

Easy Read Newsletter

This newsletter is about:



- Survey Results



- Customer and Staff Wins



- News and Updates



- Staying Safe



- Get in touch with Brighter Futures

Survey Results



Survey Results



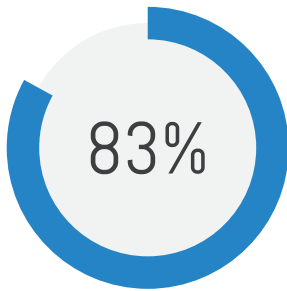
Thank you to all the customers who took part in the Satisfaction Survey



148 customers took part in the survey this year



That is double the amount of people from last year



83% of customers were happy with Brighter Futures



But some customers let us know about some problems



Some customers were unhappy with the time taken for Brighter Futures to repair things



Some customers said Brighter Futures staff members to speak to each other more



Some customers want more activities and help to move on from Brighter Futures



Brighter Futures will look at what customers have said and share more information soon

Customer and Staff Wins



What has been going on at Brighter Futures?



Hanley Connect threw a party for their first birthday



Since opening in 2023, the service has helped over 700 people to get support or find somewhere to live



Brighter Futures held focus groups with customers from the Learning Disability service



The group shared their ideas for a new Easy-Read “How to Complain Guide”



After making some changes, the customers were happy with the guide



You can ask for the guide from your Support Worker



Or find it on the website:
www.brighter-futures.org.uk/contact/



Some customers at Furlong Court went to Burslem Festival



They talked about Brighter Futures and handed out flyers to help promote our services



Residents at Hillcrest have been taking part in a cooking group on the weekends



They have cooked Stew, Pizza and Soup



Let Brighter Futures know if you are interested in cooking or learning something new

**WELL
DONE!**

Well done to Gemma who is a Brighter Futures customer



Gemma is working towards a Level 3 Award in Beauty and ran a free beauty session at Orchid Women's Services

News and Updates



Service closures



We are sad to share that our mental health services have closed.

This includes:

- The Clubhouse Network
- Safe Spaces
- Mental Health Helpline



Thank you to all the customers, staff and other people who were a part of these services



Complaints



A complaint is when you tell us you are unhappy with us and want an answer from us.



Brighter Futures want customers to complain so that we can use them to make our services better



Last year, Brighter Futures had 20 complaints that were sorted out quickly



And 1 complaint that took a little longer



You can ask your Support Worker for more information about complaints



Or find it on the website:
www.brighter-futures.org.uk/contact/

Staying safe



Anti-Social Behaviour



Anti-social Behaviour (ASB) is actions by others that:

- make you feel worried or upset
- happen around your home
- are annoying
- are against the law

Anti-social behaviour might be:



- noise that happens a lot
- people yelling at you or being nasty to you or others



- when buildings or things are damaged on purpose



- littering or dumping rubbish in the street



- illegal drug use or being drunk in public



In 2023 Brighter Futures made a new **procedure** to help customers who are affected by Anti-Social Behaviour



A **procedure** is the set way of dealing with a problem



Since the new **procedure**, Brighter Futures have helped customers with 36 Anti-Social Behaviour problems

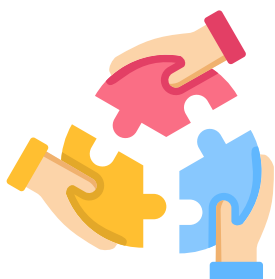
Brighter Futures has:



- issued notices (telling customers they must leave)



- given advice



- worked with other support services



- got court orders (a judge orders someone to do something)

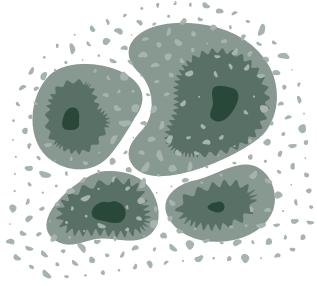


If you are going through Anti-social behavior problems



Let Brighter Futures know if you need help with Anti-Social Behaviour

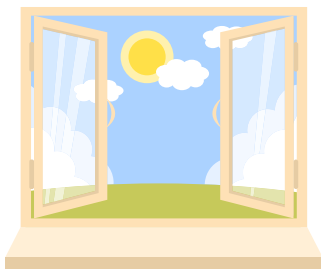
Health and Safety Tips



Damp and Mould can still be a problem in warmer weather



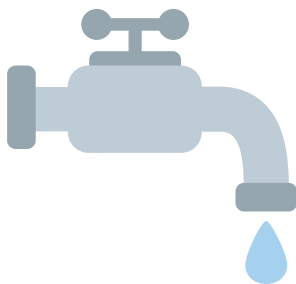
Wipe water off the windows



Keep your windows open while you're at home in the daytime



Dry your clothes outside when you can



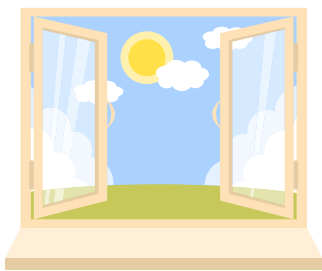
If you go on holiday for a week or more, run your taps and showers for 10 minutes when you get back to flush out germs



To keep cool in warm weather



Close your curtains



Open the windows on both sides of your home so the wind blows through



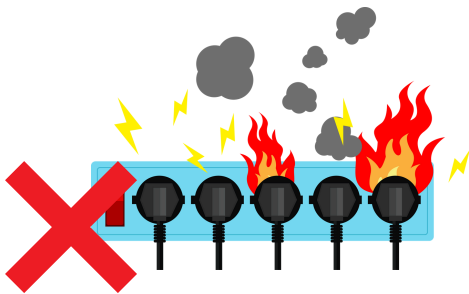
Have a cold shower before bed



To prevent fires



Never leave items charging overnight



Don't overload plugs



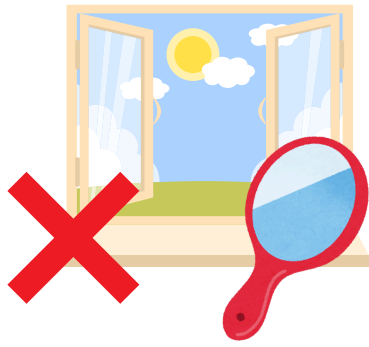
Don't cover plugs with furniture



Make sure you properly put out cigarettes



Don't throw cigarettes out of the window or balcony



Remove glass or mirror things from the window sill as this can cause fires



Ask your Support Worker if you need help testing your fire alarm

Get in touch with Brighter Futures





To contact Brighter Futures about repairs, anti-social behaviour or with a question



Call us on the telephone:
01782 406 000



Email us:
customerservices@brighter-futures.org.uk



If you are worried about a rough sleeper



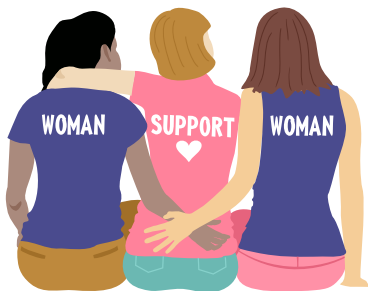
Call:
0800 970 2304



To get in touch with Hanley
Connect, the homeless hub



Call:
07500444112



To get in touch with Orchid
Women's Services:



Call:
01782 286 862



Don't forget to follow us on
Social Media