

Lee cultivating the soil at the Walled Garden.

The Brunswick Survey 2026

Six Key Findings in 2026

Introduction:

We are delighted to share the results of our 2026 survey. These surveys are always particularly interesting for us as they reflect the experiences of workers, parents, carers and external support staff.

In January, February and March 2026, we held 12 workers' survey meetings. 60 service users (known as workers) attended one of these meetings, which is 97% of the workers.
In February 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 34 surveys back, which is a 53% response rate.

We usually hold the Brunswick survey every couple of years but this year we were slightly late in running it whilst other projects demanded more of our time such as managing the challenges with toilets and mains drainage connection, and funding challenges. In 2023 the survey focused on values, and which values the workers found the most important at Brunswick.

This year we focused on the workers' experience at Brunswick, their experience of the spaces around them, including the lighting, temperature and sound levels. We asked workers about trips out and if they visit the shop or buy their lunch or snacks at Brunswick to help us understand more about the value of these and the impact of healthy options and choice.

The questions for the parents, carers and support staff were the same as the previous survey which enables us to see the difference in the experience from three years ago. We added questions to both surveys about improving the physical and mental health of workers.

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 from our Co-Directors: Lauren Webb and Michael Tansley-Thomas.

This report is a summary of our findings from the feedback of 94 respondents. The full findings are available on request.

We appreciate everyone's contribution to the survey. It provides us with helpful information to allow us to keep improving but is also rewarding for us as staff to hear and read. Even if your feedback isn't mentioned in this report, it has been really useful and we have acted on some of it already. Your feedback will help us to shape Brunswick's future.

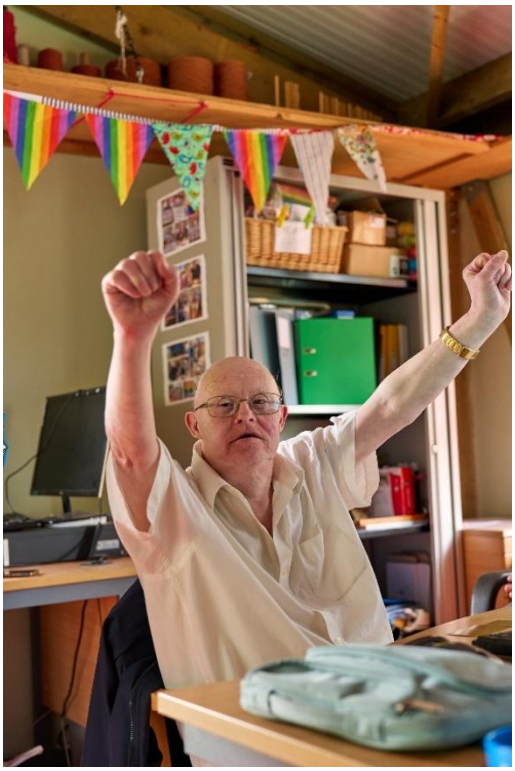
Many thanks,



Pleuni
Service Manager
June 2026

Six Key Findings:

1 People view Brunswick even more positively than three years ago.	100% of parents, carers and support workers rate the overall quality of Brunswick's service positively. There was a 3% increase in the overall satisfaction with Brunswick's quality of service. For more information go to page 4.
2 People feel that Brunswick improves workers' physical health.	71% of parents, carers and support workers and 92% of workers think that Brunswick improves workers' physical health. For more information go to page 6.
3 People feel that Brunswick improves workers' mental health.	88% of parents, carers and support workers and 69% of workers think that Brunswick improves workers' mental health. For more information go to page 7.
4 Workers enjoyed the trips out and said they make them happy.	100% of workers enjoyed the trips out they went on. For more information go to page 8.
5 Workers are positive about their experience of Brunswick.	98% of workers are positive about their experience of Brunswick. For more information go to page 9.
6 Parents, carers and support workers feel listened to by staff.	97% of parents, carers and support workers feel supported and listened to by staff and that managers are approachable and responsive. For more information go to page 10.



David working at a computer in Community and Events, and celebrating his success.

1: People view Brunswick more positively than three years ago.

On all the questions in the parent, carer and support worker survey, Brunswick scored even better than three years ago.

Three years ago, we were delighted to share that people valued Brunswick and were very positive about it. In this year's survey the same questions were used to enable us to compare this year's scores with the scores 3 years ago.

People rate Brunswick higher than three years ago on:

- The overall quality (see figure 1)
- Progression (see figure 2)
- Increasing independence while keeping people safe (see figure 3)
- Skill and knowledge of Brunswick staff (see figure 4)
- Feeling listened to by staff (see figure 13)
- Managers being approachable and responsive (see figure 14)

Sue C (parent): "*My son has been transformed by his attendance at Brunswick. He learns new skills constantly and achieves in ways I never believed possible. The positive and can-do attitude of support staff has enabled my son to be so much happier and his mental health has improved enormously. Keep up the "Enable not Disabled" ethos Brunswick, it's working*."

Sue B (parent): *"As my son is supported 1 to 1 along with his friends, it enables him to experience the environment around him safely. This also helps him make new friends and try new things if he feels confident to do so. The staff who help support my son have been fantastic. Thank you for your care and support* 😊*."*

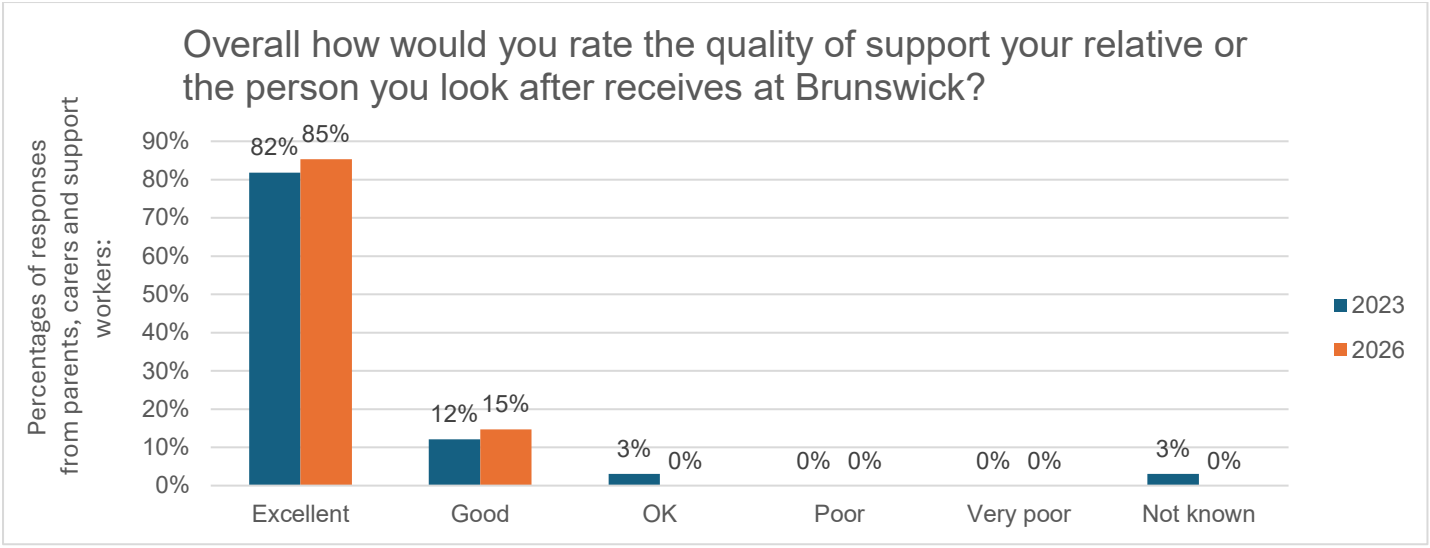


Figure 1: An overview of answers for 'overall, how would you rate the quality the support your relative or the person you look after receives at Brunswick?' In 2023, 82% of parents, carers and support workers answered excellent, 12 % good, 3% ok, 0% poor, 0% very poor and 3% not known. In 2026, 85% answers were "excellent", 15% good, 0% ok, 0% poor, 0% not known.

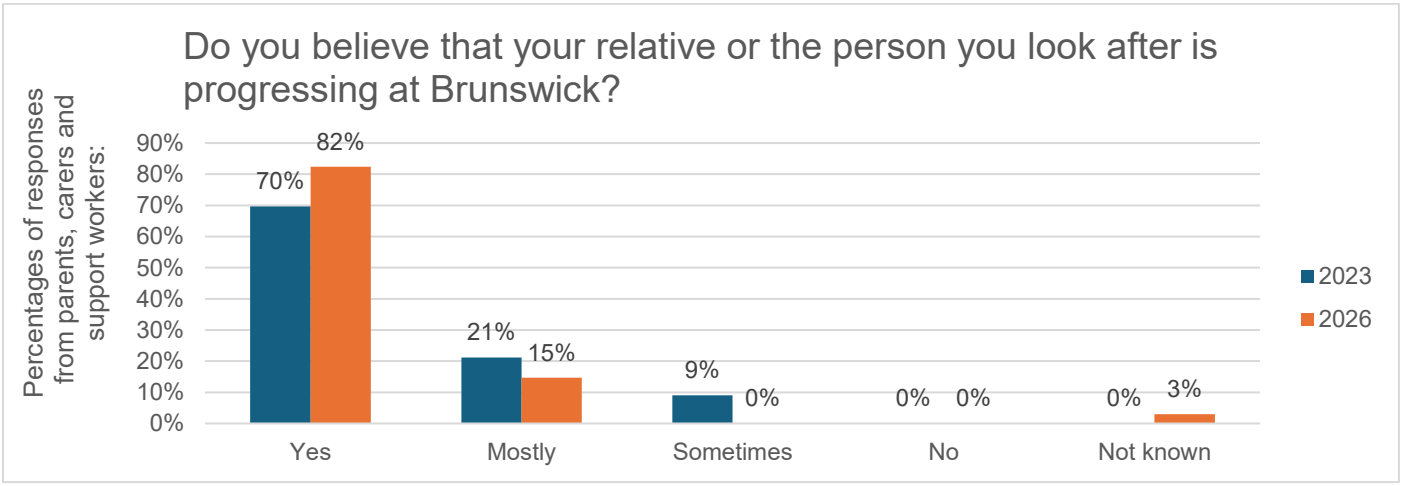


Figure 2: An overview of answers for 'do you believe that your relative or the person you look after is progressing at Brunswick?'. In 2023, 70% of parents, carers and support workers answered yes, 21% mostly, 9% sometimes, 0% no and 0% not known. In 2026, 82% answered yes, 15% mostly, 0% sometimes, 0% no and 0% not know.

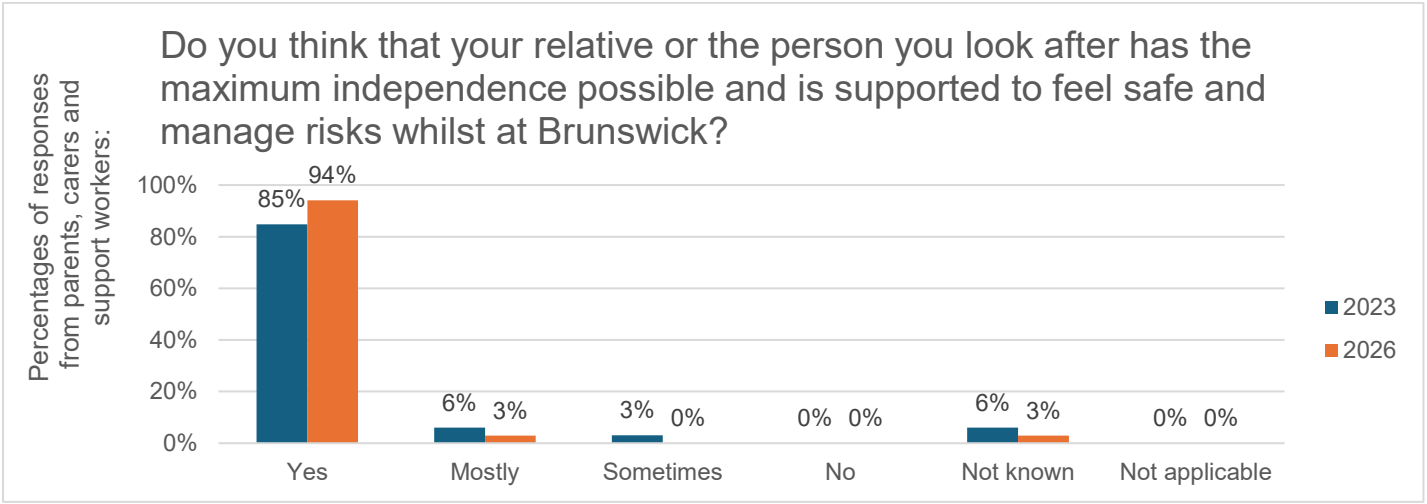


Figure 3: An overview of answers for 'do you think that your relative or the person you look after has the maximum independence possible and is supported to feel safe and manage risks whilst at Brunswick?'. In 2023, 85% of parents, carers and support workers answered yes, 6% mostly, 3% sometimes, 0%, 6% not known and 0% not applicable. In 2026, 94% answered yes, 3% mostly, 0% sometimes, 0% no, 3% not know and 0% not applicable.

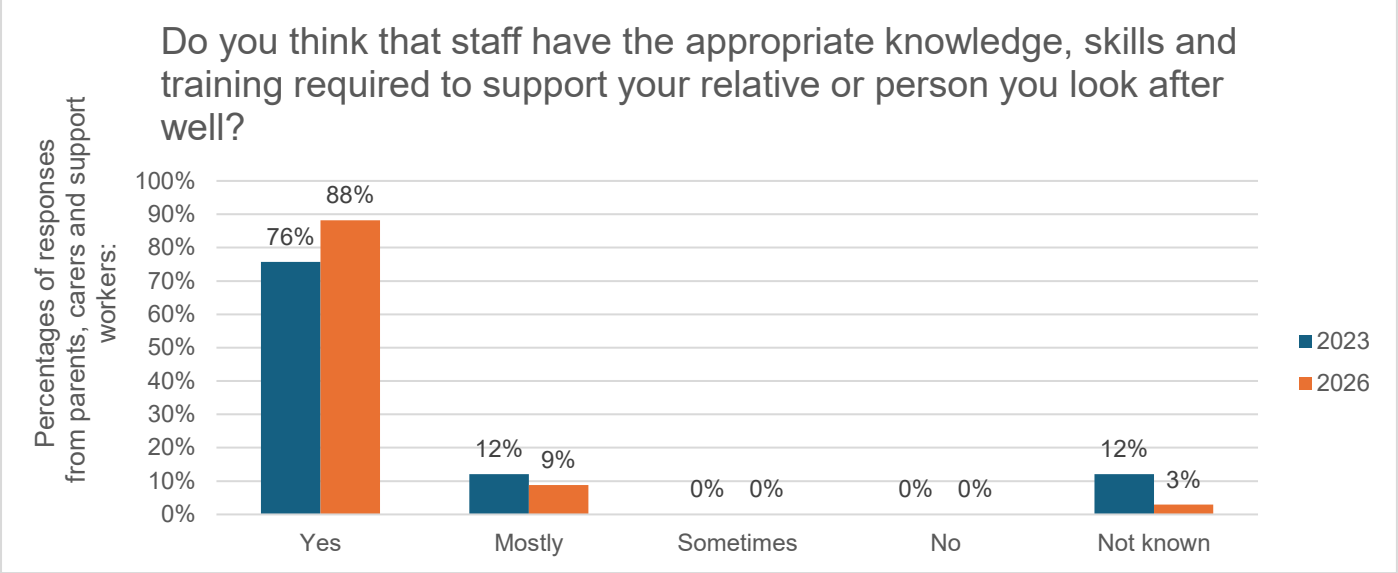


Figure 4: An overview of answers for ‘do you think that staff have the appropriate knowledge, skills and training required to support your relative or person you look after well?’. In 2023, 76% of parents, carers and support workers answered yes, 12% mostly, 0% sometimes, 0% no and 12% not known. In 2026, 88% answered yes, 9% mostly, 0% sometimes, 0% no and 3% not know.



Ben creating a mosaic of a Eurasian Jay in Crafts.



Tim and member of staff preparing lunch in Cooking.

2: People feel that Brunswick helps with improving workers' physical health.

Brunswick helps with improving workers' physical health.

Going for walks, getting stronger and having tea breaks together were given as the main reasons by workers why attending Brunswick helps with their physical health.

Julie (parent): *"Outside work in the fresh air helps. He comes home dirty, tired and hungry. It's great."*

Joe (worker): *"I feel stronger now and I have more confidence."*

Daniel (worker): "*Yes, it is good. We move a lot."*

Graeme (worker): "*It keeps us fit. The Brunswick lunches help. Louisa makes a smoothie when it's summer."*

Brendan (worker): *"Brunswick makes you strong. Using tools."*

Sue (parent): "*My son is very strong and physically able. Being outdoors and physically active helps him sleep better and his mood is improved by achieving tasks and interacting with other members of BON in a secure and safe manner."*

Kerry (parent): "*Everyone always seems very kind, caring and genuinely interested in my son's wellbeing."*

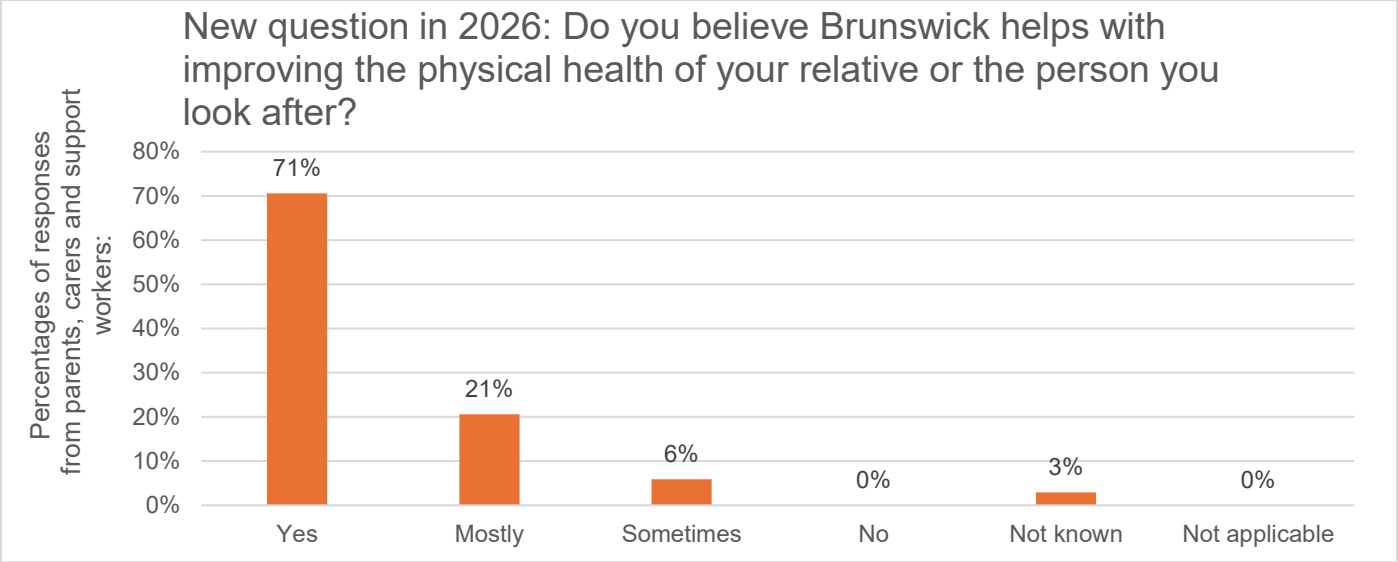


Figure 5: An overview of answers for 'do you believe Brunswick helps with improving the physical health of your relative or the person you look after?'. 71% of parents, carers and support workers answered yes, 21% mostly, 6 % sometimes, 0% no, 3% not known and 0% not applicable.

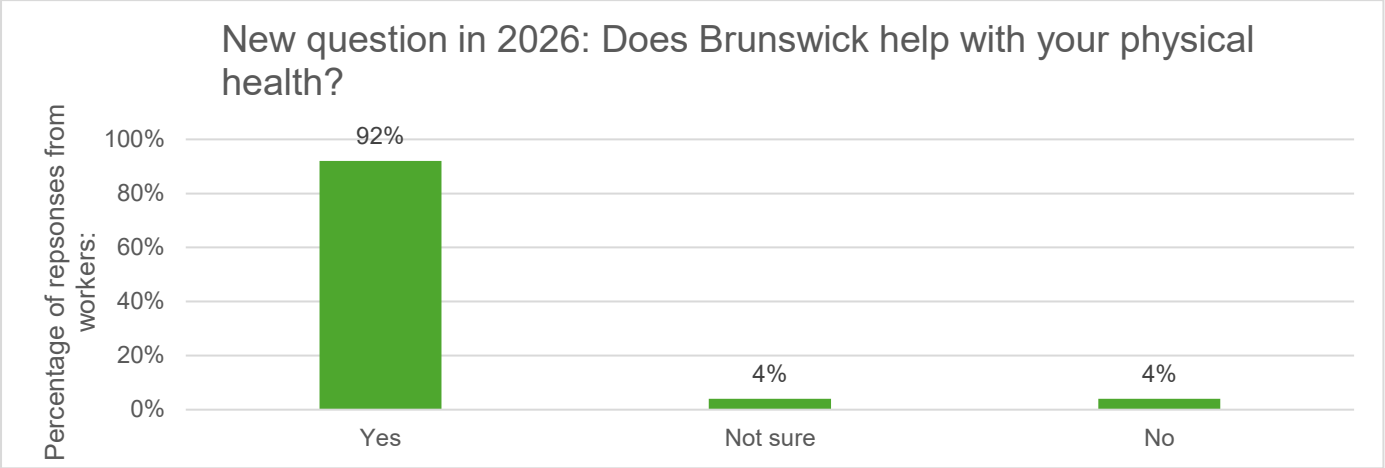


Figure 6: An overview of answers for 'does Brunswick help with your physical health?': 90% of the workers answered yes, 4% not sure and 4% no. One worker who said no, has complex physical health needs and they don't know if we can help and the other worker often answers questions with no.

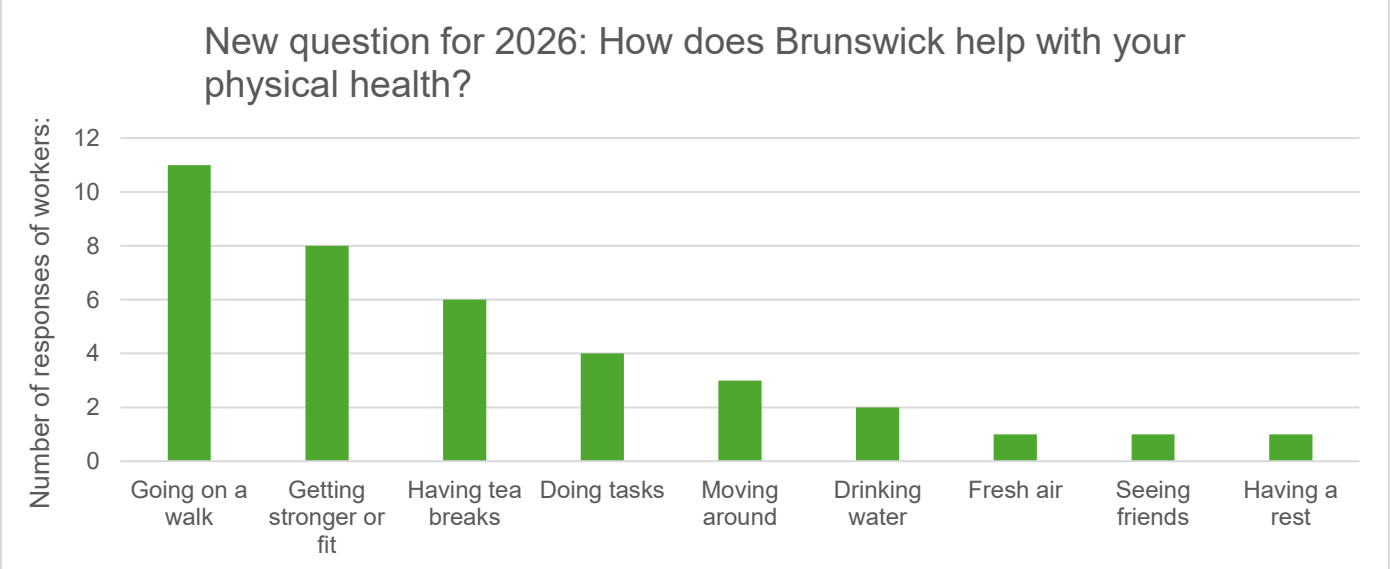


Figure 7: An overview of answers for 'how does Brunswick help with your physical health?'. Having a rest, seeing friends and fresh air was mentioned by 1 worker, drinking water by 2, moving around by 3, doing tasks by 4, having tea breaks by 6, getting stronger or fit by 8 and going for a walk by 11 workers.



John enjoying tea break and making a birdbox in Woodwork.

3: People feel that Brunswick helps with improving workers' mental health.

Brunswick helps with improving workers' mental health.

Workers find talking to staff and other people helpful when they struggle with their mental health.

Claire (worker): "*Sometimes I get frustrated and I like to go into the fresh air because it helps me calm down. It's good to talk to Pleuni sometimes when I am cross*."

Alex (worker): "*Seeing my friends, talking to people, and also exercise helps me and also being out in the fresh air*".

Joanne (parent): "*It can be very difficult to find a good level of support for disabled people. Brunswick has given my daughter the support she needs to help her enjoy her time there and improve her mental health. Thank you to all the fabulous staff at Brunswick*!"

Gillian (parent): *"My son has much more confidence in himself and his abilities to do the work he is given. He will now say how he feels and talk about things that bother him and that helps me immensely."*

David H (worker): *"Pleuni got me help from System's House (Learning Disability Community Health Team)."*

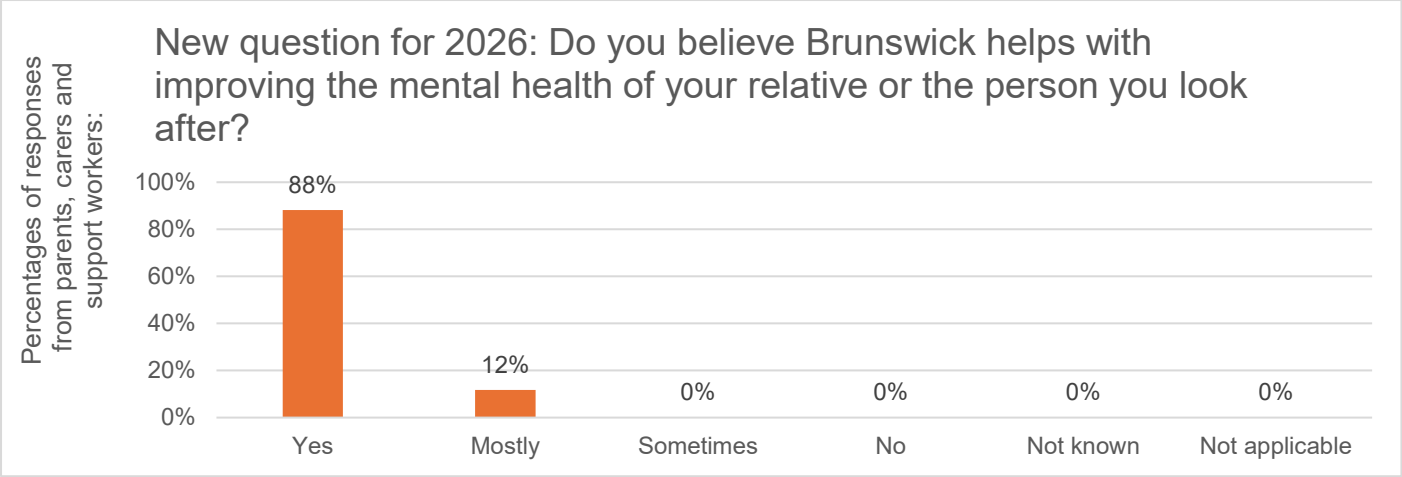


Figure 8: An overview of answers for 'do you believe Brunswick helps with improving the mental health of your relative or the person you look after?'. 88% of parents, carers and support workers answered yes, 12% mostly, 0 % sometimes, 0% no, 0% not known and 0% not applicable.

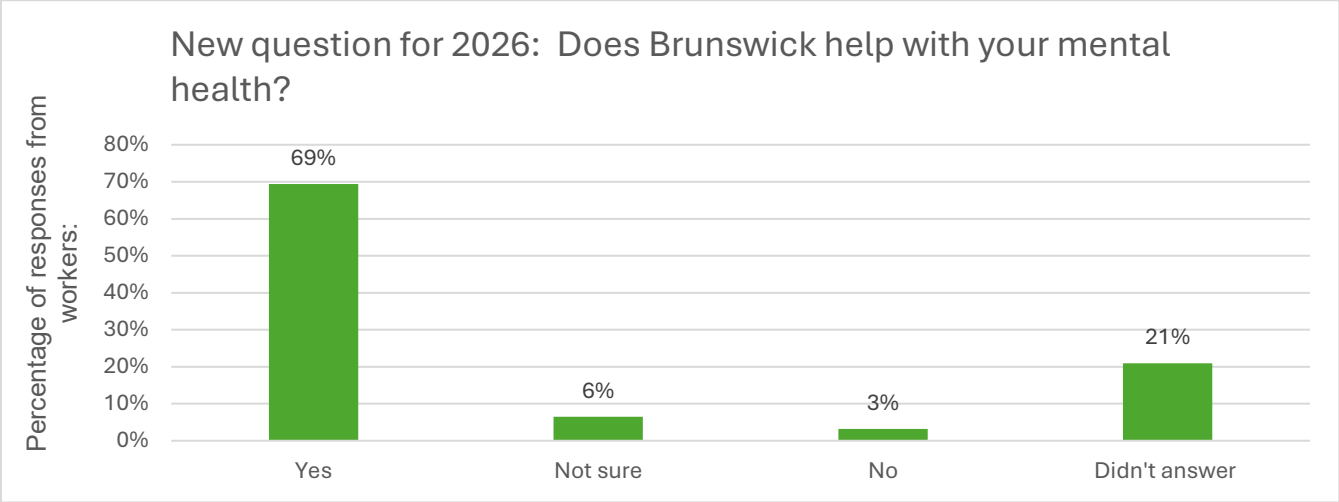


Figure 9: An overview of answers for 'does Brunswick help with your mental health?'. 69% of the workers answered yes, 6% not sure, 3% no and 21% didn't answer.

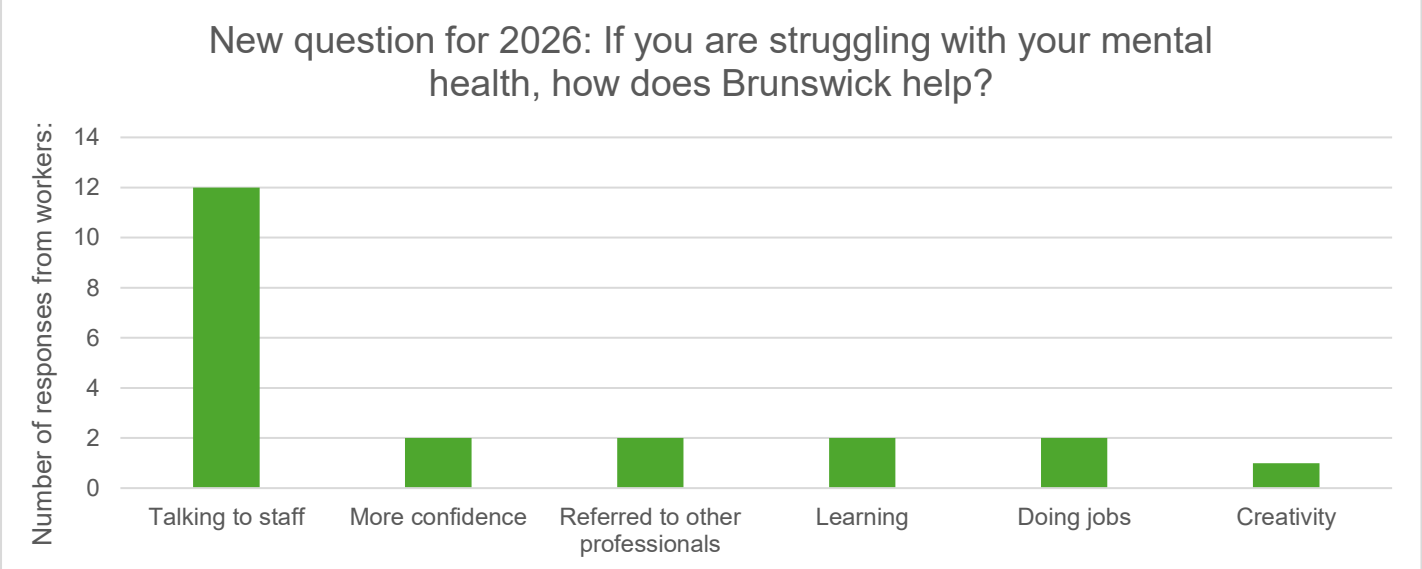


Figure 10: an overview of answers for 'how does Brunswick help with your mental health?'. Creativity was mentioned by 1 worker, doing jobs, learning, referral to other professionals and more confidence by 2 workers and talking to staff by 12 work





Graeme, Dora and staff in St Stephen's Hall during a tour of Westminster Palace, and Graeme and Dora in front of Downing Street.

4: Workers enjoy trips out and it makes them feel happy.

85% percent of the workers have been on a trip out in the last couple of years.

When workers came back after the COVID-19 pandemic, Brunswick wasn't able to organise trips out for workers. In the last couple of years Brunswick has been able to start organising trips out and various events. These have included:

- Brunswick's Got Talent
- Bingo Disco Evening
- Attending the Harrogate Flower Show and taking part in the Show Border category
- Best UK Small Farm Shop Award Ceremony in Birmingham
- Brunswick Christmas party
- Attending several self-advocacy meetings
- A tour of Westminster Palace and No. 10 Downing Street
- A tour of apple pressing facilities for our apple juice
- Tour of Harrogate Chocolate Factory

Figure 11 shows what workers enjoyed about trips, all workers enjoyed the trips out they went on.

Dora: "*Well, last year I went to went to Birmingham for the first time. And then we went to the award ceremony. It was a truly amazing time. And we won the Best Farm Shop, smaller farm shop in the world. We couldn't believe it, absolutely unbelievable."*

Tim M: "*Good fun, having a laugh and meeting new people".*

Pearl: "*I just liked the taste of the chocolate and seeing what happened in that place (Harrogate Chocolate Factory)".*

Heather: "*To collect apple juice with Joanna, it was interesting to see how it's made.*

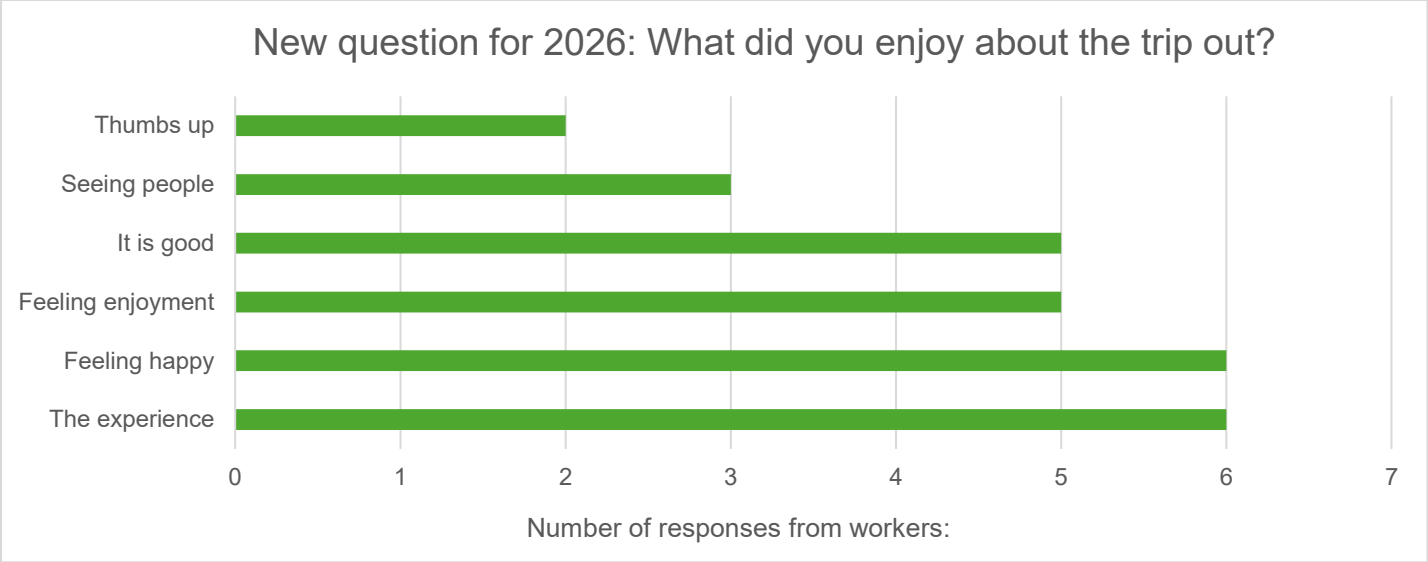


Figure 11: An overview of answers from workers on ‘What did you enjoy about the trip out?’. 2 workers gave thumbs up, 3 workers mentioned seeing people, 4 workers mentioned it is good and feeling enjoyment and 6 workers mentioned feeling happy and the overall experience of the trip out.

In the survey, workers were also asked what kind of trips out they would like to do in the coming years. Workers mentioned a trip to the seaside, Harrogate Flower show, train related or a walk most. Brunswick will look into organising some of these trips out.



Ben, Henry and staff setting up the show border at the Harrogate Flower Show.



Rachael and a member of staff tidying up shop baskets at Brunswick.

5: Workers are positive about their experience of Brunswick.

Workers feel positive about Brunswick.

Elizabeth: "*Brunswick is the best*."

Duncan: "*Fan dabby dozy!*"

Graeme: "*I like coming to work. I like to see other people. It's nice, to see everybody. You get a bit of banter from Mark, Joanna, Mike. I think it's just good. It is. And you have a laugh and work*."

Ben G: *"It has been good coming. Working with Jan and other people, Rebecca (volunteer). Birthday cards, stick on flowers. Seeing Lauren P on a Friday."*

Ben S: *"Well, at first, I honestly didn't know what to expect when I started. But once you've settled in and you've got to know everyone a bit better, then you find that it's really good."*

Lee W: "*Nice, you guys the staff. It makes people happy. Makes you go home happy that you have someone that thinks a lot about you."*

Carol: "*FANTASTIC! I just like coming, it is a very nice place. I don't want to retire yet. No thank you*."

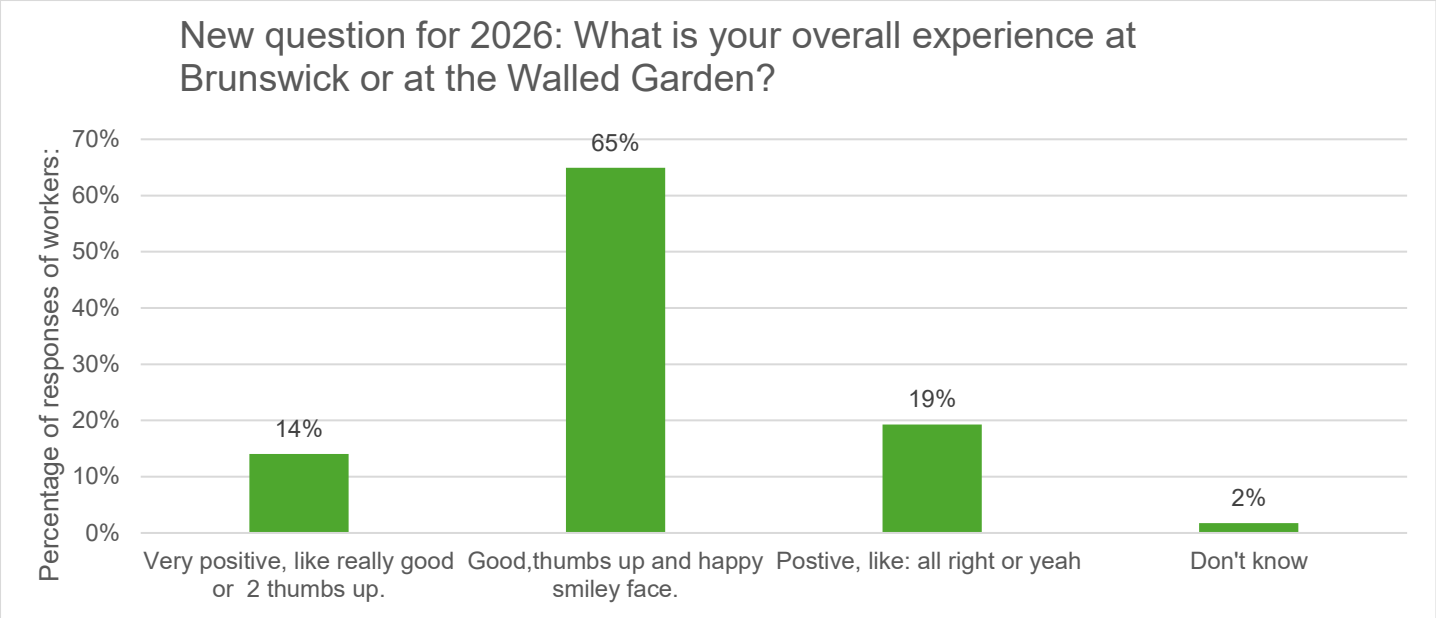


Figure 12: An overview of answers on 'what is your overall experience at Brunswick or at the Walled Garden?'. 14% of workers answered: very positive, like: really good or 2 thumbs up, 66% good, thumbs up and happy smiley face, 20% positive, like: all right and yeah and 2% don't know.

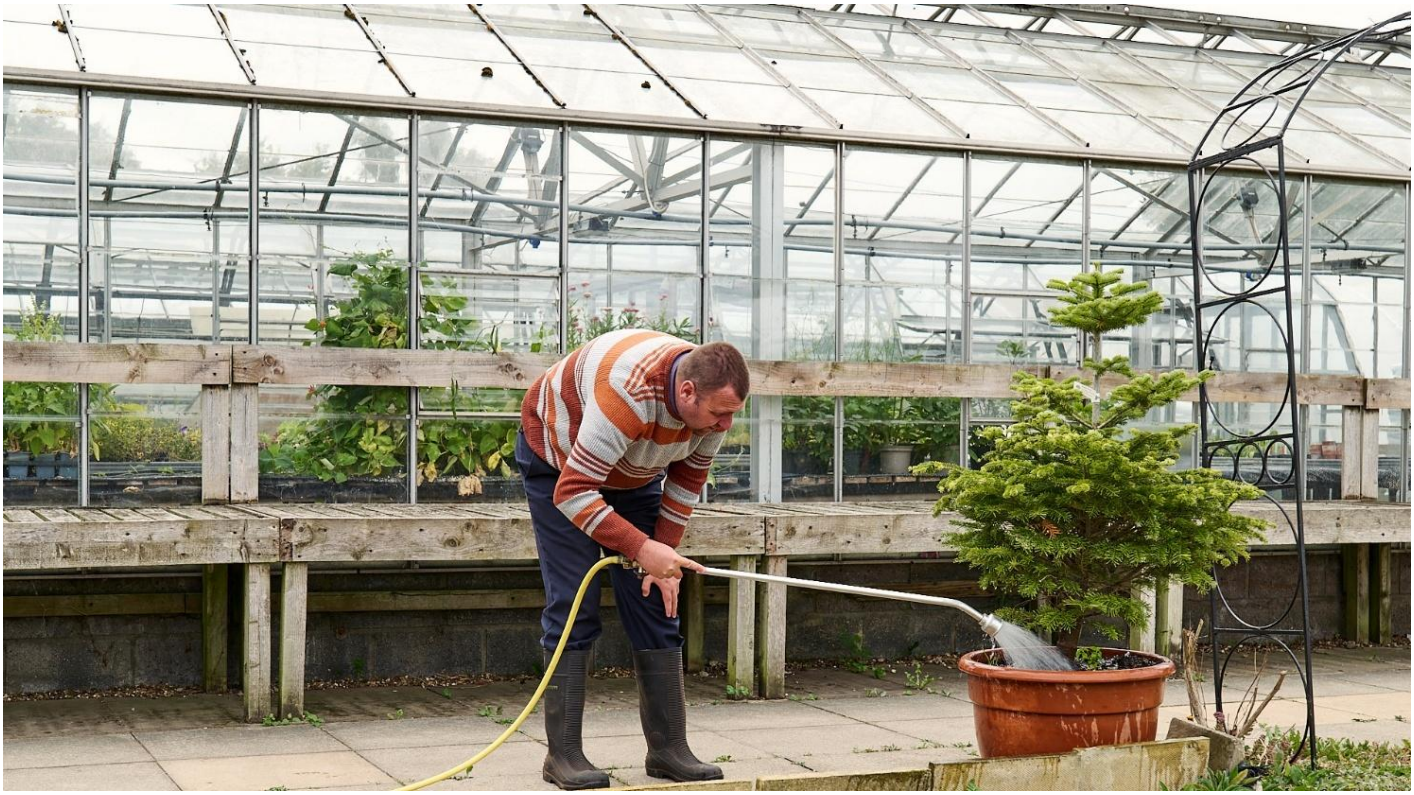
The workers survey also focused on the workers' experience of the spaces, lighting, noise and temperature at Brunswick. Workers are positive overall, but also shared things that we could improve on like: better blinds to block the sun and making sure people close doors.

Workers also appreciate the lunches and snacks made by the cooking group and nearly 75% percent of the workers buy a snack or lunch.

Dora: "*And I like the homemade food, especially the good cooks: Louisa and Jacqui*."



David making Christmas decorations in the One-to-one Workspace.



Jack watering plants at Brunswick.

6: Parents, carers and support workers feel listened to by staff.

Parents, carers and support workers feel that the managers are approachable and responsive. We also received positive feedback on our response to concerns raised by parents.

Katie (parent): "*In general, communication is very good from Brunswick. I really appreciate the fact that Easy Read is used to communicate with my son and any changes (e.g. outside toilet situation, staffing time changes, social events) are explained. This is really helpful."*

Paul (stepdad): "*Communication is superb, it's easy to get in touch. Via phone or email. Responses are timely. Whoever you speak to are well informed about what's happening day to day and are aware of any issues that have come up in their regular meetings. Superb."*

Sue C (parent): "*I have raised concerns, but they are always dealt with efficiently and effectively. Openly talking to his parent and discussing what is going and wrong and trying to put it right has been my experience. Most of these concerns have not been of BON's making, my son can be complex and change the game plan whenever he chooses, so keeping on top of concerns has always been handled well at BON."*

Karen (parent): *'On the rare occasion I need to raise a concern (not always a concern about Brunswick or support staff but maybe something happening that needs sorting), I feel you are open to listening to any concerns and happy to discuss or suggest a solution and follow it up*."

Geoff (parent): "*Contact at Brunswick is readily available if I have any concerns or issues."*

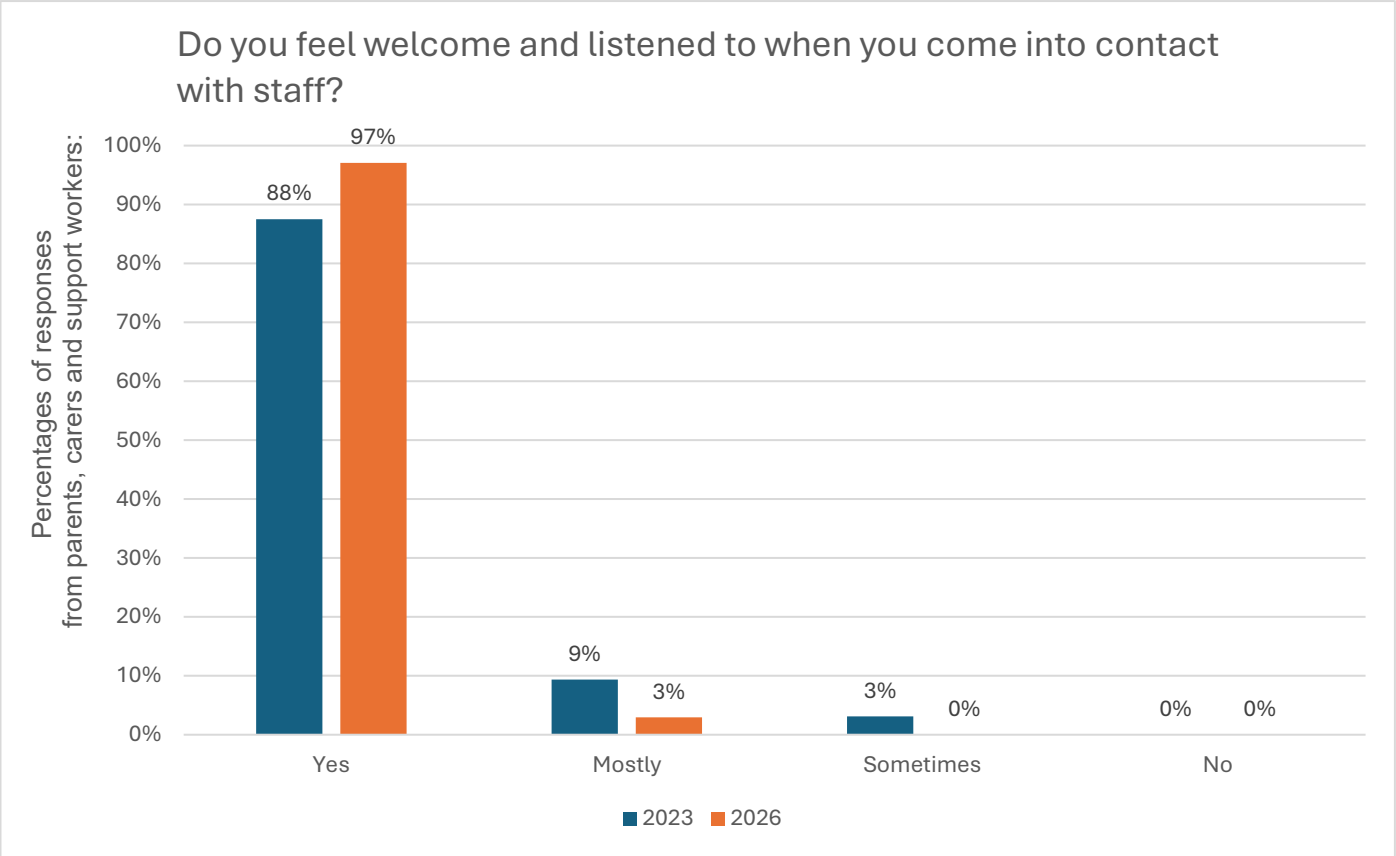


Figure 13: An overview on answers for 'do you feel welcome and listened to when you come into contact with staff?'. In 2023, 88% of parents, carers and support workers answered yes, 9% mostly, 3% sometimes and 0% no. In 2026, 97% answered yes, 3% mostly, 0% sometimes and 0% no.

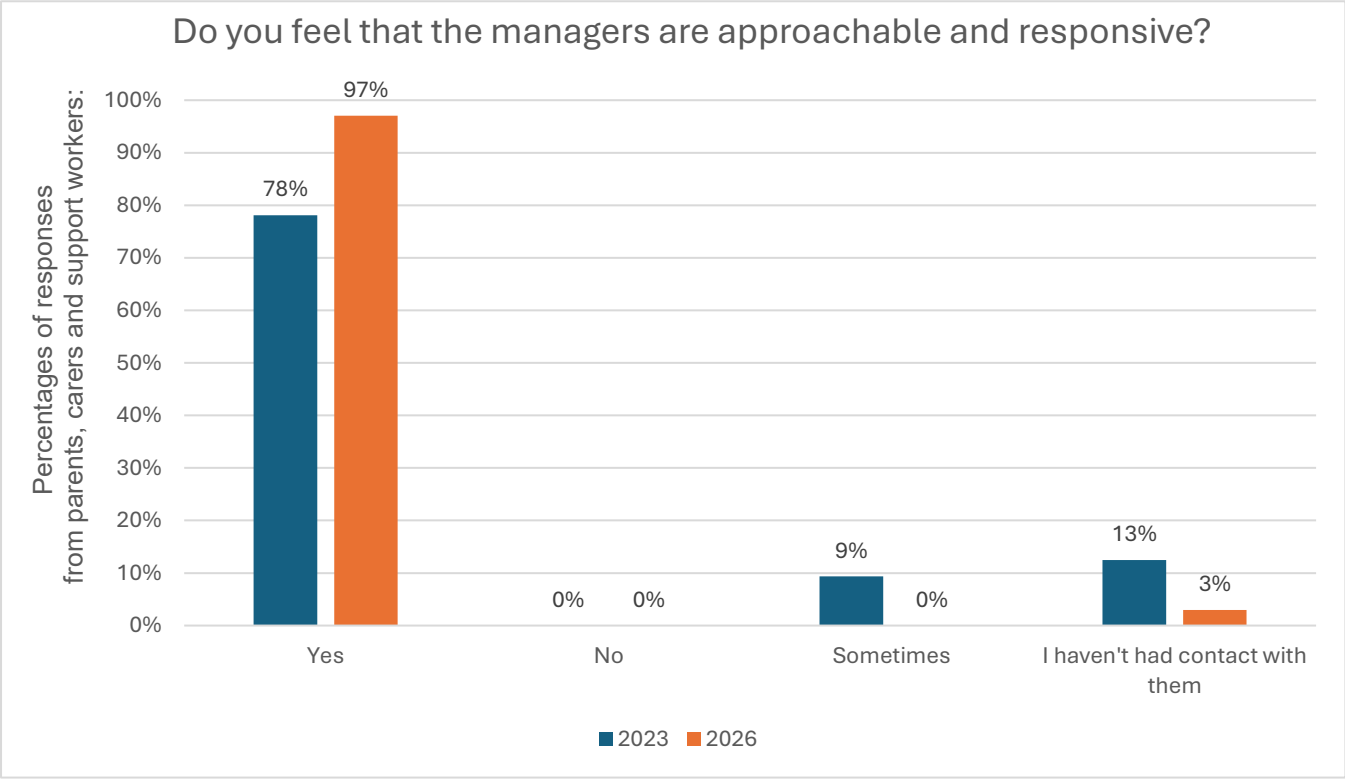


Figure 14: An overview on answers for 'do you feel welcome and listened to when you come into contact with staff?'. In 2023, 88% of parents, carers and support workers answered yes, 9% mostly, 3% sometimes and 0% no. In 2026, 97% answered yes, 3% mostly, 0% sometimes and 0% no.



Tristram sewing tomato seeds in Plant Production.

Other things 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 Co-Directors to know.

These were their responses:

George: "*Seeing my pals is important*."
Robin: *"I like helping new people out. I just said it because I've been for a long time doing grass cutting such as that. And I like if any new people I like to help out*."
Dan: "*It is quite good*."
Tim C: *"I tell you. At 60, I'm going to retire from West Offices and keep coming to Brunswic*k."
Graeme: "*Toilet situation, yeah. I would like it to get back to normality. I raise all that money with the Dobby Dash. We got a new drill at Woodwork. Pay wage rises. That's not going to happen*."

Elizabeth*: "I miss my work with MacMillan, that is why I got an extra day here. I do yes, I want to use to use inside toilets, not the outside toilet. I'm doing better on indoor toilets. I want to be warm and cozy."*

Alex: *"In the tool shed, I think the rakes are a trip hazard, I think they should maybe not be by the doorway. People might get caught. Maybe we could do it a bit more bike rack?"*
Joe: *"I like the fresh air."*
Charmaine: "*Washing pots."*
Mark P: "*New items in the shop. I want Coca Cola*."

Paul: "*Car park is bumpy*."
Tim: "*Car park needs doing, if icy, someone might fall over. Sorting loos out. Some cola and mayonnaise for Mike."*
Brendan: "*We need a new car park. Make it a lot safer*."

Lee G: "*The building needs to get a bit better. Things a bit more spread out*."
Cameron: "*Workers to be on the board of trustees."*
Nick: "*It was good."*
Jack: "*All okay."*
Carol: "*I liked doing this on my own. Could I do that again next time?"*
Heather: *"It leaks in the potting shed when it rains, everything gets wet and it's made of wood."*
Harriet: "*Drains in the toilet stink all the time in the white toilet block, and it's always cold in there*."

Tom points at Lauren Webb on the sheet with all staff photos. Pleuni: "*Would you like Lauren to say hi to you in crafts?"*
Tom nods yes.

Claire: "*Brunswick is all right, yeah!"*
David H: "*We do presentations. Tanya let me sing*."
Lee W: "*No, it is all good*."

Philip M: "*Michael."*
Pleuni: "*Is it nice chatting to Michael?*"
Philip M: "*Yeah*"
Pleuni: *"Do you want Michael to know that you enjoy chatting to him?"*
Philip M: "*Yeah*."

Patrick: 👍 and signing:



Patrick's sign for "cheese" like in Wallace and Gromit and we think this also means happiness.

The next steps:

Looking back at the 2023 survey:

In the 2023 survey we identified 42 individual action points and all action points have been completed. There were two key areas in the feedback from parents, carers and support workers: clearer information about who is who at Brunswick and receiving information about what workers do at Brunswick.

Based on the feedback in this survey and feedback in the last three years we have improved on both areas. We created a Brunswick Guide for new workers and shared this with all workers when it was created.

Brunswick reviews are being more actively shared with parents, carers and support workers. Two parents asked for regular updates in this year's survey and we asked key workers to follow up on that.

This year's action points:

- We identified 61 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 31 action points and there is progress with a further 8 action points at this time (May 2026).
- We will continue to work on completing the remaining 30 action points this year.

The action points ranged from tasks that will take us time to other action points that are small and quick but important to the person who raised them.

Here is a selection of the action points:

Description:	**Outcome**
A worker requested an extra day at Brunswick.	The Worker has started their extra day.
Carpark: 1. A parent asked if we could open both gates in the morning. 2. Workers raised concerns about the potholes in the carpark.	1. We agreed that we will open both gates of the car park. 2. We are in contact with a company to fix our car park. We are trying to do this pro-bono (free to save considerable costs) as it will cost thousands of pounds but will pay if needed.
Share positive feedback for specific staff with them.	Feedback was shared with staff.
A worker shared a worry about where rakes were stored in the tool shed.	We checked with the Area Leader who said that there was no trip risk, but they will make sure the rakes are safely stored.
Workers shared information that needed to be added to their Brunswick support plan.	Keyworkers were asked to add the information to support plans.
Order new or replace blinds to stop sun shining into work areas.	This is in progress, samples for blinds are ordered.
Share with people to remember to close doors.	We will share this with workers, staff and volunteers in the morning meeting.
A parent raised that a worker has asked to have a photo of their project on social media and this hadn't happened.	We raised this with the relevant group leader and our Communication Officer. We posted a photo of the project on social media.

One key area of action points from the workers' survey this year was around the site, lighting and blinds. We will use the feedback from workers to improve things around the site and the Walled Garden in the coming year.

Reactions from Co-Directors:

Hello everyone,

Wow! It has been wonderful to read the 2026 survey report and hear the overwhelmingly positive experience that is valued by our workers, and their families, carers and support staff. 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.

We work hard to have a culture which means people feel able to approach us with any feedback, questions or concerns at any point, not just when we do a survey. It was heartening to see that people feel that we are achieving this.

We have an amazing staff team who have a diverse range of skills and experience, but who are also recruited to Brunswick because of the personal qualities that they bring. Reading the feedback really demonstrates these qualities in action - caring, reflective, proactive and open – we're incredibly proud of the team and the experience they create for workers, and their families and carers, and our volunteers.

As ever, we want Brunswick to be the best that it can be for workers and all who are part of our Brunswick community. This year's survey has given us feedback to show what we need to keep doing exactly as we are but also highlighted changes that we could make, especially to physical spaces, to improve the environment for people, and to continue to build the number of opportunities for trips and social events. We're excited to see what progress we can make on these in the coming months. We're also so close now to starting construction work to resolve the drainage connection for our toilets and cannot wait for this challenge to be behind us!

Once again, we are grateful for everyone's feedback. Your input can help us keep supporting and growing the Brunswick experience and community. Thank you to all for your time and consideration in taking part in our surveys.

Yours faithfully,





Lauren and Michael
June 2026