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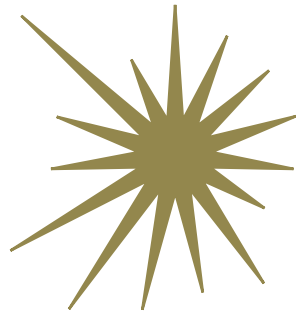
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the star

giving you a voice
special edition

October 2010

Tenants Report 2010

This report shows you what you have told us over the last year about the quality of our service and what we will be doing over the next year to make our services even better. We asked some customers what they thought of the report before we sent it out but please let us know if you have any comments too:

- ✓ Did you find this report useful?
- ✓ What other information would you like us to have included?
- ✓ What should we have left out?

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brighter futures

creative support, housing and employment



***Passionate *Creative *Equal *Empowering *Sustainable**

Welcome to the Brighter Futures Tenants report 2010

This report is to help you judge how well you think we are doing and anything you think we could do better. We have reviewed our service against the standards laid down by the Tenants Service Authority (a government body which sets standards for organisations like ours). This report tells you how we measure up against those standards and what we intend to do to improve.

We would like your feedback and value your opinion on all areas of our service. Enclosed with this report is more information on how you can get involved. I hope that you will spend some time looking at this and letting us know

- ✓ Which activities you want to get involved in?
- ✓ Are there other ways you want to get involved?
- ✓ Any barriers you currently have to involvement?

We look forward to hearing from you very soon.

Best wishes



Mike Wolfe
Chair of Brighter Futures Board

Report to Brighter Futures from Stoke on Trent City Council Inspectors 2010

Subject	Grade	Comments
Safeguarding and protection from abuse	A	Excellent
Client involvement and empowerment	A	Excellent
Assessment and support planning	B	Good – make sure your plans link to the outcome star
Security, health and safety	B	Good – incorporate all occasions when risk is reviewed
Fair access, diversity and inclusion	B	Good – develop your equalities action scheme

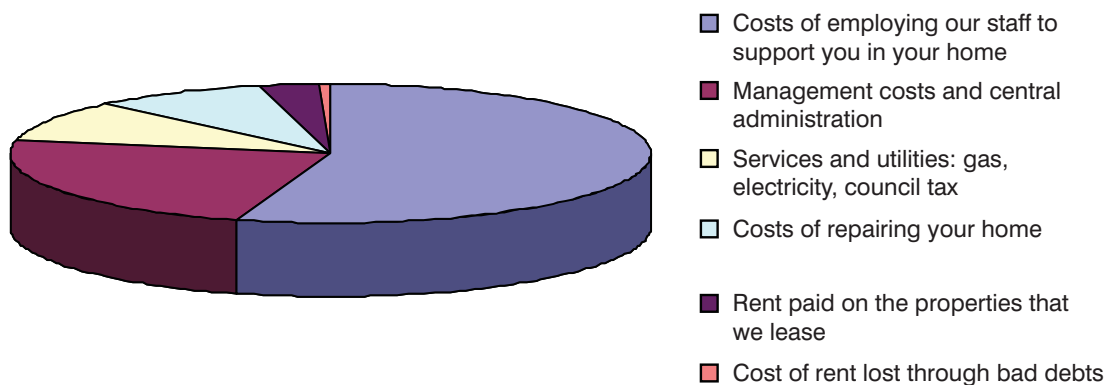
For next year Brighter Futures will

- ✓ Aim to address the outstanding issues from the Quality Assessment Framework (QAF) review to offer you an even better service

2. Value for money

Financial viability

How we spend your rent, support and service charges



Brighter Futures is a “financially viable” housing association. Being financially viable means we are careful with our resources and our auditors believe that we will have a long and healthy future.

Being financially viable is very important to us as it means that we have all the resources we need to provide the services that you want.

Looking ahead to the coming year, we will be doing more work in this area. We are reviewing our costs in a range of areas.

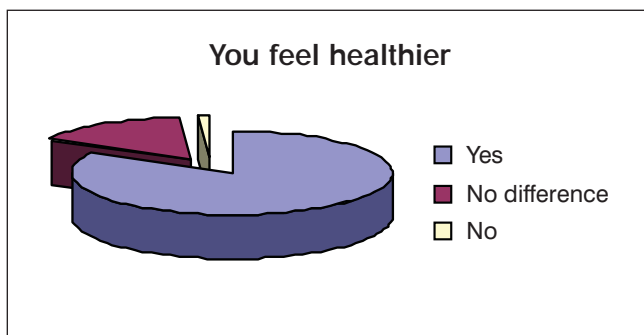
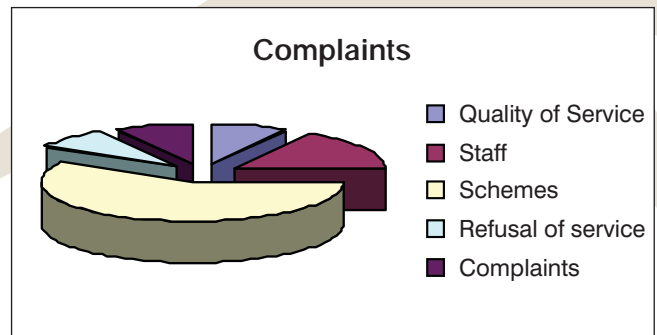
For next year we will

- ✓ Review our costs in a range of areas, insurance, cleaning materials, photocopiers and other equipment in our offices, to make sure that we get the most out of the money we spend. This will make sure we continue to be well managed.
- ✓ Review service charges to ensure they reflect the services that you get.
- ✓ Do whatever we can to maintain services to our customers.

3. How we involve and empower you

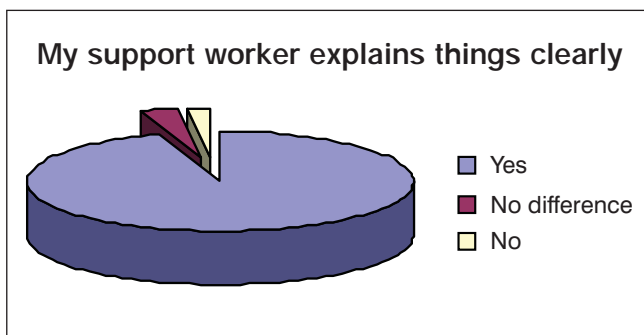
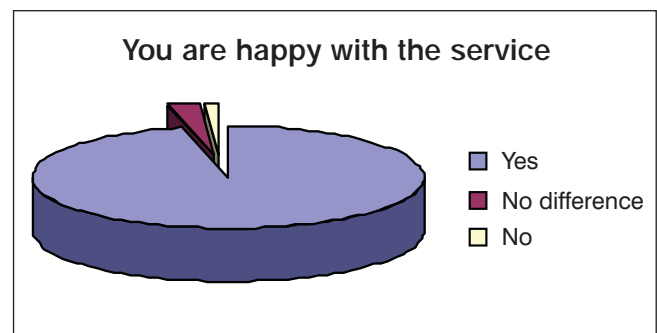
We have an engagement service that helps you to get involved. You can choose from many different options from helping to recruit our staff to designing leaflets and producing the customer newsletter.

We listen to your complaints, these are the areas that you complained about during the last year:



You told us that using our services makes you feel healthier

You told us that you are happy with the service you receive



You told us that you value your support worker

For next year we will develop

- ✓ Our engagement service to give you more opportunities to get involved with Brighter Futures
- ✓ An Equality Action Plan that makes sure everyone gets an opportunity to benefit from our service
- ✓ Our complaints system to make sure that we continue to listen and put things right

4. Looking after your home

Doing repairs to a high standard and on time is important to us.

100% of you said we kept the appointments we made with you

Over 99% of you said that:

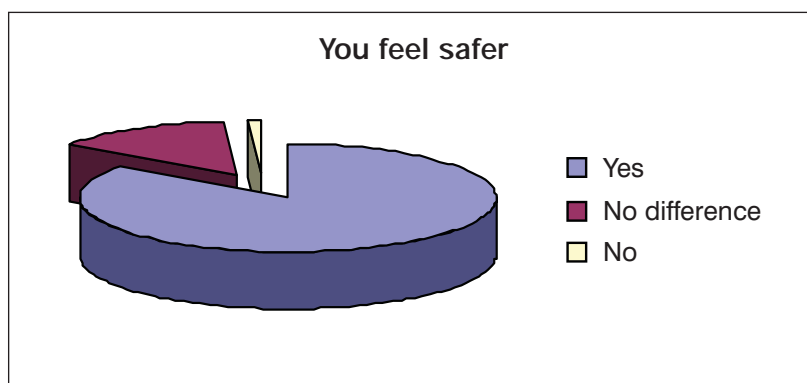
- ✓ The work was of a good standard
- ✓ The person completing the work was polite
- ✓ You feel safe in your home

For next year we will

- ✓ Ensure that planned maintenance includes the communal areas that we manage
- ✓ Improve energy efficiency
- ✓ Provide more accommodation for people in need

5. Tenancy

We know that feeling safe in your home is very important to you

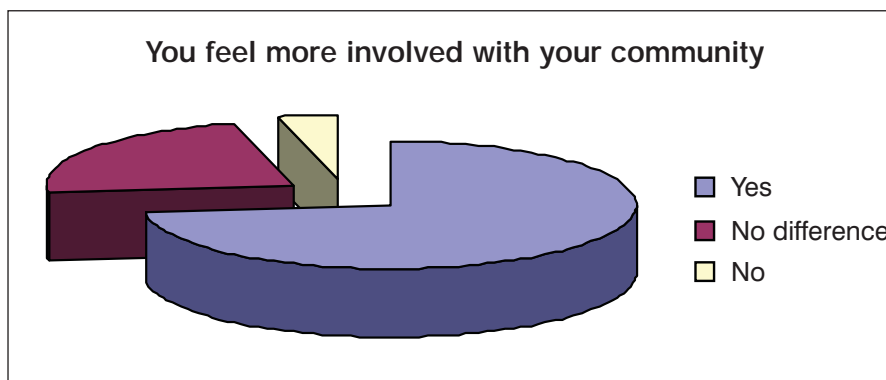
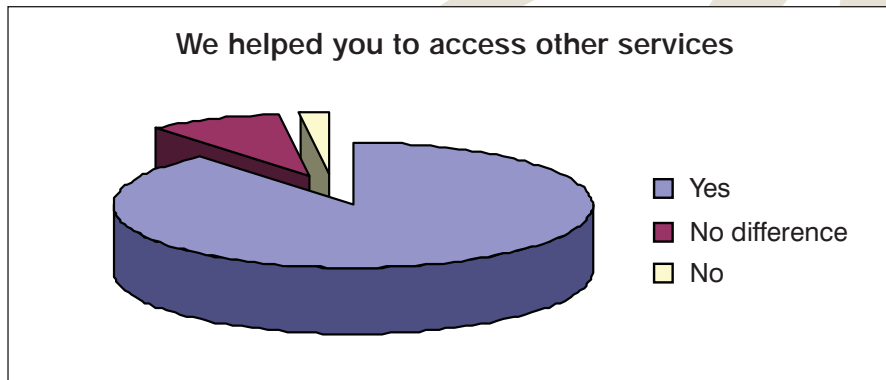


We also know that the rent you pay is important to you so next year we will:

- ✓ Review our rents
- ✓ Make sure you know about the government guide used to calculate your rent increases
- ✓ Monitor evictions and unplanned exits to ensure we treat people fairly

6. Neighbourhood and community

We know that you want to get more involved in the community. We try to help with this and when we asked you said:



For next year we will

- ✓ Include our approach to anti-social behaviour in needs and assessment planning
- ✓ Look at new ways we can include you in what we do
- ✓ Help you get more engaged in your community

7. Governance

Our board members are;

Chair, Mike Wolfe

Vice Chair, Sara Jackson

Hon. Treasurer, Bridget Johnson

Chair of Customer Services, Cllr Sarah Hill

Chair of Business Development, Dave Wellings

Colin Woodward

Rev. Rod Clark

Kerry Shea

Dr Mary Synnott

This year our Board adopted a new five year strategy that includes:

- ✓ A vision statement which sums up what we want to achieve in the next five years
- ✓ Five key values that are our principles and standards that we will stick to at all times
- ✓ Our four main objectives that are the things we will help our customers to achieve

For next year we will review how we run the association.

This means that;

- ✓ We look out for changes introduced by the Government and ensure that we manage these to your benefit where possible
- ✓ You receive the best possible services
- ✓ We continue to meet the needs of local people
- ✓ We are properly run and managed and comply with the NHF code of governance



A vision statement

By 2015 we will have spread our sphere of influence and operations beyond North Staffordshire, our services will be operating in other localities and we will be advising, training and influencing national policy makers.

Five key values that are:

- ✓ Principles to guide us in our thinking and our actions
- ✓ Standards against which we judge ourselves and others
- ✓ Not to be compromised for financial gain or expediency.

Passionate: We have belief and energy.

Creative: We have new and exciting solutions.

Equal: We understand every type of prejudice and we fight them all.

Empowering: We help people to have control in their lives.

Sustainable: We act in ways which ensure a long future for our customers, our staff, our philosophies and our planet.

Four main objectives - we will:

1. Support you to be healthy and fulfilled

We are all making decisions that help us to lead happy and fulfilled lives. We are encouraging each other to think about our situations, identify goals and we are supported to achieve them

2. Ensure you are part of a community

We all feel in control, valued, respected and listened to. We are engaged with our communities and exercising choices. We feel valued and included and feel that we belong.

3. Help you to value your environment

We feel safe and secure and are proud and respectful of the environment. We have a decent place to live or work, are energy efficient and are reducing our carbon footprint.

4. Empower you to work and become economically independent.

We are all engaged in activity and making a contribution to the economic well-being of our community. We are enjoying working and learning with others. We are developing new skills which improve our employability. We are involved in activities that enable us to express our creativity and build our confidence and self esteem. We are contributing to the local economy.