

ANNUAL REPORT FOR TENANTS

CENTRE
POINT

A yearly update for
young people staying
with Centrepoint.

April 2023 - March 2024

In the past year, together with our partners, we have supported almost 14,000 16-25 year olds nationally. We support young people directly in London, Manchester, Yorkshire and the North East of England.



1,611 young people were supported with accommodation

326 young people were supported by the Health team

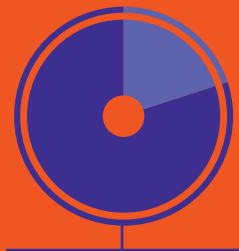
873 young people received work and learning advice

190 young people were supported into formal education

195 young people were supported into permanent employment

REPAIRS & MAINTENANCE

We spent **£2,142,000** on routine and planned maintenance to Centrepoint properties, up from **£1,282,000** from last year.



Centrepoint
carried out **80%** of
repairs on time

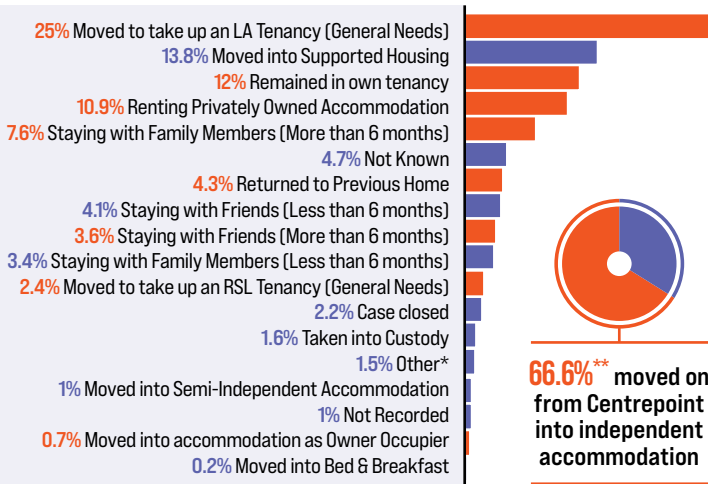


We carried out **2,587** repairs in the last year, but want to improve our service to you over the next one.

We are committed to ensuring more repairs are made on time, and will continue to deliver the level of service you expect and deserve.

MOVING ON

Between April 2023 and March 2024, there were 832 departures from Centrepont services. Where did they go?



*1.5% Other includes all moves due to either a young person being taken into care, returning to sleeping rough or in the case of death. **66.6% includes departures in the categories shown in orange in the bar chart above.

We recently surveyed you and:

94%

of you said that you felt safe or very safe at Centrepont

86%

of you were satisfied with the support from your key worker

76%

of you said that you felt like Centrepont was helping you to make positive changes in your lives

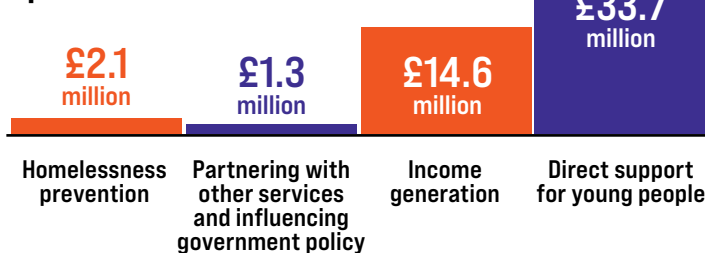
WHERE CENTREPOINT'S MONEY CAME FROM

April 2023 - March 2024



AND WHERE IT WENT

April 2023 - March 2024




Our Annual Report and Financial Statements are available on our website.

WHAT YOU SHOULD EXPECT FROM CENTREPOINT

We are committed to do everything we can to ensure that all the young people who use Centrepoint's services move on into their own home and have the opportunity to take part in education, employment and training. We know we cannot end youth homelessness on our own, but we believe that if all our services are the best in the country then we can influence others to ensure that they improve theirs as well.

If you ever have any questions about the issues below, please talk to your key worker to see how we can sort these out.

- Value for money
- Your rent
- Your tenancy or licence
- Being involved in decisions
- Your local neighbourhood



We want to give you a home, not just a place to stay. We try to ensure that your accommodation is safe and of a good quality, that it's easy for you to report issues and that we meet our targets on the time it takes to make repairs.

WHAT YOU SHOULD EXPECT FROM CENTREPOINT

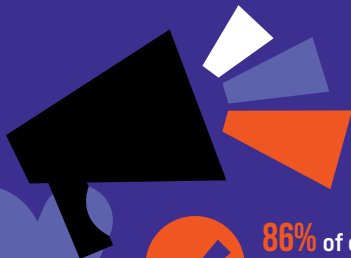
Support Standards and Property Standards

Centrepoint has recently agreed Support Standards and Property Standards as our commitment to deliver the best practice we can to our staff and services, setting the benchmark in social care and supported housing.

We have started modernising properties and are working towards full implementation of our property standards in the next few years. We monitor our support standards through regular service reviews which highlight good practice and potential areas for improvement.

COMPLAINTS

If you want to complain about a poor experience, please contact your key worker in the first instance or email: complaints@centrepoint.org




86% of complaints
were resolved on
time in 2023-24

WHAT CENTREPOINT EXPECTS FROM YOU

We want you to get as much out of your time with Centrepoint as possible. When you move on, we want you to leave us with a home, a job and positive memories. To help make that happen, there are a few things we ask from you.

- **Treat staff and other residents with respect and patience.**
- **Engage with the programmes Centrepoint has to offer.**
- **Let us know if you're struggling with anything.**
- **Help us make your service a friendly and welcoming place.**
- **Respect the rules of your service and the law.**



Please
talk to your
key worker if you
would like more
information.

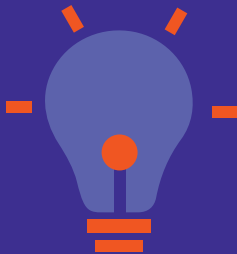
CENTREPOINT'S WORK AND LEARNING SERVICES

Our 'Centrepont Works' services are here to help you access Education, Employment and Training EET. We offer:

- **JET Workers** – Our Jobs & Education team (JET) Workers around the country can support you to review your skills, ambitions, interests around work and learning to guide and support you into work, into college and formal education, to access a range of training offer both within and outside Centrepont.
- **Essential Skills Training** – Our experienced tutors are all proficient in working with you to achieve qualifications at a range of levels in areas such as Maths, English and IT.
- **Vocational Skills** – We also offer skills and experience in work-related skills such as Hospitality, Construction and Horticulture.
- **Lifewise** – Within our services we also offer certified training in lifeskills, making sure you have all the skills needed to run your own home, from cooking to budgeting and managing a tenancy.

If you are interested in any of these services, **talk to your key worker.**


They will be able to refer you to the Centrepont Works team.



CENTREPOINT'S OTHER OFFERS

- **Psychotherapy** - an opportunity to meet with a counsellor to talk about anything that might be impacting you emotionally.
- **Activities** - create an exciting and inspiring menu of creative and sporting participation opportunities for you to take part in.
- **Legal Clinics** - offer you access to free, independent legal advice on a wide range of issues through our external partnerships.
- **Debt & Money** - our Moneywise service provides financial support via one-to-one sessions and workshops to resolve financial concerns and help you manage your money better.

If you are interested in any of these offers, **talk to your key worker.**



They will be able to refer you to the relevant team.

CENTREPOINT BURSARY

You can apply for money from Centrepont to support your education, training and future plans. We take applications for:

- **Travel costs**
- **Books, uniform or equipment for training or employment**
- **Childcare**
- **Costs during your first year of university**
- **Immigration-related costs**

To make an application or find out what else the bursary covers, talk to your key worker or go to

<https://www.my.centrepont.org.uk/bursaries>



**CENTRE
POINT**

Registered Charity No. 292411.

Registered as Centrepont Soho. A company limited by guarantee registered in England and Wales.

Registered office address:
Central House, 25 Camperdown Street, London E1 8DZ.