

OUR YEAR IN REVIEW

April 2023 - April 2024



COMPANY INFORMATION

BRIGHTER FUTURES HOUSING ASSOCIATION LIMITED

Registered Office

Three Counties House
Festival Way
Stoke-on-Trent
ST1 5PX

Chair

Simon Wilson

Secretary

Samantha Tunncliffe

Auditor

Beever and Struthers
The Colmore Building
20 Colmore Circus Queensway
Birmingham
B4 6AT

Bankers

Lloyds TSB Bank Plc
36-38 New Street
Birmingham
B2 4LP

Co-operative and Community Benefit Society number

21244R

Regulator of Social Housing registered number

H4315

OUR PURPOSE

Brighter Futures is a non-profit Registered Provider of Social Housing and Supported Accommodation based in Stoke-on-Trent. Established in 1974, we have extensive experience in providing accommodation-based support for individuals with complex needs, specialising in homelessness, vulnerable women, and learning disabilities.

Our mission is to help people live well, thrive, and connect within their communities. We achieve this by offering a flexible housing pathway that starts with proactive community outreach. This feeds into a variety of homeless move-on accommodation, which in turn supports customers on to supported tenancies. Our goal is to help our customers progress through this pathway until they are ready and able to move into long-term tenancies.

We provide holistic, person-centred support, where our specialist teams build relationships and trust to encourage vulnerable adults to begin their journey towards a more stable and fulfilling life. We then equip customers with tenancy-related skills through tiered transitional accommodation, ultimately leading to sustainable tenancies where customers can have a place to call their own.

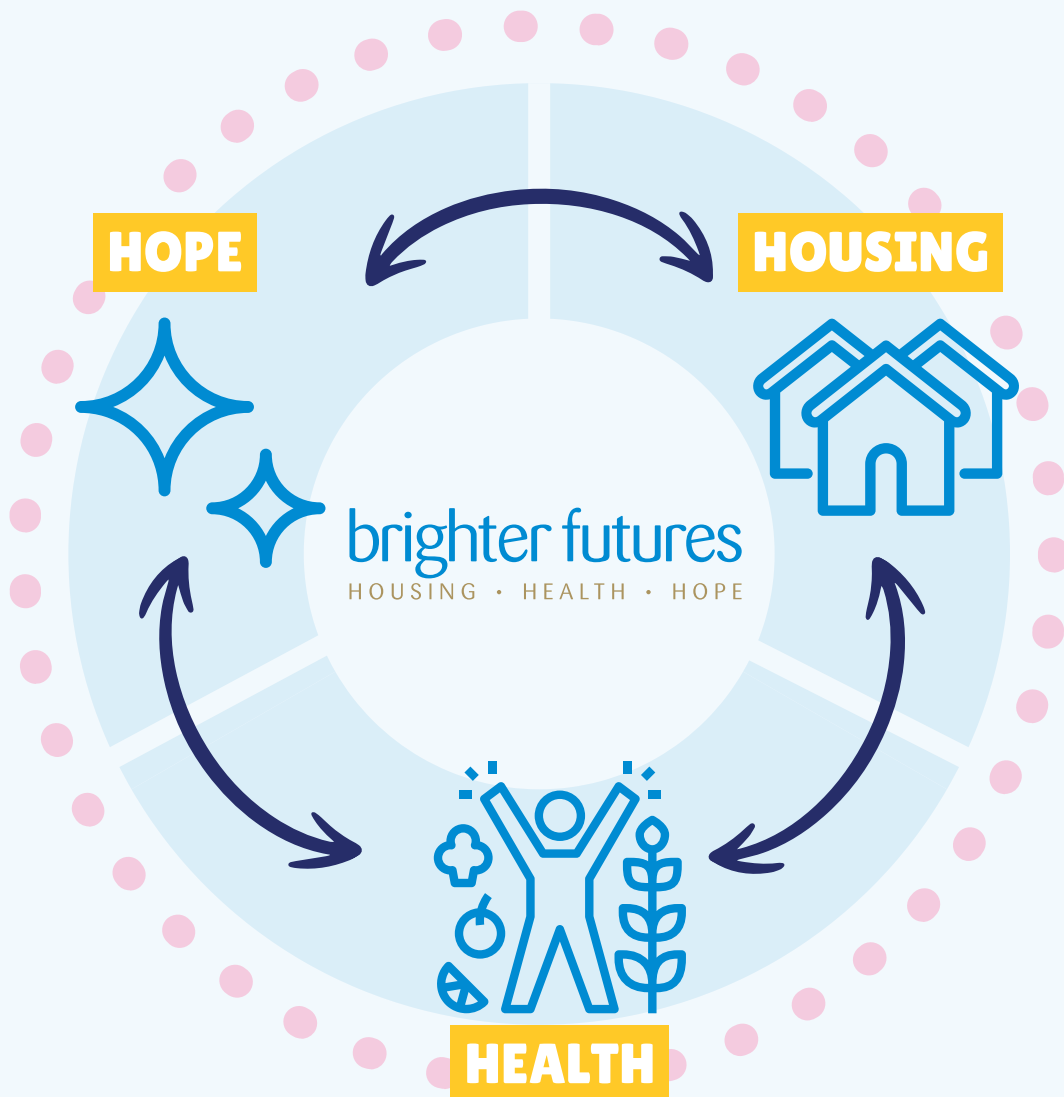
We are advocates for healthy life choices and work with the most vulnerable in society to provide them with a home, a fresh start, and the hope of an independent future.

OUR VISION

PROVIDING AFFORDABLE HOMES, BUILDING SUPPORTIVE COMMUNITIES, INSPIRING HOPE

We want everyone to have a place to call home, where they can live safely and be supported to promote their health, and wellbeing, and fulfil their potential.

We recognise that all three areas are inextricably linked and necessary to enable and empower people to have a brighter future.



LANDLORD SERVICES

Our Landlord Services aim to ensure all our residents have safe, affordable, and well-maintained homes. This includes health and safety compliance, maintenance and repairs, and housing sustainment services.

Compliance	Total Required	Completed on time	Achievement
LGSRS (Landlord Gas Safety Record)	10	10	100%
EICRS (Electrical Installation Condition Reporting System)	8	8	100%
LRA (Legionella Risk Assessments)	17	17	100%
Asbestos Inspections	93	93	100%
LOLER (Lift Operations and Lifting Equipment Regulations)*	5	4	80%

*One lift at 90 Hope St is isolated and awaiting modernisation, which prevented the inspection from being completed.

Maintenance and Repairs	Quantity reported	Target	Quantity completed within target	% completed within target	Trend since 2022/23
Emergency Repairs	79	1 working day	76	96.20%	↓
Reactive Repairs	789	5 working days	710	89.99%	↑
Routine Maintenance	586	10 working days	484	82.59%	↑

Housing Sustainment Service	Actual	Target	Against Target
Yearend arrears	2.74%	4.71%	✓
Yearend income collection	93.86%	99.0%	✗

	Actual
Properties Let	139
Long Term voids brought back into let	13
Customers with Learning Disabilities supported to live in a Brighter Futures property	31

COMMUNITY SUPPORT & OUTREACH

Through specialist teams such as the Rough Sleeper Outreach Team, Orchid Women's Services, and Hanley Connect, we work with partners to deliver emotional and practical support to customers, encouraging them to break the cycle and begin their journey to a more fulfilled, independent life.

Rough Sleepers Team	Actual	Target	Against Target
Total Caseload	937	500	✓
Verified	626	330	✓
Engaging with outreach	95%	85%	✓

	Actual
Entrenched rough sleepers engaged with through ACES	52
Individuals supported into accommodation from the night shelter during SWEP	17

Orchid Women's Services	Actual	Target	Against Target
Customers received support at the drop-in	277	250	✓
Annual footfall	1300	569	✓

Hanley Connect	Actual (%)	Target (%)	Against Target
Customers accommodated	10%	15%	✗
Customers engaging with support	70%	60%	✓

	Actual
Individuals Supported	835
Average Footfall per month	750

MENTAL HEALTH SERVICES

Whilst our mental health services ended in June 2024 due to external funding cuts, we remain dedicated to promoting mental health awareness and supporting our community's needs.

Staffordshire Mental Health Helpline	Calls	Instant Messages	Texts	Email	Total Contacts
Quantity	8686	3072	13925	578	29433

The Clubhouse Network	Actual
Individuals Supported	279
Helpers	147

Safe Spaces	Actual
Referrals	342
Individuals Supported	147



PROVIDING AFFORDABLE HOMES, BUILDING SUPPORTIVE COMMUNITIES, INSPIRING HOPE

If you have any queries in respect of the Annual Report
please contact:

Customer Services

via Email: customerseivices@brighter-futures.org.uk

via Telephone: 01782 406 000

In writing:

Brighter Futures, Three Counties House,
Festival Way, Stoke-on-Trent
ST1 5PX

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www.brighter-futures.org.uk