

# Easy Read Newsletter

**This newsletter is about:**



- News and Updates



- Customer and Staff Wins



- Staying Safe



- Get in touch with Brighter Futures

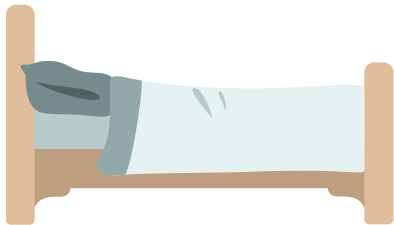
# News and Updates



# New Services



We have re-opened the Winter Night Shelter at Hillcrest



We offer 6 beds for rough sleepers who have nowhere to sleep



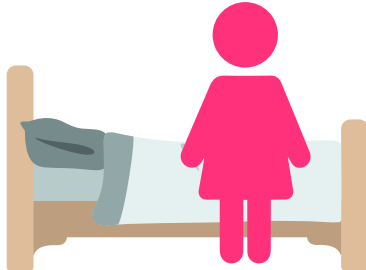
Last year we helped 17 people to find somewhere to live after they slept in the Night Shelter



We hope to do even better this Winter

**Now  
Open**

Orchid House is officially open. It is a safe place for women who need support.



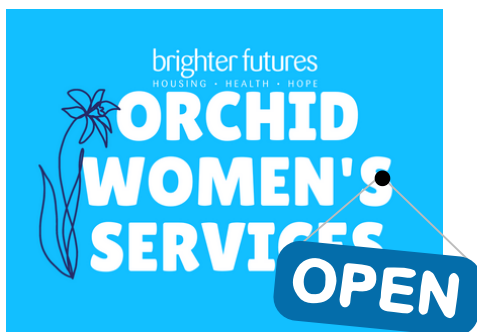
We offer 5 beds for women to live there and get help moving forward in life.



The women at Orchid House have already made it their home and have been cooking and baking.



Orchid Women's Services is now at The Observatory on 23 Dyke Street, Hanley instead of Garth Street



The drop in is open Mondays, Tuesdays and Thursday from 9:00am - 1:30pm

# Customer and Staff Wins



# What has been going on at Brighter Futures?



We are proud of our customers want to share your stories.



Thank you to Phil, Treena, Claire and Tina for sharing their experiences about sleeping rough, drugs and other problems.



You can read their stories on our website: [www.brighter-futures.org.uk](http://www.brighter-futures.org.uk)



If you want to share your story, ask your Worker and they can help you.





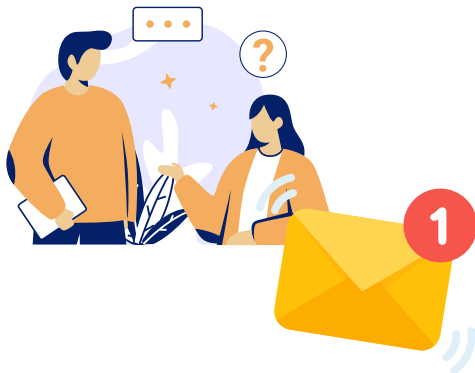
Meet Marie, she is a Customer Engagement Specialist



She makes sure your voice is heard and that we listen to your feedback



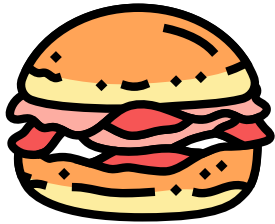
She will be running a survey in 2025 so you can tell us what we do well and how we can be better.



If you want to get in touch with Marie, you can ask your Worker and email her: [marie.john@brighter-futures.org.uk](mailto:marie.john@brighter-futures.org.uk)



Marie has started Brainstorm Brunches within some services



You can meet up for a breakfast snack and chat



And share ideas about what you would like from Brighter Futures in the future



We want your home to be safe and comfortable



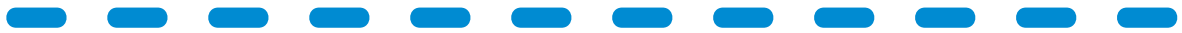
So we are marked against the Decent Homes Standard which looks at repairs, energy, health and safety

# 99.5%

We are proud that 99.5 % of our homes meet this



But if you have concerns, you can call us on 01782 406 000



Customer have enjoyed Halloween parties with pumpkin carving and karaoke



We are excited for Christmas and New Year celebrations, so let us know your ideas!





Meet Jess and Kaitlin, our new Access and Sustainment Specialists



They'll help customers who are struggling to stay stable and are at risk of losing their home

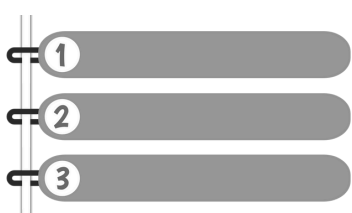


As well as help with issues such as anti-social behaviour (people causing issues in the community)





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 customer have said they are 100% happy with how their Anti-social behavior problem was handled



If you need help with anti-social behaviour, you can speak to your Worker.





Welcome Jordan, our new Assets and Compliance Manager



He is in charge of our Property Services Team who make sure your homes are safe and comfortable.



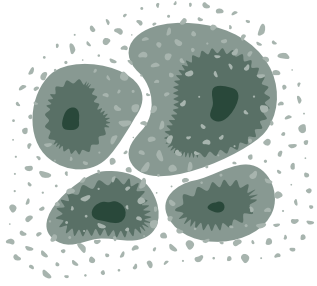
If you want to report a repair, you can call 01782 406 000



# Staying Safe



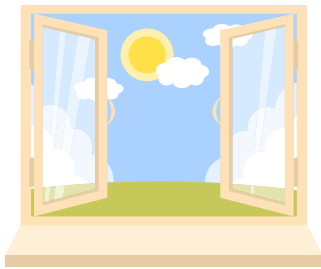
# Health and Safety Tips



**Damp and Mould is more of a problem in Winter**



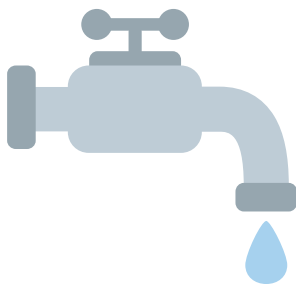
Wipe water off the windows



Open your windows when possible, especially when cooking or showering



Dry your clothes outside when you can



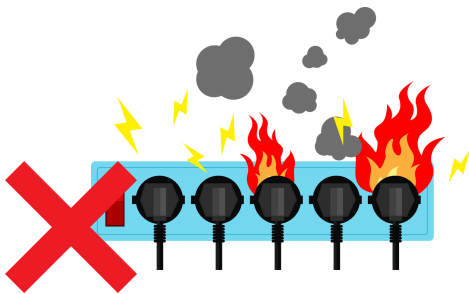
Check for leaks and report them to Property Services



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



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



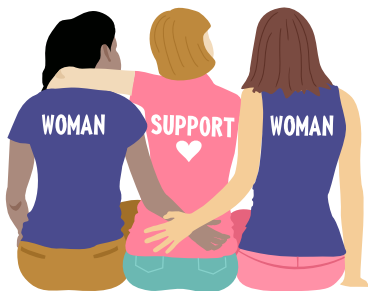
Call:  
**0800 970 2304**



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**



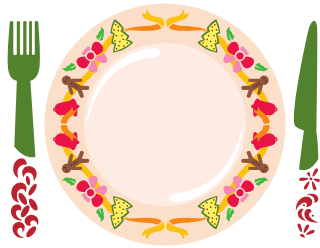
Don't forget to follow us on  
Social Media

# Christmas Opening Times





Hanley Connect is open Monday to Friday will be closed on 25th & 26th December and 1st January



But will host a Christmas meal on 24th December



Orchid Women's Services are open Monday, Tuesday and Thursday but closed on 26th December



The Rough Sleepers Team and our Homelessness Accommodation Services are open every day



Housing Workers will talk to customers about when they are working



We will only handle emergency repairs from 25th December to 1st January



We may use other companies to complete the repairs



Customer Services are closed 25th & 26th December and 1st January



But you can call the Duty Team anytime on 01782 406 000