

Brighter Futures

Our results 2016/17

Foreword

Brighter Futures is facing the most difficult environment it has ever experienced. Our major health and social care commissioners are facing unprecedented budget pressures and we have experienced funding reductions and services changed or at risk.

We have responded to this situation by following the advice of Jim Collins, the author of 'Good to Great', to "attend to people first, strategy second". We have carried out a major re-structure of our central management. An undertaking not to be undertaken lightly and, inevitably, with very difficult consequences for individuals. We have said goodbye to a number of senior and long serving colleagues who contributed greatly to the growth and development of Brighter Futures.

The new team is now assembled and we need to attend to strategy. We will do this in an open and inclusive way involving our customers and frontline staff. We will be radical about objectives, services and the way in which we work. We will however, do our very best to hold true to the values that have been the best of Brighter Futures.

We hope that our customers, frontline staff and partners will help us to be flexible, innovative and true to ourselves.

Ken Jarrold CBE, Chairman of the Board of Management

Our ECHO service saw



80 people
SUPPORTED
to better manage living with self harm

OVER 30%
customers supported with
BENEFIT & DEBT
ISSUES

79% of customers
received health screening advice

100%
of customers saw a reduction
in their self harming

76% of customers
have an outcome star support plan

“ECHO has given me so much, I'm starting to believe in myself”.

Brighter Futures Customer

“It is without doubt the most enabling environment I have ever audited”.

Assessor Royal College of Psychiatrists



“You have given me courage and made me believe in myself”.

Our **CLUBHOUSE NETWORK** supported community groups to develop, meet and operate.

- The American - TwentyfourSEVEN - The Observatory
- 339 people** supported this year
- Over 91% customers** completed health screening and advice
- Nearly 200 customers** took part in physical activity
- Debt related support received by **144 people**
- 100 customers** supported into education
- 242 customers** engaged in working membership
- Enabling Environments Award granted by the Royal College of Psychiatrists

NEARLY 18,000 member visits
TO OUR **CLUBHOUSE NETWORK**
THIS YEAR



OUR CUSTOMERS

229 customers responding to our annual customer survey told us

“I’d love it if we could have pets, it would help my recovery”.

90 Hope Street now accommodates customers with dogs.



“Food hygiene and Health & Safety courses please”.

These are now available through our Academy.



“I’d like Safe Spaces to be seven days a week”.

We’re looking at this.



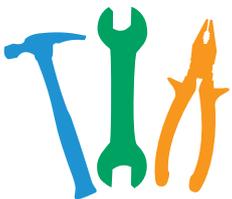
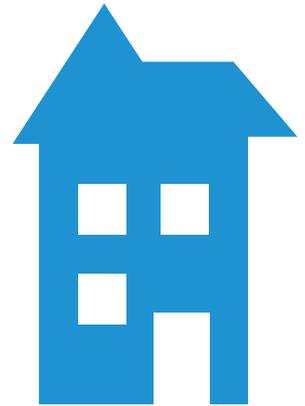
“We’d like more activities such as art, therapies, volunteering, books and day trips”.

We’ve increased our range of activities.



“I’d like more support at the beginning, moving from rough sleeping into a flat is hard”.

We’ve made sure we’re better at this.



“ Repairs are done promptly, I am confident my flat is well maintained ”.

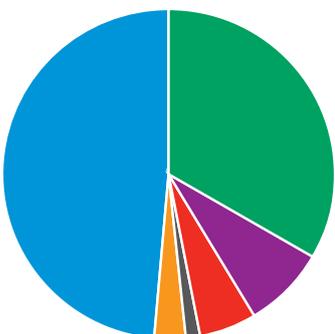
Our customer survey showed:

- **Over 76%** of customers told us they have a disability
- We’ve been more successful moving customers into resettlement accommodation
- **97%** tenants said they were satisfied with their accommodation
Up from 94% last year

95%
are happy with
OUR TRAINING & day service VENUES

OVER 97%
would recommend
US TO Friends & Family

Feedback



Topics



Positive feedback



Other



ASB



Homelessness



Housing

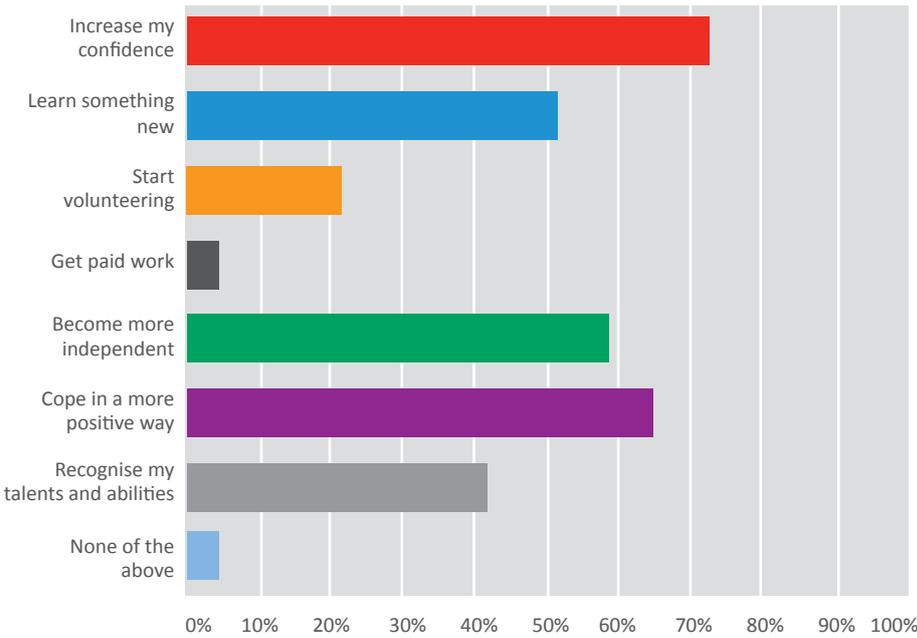


Health



“ At Brighter Futures we believe that feedback gives us an opportunity to review our practice and to identify what lessons we may learn from our management of a particular customer, situation or service ”.

Brighter Futures has supported me to:



“Excellent support and service. I have come on a lot and I couldn’t have done it alone”.

90% felt supported to better manage their mental health

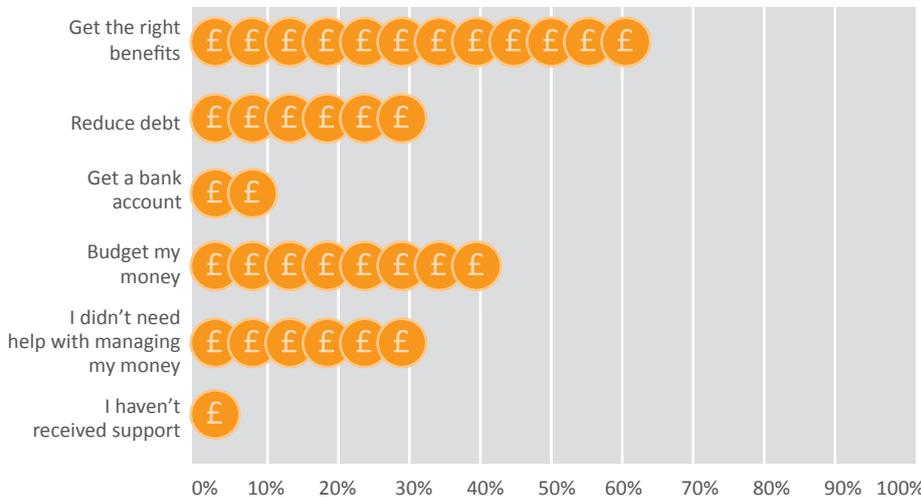
74% felt supported to make better decisions about their physical health
More than 92% of customers have a support plan



66 out of 72 complaints resolved within the first stage of our complaints process

Improving financial understanding

Since becoming a Brighter Futures customer I have been supported to:



42% of customers said they'd been involved in a consultation. We want to improve engagement



83% said they'd been helped to feel mentally healthier

“The Staffordshire Mental Health Helpline has been invaluable to me over the years”.



FREE: 0808 800 2234

The one thing you'd like to see improved

Money Skills Therapy Shut Support Worker Juice Safe Books Improve Friends
Longer Hours Think Flat Service Art Staff Mental Health Brighter Futures
Activities Volunteering Day Trips Say House Track Furlong Court Listened

We're looking at how we can improve our services.

- **325 learning sessions** for staff, volunteers and customers to develop and enhance skills
- **1993 people** attended our courses
- We achieved **CPD Standards Office accreditation**
- We maintained our National Awarding Organisation and Apprenticeship Assessment Organisation (NOCN) **Centre approved status**
- **92 people** attended our courses from Stoke-on-Trent City Council, Adult & Community Learning
- **26 students** supported with placements at Brighter Futures. 

"I always really look forward to training at Brighter Futures Academy".

Fundraising

40
PEOPLE
RAN WALKED
WHEELED
round
the Potters 'Arf to raise
£1750



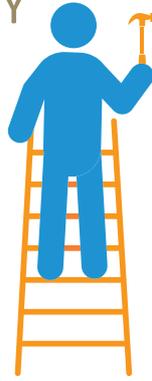
We're
PLANNING
OUR HIDDEN
TALENTS
ART EXHIBITION

Davies Group
kindly donated
£2800 FOR GYM
& ART EQUIPMENT

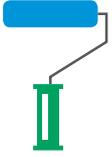
Property Services

- Our Property Services team carried out day-to-day cleaning to hostels, houses in multiple occupancy (HMOs), service and office space.

WE'RE SERIOUS
ABOUT SAFETY
WITH 2
NEW trained
tetra
ladder
USERS



working at height risk is down

108
RE-LET 
PROPERTIES
Refurbished

COMPLETED
2155 
REACTIVE
REPAIRS

Our HR Team

- Carried out 100 Disclosure and Barring Service (DBS) checks internally
40 DBS checks for external organisations
- Restructures of Partnership and Finance supported to achieve better ways of working
- Our employees this year comprised of 71% female and 29% male
- We welcomed Olwen Hamer and Helen Rowley as Members of the Board.
And Ken Jarrold CBE as our New Chairman of the Board of Management

Furlong Court

- 28 customers' recovery journeys supported by our Furlong Court service
- Alcohol detox supported in conjunction with Edward Myers Unit.



Watch this space. We've plans to develop our Undercroft social and meeting facilities.

"You were there when I started this journey, I probably wouldn't be where I am at now if it wasn't for your support".
BRIGHTER FUTURES CUSTOMER

“Thank you for the respect you gave me even when I didn't respect myself”.

FURLONG COURT CUSTOMER

Brighter Futures Catering Network

TwentyfourSEVEN café
The American Clubhouse
The Observatory Café
Lunch van service
Outside catering service

OFFERING A
training
KITCHEN
7 DAYS A WEEK



We supplied

60,833 
CUPS OF TEA

21,900 main meals

19,200 sandwiches

4,496 
CUPCAKES

640 Emergency hot food meals

We

- **FOUGHT HUNGER** - making healthy food available to people in need
- **REDUCED FOOD WASTE** - fighting hunger and food waste go hand in hand
- **ENCOURAGED HEALTHY EATING** - including portion control, introducing new cuisines and sugar control
- **SUPPORTED LOCAL SUPPLIERS** - sourcing sustainable organic, free-range meats and Fairtrade produce
- **PROMOTED COMMUNITY** - Our café is more than just a café
- **DEVELOPED AND TRAINED** - Our catering service helps volunteers develop skills.



Our Safe Spaces Network

Providing short term supported intervention

- 120 new customers supported this year
- Simplified referral process to support access
- Recovery focussed person-centred model followed
- 24 hour supported accommodation over 3 nights providing a safe space and de-escalation from crisis

 **903**
REFERRALS
 **25%** ON TARGET

“ I don't know what I would do without Safe Spaces it's saved my life. I am now going to other services that I didn't even know existed ”

Brighter Futures Safe Spaces Customer

100 
CHRISTMAS LUNCHES

£273,141.32 of added social value, by our customers for our customers

Over **£31,000** equivalent costs saved through volunteering

OVER £9K
worth of goods from the Fair Share Scheme in support to customers

Learning Disability

- **98% of our customers** achieved greater control, confidence, choice and involvement giving a feeling of safety in their own homes, an increased understanding of how to report hate crime, raise complaints and seek safeguarding support
- Over the year Learning Disability customers felt: socially included
have improved emotional wellbeing and increased life aspiration.



98%
OF CUSTOMERS supported TO MAKE meaningful use OF THEIR TIME THIS YEAR

Delicious nutritious food provided to promote mental and physical wellbeing 

★★★★★
RATED
Environmental Standards

OVER 75
food parcels delivered to fight holiday hunger

Tamworth Crisis Support and Intervention Project

- 13 customers supported at one given time an increase from 10 cases last year.

ONLY 1 PERSON
reported to be
SLEEPING ROUGH

“ We’ve seen a significant reduction in rough sleeping in the area. Support given to known rough sleepers has encouraged others to seek accommodation reducing the overall number of people rough sleeping ”.

Claire Keeling, Housing Solutions Manager, Tamworth Borough Council

Our 90 Hope Street Hostel

THIS YEAR SAW
MAJOR
service &
property
CHANGES

- Our communal area now promotes a psychologically informed environment after a major facelift
- We’ve created 2 dog friendly rooms removing barriers for those sleeping rough with dogs



Our wet hostel now has alcohol signing in to responsibly manage customers' drinking

Anti-social behaviour around Hope Street & street drinking in the city centre have been reduced

- 68 customers have moved on to more independent accommodation with 12 weeks transitional support provided by customers' support worker
- Informal hub developed for customers sleeping rough-offering a much-needed hot drink and sandwich.

Rough Sleepers

 **0800 970 2304**


305
PEOPLE
WERE
accommodation
DURING
THE LAST
12
MONTHS

- This year saw significant changes to the staffing team
- Rough Sleeper team is now managed by the operational manager at 90 Hope Street
- Full-time support and part time support works recruited
- Provision of a spot purchase service to Staffordshire Moorlands agreed.

“ After the break up of a relationship with my girlfriend I had nowhere else to go, so started sleeping rough. What happened to me could happen to anyone ”.

Chris, Brighter Futures Customer

“ 90 Hope Street is a forward thinking hostel ” .

Independent research findings by Homeless Link

ADULT SEX WORKER PROGRAMME

(Stoke on Trent)

199 female
& 8 male
sex workers
supported



- 336 Information Advice and Guidance (IAG) drop-in sessions held
- 96 individual Street Sex Worker outreach sessions delivered
- 146 parlour outreach visits made
- 135 outreach sessions to males conducted
- Online support provided
- 29 new women engaged in drug and alcohol services
- Support provided to maintain engagement with drug and alcohol services
- 20 females and 4 male sex workers assisted to secure accommodation
- 16 women assisted to comply with statutory orders this year

Our Supported Housing and Partnerships saw

448

CUSTOMERS supported with ACCOMODATION AND/OR SUPPORT



80%

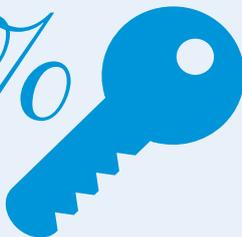
OF CUSTOMERS supported to REDUCE THEIR offending behaviour

97%

OF CUSTOMERS have received SUPPORT to better MANAGE THEIR mental & physical health



100% OF CUSTOMERS supported



TO MAINTAIN ACCOMMODATION & AVOID EVICTION

99% OF CUSTOMERS supported



TO MAXIMISE THEIR INCOME & OR CLAIM BENEFITS

75%

OF CUSTOMERS supported TO MANAGE THEIR SUBSTANCE MIS-USE ISSUES





Staffordshire Mental Health Helpline Freephone 0808 800 2234

Over 32,000 successful contacts, including:

- 7916 instant messages(IMS)
- 9821 texts
- 124 emails
- 14480 telephone calls
- 4 steering groups held
- 342 support calls for 99 customers
- Supported 12 volunteers totaling 279.25 hours
- 3927 calls from males
- 19118 calls from females
- 9296 undisclosed calls
- 839 calls relating to suicide concerns
- 20 minute limit removed on calls following customer feedback



"If it wasn't for the Helpline I wouldn't be here now!"

"I feel like a whole weight has just been lifted off my shoulders. I feel like I've let something out, I've been wanting to do that for a long, long time and nobody's given me a chance."

Brighter Futures
Customer and Forces Veteran

VOLUNTEERS

10 VOLUNTEERS moved into PAID employment

OVER £68K equivalent COSTS SAVED through VOLUNTEERING

9506 HOURS volunteered WITH US

62 PEOPLE volunteered WITH US

"I've volunteered for brighter futures for eight years now I've really enjoyed it . . . it's helped me get back on my own feet".

THE YEAR AHEAD

This year saw us celebrate our 10th anniversary as Brighter Futures changed from our original name as Potteries Housing Association, which we held for over 42 years. Our name change reflects our status as much more than a housing association. The coming year promises to be equally challenging and exciting. We've got some big projects coming up.

Our focus will be on ensuring we remain fit for purpose and adaptable to future demands. We will be developing further partnerships, promoting our services and expanding our reach. We will be reviewing and upgrading our IT systems including introducing a new CRM system, revitalising our website and improving access to IT for our customers, these are critical with the challenges of the roll out of welfare reform changes. We will be hosting our first fundraising auction during the Autumn, one of the many ways we will diversifying our income streams.

We'll work hard to influence local and national policy and development of effective solutions to change. We'll continue to celebrate and empower customers' creative skills and aspirations through our annual Hidden Talents Exhibition. Investment in our teams is key - our frontline and aspiring managers will undertake an accredited Leadership and Management programme.

It's going to be a busy year!

Helena Evans Chief Executive Brighter Futures

