

brighter futures
HOUSING • HEALTH • HOPE

OUR YEAR IN REVIEW

April 2025 - March 2026



COMPANY INFORMATION

BRIGHTER FUTURES HOUSING ASSOCIATION LIMITED

Registered Office

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

Chair

Simon Wilson

Secretary

Maxine Bradbourn

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.

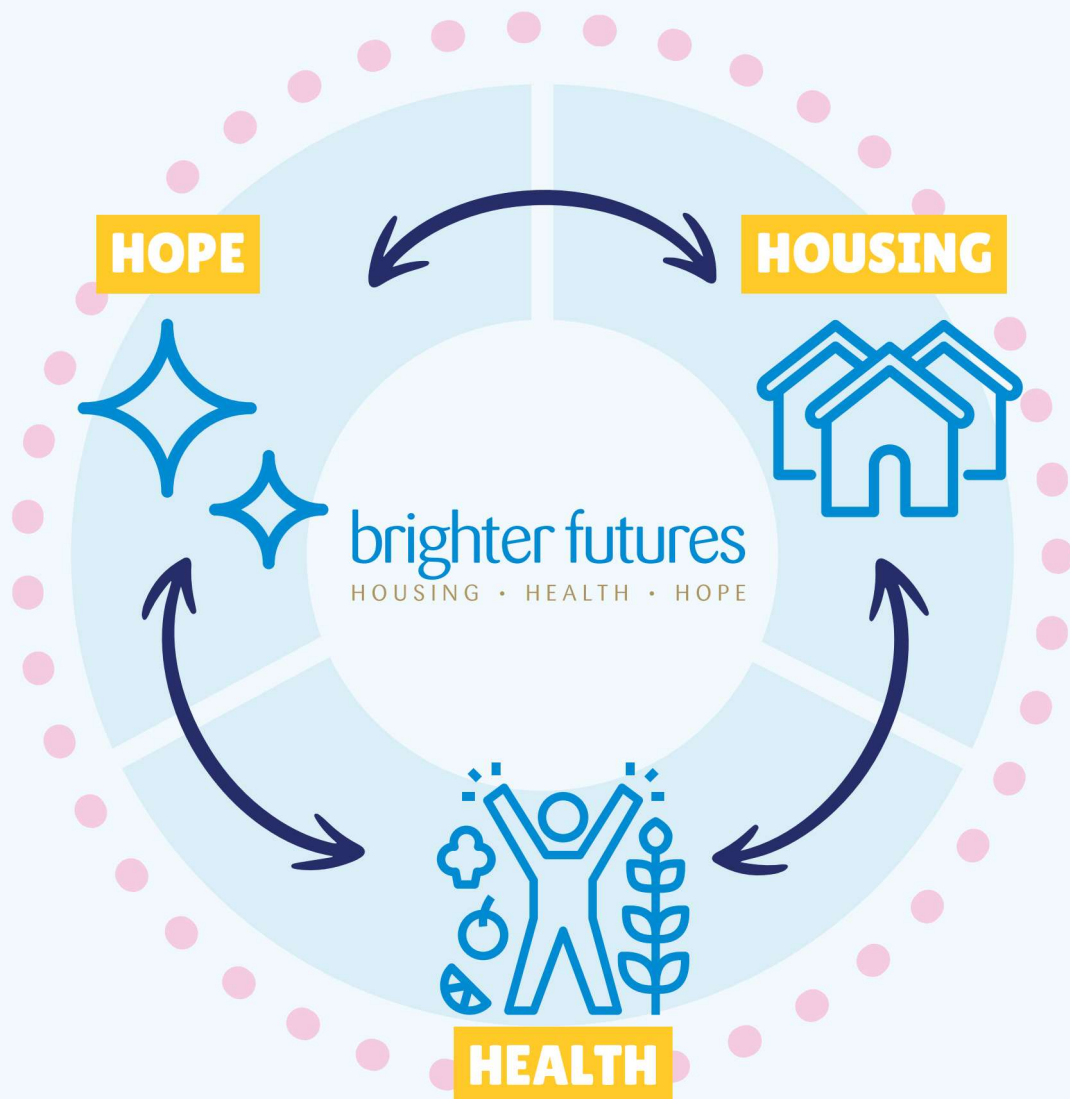
We are advocates for healthy life choices and work with the most vulnerable in society to provide them with a home, a fresh start, and the hope of an independent future.

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	Achievement
LGSRS (Landlord Gas Safety Record)	100%
EICRS (Electrical Installation Condition Reporting System)	100%
LRA (Legionella Risk Assessments)	100%
Asbestos Inspections	100%
LOLER (Lift Operations and Lifting Equipment Regulations)	100%

Maintenance and Repairs	Target	% completed within target
Emergency Repairs	1 working day	100%
Reactive Repairs	5 working days	86.57%
Routine Maintenance	10 working days	78.76%

Housing Sustainment Service	Actual	Target	Against Target
Year-end rent arrears	2.89%	4.21%	✓
Year-end income collection	100%	99.0%	✓

	Actual
Properties Let	143
Long Term voids brought back into let	7
Customers with Learning Disabilities supported to live in a Brighter Futures property	44

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	943	500	✓
Verified	389	330	✓
Engaging with outreach	91%	85%	✓

	Actual
Entrenched rough sleepers engaged with through the Assertive Contact & Engagement Service	56
Individuals supported into accommodation from the night shelter during Severe Weather Emergency Protocol	20

Orchid Women's Services	Actual	Target	Against Target
Customers received support at the drop-in	574	250	✓
Annual footfall	1075	569	✓

Hanley Connect	Actual
Customers received support at the drop-in	2490
Annual footfall	9835

	Actual
Individuals Supported into accomodation through services	179
Average footfall per month	909



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