

# 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 summer edition of The Brighter Buzz.*

As the warmer months roll in, we're excited to bring you this month's edition of Brighter Buzz, filled with good news stories and important updates from Brighter Futures. In this issue, we shine a light on some more customer stories, share highlights from our Chester Zoo trip, and reflect on how we marked Mental Health Awareness Week across the organisation. We also take a look at this year's Tenant Satisfaction Measures (TSM), and share how we're listening to your feedback and using it to improve services.

## CHESTER ZOO

After asking customers where we could go for a trip, we were excited to receive lots of responses for the zoo...so that's exactly what we did!

In March 2025, 21 customers enjoyed a sunny day out at Chester Zoo. Everyone received a packed lunch and free transport, and spent the day watching elephants enjoy their lunch and exploring the bat cave.

We're thrilled to share that 100% of attendees said they enjoyed the day and would go on another trip with Brighter Futures.

We're planning more trips in the future and would love to hear your ideas!



## MENTAL HEALTH WEEK

In May, we were proud to mark Mental Health Awareness Week with a series of events designed to bring customers and colleagues together. From sizzling BBQs and relaxing Wellbeing Walks, to continental breakfasts and a classic afternoon tea, there was something for everyone to enjoy.

The week saw amazing levels of engagement across our services, with 49 Community Outreach and Support customers, 24 Homelessness Accommodation residents, and 21 tenants joining in the activities.

We were also joined by key partners, including Jade from the NHS Intensive Outreach Team, who completed referrals at Hanley Connect. As well as Clare from North Staffs Mind, who led a mindfulness workshop for community-based tenants at The American.

It was all about celebrating the power and importance of community! We will continue to bring people together and keep the conversation around mental health going.

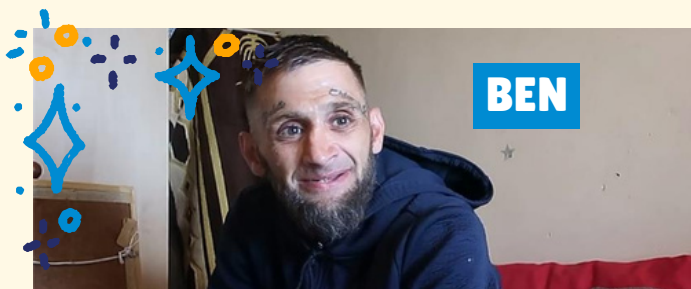


## CUSTOMER STORIES

Everyone's path is unique, and we're proud to continue sharing your stories as you show strength, resilience, and hope every step of the way. Your stories help others to understand the challenges faced and inspire them to keep going!

### BEN'S STORY

After three months on the streets, Ben turned to Hanley Connect and is now thriving in our Homelessness Accommodation Services. He's passionate about helping others to overcome addiction and build better futures for themselves.



### STORM'S STORY

From rough sleeping to sustaining her tenancy, Storm has come so far. Storm utilises support services and has reconnected with her family, proving what's possible with support and determination.

### ALAN'S STORY

Alan has come a long way on his journey while living in his own home. From building confidence, finding his voice, and embracing new opportunities, and most importantly, being part of a community where he feels heard and valued.

## INTRODUCING OUR CUSTOMER ENGAGEMENT MANAGER



We're excited to introduce our new Customer Engagement Manager, Frankie Potts. Having been a part of Brighter Futures for over two years, she has loved getting to know customers across all our services - visiting sites, supporting outreach services and meeting customers at events.

Frankie has taken on this new role as she is passionate about ensuring your voices are heard, listened to, and acted upon at every level of the organisation. She believes that no one knows our services better than the people who use them every day, and she's looking forward to meeting more of you and hearing your ideas!

## CREAM TEA PARTY

We are thrilled to have joined forces with 15,000 people across Stoke-On-Trent in making history as part of the City Council's successful attempt to break the Guinness World Record for the biggest Cream Tea Party, all in celebration of the city's 100th birthday!

All our sites took part in the fun, enjoying traditional cream tea complete with delicious, homemade scones baked from scratch by our Hospitality Manager, Rachel. Every site was filled with excitement as everyone came together over cups of tea, sweet treats, and community spirit.

The celebrations also included a creative twist, as everyone got the chance to contribute to our paint-by-numbers mural in honour of Brighter Futures' 50th anniversary. The mural will continue its journey around all of our sites, so everyone has the opportunity to leave their mark on this milestone.

A huge thank you to everyone who joined in and helped!



## ANTI-SOCIAL BEHAVIOUR

### WEEK

During Anti-Social Behaviour Week (ASB) we highlighted the key steps we're taking to support safer, stronger communities for everyone.

Our satisfaction with case handling has risen from 74.36% to 89.58%, and satisfaction with case outcomes from 73.72% to 93.75%. As part of the week, we also teamed up with customers for community litter picks at 90 Hope Street and Hanley Connect, rounding off the day with well-deserved ice lollies! Remember, ASB is anything that causes harm, alarm or distress to others in a home or community.

If you feel safe, try having a calm conversation. If not, we're here to help.

**Call:** 01782 406000

**Email:**

customerservices@brighter-futures.org.uk

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


In an emergency or if a crime is in progress, always call **999**.

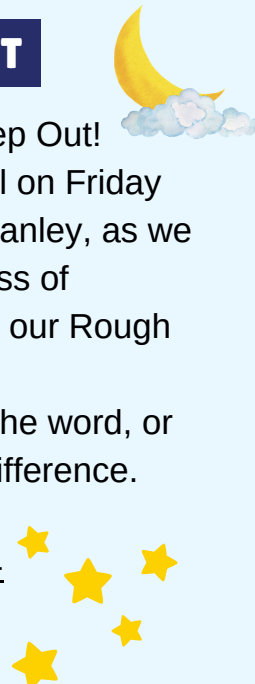


## BIG BRIGHTER SLEEP OUT

Join us for The Big Brighter Sleep Out! Be part of something meaningful on Friday 26th September at Smithfield, Hanley, as we come together to raise awareness of homelessness and fundraise for our Rough Sleeper Winter Warmer Packs.

Whether you sleep out, spread the word, or donate, your support makes a difference.

 Learn more or sign up here: [www.brighter-futures.org.uk/get-involved/bbso](http://www.brighter-futures.org.uk/get-involved/bbso)



## TENANT SATISFACTION RESULTS

Thank you to everyone who took part in this year's Tenant Satisfaction Survey, which ran from January to February 2025.

We're really pleased to share that more people than ever got involved - 169 customers gave their feedback! That's more than double the number from 2023, when we first launched the survey, and even more than last year's total.

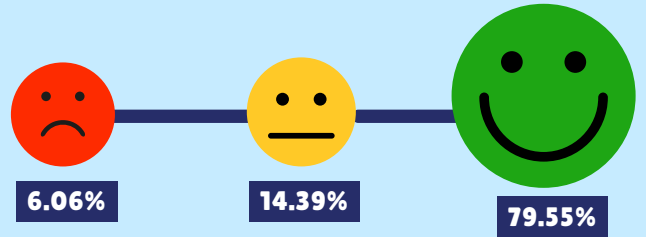
This growing response means we're hearing from a wider and more diverse range of customers, helping us make improvements that truly reflect your views.

*So without further ado, here's what you said...*



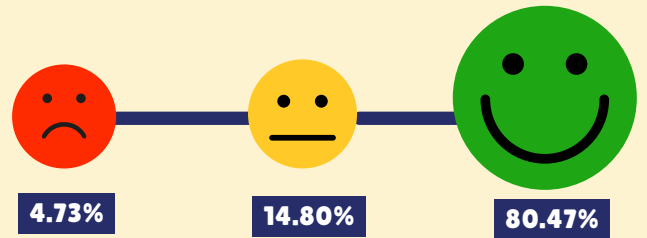
### SATISFACTION WITH TIME TAKEN TO

#### COMPLETE MOST RECENT REPAIR

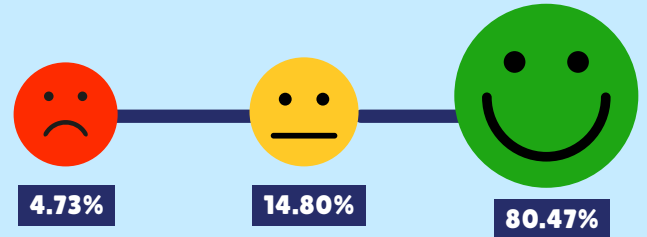


### SATISFACTION THAT MY HOME

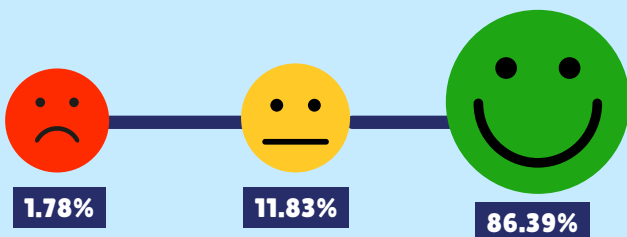
#### IS WELL MAINTAINED



### SATISFACTION THAT MY HOME IS SAFE



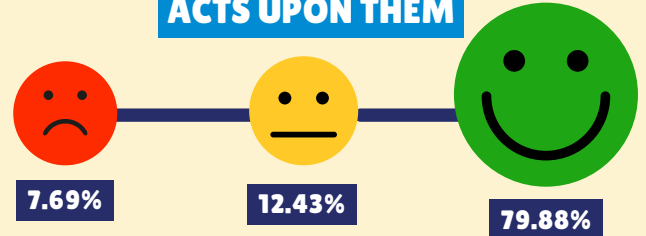
### OVERALL SATISFACTION



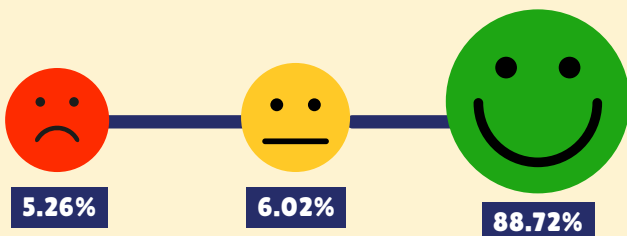
### SATISFACTION THAT BRIGHTER FUTURES

#### LISTENS TO MY VIEWS AND

#### ACTS UPON THEM



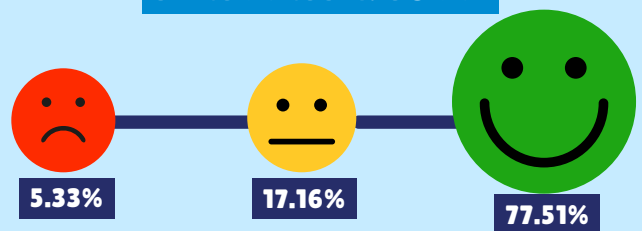
### SATISFACTION WITH REPAIRS



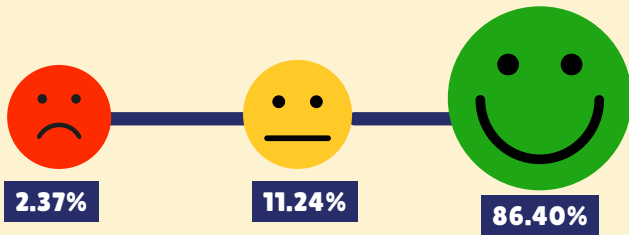
### SATISFACTION THAT BRIGHTER FUTURES

#### KEEPS ME INFORMED ABOUT THINGS

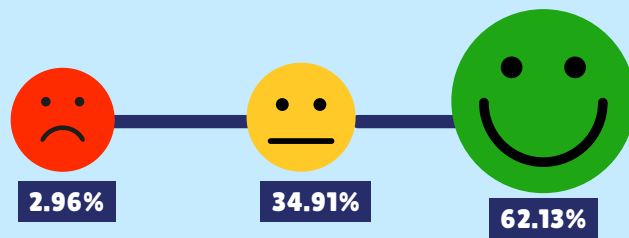
#### THAT MATTER TO ME



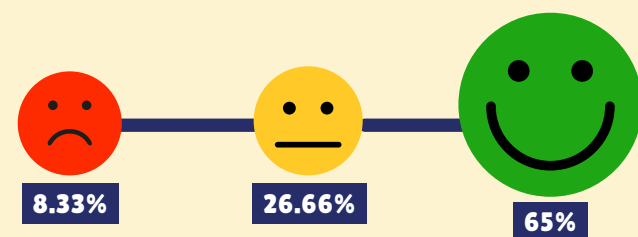
## AGREEMENT THAT BRIGHTER FUTURES TREATS ME FAIRLY AND WITH RESPECT



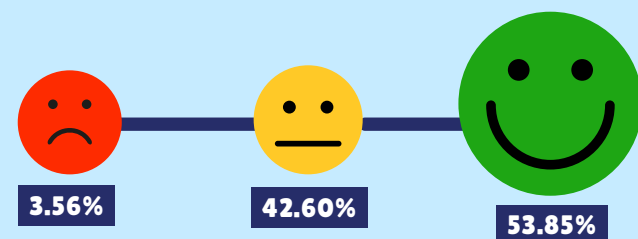
## SATISFACTION WITH BRIGHTER FUTURES' APPROACH TO HANDLING COMPLAINTS



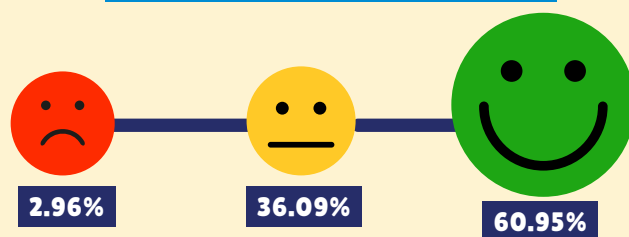
## SATISFACTION THAT BRIGHTER FUTURES KEEPS COMMUNAL AREAS CLEAN



## BRIGHTER FUTURES MAKE A POSITIVE CONTRIBUTION TO NEIGHBOURHOODS



## SATISFACTION WITH BRIGHTER FUTURES' APPROACH TO HANDLING ANTI-SOCIAL BEHAVIOUR



## WHAT HAPPENS NOW?

Overall your satisfaction scores were high which is amazing, however there is always room for improvement!

The survey also provided the opportunity for customers to write more detail about their scores. This is the most important part for us as it allows us to take a deeper dive and put things into action so we can improve.

So we have provided more detail about what action we have already taken and what we will do in the future.

We have already:

- Launched a new computer system to make repairs simpler - Workers have been trained on the new system and we are looking to roll it out to customers so you can be empowered to manage your own repairs!
- A full Housing Team has been recruited so you'll have more stability and regular contact with your Worker.
- We have launched our new engagement programme and will be continuing all the fun stuff throughout the rest of the year...keep your eyes peeled on how you can get involved.
- We've launched a new website and will be moving into the second phase of development soon.

We will:

- Launch a new Communication Strategy that guides colleagues how we can best communicate with customers, each other, and partners
- Continue to support customers who are ready to move on from Brighter Futures and explore options how we can further support this.
- Look into the WiFi Connectivity at 90 Hope Street

- Work with customers to develop new rules for shared spaces to ensure everyone feels safe and respected
- Continue to log behaviour in customer files so that we can build evidence of anti-social behaviour and take action where necessary
- Write an Unacceptable Behaviour policy to support these initiatives.

For more information, and to view the full report please visit our website:

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

## WRAPPING IT UP

It's been a busy few months at Brighter Futures, with lots of exciting opportunities for customers to get involved!

There are plenty of ways to connect with others, help shape our services, and make progress along the housing pathway. It's a great time to get involved in our community and make your voice heard.



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

**WWW.BRIGHTER-FUTURES.ORG.UK**

## YOUR FEEDBACK

Your feedback matters and it makes a real difference.

At Brighter Futures, we're committed to building services that truly reflect your needs, experiences, and ideas. That's why we're always open to hearing what's working well, what could be better, and how we can improve the way we support you. Whether it's a small suggestion or a big idea, your voice helps us.

## GIVE FEEDBACK IN A WAY

### THAT SUITS YOU

**Email us at:** [engagement@brighter-futures.org.uk](mailto:engagement@brighter-futures.org.uk)

**Visit our website:** [www.brighter-futures.org.uk](http://www.brighter-futures.org.uk)

**Call Customer Services:** 01782 406000

Or alternatively:

Speak to your allocated Housing or ACT 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**



**01782 406 000**