

Front Cover

The Brighter Buzz Summer 2025

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.

Headline: 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, 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.

Headline: 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.

Image: 26 people in a group facing the camera after their trip, in front of the Chester Zoo gates with the number 1952 and 2012 on either side.

Headline: Mental Health Week

In May, we were proud to mark Mental Health Awareness Week with a series of uplifting events designed to bring customer and colleagues together. From sizzling BBQ's 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.

Page 2

Image: 6 people standing next to one another posing for a picture in a park, standing on a field with lots of green trees behind them and a lake surrounding the area.

Headline: 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!

Sub-Heading: 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.

Images:

Three pictures of our customers, at the top is Ben with brown hair and a beard sitting down smiling wearing a navy hoodie. Below that is Storm with blonde hair tied back in a ponytail smiling to the camera sitting on a couch in a white t-shirt. At the bottom is Alan, he's also smiling wearing glasses and has got short dark hair and is sitting on a chair wearing a black t-shirt.

Sub-Heading: 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.

Sub-Heading: 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.

Heading: Introducing our Customer Engagement Manager

We're excited to introduce our new Customer Engagement and Employability 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!

Image: Frankie smiling to the camera, she has long brown hair and is wearing a black top. She is standing behind a blue wall that says, 'Live well, Thrive, Be Connected.'

Page 3

Heading: 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...

Images: Now there will be several survey results that are represented in a landscape position with three faces going in the following order, red being a sad face showing dissatisfaction, yellow will be showing neutral or on some questions I don't know, and green will be representing satisfaction.

Sub-heading: Overall satisfaction

1.78% of people were dissatisfied, 11.83% were neutral and 86.39% were satisfied.

Sub-heading: Satisfaction with repairs

5.26% people were dissatisfied, 6.02% were neutral and 88.72% were satisfied.

Sub-heading: Satisfaction with time taken to complete most recent repair

6.06% respondents were dissatisfied, 14.39% were neutral and 79.55% were satisfied.

Page 4

Sub-heading: Satisfaction that the home is well maintained

4.73% were dissatisfied, 14.80% were neutral or didn't know, 80.47% were satisfied.

Sub-heading: Satisfaction that the home is safe

4.73% were dissatisfied, 14.80% were neutral or didn't know, 80.47% were satisfied.

Sub-heading: Satisfaction that the landlord listens to tenant views and acts upon them

7.69% of people were dissatisfied, 12.43% were neutral or didn't know, 79.88% were satisfied.

Sub-heading: Satisfaction that the landlord keeps tenants informed about things that matter to them

5.33% people were dissatisfied, 17.16% were neutral or don't know and 77.51% were satisfied.

Page 5

Sub-heading: Agreement that the landlord treats tenants fairly and with respect

2.37% were dissatisfied, 11.24% were neutral or didn't know and 86.40% were satisfied.

Sub-heading: Satisfaction with the landlord's approach to handling complaints

2.96% were dissatisfied, 34.91% were neutral or didn't know and 62.13% were satisfied.

Sub-heading: Satisfaction that the landlord keeps communal areas clean and well maintained

8.33% were dissatisfied, 26.66% were neutral or didn't know and 65% were satisfied.

Sub-heading: Satisfaction that the landlord makes a positive contribution to neighbourhoods

3.56% were dissatisfied, 42.60% were neutral or didn't know and 53.85% were satisfied.

Page 6

Sub-heading: Satisfaction with the landlord's approach to handling antisocial behaviour

2.96% of people were dissatisfied, 36.09% were neutral and 60.95% were satisfied.

Heading: 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 take 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've 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 option how we can further support this .

Page 7

Heading: 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.

Images:

First image is a lady with brown hair pinned back smiling at a table of craft items. The items include blue and purple ribbon, purple wall and a pen and paper. The lady has her hand in a bowl of popcorn.

The image below is an image of 2 staff members and a customer. The staff member on the left is a lady with red hair tied back in a bun, with black sunglasses on. She has a blue brighter futures lanyard on and a black t-shirt. The middle person is a customer, he has blue North Face cap on with a blue tracksuit jacket. He has black glasses and a ginger beard. The lady on the right is a staff member, she has blonde hair tied in a bobble and is wearing a pink blouse. She has a blue Brighter Futures lanyard on. They are all smiling at the camera.

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

Heading: 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.

Heading: Give feedback in a way that suits you

Email us at: engagement@brighter-futures.org.uk

Visit our website: www.brighter-futures.org.uk

Call Customer Services: 01782 406000

Or alternatively:

Speak to your allocated Support Worker

Heading: Get in Touch

General Enquiries, Repairs and ASB: 01782 406000

Rough Sleeper Team: 08009 702304

(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 286862

QR code that takes you onto our website and customer service number: 01782 406000

Sub-heading: Follow Us

Facebook and LinkedIn Logo

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.

