

HOW DID WE DO IN 2022/23?

PROPERTY SERVICES



120
emergency repairs
reported

88.33%
completed within 1
working day

552
reactive repairs
reported

86.23%
completed within 5
working days

546
routine repairs
notified

76.56%
completed within 10
working days

TENANCY SUSTAINMENT SERVICE

200 customers supported

40 tenants supported to find
voluntary work

29 tenants moved on

27 new tenants



ROUGH SLEEPERS TEAM

752 individuals supported

9190 hours of support

85% of individuals supported
engaging with wider services



LEARNING DISABILITY SERVICE

31 customers supported in Brighter
Futures Properties

27 properties

35 customers receive regular
floating support (not in Brighter
Futures properties)



ORCHID WOMEN'S SERVICES

483 drop-in sessions providing food, showers, laundry

100 individuals supported

67 street outreach sessions

88 community outreach sessions

61 supported into drug and alcohol services

54 sexual health appointments

33 safeguarding referrals and follow ups

139 periods of homelessness

STAFFORDSHIRE MENTAL HEALTH HELPLINE



11243 calls



15577 texts



3602 Instant Message Service



706 Emails



36953 total successful contacts

SAFE SPACES

455 referrals

127 new customers

311 returning customers

180 reduced self harm

220 1-1 support sessions

212 distraction activities



THE CLUBHOUSE NETWORK

315 referrals

101 new customers

214 returning customers

10410 total member contacts

92 working members or volunteers

