

# THE BRIGHTER BUZZ

*The Brighter Buzz is a newsletter, circulated to all tenants and customers every quarter to keep you up to date with news, events and opportunities across the organisation.*

## WELCOME!

*Hello and welcome to the latest edition of The Brighter Buzz.*

This newsletter is filled with exciting updates on the achievements of our customers and colleagues, highlighting the first anniversary of Hanley Connect and engagement projects with customers from the Learning Disability Service.

We have included a summary of the latest Satisfaction Survey Results, with more detailed information set to be shared very soon, important guidance on our approach to anti-social behaviour (ASB), and useful health and safety tips as we enter the summer months.

## OUR NEW HOME

From Monday 12th August 2024, our head office will no longer be based at Whittle Court but rather at Three Counties House on Festival Way, Festival Park, Etruria, ST1 5PX.

Please see the accompanying flyer for more information, or visit our website.



## TENANT SATISFACTION

### SURVEY RESULTS 2024

Thank you to the tenants, residents, and customers who participated in the Satisfaction Surveys.

The number of responses nearly doubled this year, with 148 tenants sharing their thoughts compared to 83 in 2023. Overall satisfaction levels have increased from 79% to 83%, showing a positive trend in tenant satisfaction. However, we acknowledge the areas where improvements may be needed, such as speed of repairs, inter-departmental communication, and more engagement opportunities to help you move forwards.

Stay tuned for our full response in the "Tenant Satisfaction Survey Results 2024", which will be available in the coming weeks within your service, upon request, and online.



## LET'S SHOUT ABOUT...

### YOUR JOURNEYS

On Wednesday 17th April 2024, Hanley Connect officially marked its first anniversary. The team threw a party to celebrate customers' journeys and recognise the collective hard work of colleagues and partners in addressing the issues around homelessness.

Since opening in 2023, the service has helped over 700 people facing homelessness, to access support and find accommodation. The event was attended by colleagues from 48 partner organisations and 33 customers who came together to enjoy a buffet lunch, a tense game of bingo, and some tear-jerking speeches.

Since April, the service has continued to support customers and has already had a footfall of 2,279 visits (as of 31st June 2024).



### YOUR FEEDBACK

We would like to say a huge thank you to our wonderful Learning Disability and Autism Service customers who have taken the time to attend focus groups, provide feedback, and shape our brand-new, easy-read How To Complain Guide.

After 4 focus groups and several amendments... we are proud to announce the guide has now been officially approved!

We have been blown away by the commitment and dedication of customers who have been fantastic throughout the process and we are so proud of the final result. The guide is now available upon request, or on our website:

[www.brighter-futures.org.uk/contact/](http://www.brighter-futures.org.uk/contact/)



### YOUR COMMUNITY

It was great to see customers and colleagues from Furlong Court representing Brighter Futures at the Burslem Festival in May. The group dedicated their time to engage with the local community, handing out leaflets and freebies, and sharing their own experiences to raise awareness of our services.

A special mention to green-fingered resident, Dave, who even sold some of his handmade, sustainable planters!



## YOUR HOBBIES

Hillcrest residents have been enjoying their weekends by taking part in a communal cooking group. The budding chefs cooked a delicious stew and got creative with personalised pizzas.

Claire, one of the residents, even stepped up as Head Chef and shared a sentimental Leek and Pea soup recipe with everyone.

If any other customers are interested in cooking or are looking to develop skills...please don't hesitate to contact us.



## YOUR GOALS

Brighter Futures' tenant, Gemma, has been going from strength to strength whilst working towards her Level 3 Diploma in Beauty Therapy with Pathways.

In January, she received the Advanced Learner Achievement Award and has since organised a free pamper session for customers at Orchid Women's Services to give back to the community whilst expanding her portfolio and gaining practical experience.

The ladies at Orchid Women's Services had a wonderful time and thoroughly enjoyed their relaxing massages and fresh manicures.



## NEWS AND UPDATES

### SERVICE CLOSURES

We are saddened to announce that our mental health services have now closed. This includes: The Clubhouse Network, Mental Health Helpline, and Safe Spaces. For more information on alternate options: [www.brighter-futures.org.uk/](http://www.brighter-futures.org.uk/)

We would like to express our gratitude to all the partners who have supported these services, our customers who have played a pivotal role in shaping the services, and our dedicated colleagues who have gone above and beyond to support the well-being of others.

### COMPLAINTS

Brighter Futures remains committed to using complaints as an opportunity to improve the quality of our services for our customers.

Between April 2023 and March 2024, we received and closed 22 complaints, with 20 at Stage 1 and 2 at Stage 2. None of the complaints were escalated to The Housing Ombudsman for external review. For the full Complaints Performance Report and details on how to file a complaint, please visit our website: [www.brighter-futures.org.uk/contact/](http://www.brighter-futures.org.uk/contact/)

## STAYING SAFE

### ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour (ASB) is anything that can cause nuisance, alarm, or distress to another person such as excessive noise, graffiti or vandalism, fly-tipping, and verbal or physical abuse.

Since the new ASB procedure was implemented in October 2023, we have looked into 36 cases. These investigations have led to providing advice and guidance, issuing notices, collaborating with partner organisations, and obtaining 2 injunctions for non-tenants who have cuckooed our customers.

If you are experiencing any behaviour that is impacting your quality of life at home, please get in touch with us.

### HEALTH AND SAFETY

Condensation, damp, and mould can still be a problem even in warmer weather. It's important to keep your home well aired, dry clothes outside where possible, and regularly wipe away condensation on windows to prevent mould growth.

You can keep cool in your home by drawing the curtains, creating a cross breeze by opening windows on either side of the house, or having a cold shower before bed.

Never leave items charging unattended, especially overnight. Avoid overloading extension leads and ensure charging cables are not obstructed by furniture. This advice applies year-round.

If you would prefer to receive email communications, please subscribe online:  
[www.brighter-futures.org.uk/newspage](http://www.brighter-futures.org.uk/newspage)

If you are taking a trip or going on holiday for a week or more, don't forget to run your taps and shower when you get home to flush out bacteria.

Remember to dispose of cigarettes properly and avoid tossing butts from windows or balconies. Make sure to remove glass or mirrored objects from your windowsill or balcony as strong light reflections can be a fire hazard.

If you require assistance testing your smoke alarm, don't hesitate to ask your Support Worker.



## GET IN TOUCH

### General Enquiries, Repairs and ASB:

01782 406 000

[customerservices@brighter-futures.org.uk](mailto:customerservices@brighter-futures.org.uk)

### Rough Sleeper Team:

0800 970 2304

(Calls are FREE from mobiles, landlines, and payphones. Lines are open 24 hours a day, 365 days a year)

### Hanley Connect:

07500 444112

### Orchid Women's Services:

01782 286 862

## FOLLOW US



[WWW.BRIGHTER-FUTURES.ORG.UK](http://WWW.BRIGHTER-FUTURES.ORG.UK)

01782 406 000

Brighter Futures Housing Association Limited is registered with the Regulator of Social Housing (H4315), is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (21244R), and is affiliated with The National Housing Federation. Brighter Futures Housing Association Limited's registered office is at Three Counties House on Festival Way, Festival Park, Stoke-on-Trent, ST1 5PX.