

## Brighter Futures Compliments 2017/18 Customer Feedback

### Quarter 1

Date	Scheme/Staff Member	Feedback
24/03/2017	Echo – Fiona Lymer	<b>Letter from customer...</b> “As you may know Fiona Lymer left Echo and Brighter Futures, last week. She’ll be sorely missed – She was a great support worker and asset to Brighter Futures...”
05/04/2017	Academy – Samantha Beetham	<b>Text received from an external learner who attended our Assertiveness Skills Workshop recently...</b> The course was fab...thank you once again for all your time... the certificates are very impressive with the logo in the background, really professional...once again, it was great...”
10/04/2017	Clubhouse – Sharon Godwin	<b>Simon Coope, Enabling Environments Assessor...</b> ” I’ve been blown away by this service... I’ve completed hundreds of assessments and this is without doubt the most enabling environment I have ever seen...”
12/04/2017	Partnership – Lou Harvey-Johnson	<b>Message sent to Lou from customer supported in court...</b> ” I will try again to thank you... that is the first time I ever had that kind of support and I know if you hadn’t been there it wouldn’t have gone in my favour... so truly I’m grateful. It has shown me how much help I need for real...I’m going put all my ideas and thoughts down on paper to prioritise them, so I can get them right...Today has taught me a valuable lesson...Again, much respect for your help, god bless, and tomorrow is the first day of the rest of my life...”
19/04/2017	Base 58 – Claire Boon	<b>Received from a customer...</b> ” Claire has helped me to keep safe... I’ve learned how to be safe when I’m out and to make better choices. She’s sorted out problems with my mum and helped my relationship with my mum get better...I know that my mum uses support from Claire as much as me. I’ve been able to ring Claire any time I need, like at weekends and late at night if I needed her. Claire has encouraged me to go to school and keep me on the right track. She’s been like a rock to me I don’t know what I would have done without her...”
19/04/2017	Base 58 – Claire Boon	<b>Email Received from the above customer’s mother...</b>  “Dear Claire’s manager,  I’m writing to let you know how sincerely grateful I am for the help and support we as a family received from Claire.  Claire not only gave my daughter 100% support she offered her support to me when I was at my lowest, whenever I needed help and I rang her, she was always there to offer me her help and advice

		<p>and support without breaking my daughter's confidence. Which I think went above and beyond her duties as a service for my daughter.</p> <p>I truly believe without a shadow of a doubt, if it was not for her total commitment, dedication and pure persistence and perseverance with our family that we would have not made it through the last 12 months.</p> <p>I feel without the help she gave to my daughter and advice about her safety and looking after her well-being, my daughter could have gone off track and possibly ended up hurt or in care. She was in a lot of danger with the situations she placed herself in and Claire gave (xx) her all, she had total belief in (xx) even when I didn't and never gave up on her.</p> <p>I would just like to say which ever young person get this lady gets assigned to helping next could not be luckier to receive the support from Claire; such a loving and caring and genuine lady..."</p>
19/04/2017	Base 58 – Diane Jones	<p><b>Customer feedback...</b> "I have really enjoyed working with Diane...she respected me and respected everything I said...I enjoyed the sessions in school as there was someone to talk to..."</p> <p>..." I have seen a lot of the things Base 58 talk about...they have shown me the rights and wrongs of everything...I have seen a lot of positivity and I have seen sense..."</p>
28/04/2017	Base 58 – Jade Sorroll	<p><b>Customer Feedback...</b> "I found working with Jade helpful and useful...I have learnt lots of things about keeping myself safe...I also trust Base 58..."</p>
09/05/2017	Helpline	<p><b>Email received from Emma Ford, North Staffs Voice for Mental Health...</b> "Just wanted to let you know a service user has told me they think that the Helpline is good...largely because the person they spoke to called them 'mate' and simply saying this made them feel better..."</p>
May 2017	Partnership – Lou Harvey-Johnson	<p><b>Telephone call from customer...</b> "Lou is my support worker. I've never met anyone like her in all my life...she is a wonderful lady...one of the best ladies I have ever known..."</p>
18/05/2017	Resettlement and all Brighter Futures	<p><b>Mother of one of our customers writes...</b> "she would like to express her appreciation for all the support and help that her daughter and family have received...her daughter has been through some difficult and challenging times during her time with Brighter Futures and doesn't know how they would have managed without support from staff...everyone has done their very best to ensure that her daughter stays safe and well..."</p>
20/05/2017	Partnership – Carly Watson, Kim Woolley +	<p><b>Message from customer who...</b> "would like to thank Carly and Kim for transporting her to training and back...they were both very kind and courteous...she is feeling more at ease with different support workers and realises what a good bunch they are..."</p>

	Academy – Samantha Beetham	<b>Also, the same customer says...</b> ” Sam, you are marvellous...my confidence is taking huge leaps since starting the training you provide...she can’t wait for the next session...”
22/05/2017	Academy – Samantha Beetham	<b>Text from Steve, Reed Partnership, who attended a Positive Well-being Session...</b> ” Thank you for inviting me to take part in the Well-being course...I really enjoyed it and was able to gain so much out of it...I learned a great deal from you and everyone who took part today...you are credit to Brighter Futures...”
29/05/2017	Communications-Laura Martlew, Sarah Vernon, Catering	<b>Representative of the Arnold Bennet Society...</b> ” Thank you so very much for inviting me and members of the Arnold Bennet Society to your Hope Street premises for afternoon tea last Saturday – Arnold Bennet’s 150 <sup>th</sup> birthday...how very kind and thoughtful of you...the tea was delicious and beautifully served, I noted, on locally made china crockery...”
06/06/2017	Helpline	<b>Customer Comment...</b> ” Thank you...it’s because of people like you on helpline that I’m still here...it’s got to be more than just a job for you people...I really appreciate what you do there...”
June 2017	The American	<b>Picked up from colleague bulletin. Enabling Environments Award – the auditor commented...</b> ” this is by the most Enabling Environment I have ever visited” – <b>which considering he has been auditing services for years, was fantastic feedback.</b>
June 2017	The American and Jane Turner	<p><b>Customer feedback for the ‘Potter Arf’ – 13<sup>th</sup> June 2017...</b></p> <p>“I supported everybody involved in the Potters Arf but went representing Brighter Futures. I was there before it started and stayed till the end. I thoroughly enjoyed it, and everyone was extremely friendly, and it was a brilliant day, all through”</p> <p>“I thought it was brilliant, I really enjoyed it. The support we got from the staff was fantastic. We’re starting a walking group next Thursday and if all goes well, the long-term plan is to walk the full marathon next year”</p> <p>“I’m glad I did the Potters Arf. It was a good experience. I would definitely do it again next year. The only thing I found difficult was that there was no toilets but I would still like to do the full 13 miles next year”</p> <p>The weather conditions were ideal. We had good team spirit and were well supported by spectators. I’m hoping to do it again next year. I walked the Fenton to Bentilee area, which was stage two.”</p> <p>I found it absolutely awesome I want to do it again. The team spirit was...there isn’t a word big enough. It was fantastic!!”</p>

		<p>“It was great the staff took time out to help us train. I’ve never done anything like this before, so it was a great experience. It’s given me the confidence that I can do it again. Next year me and my partner want to do it again. Since doing the Potters Arf I have also done the Race for Life and signed up for the London marathon next year.”</p> <p>“It was really brilliant and now I’m doing the full 13 miles next year because I thought it was for an excellent cause. I immensely enjoyed it as it was in remembrances of my lost loved ones.”</p> <p>“I was asked by a member of staff at the American if I wanted to do it. I never knew you could do it by walking. My sister in law used to run it. It was my first time doing the Potters Arf. I normally just do the Race for Life and the Moonlight Walk. It was struggle at the last point of the relay. I did it with a group of people and found it fantastic. The support from the public was absolutely stunning., quite emotional actually. It was lovely to have to see people from Stoke on Trent supporting us with sweets, drinks and high fives. It was a real pleasure doing it. I’m hoping to do the full one next year, I am proud of myself for doing it. I rarely say how I how proud of myself for achieving something. I was over the moon being asked. The support I had for training, was outstanding. They had faith in me when sometimes you think you can’t do it and they took the time out to train us”</p> <p>“I was very nervous I went on our walk, I don’t want to let anyone down. I was very proud to put on my t-shirt which said Brighter Futures, I loved it when people cheered us on. It made me feel really good. I was really happy when I had my medal since doing the Potters Arf as part of a relay team, it has made me want to complete the whole 13 miles next year, I’m also starting a weekly walking group with my support worker.</p>
19/06/2017	Academy – Samantha Beetham	<b>Twitter Post...</b> ” Wonderful day at Brighter Futures participating in a Team Building Day!”
19/06/2017	Chepstow House – Jessica Meredith	<b>Telephone call from Dave – S-o-T Street Triage Team...</b> “Jessica Meredith had come across a gentleman collapsed in the street and attended to him, with another person until I (Dave) from the street triage arrived...it was good working between the three of them...I wanted to pass on my thanks to Jessica...”
20/06/2017	Academy”	<b>Facebook Review (4 Stars) ...</b> ” I’d never visited Brighter Futures before I visited yesterday for a team building workshop...I was very impressed with the training room we were situated in, and the members of staff were very friendly and helpful...I had a great afternoon, and look forward to hopefully getting more involved with this organisation in the future...”

21/06/2017	90 Hope Street	<b>Staffordshire Fire and Rescue attended a fire at 90 Hope Street and commended the action of staff and customers first on the scene, describing them as..." heroes of the hour!" ...</b>
23/06/2017	Partnership Lou Harvey-Johnson	<b>Text from mother of customer being floated Off..."</b> thanks for all you help...you've been great..."

## Quarter 2

Date	Scheme/Staff Member	Feedback
07/07/2017	Brighter Futures	<b>Letter from Customer...</b> "I've been a customer of yours for a number of years now and I wish to thank you all personally...an organisation like yours is totally remarkable...your staff are passionate and committed and help people like myself...thank you so much for the advice and guidance I've had over the years..."
21/07/2017	Partnership – Lou Harvey-Johnson	<b>Telephone call from customer...</b> "I've come a long way since being supported by Louise and have grown in confidence in a way I never thought I would again, which is down to the way Louise has supported me...I think all Brighter Futures staff are wonderful..."
25/07/2017	Echo – Maggie Hunter	<b>Letter from customer...</b> "Echo has been my lifeline for 7/8 years whilst in Stoke...I wouldn't be here without them...to me Maggie is an outstanding support worker and is passionate about her work...she is deeply caring, honest, genuine and straight to the point...I felt it necessary to bring to your notice, so you are aware of the good work that is going on at Echo and The American,"
31/07/2017	Hillcrest	<b>Emma Ford, Outreach and Engagement Officer, NS Voice for Mental Health...</b> went into hillcrest and thought the atmosphere was great...
18/08/2017	Sue – Resettlement	<b>Note from customer relative..."</b> I would like to thank you from the heart for helping and supporting my late brother over the years...I would especially like to thank Sue for everything you did for (him)...it means so much to me and my family that you were there for him until his death..."

### Quarter 3

Date	Scheme/Staff Member	Feedback
25/09/2017	Helpline and Rough Sleepers Team	<b>Helpline caller...</b> thanked the Helpline team for all their support and wanted to pass on his thanks to the Rough Sleepers Team – “without their help I wouldn’t have a house and furniture or be writing a book!”
05/10/2017	Safe Spaces	<b>Helpline Caller...</b> “Safe Spaces have been really good – they’ve helped me a lot”
18/10/2017	Peter Meadows – Newcastle One Recovery	<b>Letter from customer...</b> ” you have done so much for me this past year...you have literally saved my life and made me realise that I need help to get better...you have fought for me to finally get help after all these years...thank you so much for being there for me and my family...”
15/11/2017	Brighter Futures – Vicki Gwynne Academy Manager	<b>Email from Suzanne Morton, Training and Staff Development Consultant – University re Preparing for Leadership Programme...</b> “It was an absolute pleasure and privilege to be involved with Brighter Futures...the whole group were so engaged, enthusiastic and interested it made the whole experience most enjoyable...Vicki it is obvious that your training to all these learners has engaged them in learning and been professional and thorough...they couldn’t speak highly enough of you!”

### Quarter 4

Date	Scheme/Staff Member	Feedback
16/01/2018	Echo – Rachel Lakin	<b>Twitter Comment...</b> Can I just say that I go to Echo and I think Rachel does an absolutely brilliant job, she is a lovely person and makes everyone feel welcomed and comfortable...!
01/02/2018	Safe Spaces	<b>Comment from Professor Maggie Cork, Consultant Clinical Psychologist following offer of s Safe Spaces place for a mutual customer...</b> This is such good news, I am absolutely delighted that you have been able to offer ‘(customer) a space this weekend. You have been an absolute lifeline to her in the past; providing a true sense of sanctuary for her...This is an invaluable service that you provide...!