

# Feedback from BrumJam 2012 for review/improvement for BrumJam 2016



Over all experience

Staff : 93% who answered the questionnaire said that the overall experience at BrumJam was good/excellent

Group Leaders: 97% who answered the questionnaire said that the overall experience at BrumJam was good/excellent

Young People: 87% who answered the questionnaire said that the overall experience at BrumJam was good/excellent

## Top Five Issues

Topic	Problem	Potential Solution	Owner	Agreed 16.04.15
Programme - Scouting Skills	Based on comment: Being (Staff) on day time actives, (scouting skills) I found myself free on evenings, I feel camp fires (held in the camp fire circle) would of been good , I would of happily set them up though out the week, and as I'm coming back in 2016, will gladly do so, the scouting skills needs to be vamped up, a good job was done in a short space of time, I would like to co run it in 4years time and already have plans and ideas for it, and will be happy to send info if wanted. The Scouting Skills and craft day was aimed too much at younger children and could not provide enough entertainment for older age groups! Additional possible activities to include: Shooting, Survival skills, Go karting/quad bike, large team pioneering projects, Pyrography, Glass Etching, Wood turning, stone sculpture, willow weaving, felt making, leather work, copper enamelling, batik, large group art projects, lazer tag in a box	Involve the team members in the planning. Change name of activity zone to be more inclusive of our friend in Guides, the Craft area and International – maybe OPEN ZONE or ONSITE ZONE. Add more variety of activities and for older sections. Implement evening Camp Fire for each sub camp to better utilise the skilled staff.	<b>Nick Thomas</b> (Programme Chief)	Yes
Staff Catering	Based on comment: There was a SEVERE lack of choice of food; there was also a lack of choice in what to drink. You could have tea, coffee or water, which on a hot day is not ideal. I know that later in the week diluting juice was added to this list... but this was after quite a lot of work from our team leader saying it was unacceptable.	Ensure caterers can offer a choice and consider dietary needs (gluten free, celiac etc). Ensure caterers provide coffee/tea and <u>squash</u> on arrival and throughout the event	<b>TBA</b> (Sub Camp Chief). Via Viv Jones Catering Team	Yes
Entertainment	Based on comments: At the opening ceremony I was a bit confused - it didn't feel much like an opening ceremony. A bit more of variety for entertainment, as the Brumjammers were getting bored sometimes. Have you thought about providing an alternative on some nights, such as a cinema? We were disappointed with the opening and closing ceremonies which were not spectacular in any way. We weren't told to bring Neon stuff with us and could have bought this with us as some groups were dressed up. There seemed to be an awful lot of lighting/sound equipment which did not appear to be put to any good use. The range of activities in the evening could have been extended to include a cinema and alternatives to the main stage events, which were good.	More focus to the evening entertainment programme and opening and closing ceremony. Schedule and variety of entertainment to be reviewed to offer more choice such as live bands (sports hall), cinema (sports hall) and camp fire. Additional budget agreed. Fix the evening programme well in advance and advise through the group handbook one month before that dressing up stuff will be needed. More wow, less sound system kit. More focus to the Staff entertainment. Nominate one person to co-ordinate and ensure staff are aware of what is going on. 5 potential opportunities (Edgbaston Night, IAKO Night, Staff Meal Night, BA Night and Leader Bar). Entertainments team to ensure they have sufficient staff so that a rota for off time can be arranged	<b>Nick Thomas</b> (Programme Chief) & <b>Dan Hartles</b> (Staff Sub Camp Team Leader) & <b>Dave Ludwig</b> (Entertainments Team leader)	Yes

Camp Facilities	Based on comments: Not enough showers (hence the change around of the gents). The toilets were just about coping, but the showers definitely need some improvements, both with numbers and temperature. Portaloos didn't have loo roll for first couple of days. Alcohol gel for portaloos needed. Showers were very cold. Many more toilets and showers needed - not necessarily hot... Suggested ratio of 1 cubicle to 10 people. For example, on Poseidon, a bank of 10 cubicles of toilets and showers (5 male, 5 female) of each at either end of the main path. In the car park and at the border with round hill meadow would've been ideal, and the same on the other sub camps in addition to the existing facilities.	Investment to improve the main toilet blocks completed to improve hot water in existing shower blocks. Hire trailer toilet blocks in – toilets and showers to increase volume for all sub camps. Support team to ensure correct toilet roll at camp to purchase alcohol gel	<b>Andy Medcalfe</b> (Support Team Chief)	Yes
Admin	Based on comments: lack of information beforehand until last minute, earlier communication regarding site arrival and departure times, Communications not always consistent prior and during event. Mixed messages and conflicting information both written and verbal. 1. Didn't always find it easy to find information I wanted on the website. My ASLs seemed to find more info on facebook than I did on website. Including requests for jam jars and kitchen roll inners, the outfits needed etc. I do not belong to facebook, so I wouldn't have known. 2. Would have liked more regular reminders of payment due and an official receipt on receipt that I could pass to treasurer. I think the admin team did very well and were very helpful when I emailed them. However I think they could have done with more help probably. A lot of work for 2 people. We were not given a clear and easy to follow timetable until Tuesday, we had to rely on sub camp meetings and an admin timetable (which they said had been given out by accident) for this info which was not ideal.	Investigate online booking and payment system. Alternatively find an efficient admin record process. Investigated and currently not possible due to cost and time to develop. Bank transfer process for BACS payment is confirmed Admin Team to ensure sufficient Admin Staff Early payment means earlier issue of handbooks. Advertise facebook page in e-mail replies. Application process to be witten and publised on website  New website with regular updates. Fix and issue handbooks earlier.  Comment: A detailed and comprehensive timing plan was included in both the Group Handbooks and the Staff Handbooks	<b>Lynn Gurmin</b> (Camp Finance Chief) <b>TBA</b> (Admin Chief)  Amanda Cardall (Comms & PR)	Yes

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**Top Four Good**

<b>Topic</b>	<b>Problem</b>	<b>Potential Solution</b>	<b>Owner</b>	<b>Agreed 16.04.15</b>
Programme generally	Based on comments: Excellent all round, the 6 different days were a good mix. Fantastic feedback about the activities, especially the offsite days at It's a Knock Out and Bear Creek Water Activities! Thoroughly enjoyed doing the water activities and Blackwell Adventure (Activities), great idea that staff could attend in the evening. Alton towers was awesome and I loved the international and craft tents.	No change. More of the same with a few tweaks and new opportunities to be reviewed	<b>Nick Thomas</b> (Programme Chief)	Yes
Enthusiasm of Sub Camp Staff	Our sub camp leader was friendly, and did his best to help!! The sub camp leader, was great. Any comment that was mentioned to the staff was acted upon immediately. Sub-Camp leader was brilliant and paid regular visits to our camp! Sub camp team were fantastic, worked so hard and were really helpful	No change. More of the same. An essential part of the smooth running of the Sub Camp. To be included in the Role Description for the Sub Camp Team	<b>TBA</b> (Sub Camp Chief)	Yes
Adults with Groups get to join in the programme	Cost for adults was high however adults with the groups have paid to be involved in the programme.	No change. Cost for adults is typical of a UK Jamboree camp normally with less programme. With BrumJam the cost includes full participation in the programme and adults can do all the activities with the young people if they wish. Need to make this clearer on the Website and in the Group Handbooks	<b>Amanda Cardall</b> (Comms & PR) <b>Nick Fawdry</b> (Org Team Admin)	Yes
The overall experience	Based on comments: (by young people) My experience at BrumJam was absolutely amazing, I had the time of my life and I made so many new friends. Roll on 2016. It was the best camp I have ever been to, I loved every second and wish I could go back! Thank you, I had a great week :) GODLIKE CAMPS. Thanks to all the staff for a great week ! The organisers did a really good job making our BrumJam amazing. IT WAS AMAAAAAAZING but next time I'll be too old to go again :(((((((	No change	<b>Simon Cardall</b> (Jamboree Chief)	Yes

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## Stuff we can't/won't fix (sorry)

Topic	Problem	Reason	Owner	Agreed 16.04.15
Fireworks	Based on comments: Some fireworks at the closing ceremony would really mean the camp finishes with a bang!	Blackwell Court is in a residential area and regularly gets complaints from our local neighbours and farming community about the noise. We have to be a better neighbour. For some time now 'loud' fireworks are no longer used at Blackwell Court. Can't fix. Alternatives to the big bang such as the "firewalk with touches" to be reviewed for the closing ceremony.	Nick Thomas (Programme Chief) & Dave Ludwig (Entertainments Team leader)	Yes
Music	Based on comment: Finishing the music at 10 is a little early for explorers	Blackwell Court is in a residential area and regularly gets complains from our local neighbours about the noise. Since then loud music on week nights finishes at 10:00 and 10:30 on weekends (TBC with Campsite Manager). Can't fix	None	Yes
Alton Towers Day	Based on comment: The Alton Towers Day started too early and finished too early	Alton Towers opens at 10:00 and closes at 18:00, however to fit with travel times, evening meal times and evening programme the times for departure and return are adjusted to suit. Hence the early start and mid/late afternoon early finish is the best compromise	None	Yes
Form filling	Based on comment: Very regimental, filling in forms etc	Unfortunately form filling is a "necessary evil" for modern life and Scouting in the advent of insurance claims and prosecution. For many Scouting activities (including all other large events and Jamborees), activity centres and external providers we have to complete the necessary paperwork - there is no way around it. Can't fix.	None	Yes
Wi-Fi access	Why no Internet Cafe or better access across the whole site	We are not IT experts however we understand that there are limited telephone lines and sockets at Blackwell Court with a server located in the main site office (Coach House). A modem needs to be connected to a telephone socket. Wireless connections are therefore only possible if the router is normally in or around the building, however could not extend to the middle of a field or in a building 500yards away. The length of the cable also greatly affects the speed of connection. <b>If somebody is willing to volunteer to set this up/manage it and provide all the equipment then that would be great</b> . However most good telecoms providers have a good 3G or 4G connection in the area. Can't fix (currently).	None	Yes
Public Highways	Access for coaches on public highway should have been managed by BrumJam Staff	The public (inc. BrumJam) have no lawful powers to direct traffic or close roads at planned events. Only the Police and Highways Agency can control traffic on public highways. For a formal closure we must give 3 months written to the local council and costs £500 in newspaper advertising, £1500 in signage for alternative routes and only authorised road technicians can put the signs out for a road closure and alternative routes. In addition authorisation to close Green Hill lane (the only coach route) will <u>not</u> be given by the local Council as it is a bus route. Therefore we have to share the roads with other road users as best we can. Can't fix	None	Yes

## Stuff we can fix easily

Topic	Problem	Solution	Owner	Agreed 16.04.15
Camping Space Cramped on Lower Paddock (Sub Camp)	Based on comment: We where cramped and found that other sub camps had a whole lot of space!	The sub camp on lower paddock was moved to this location at the last minute due to very poor weather conditions leading up to the event. The original plan was Back Piece field => However this was under water. The plan for 2016 is to have the sub camp on Back Piece field and therefore more space	<b>Nick Fawdry</b> (Org Team Admin)	Yes
Location of Staff Sub camp	Based on comment: Part of the problem was where the staff tents were and that there was a gravel pathway (to activities) running through the centre next to the pitches	Staff Camping area to be on Lower Paddock. In addition allocate Staff camping "quite area's in Lower Paddock behind wooded area (quite in morning) and Round Hill Meadow (quite in evening). Ensure these are clearly marked. This will also give more space generally for staff camping.	<b>Nick Fawdry</b> (site plan), <b>Andy Medcalfe</b> (markings)	Yes
Sub Camp Marquee	Based on comment: I thought that the sub camp marquee could've been used more because I think I only went in a few times and it seemed a little empty.	The sub camp marquees are large because if it had rained all week we would have needed a lot of undercover facilities to run programme and for emergencies. No need to fix. Although the Sub Camp team should be encouraged to dress the marquees up such a John Nelson did.	<b>TBA</b> (Sub Camp Chief)	Yes
Manning of gates and who can park on which car park	Based on comment: Bit unclear on manning of gates whose responsibility it was and who could park on station field car park.	Security Team is responsible for manning the <u>external</u> gates. All campers/groups and staff park on The Park (as per hand book). All Blackwell Staff park on Station Field (as normal). All coaches and day visitors park on Station Field. Those with site passes and event transport park on Group Room car park. No parking in Stable Block car park which is reserved for Ambulances and Kubota's. Any groups wishing to travel offsite during the week can use the transport team who provide a regular service to Morrison's in Bromsgrove. In emergencies go to Security hut on Station Field.	<b>Brian Stacey</b> (Security Chief)	Yes
Alton Towers	Based on comment: it would have made more sense to have the theme park day not on the last day. Alton Towers for Poseidon should have been on a different day than Friday	Change the Alton Towers trip to Monday, Tuesday and Wednesday leaving the Thursday and Friday for onsite activities and offsite activities which are closer to Birmingham	<b>Nick Thomas</b> (Programme Chief)	Yes
High Vis Jackets	Clarification of use of County High Vis Jackets	There is a very limited supply of high vis jackets. Typically because when they are loaned out they are not returned, lost and/or left lying around. Each Department chief is responsible to identify requirements and then one purchase for sufficient high vis jackets before the event. The jackets are considered a consumable item. Teams requiring high vis jackets are Security Team, Support Team/Traffic Team and Entertainments (for the arena).	<b>Brian Stacey</b> (Security Chief) <b>Andy Medcalfe</b> Support Team Chief <b>Nick Thomas</b> (Programme Chief)	Yes
Role Responsibilities	Role descriptions not clear for all members of staff.	Role Descriptions to be written and e-mailed to all members of the Staff. Jamboree Chief to write Department Chief role descriptions. The Department Chief to write Team Leader role descriptions. Likewise the Team Leaders to write Team Member role descriptions. So it is clear to everybody what they are responsible for and fulfils the overall objectives.	<b>All Department Chief's</b>	Yes
Sub Camp Communication	Based on comment: Sub camp communication lacking (between org team and sub camp) and sub camp to groups. Confusion about timings. The sub camp team should have known what was going on from day one. We had to give them a copy of the info we got from the web site.	Sub Camp staff to make it their business to have all the information prior to the event (part of role description). Timing plan as issued to be followed. Org Team Admin to cascade information to Department Chief's. Department Chief's to cascade information to Team Leaders and Team Members (Staff)	<b>TBA</b> Sub Camp Chief	Yes
Arrivals Plan	Based on comment: Arrivals was very busy and seemed uncoordinated. <i>Two issues. 1. Groups arrived before 12:00pm which meant the sub camps where not ready. 2. Groups where still in camp from the previous week which prevented the sub camps from marking the pitches in preparation. Peak arrival between 11:30am and 14:00</i> <i>One team (2 vehicles) on Station field. Two Teams (4 vehicles) on The Park</i>	Ensure no other bookings on Sat 30th July 2016 for Blackwell Adventure All Coaches go to Gate 1 and met by a Support team member who log the coach/group and assign the support team drivers to move the kit. All other vehicles go to Gate 3 and park on the lower area of the The Park. If kit needs to be moved then they are directed to kit lanes and met by a Support team member who logs the Group details and assign to the support team drivers to move the kit. All other vehicles directed to parking. All Staff and site to be ready for 11:00am	<b>Simon Cardall</b> (Jamboree Chief) <b>Andy Medcalfe</b> (Support Team) & <b>TBA</b> (Sub Camp Chief)	Yes
Departure Plan	Based on comment: Departure was more organised. <i>One Support team and 2 vehicles (Land Rover and Kubota) assigned specifically to each Sub Camp. Three teams and 6 vehicles in total. Departure time between 09:00 and 14:00</i>	Each Sub Camp to prepare a Group departure list. The list will be handed to the Support Team on Saturday morning of departure. Each Group will then be assisted to depart in turn according to the Sub Camp Departure list. All Staff to be ready in position for 08:00am	<b>TBA</b> (Sub Camp Chief)	Yes