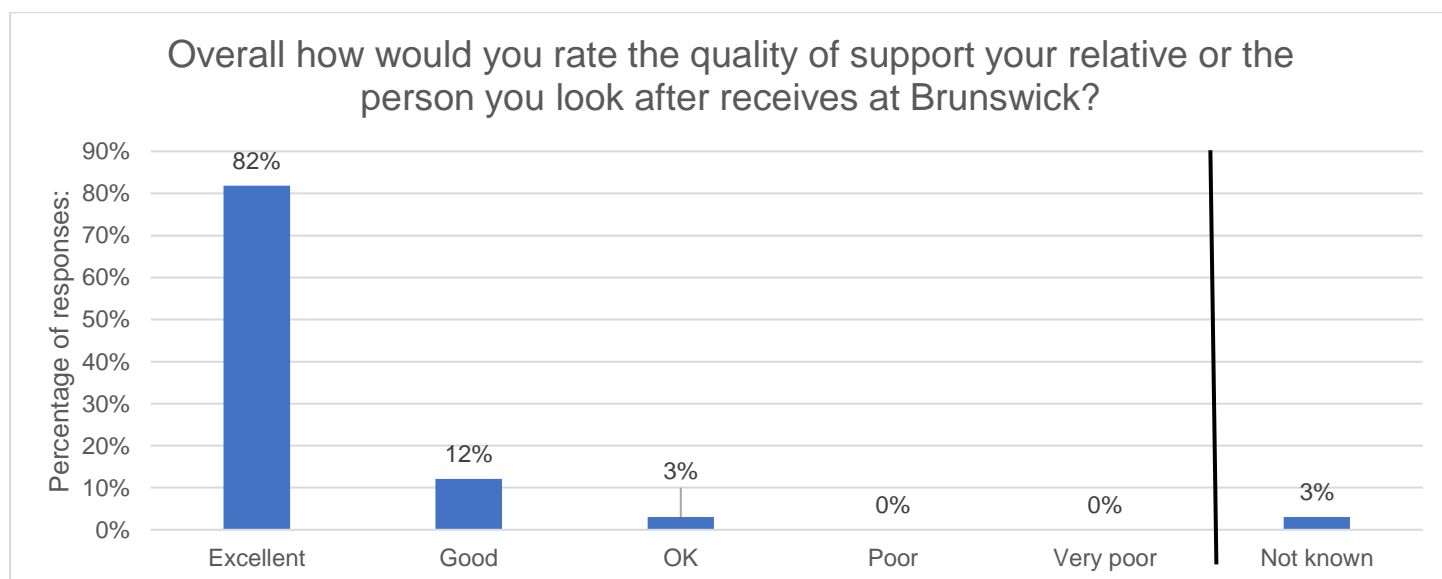


Figure 1: an overview of answers for 'overall how would you rate the quality of support your relative or then person you look after receives at Brunswick'? 82% answers excellent, 12% good, 3% OK, 0% poor, 0% very poor and 3% not known.

We asked workers how they feel coming to Brunswick. 90% of the workers have positive feelings when coming Brunswick: happy, excited, fun or absolutely spiffing.

Richard (worker): *"It makes me feel excited and happy that I have something to do in the day"*

Dan (worker): *"I like working Mondays, like walled garden, very good."*

## 2: Parents, carers and support staff feel that workers progress at Brunswick.

### Workers progress at Brunswick.

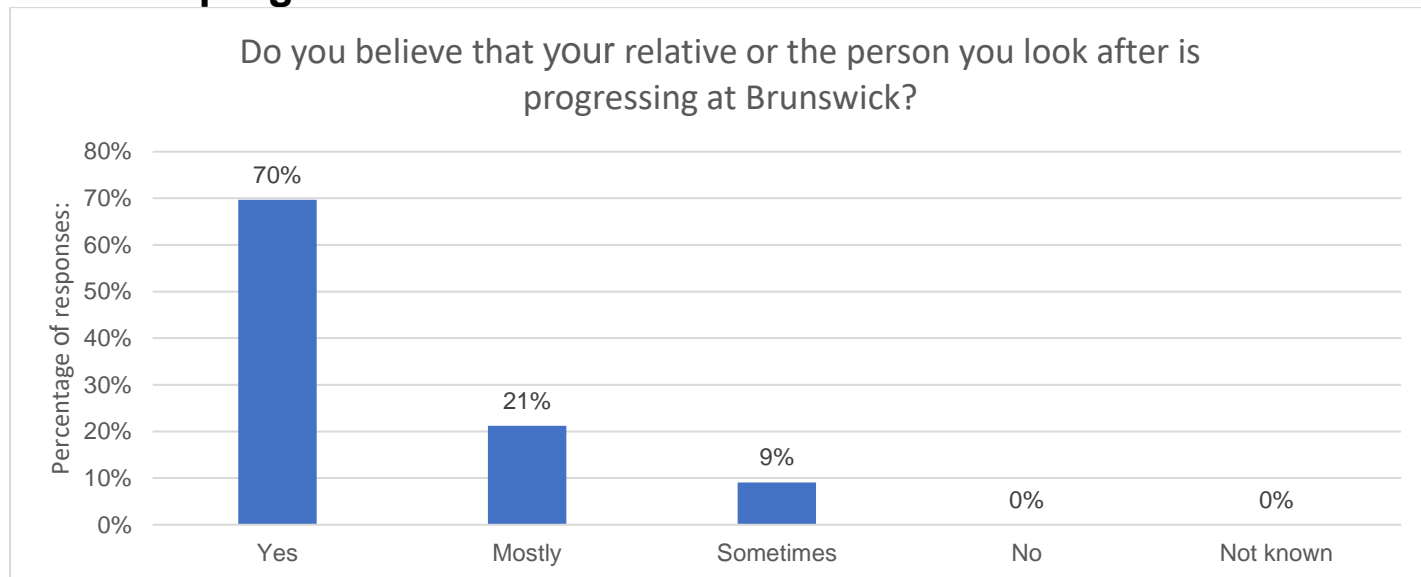


Figure 2: Do you believe that your relative or person you look after is progressing at Brunswick? Yes, 70% of the responses, mostly 21%, sometimes 3%, no 0% and not known 0%.

Here are some examples given of progression at Brunswick:

- Workers are encouraged to try new things.
- Workers demonstrate an increase their skills in a work area.
- Workers are able to share information about learned skills.
- Workers gain confidence.

Sue B (parent): *"He is encouraged to try new things, eg using a sewing machine and weaving a stool, so his skills are increasing and regular use of the skills he already has ensures he doesn't lose these either."*

Jane (parent): *"Has certainly improved in confidence when it comes to learning new skills, for example, jewellery making and sewing etc."*

Gillian (parent): *"His confidence and communication has come on in leaps and bounds. He is so happy at Brunswick"*

Elizabeth (parent): *"His speech improved with talking to people."*

Learning new things is also important for workers.

Mark P (worker): *"I like being at the walled garden. Right here, right now. It's historical, big, huge and beautiful. Get to learn new things."*

Graeme (worker): *"We can do a 6-week trial. We have experience to do different things. See if you like it and do something else. Like with cooking and [growing crops] with Mike."*

Ben (worker): *"Being here and meeting new friends. Doing new things."*

### 3: Jobs and tasks are important for workers at Brunswick.

**It was clear during the survey meetings that workers like doing jobs and tasks. Workers talked about Brunswick as if it is their workplace and with pride about the jobs they do.**

Workers like to do a huge variety of jobs, these are some of the jobs they named during the survey meetings: making hair slides, making soaps, making pom-pom animals in crafts, mowing grass, organising a photo competition, digging, sorting out papers, working in the shop, washing up, drawing, making bird houses, baking cakes, walking with Lucy the therapy dog, wheel hoeing, making car collages, computer work and doing new things.

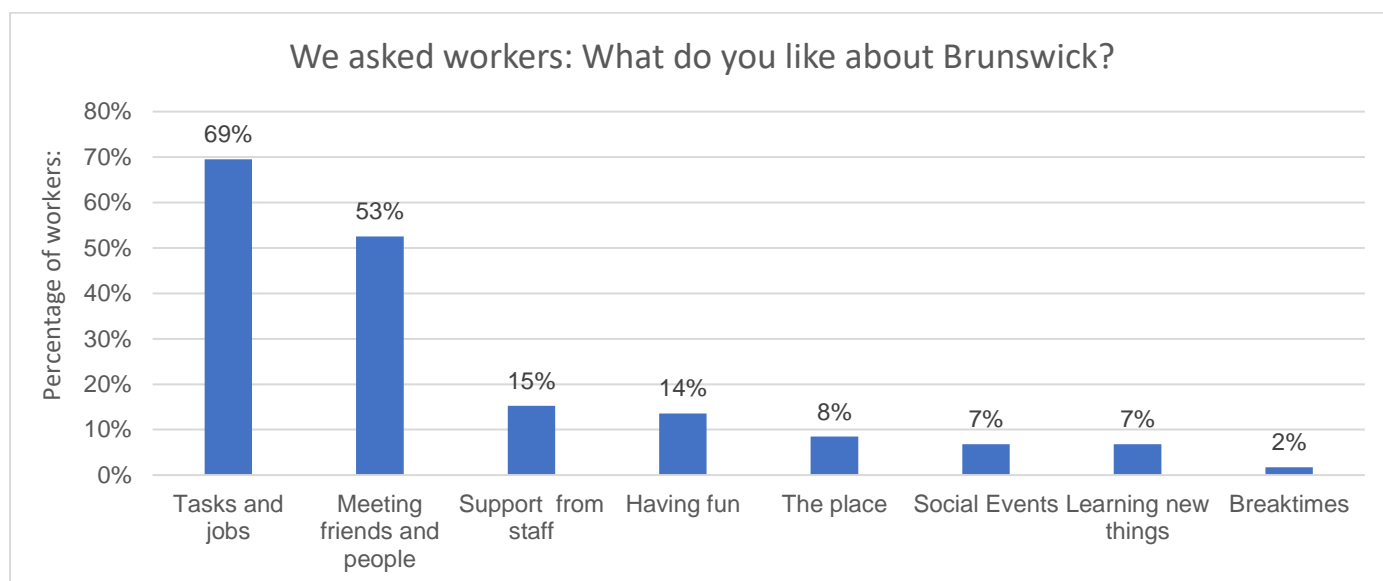


Figure 3: What percentage of 59 workers said certain words during the workers' survey as response to "What do you like about Brunswick?".

David H (worker): *"Every time I do photo competition I raise loads and loads and loads of money for Brunswick."*

Caroline (worker): *"I like doing different jobs 3 times a week – potting, crafts and cookery. I like meeting my friends. It is nice to see old friends from school."*

David R (worker):  
David selected these images during the meeting. He wanted the images not be changed into words for the report.



James (worker): *"I like working with the machine [to make compost]. I like washing the minibus."*

Parents, carers and support staff mentioned that Brunswick makes a difference for workers by making workers feel valued:

Parent: *"It makes him happy on the days he comes to Brunswick. Also builds his independence and gives him a chance to socialise with others. Brunswick also allows him to give his ideas for designs of soaps and wrapping papers, which makes him feel valued."*

Sister: *"She feels happy at Brunswick, she has formed friendships mostly with staff and feels safe and valued there."*



# 4: Workers value seeing friends and making friends at Brunswick

During the workers’ survey meeting we heard that seeing friends, working, having fun and learning new skills are important for workers.

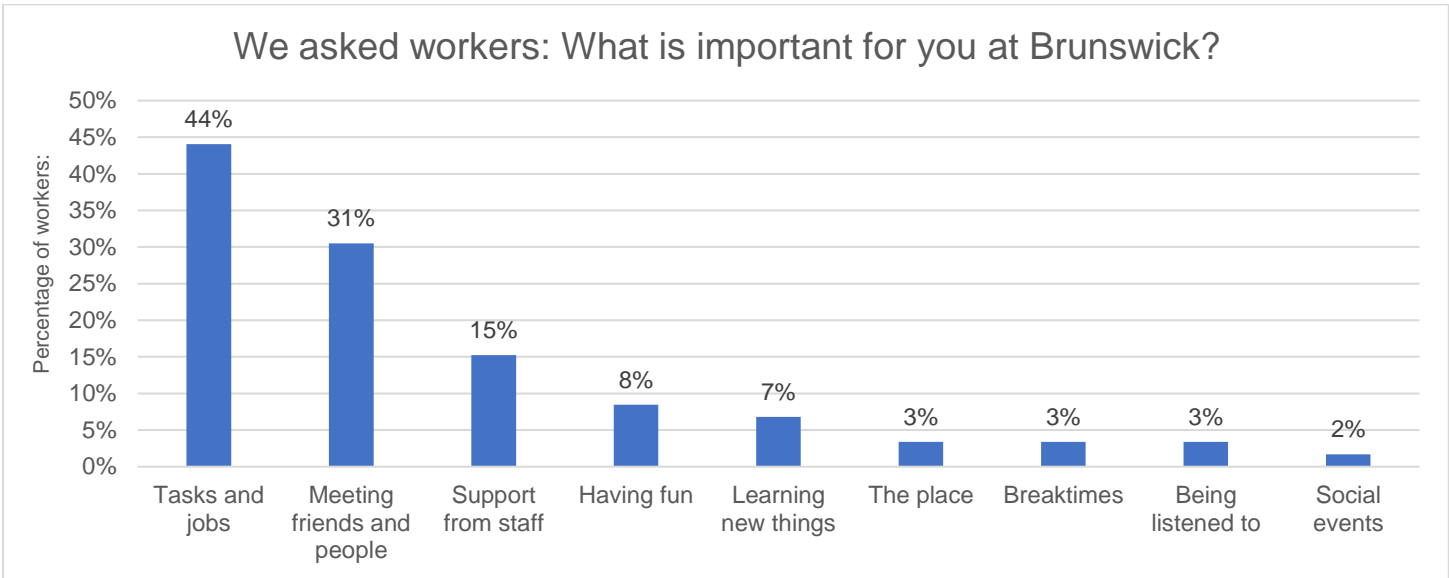


Figure 4: What percentage of 59 workers said certain words during the workers’ survey as response to: “What is important for you at Brunswick?”.

Philip M (worker): *“Pleuni, dancing.”*

George (worker): *‘Working here, seeing friends’*

Graeme (worker): *“I like to see all the staff, my workmates. I like to see you [Pleuni], Chris, Joanna, Tina and my workmates. I like coming to Brunswick because it makes my day good. It makes the day a bit quicker if you have a laugh.”*

Tim M (worker): *“Having a laugh with friends. Making new friends and having a laugh with them.”*

In the parents, carers and support staff survey we also received feedback about the importance of workers seeing their friends at Brunswick.

Diane (parent): *“It gives her a sense of achievement, the things she does at Brunswick and the friendships she has, as she does not have friends outside of Brunswick.”*

Gillian (parent): *“I feel he would be very lonely without Brunswick, he has made so many friends.”*

Parent: *“Opportunity to learn new skills, take pride in his own work and make friends.”*

## 5: People are positive about staff at Brunswick.

**We received positive feedback about our staff in both the workers' survey meetings and the parents, carers and support staff survey.**

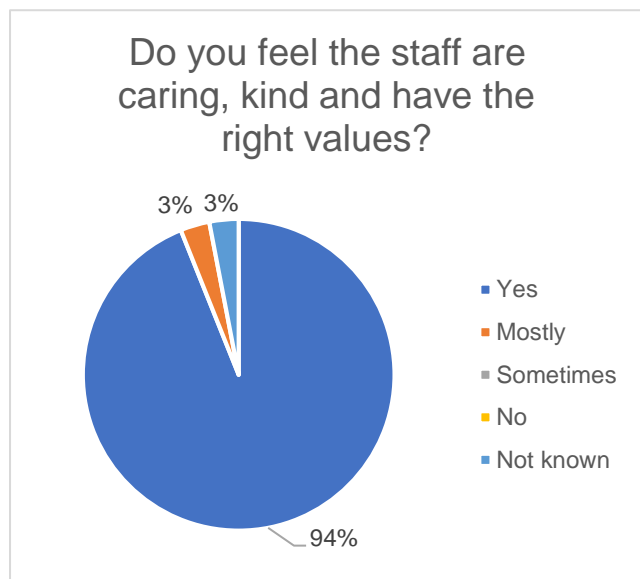


Figure 5: An overview of 'Do you feel the staff are caring, kind and have the right values?' 94% answered yes, 3% mostly, 0% sometimes, 0% no and 3% not known.

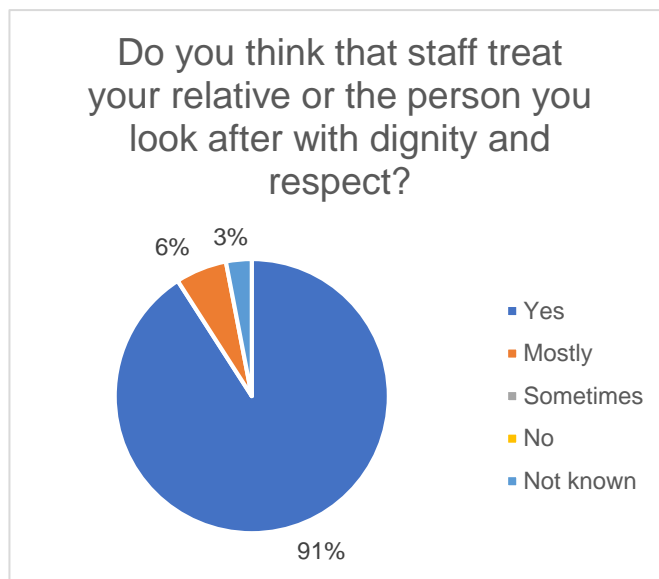


Figure 6: An overview of 'Do you think staff treat your relative or the person you look after with dignity and respect?' 91% answered yes, 6% mostly, 0% sometimes, 0% no and 3% not known.

94% said that workers are treated with dignity and respect and feels that staff are caring, kind and have the right values. 91% think staff treat workers with dignity and respect.

Paul (parent): *"Brunswick is unique in the way it operates and the range of opportunities it offers people. The quality of staff Brunswick employs, and the quality of training seem very thorough. Regular reviews and feedback regarding his life at Brunswick is very helpful and informative. Also, the staff have a great understanding of his problems and needs are monitored. Nothing out there quite like Brunswick. He and his family are very happy with Brunswick and consider him lucky to have such a service nearby."*

Angela (parent): *"He has formed a strong bond with a couple of staff at Brunswick, and that is very good to see, particularly as he is able to discuss issues with them and agree on a way forward."*

Tony (parent): *"The structured work programmes and the friendly and supportive staff that run them."*

Fiona (parent): *"Please don't change the people working with him, they are exceptional and get him so well."*

Workers also mentioned staff support when talking about what is important at Brunswick. Workers were asked if they feel staff listen to them. Almost 90% of workers said that staff listen to them.

Nicholas C (worker): *"They certainly do, more than other places I've worked at."*

Workers were able to say which staff would be able to help them if they feel worried: keyworkers, Pleuni (Service Manager) and Judy (Operations Manager).

Lee W (worker): *"The staff help me when I have problems and they ask me how I am."*

Graeme (worker): *"Yes, like you [Pleuni] helped me with that thing. It makes me feel a little bit better. Like it helps."*



## 6: For workers, “being part of the community” is the most important value at Brunswick.

During the workers’ survey meetings, we explained what values are and how they influence behaviour. We talked about nine values and created visual resources to support understanding and participation. We asked workers to put them in order according to which are most important for them at Brunswick.

All workers contributed and the five most important values for workers are:

1. Being part of a community.  
Mark P: *“Great, brilliant. We have a community at the walled garden. I want to be around people, because I want to meet more people.”*
2. Being respectful.  
George: *“When someone’s being respectful, you can respect them back.”*
3. Being caring, being kind, and showing compassion.  
Phil S: *“Showing people round when they are new.”*
4. Listening.  
Ben: *“It is important for everyone to listen to each other.”*
5. Being creative.  
• Lee G: *“Make new things and have new ideas and think out what is in your brain.”*



Charmaine, Megan and Alan with their value cards, showing which values are most important to them.

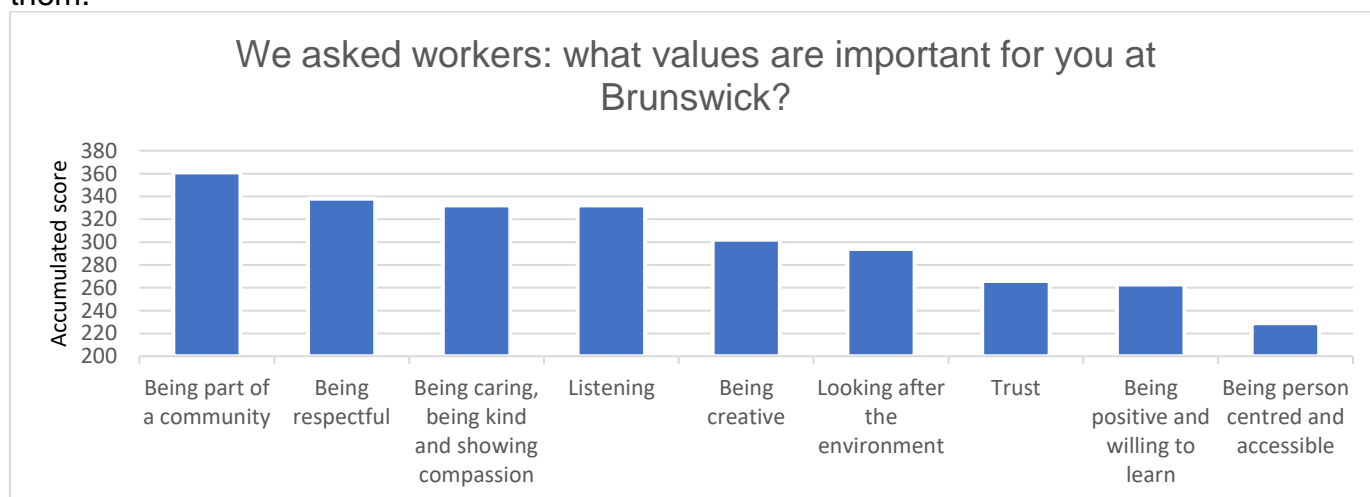


Figure 7: The ranking of values for workers at Brunswick during the survey meetings.

# What else workers would like you to know.

**The last question in the workers' survey meetings asked the workers if they wanted to share anything else for the final report or if there was something that they wanted the Board of Trustees and Lauren and Michael as Directors to know.**

These are their responses:

Claire (worker): *"People no swearing here, don't like it. No more swearing."*  
It is a rule at Brunswick that we don't swear.

David W (worker): *"Wage increase!"*  
We explained to David that the workers allowance is not a wage, but a small discretionary allowance which reflects the level of profit we make on selling products from the project.

Cameron (worker): *"Meet more of the trustees because when I was at York College in first and third year I was student rep because I knew politics."*

Brendan (worker): *"We need new wheelbarrows, some are really old and get flat tires."*

Mark P (worker): *"Yeah, having more days here at Walled Garden."*

Tim (worker): *"I would like to have more staff trained to work with me in the shop."*

Phil S (worker): *"Share some photos of the history of Brunswick. Bring back all the trips we used to do. "*

Caroline (worker): *"A photograph of the group. I would like to see more photos."*



Nicholas D (worker): *"Nicholas's folder about car collages, Lexus."*

Elizabeth (worker): *"I do like working with Carol, she's the best, she used to work in the theatre."*

Lee W (worker): *"Invite people to Springfest."*

David R (worker):



Graeme (worker): *"What is happening with our vehicles in Garden Services?"*

Lee G (worker): *"To listen carefully about what they are on about. More responsibility if you are getting annoyed."*

Pleuni: *"Is this advice to staff?"*

Lee G: *"Listen carefully."*

Tim C (worker): *"Everyone here is nice."*

Darren W (worker): *"Booze, you! Dancing, you!"* (pointing at Pleuni)

Phillip M (worker): *"The cheese scones are good."*

Where relevant we will (and have) worked with workers to answer their questions or work towards their requests.

# The Next Steps:

**We identified 42 individual action points from both surveys either made directly by participants or through consideration of how we could respond to the feedback provided. We have already completed 37 action points at this time (September 2023). We will continue to work on completing the remaining 5 action points this year. The action points ranged from tasks that will take us time to others that are small and quick but important to the person raised them.**

Here is a sample of action points:

<b>Description:</b>	<b>Outcome:</b>
<b>Workers mentioned that we need some new wheelbarrows and tools.</b>	A survey of tools is underway and new wheelbarrows are ordered.
<b>Share positive feedback for specific staff with them.</b>	Feedback was shared with staff.
<b>A request to share drawings made by a worker with his parents.</b>	We asked the Crafts Group Leader to email drawings to the parents.
<b>A worker asked about a volunteer using their mobile phone during session time.</b>	Liz (Volunteer Co-ordinator) had a conversation with the worker about this and wrote something for the volunteer update.
<b>A worker would like to make more birdboxes.</b>	Once the woodwork station in potting shed 3 is set up, his 1 to 1 staff will support him with this.

We have shared the results of the value exercise with Brunswick staff. Lauren and Michael will use the feedback from workers to write Brunswick's core values and in strategic planning for the future.

There were two key action areas in the feedback from parents, carers and support staff.

## **1) Clearer information about who is who at Brunswick.**

- As a result of the feedback we have made an information sheet with staff names and job roles in the information pack for new workers.
- We will offer new keyworkers the opportunity to meet up with parents, carers and support staff as part of a keyworker handover.
- Later this year we will send out a letter to all parents, carers and support staff with the following information: who are keyworkers, staff names and job roles and the complaints procedure.

## **2) Receiving information about what workers do at Brunswick.**

- We will be more pro-active in sharing Brunswick reviews with parents, carers and support staff. Brunswick reviews are yearly and provide workers and their keyworkers an opportunity to reflect on the last 12 months and to set goals for the year ahead.
- We will encourage staff to fill in communication books for workers who have them and make sure this information is in support plans and cover notes.
- We will look into other ways of sharing what workers are doing at Brunswick and how to do this in a sustainable way.

## **Being Brunswick Project:**

In 2023 Brunswick was given a grant from the Peter Sowerby Foundation to help fund a project to look at the way we work at Brunswick and how effectively we meet the needs of workers, staff and volunteers at Brunswick, the resources we have to do this and the areas we wish to focus some development work on. The feedback from both surveys will be used in this process.

# Reactions from Co-Directors

Hello everyone,

The 2023 surveys have already had a real impact for us and we would like to express our thanks to everyone who participated. The level of engagement is extremely pleasing to see and we think it is testament to the planning and support put in to enable people to meaningfully contribute and be heard.

Your feedback affirms what we're getting right and helps us notice what we could do to change or improve. Some of these suggestions were directly made by workers, parents and carers and other action points have come about through us discussing the feedback and considering what we could do. On a practical level we've already made some changes such as updating our new worker guide including adding staff photos and roles and we will keep working on the last few remaining action points over the course of this year.

One of the most powerful impacts of the surveys for us has been reading so many personal and positive comments about what people appreciate about Brunswick. Whilst we see every day how important the experience of community, purposeful and meaningful work, and relationships are to workers, the surveys offer a validation of this – a moment to pause and hear what impact Brunswick has and what it means to people. It has been an uplifting, energising and at times, emotional read.

As ever, we want Brunswick to be the best that it can be for workers and all who are part of our Brunswick community. We're proud of what we have achieved since the pandemic and the surveys help us to get a sense of where things are now but also to look ahead as we start to think together about what could be. We want to build on the sense of community and to explore new opportunities. This feels invigorating and hopeful after such a challenging time.

Once again, we are grateful for everyone's feedback. Your input can help us keep supporting and growing the Brunswick experience and community.

Yours faithfully,

Lauren and Michael