



ENDING YOUTH
HOMELESSNESS

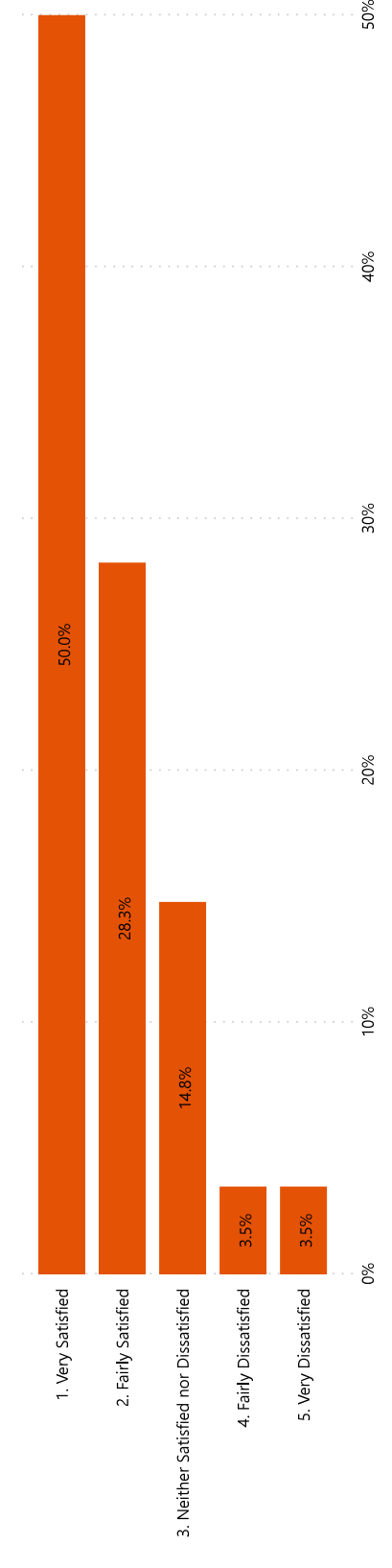
YP ANNUAL SATISFACTION SURVEY

Survey Results
July-August 2023

OVERALL RESULTS



Taking everything into account, how satisfied or dissatisfied are you with the service provided by Centrepoint?



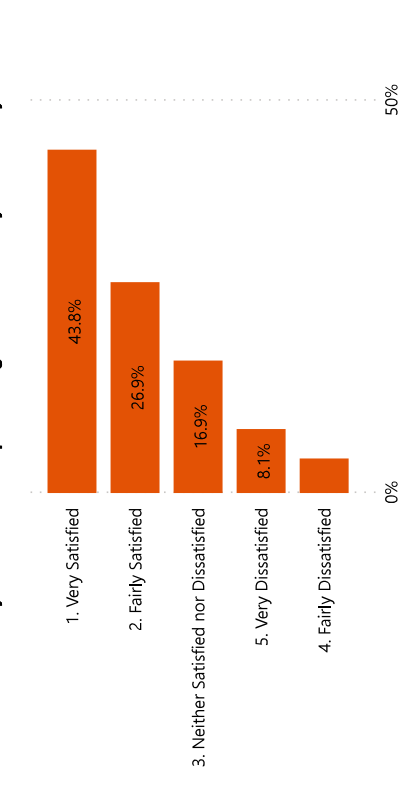
SurveyType

- Floating Support
- Independent Living
- Manchester HPRS
- Supported Accommodation

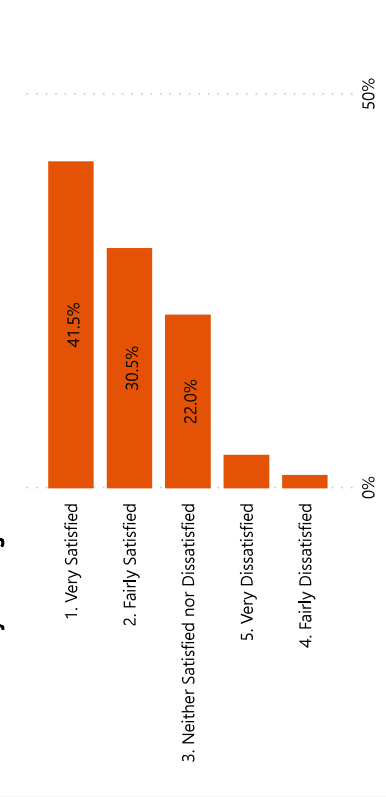
ServiceRegion

- London
- Manchester
- North East
- Yorkshire

How satisfied are you that Centrepoint is good value for your money?



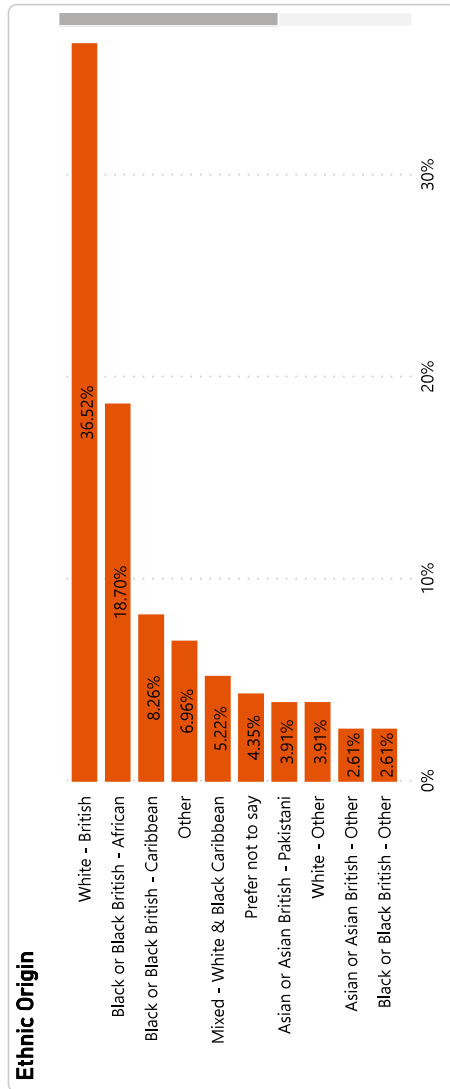
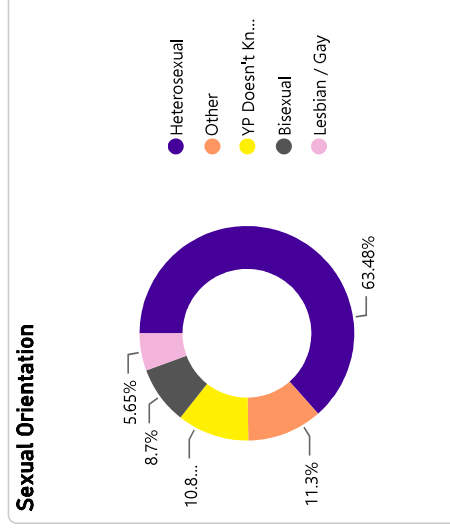
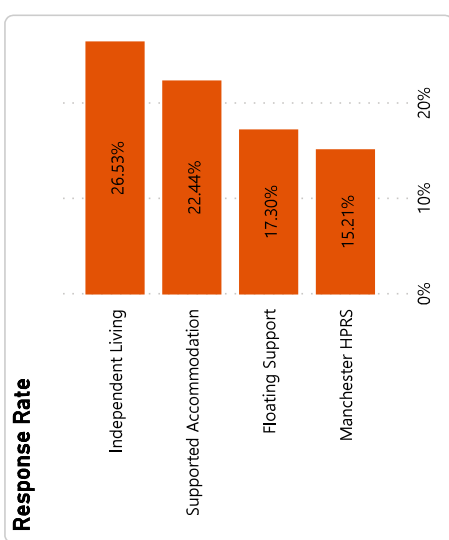
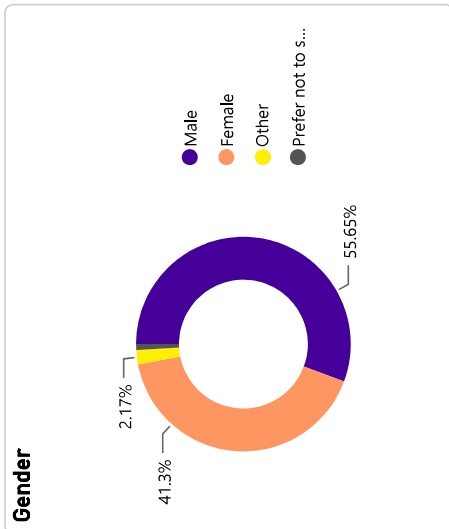
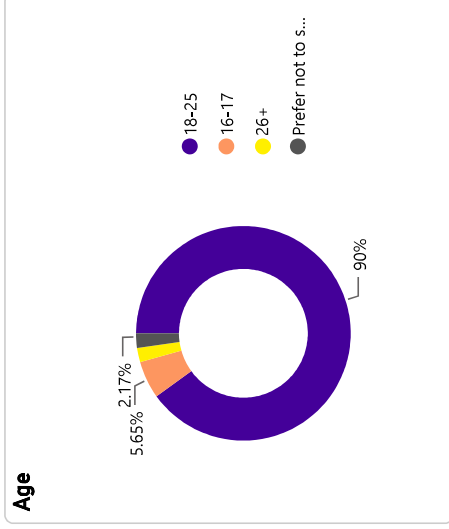
How satisfied or dissatisfied are you that Centrepoint makes a positive contribution to your neighbourhood?



SURVEY RESPONDENTS RESULTS



SurveyType	
Floating Support	
Independent Living	
Manchester HPRS	
Supported Accommodation	
ServiceRegion	
London	
Manchester	
North East	
Yorkshire	

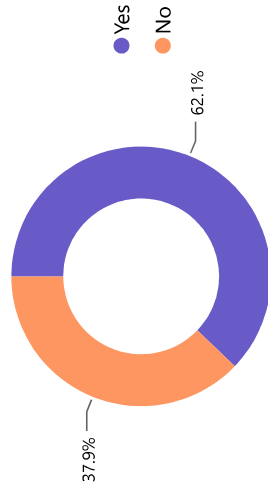


ACCOMMODATION

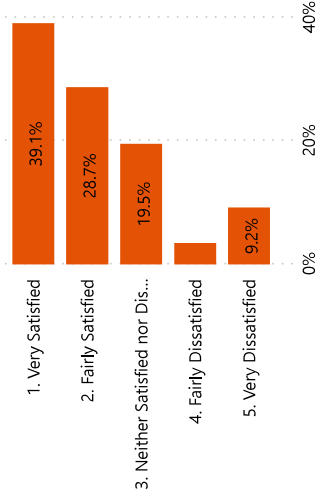
RESULTS - PAGE 1



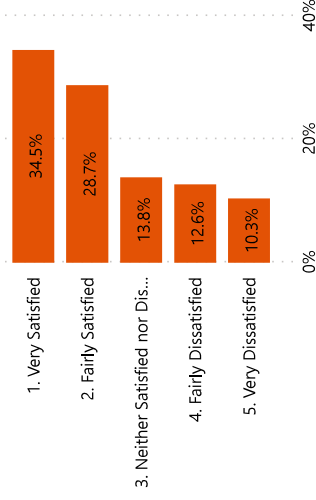
Has Centrepoint carried out a repair to your home in the last 12 months?



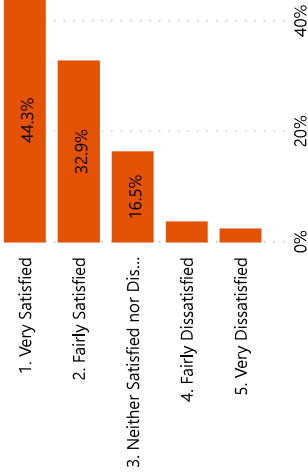
How satisfied or dissatisfied are you with the overall repairs service from Centrepoint over the last 12 months?



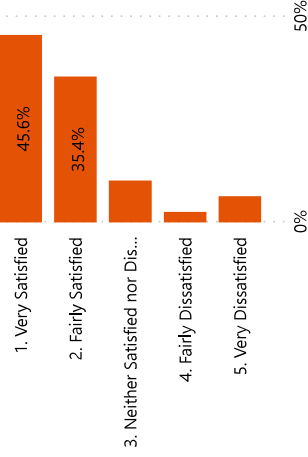
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



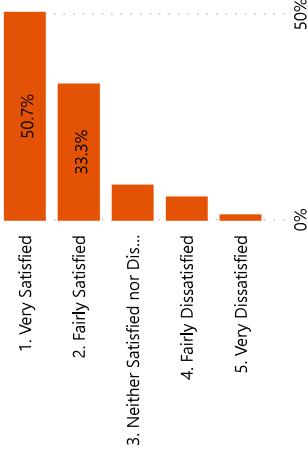
How satisfied or dissatisfied are you that Centrepoint provides a home that is well maintained?



Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Centrepoint provides a home that is safe?



How satisfied or dissatisfied are you that Centrepoint keeps these communal areas clean and well maintained?



SurveyType
 Independent Living
 Supported Accommodation

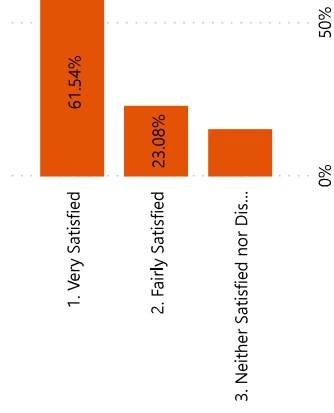
ServiceRegion
 London
 North East
 Yorkshire

ACCOMMODATION

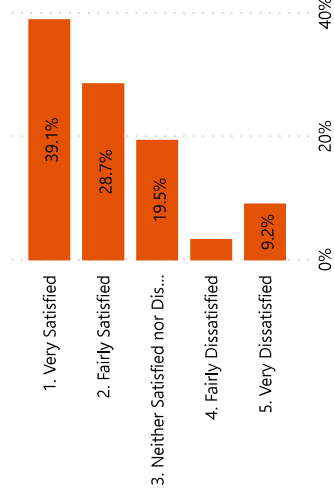
RESULTS - PAGE 2



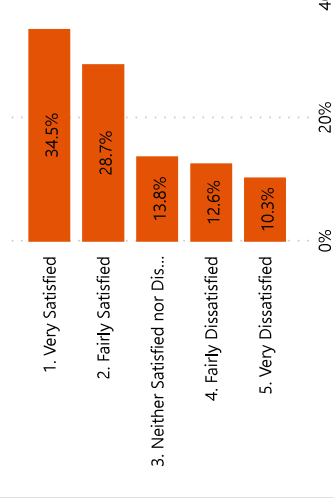
How satisfied are you with the quality of the fixtures and fittings in your accommodation at Centrepoint overall?



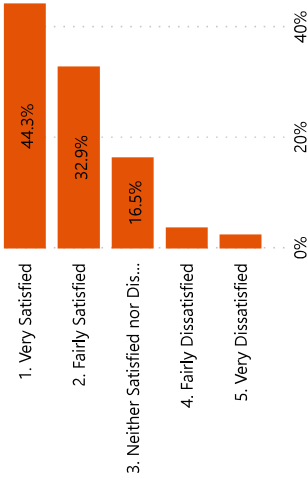
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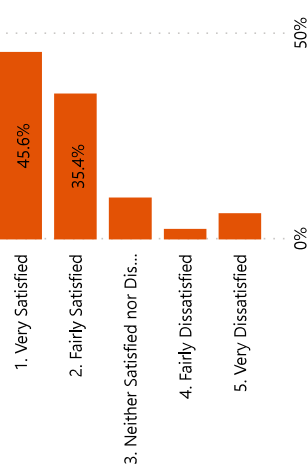
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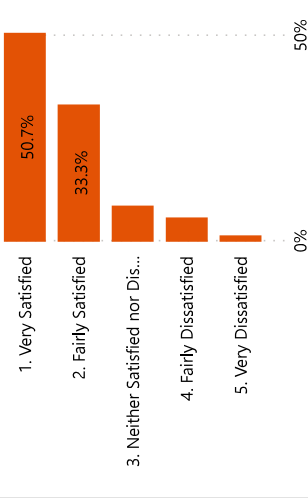
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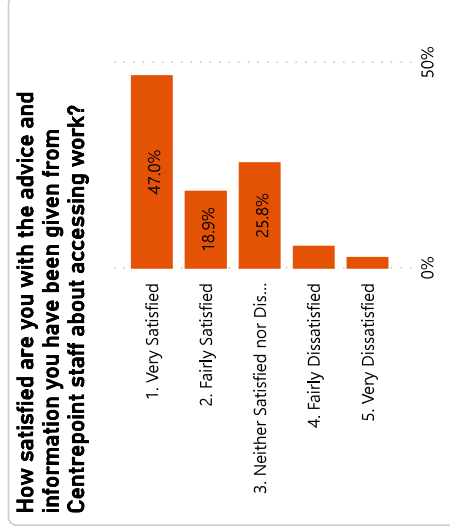
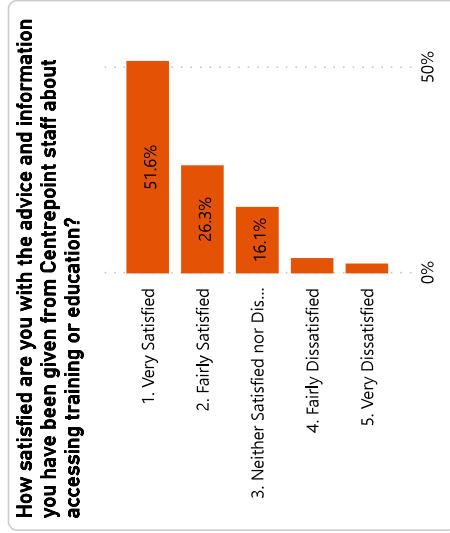
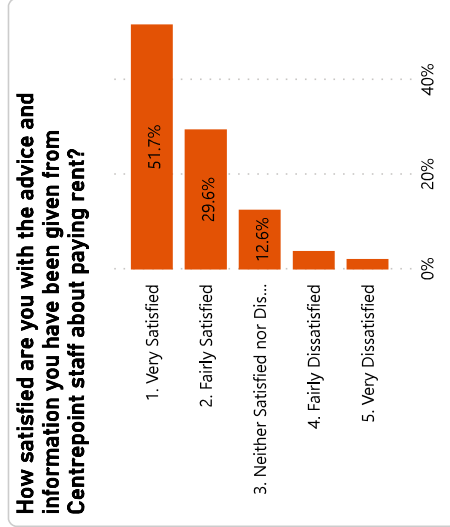
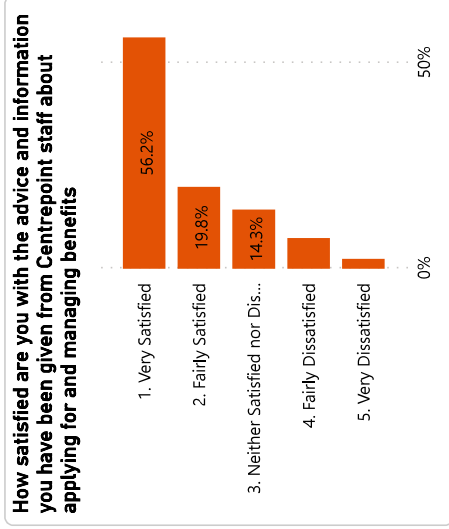
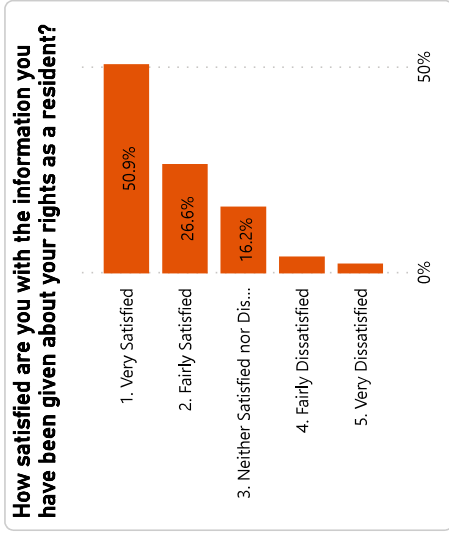
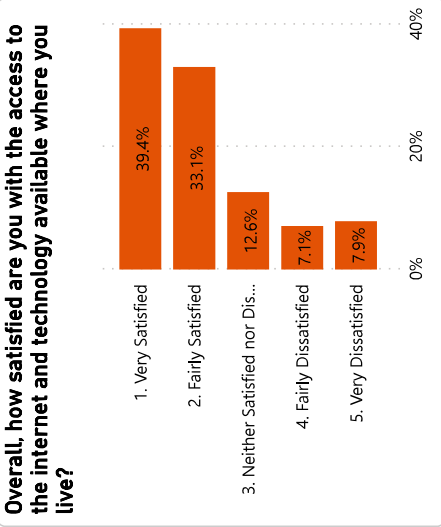


SurveyType
 Independent Living
 Supported Accommodation

ServiceRegion
 London
 North East
 Yorkshire

COMMUNICATION

RESULTS - PAGE 1



SurveyType

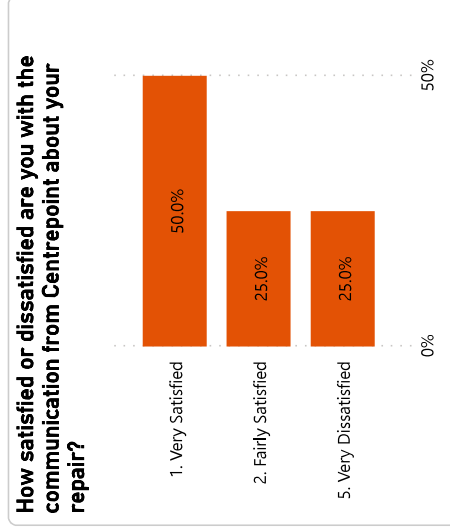
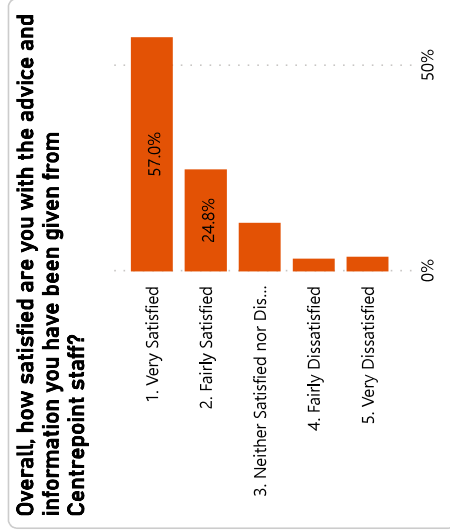
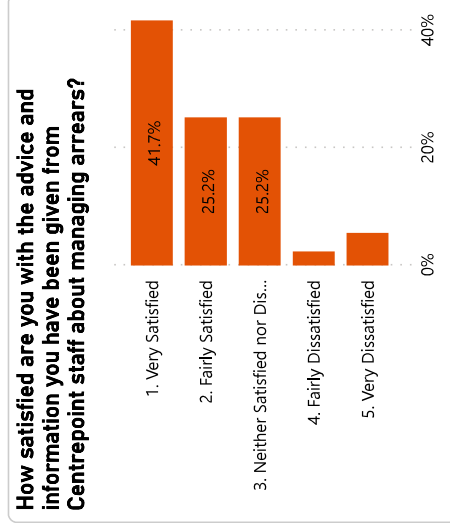
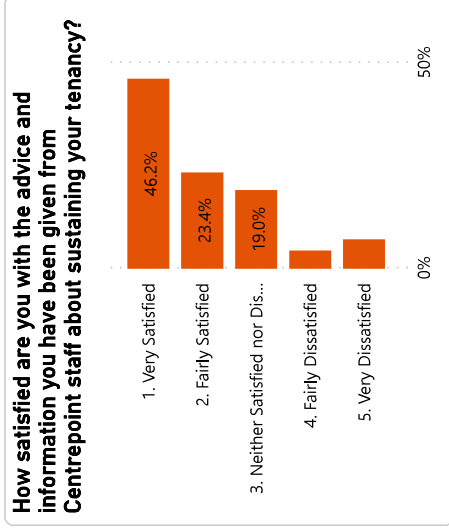
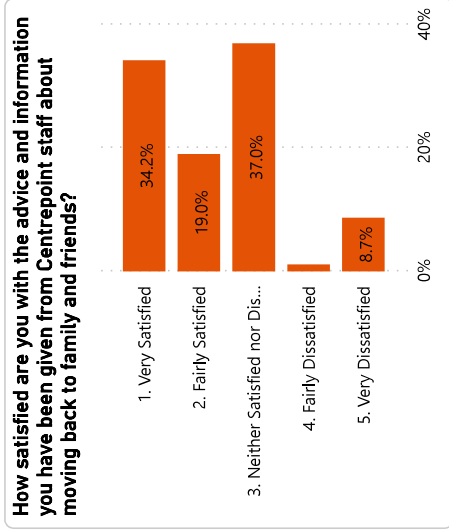
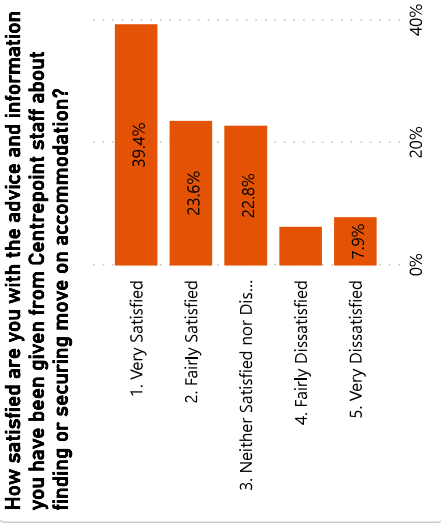
- Floating Support
- Independent Living
- Manchester HPRS
- Supported Accommodation

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- London
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COMMUNICATION

RESULTS - PAGE 2

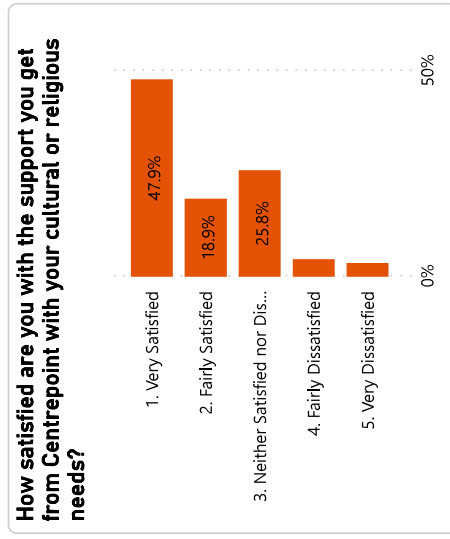
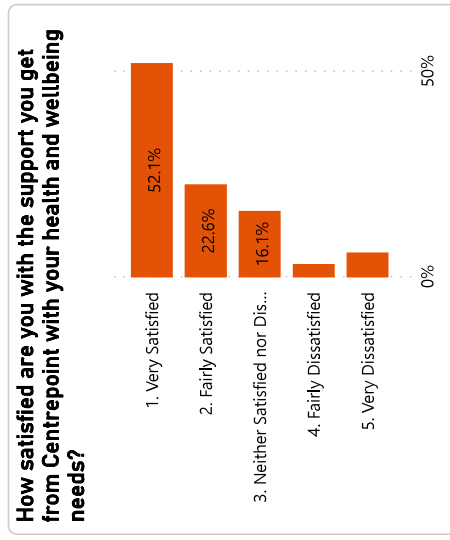
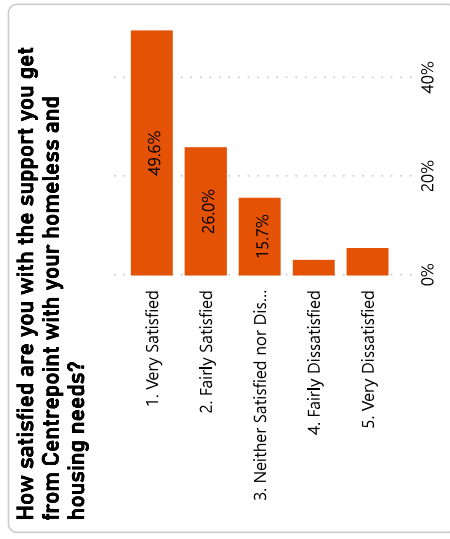
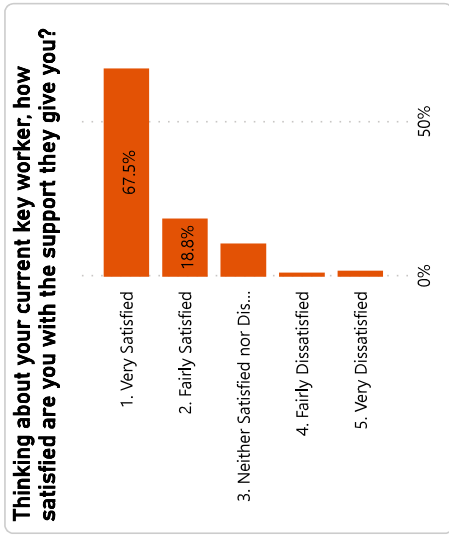
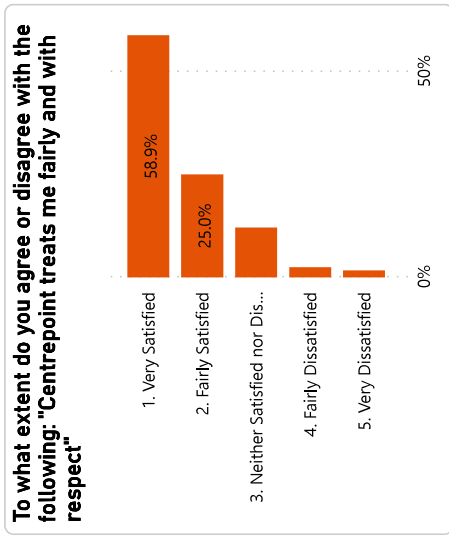
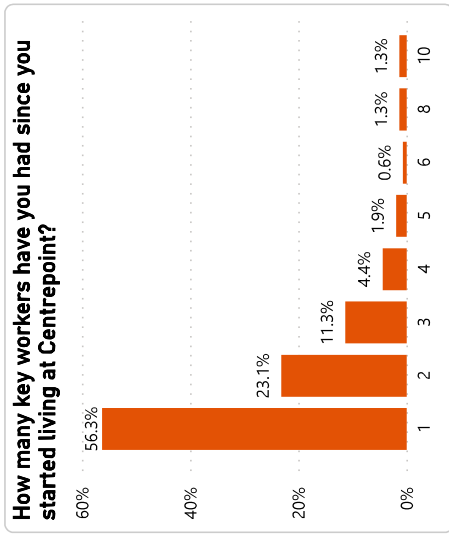


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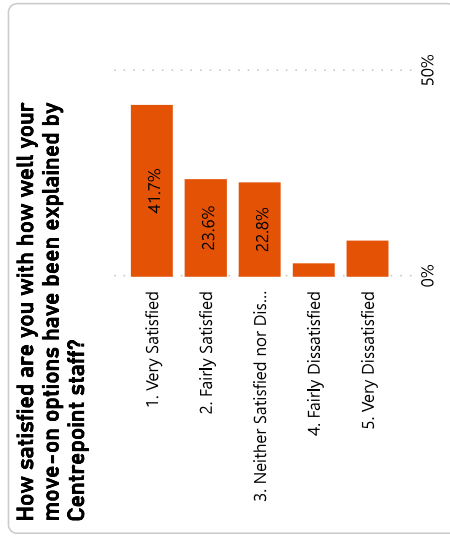
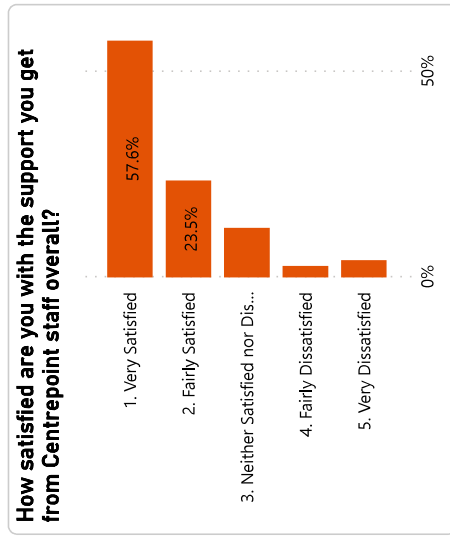
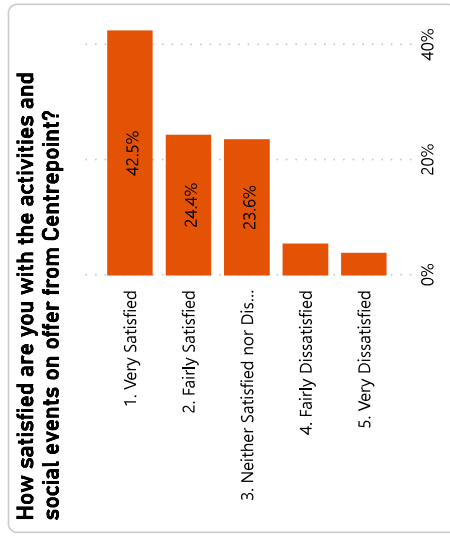
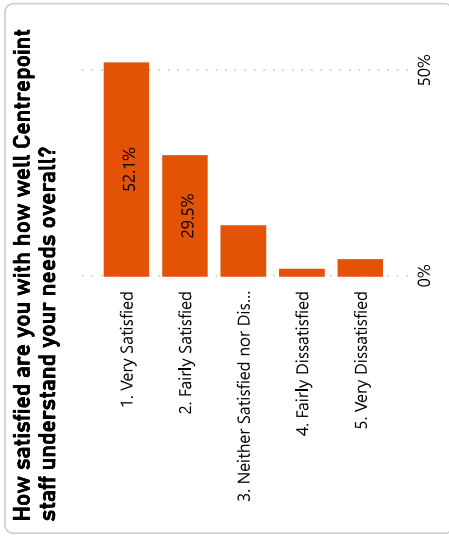
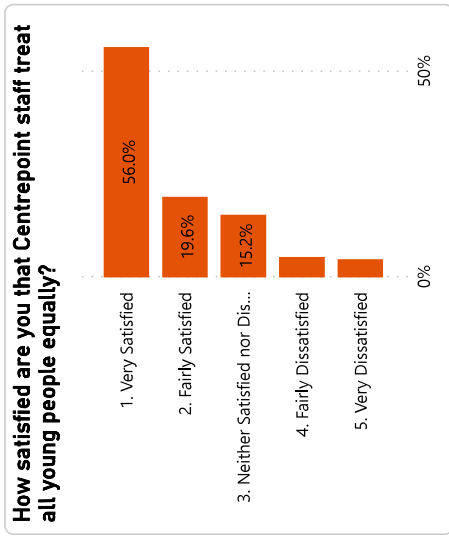
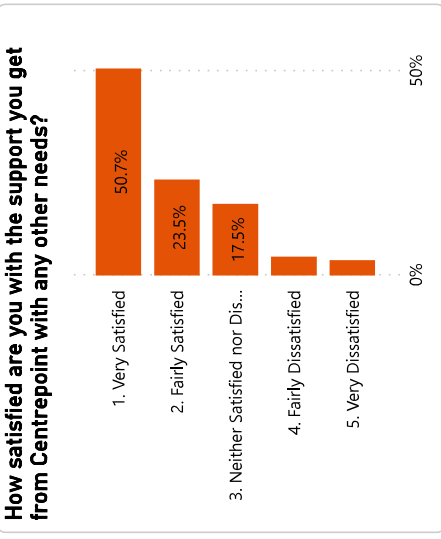


SurveyType

Floating Support
Manchester HPRS
Supported Accommodation

ServiceRegion

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Manchester
North East
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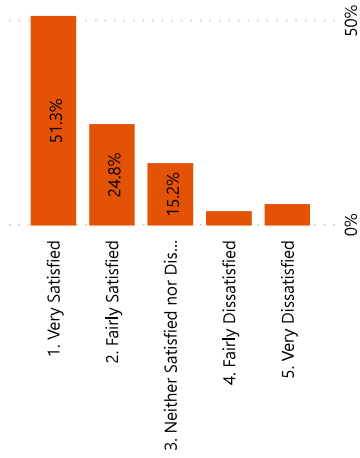
SurveyType

- Floating Support
- Manchester HPRS
- Supported Accommodation

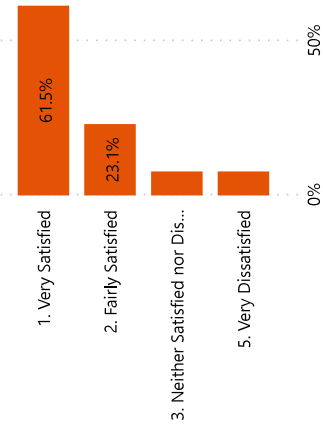
ServiceRegion

- London
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- Yorkshire

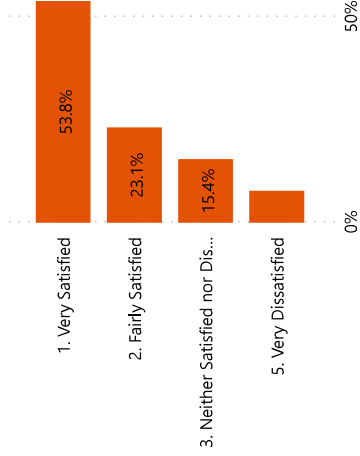
How satisfied are you with the support you get from Centrepoint with any other needs?



How satisfied are you with the advice and guidance you have been given by the Centrepoint team about your move on options after Independent Living?



How satisfied are you with how well Centrepoint staff understand your needs overall?



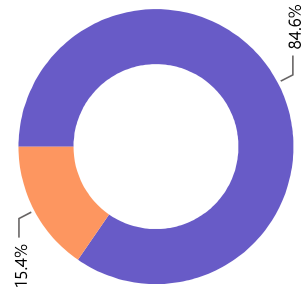
SurveyType

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- Independent Living
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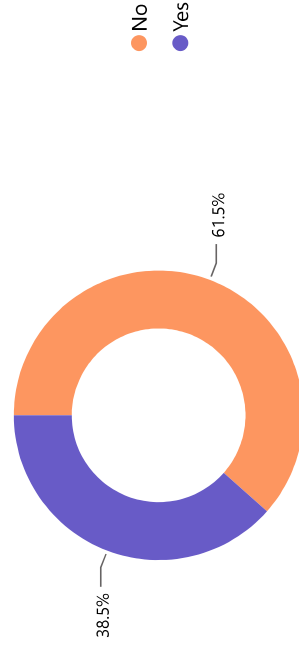
ServiceRegion

- London
- Manchester
- North East
- Yorkshire

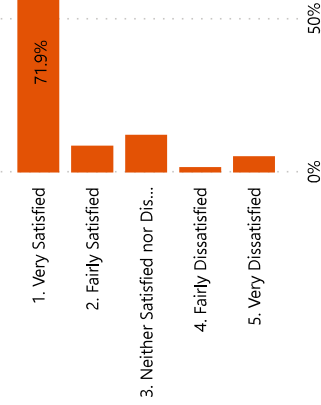
Every tenant in Independent Living accommodation is automatically matched to a trained, volunteer Independent Living Advisor (ILA); they will support you throughout your time at your property. Before today, were you aware of this service?



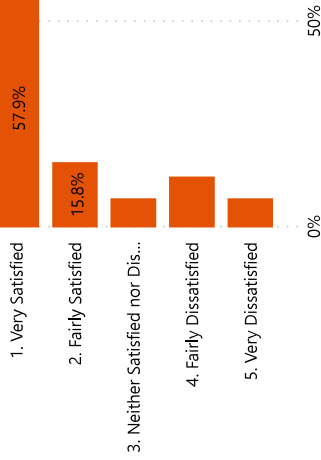
Have you had contact with an Independent Living Advisor in the past 12 months?



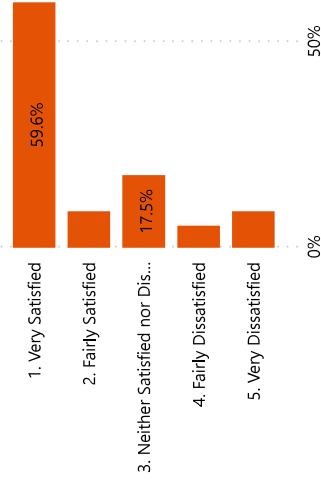
How satisfied were you with the welcome reception you received when you first visited 52 Oldham Street?



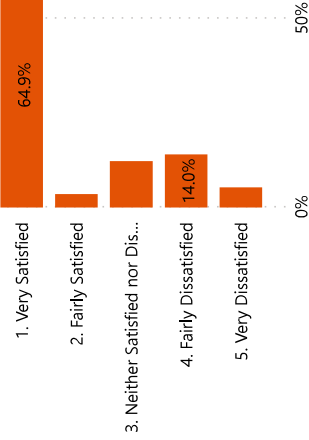
How satisfied were you with the facilities that were on offer to you for free?



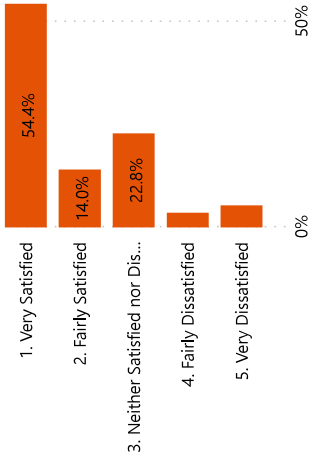
How satisfied are you with the advice and information you have been given from Centrepoint staff about housing advice and guidance?



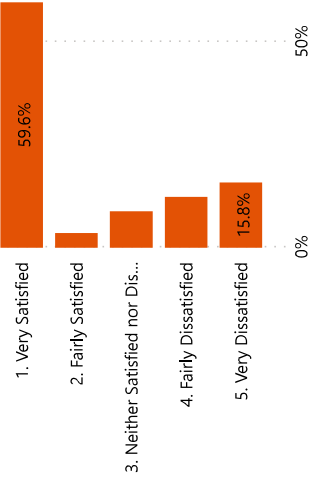
How satisfied are you with the advice and information you have been given from Centrepoint staff about homelessness assessments?

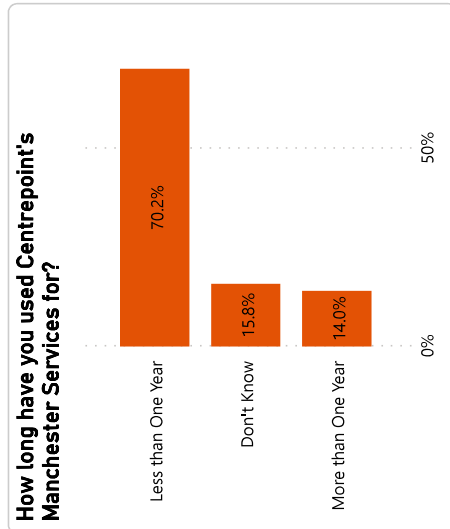
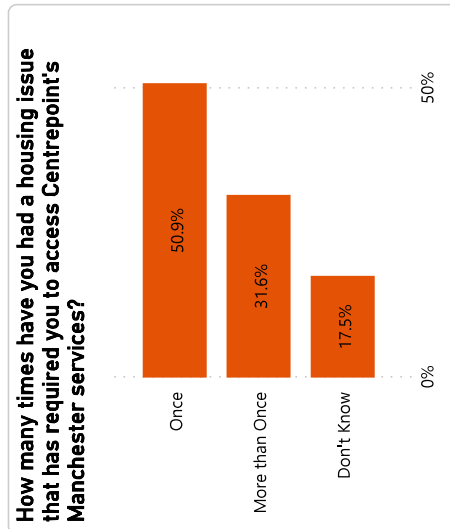
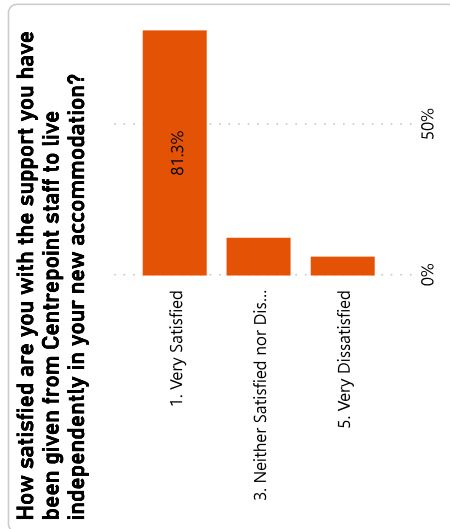
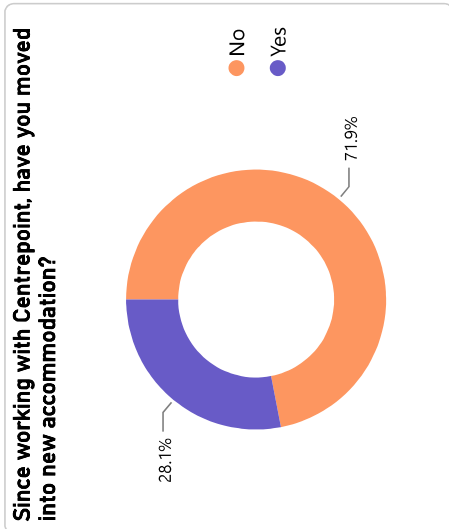
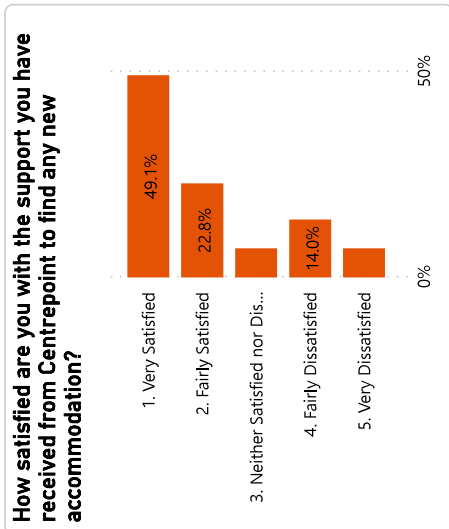
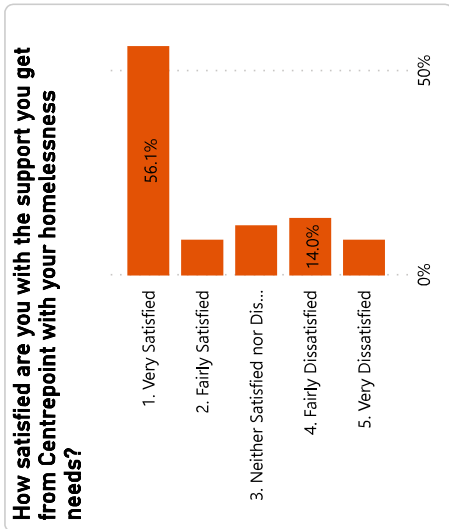


How satisfied are you with the advice and information you have been given from Centrepoint staff about resettlement support?



How satisfied are you with the advice and information you have been given from Centrepoint staff about securing temporary accommodation?

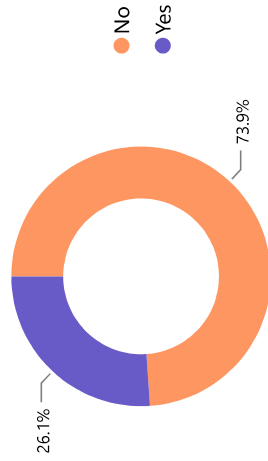




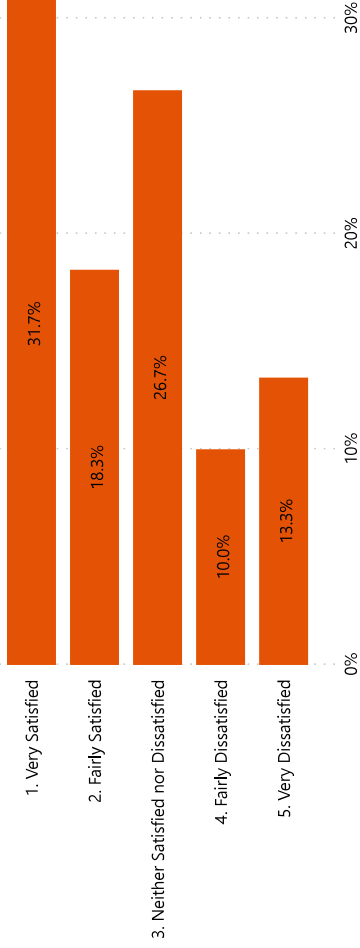
COMPLAINTS RESULTS



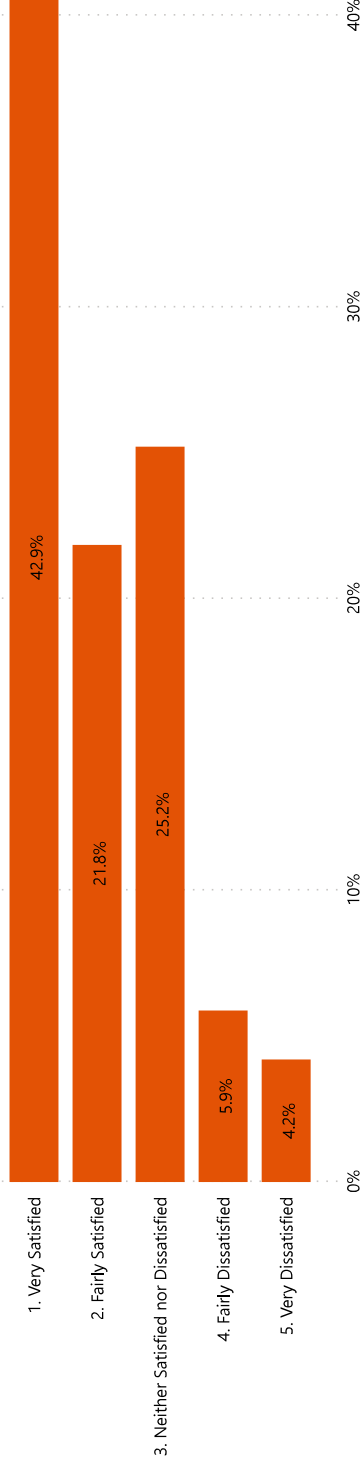
Have you made a complaint to Centrepoint in the last 12 months?



How satisfied or dissatisfied are you with Centrepoint's approach to complaints handling?



How satisfied or dissatisfied are you with Centrepoint's approach to handling anti-social behaviour?



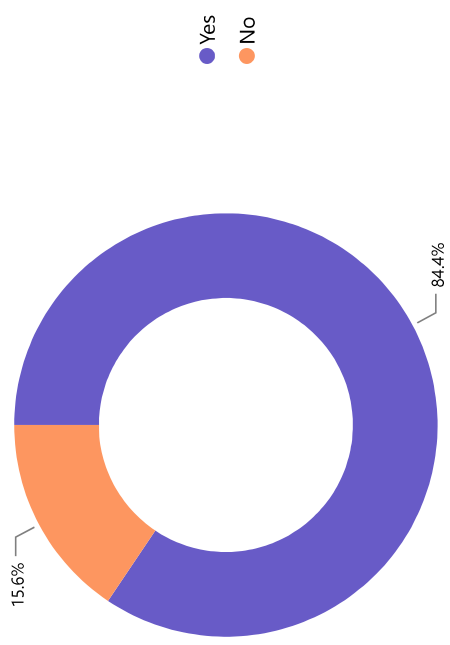
SurveyType

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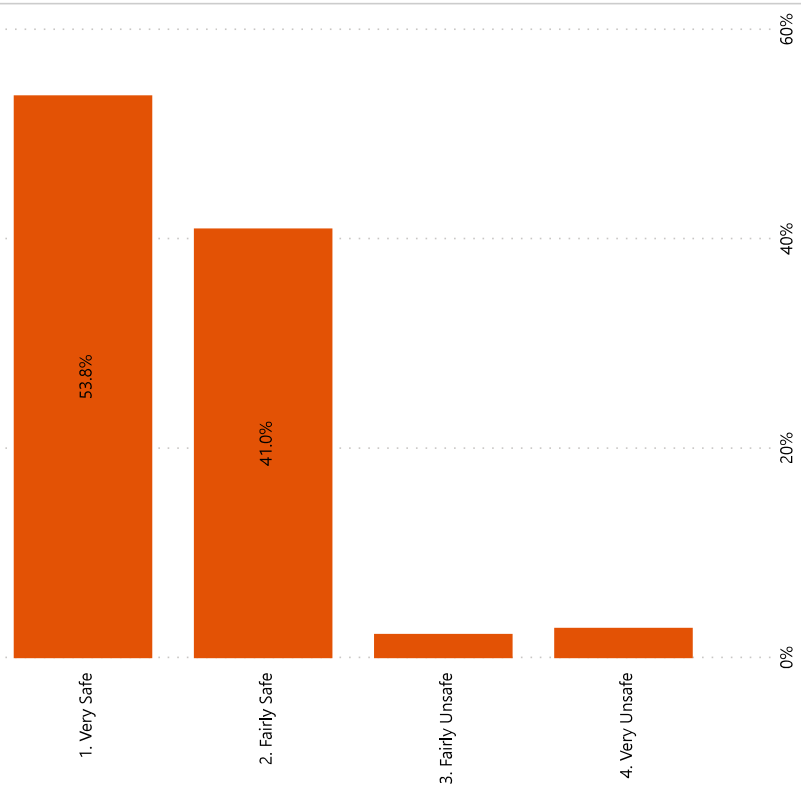
ServiceRegion

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If you had a concern about your safety at Centrepoint, do you know who you would talk to about this?



Overall, how safe do you feel at Centrepoint?



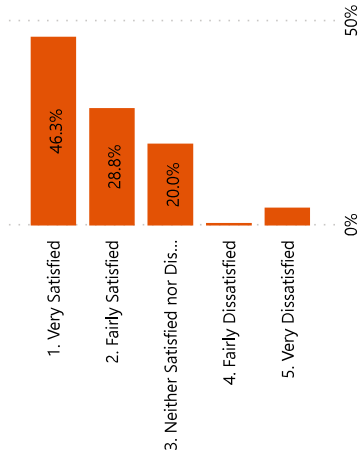
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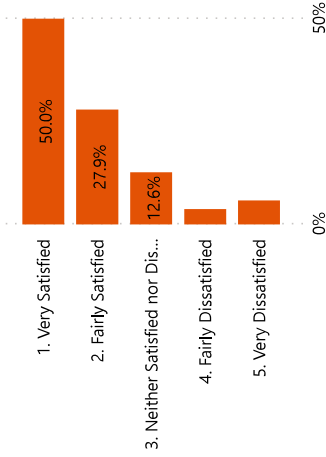
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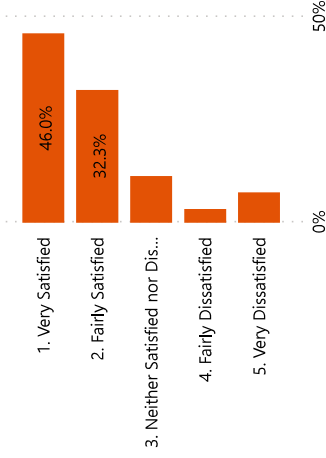
How satisfied are you that you are able to have your say in how your service is run?



How satisfied or dissatisfied are you that Centrepoint listens to your views and acts upon them?



How satisfied or dissatisfied are you that Centrepoint keeps you informed about things that matter to you?



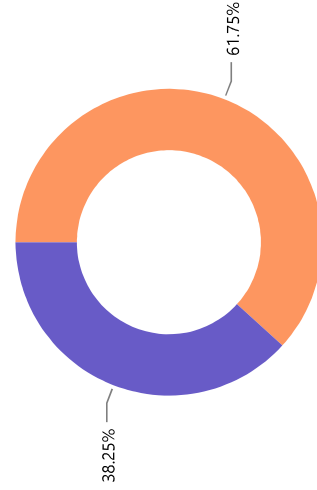
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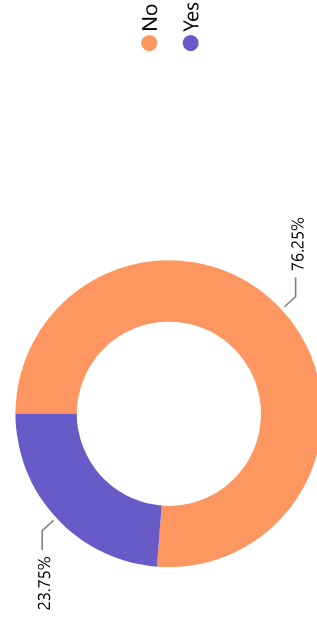
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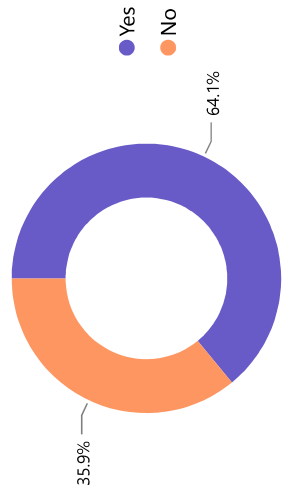
Are you aware of the Centrepoint Influencers?



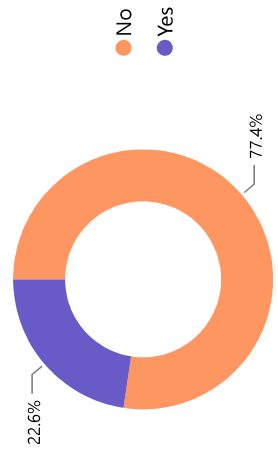
Were you helped by a member of staff to complete this survey?



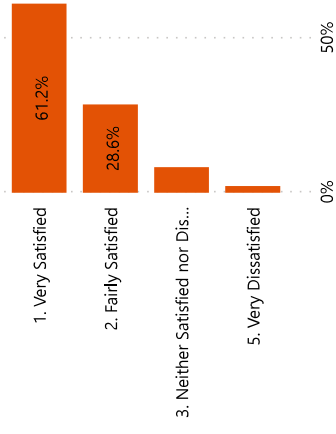
Are you aware of the Health and Wellbeing Team?



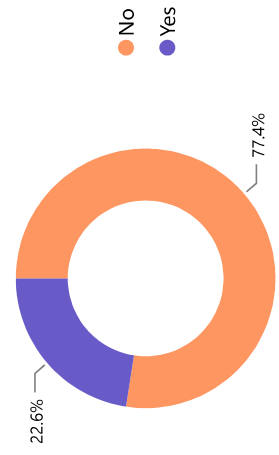
Have you used any of Centrepoint's health and wellbeing services?



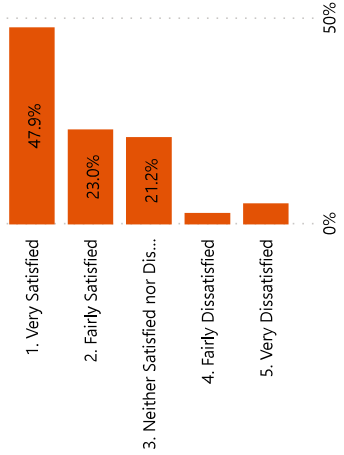
How satisfied are you with Centrepoint's Health and Wellbeing services?



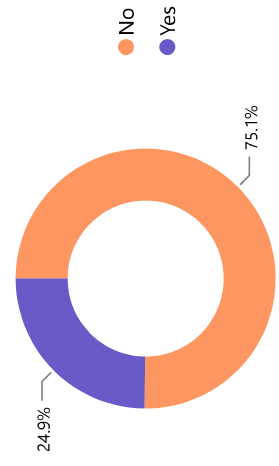
Have you been supported to access external education and training services?



How satisfied are you overall with the learning opportunities on offer to you from Centrepoint?



Have you used any of Centrepoint's Work and Learning Services?

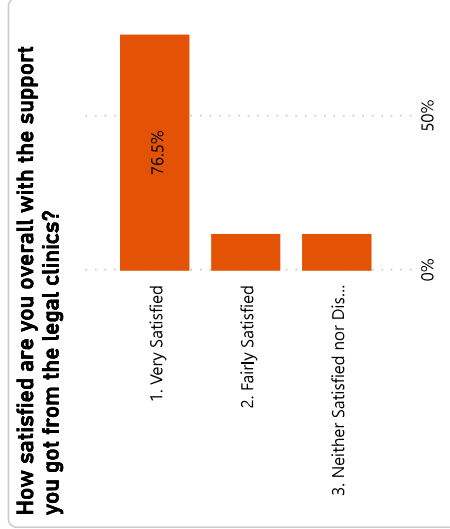
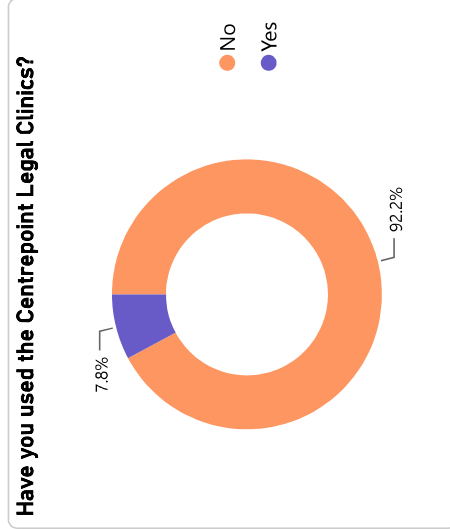
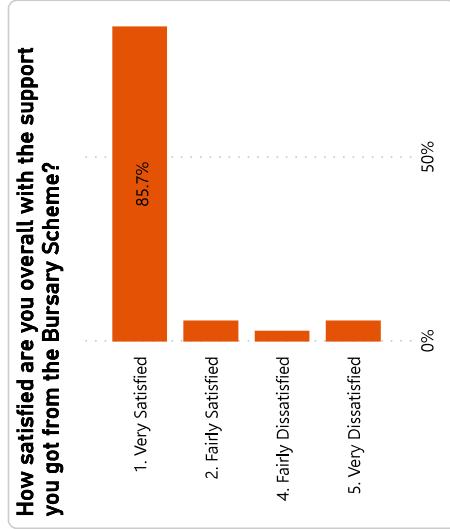
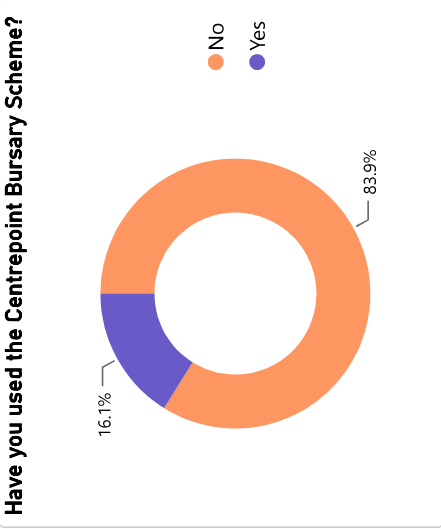
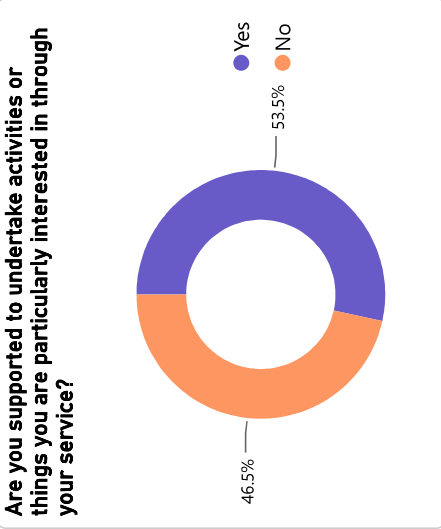
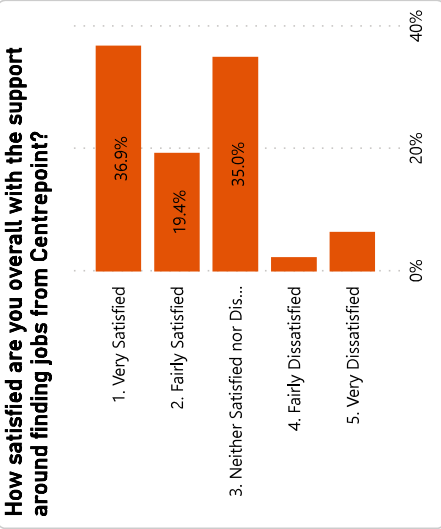


SurveyType

Floating Support
Manchester HPRS
Supported Accommodation

ServiceRegion

London
Manchester
North East
Yorkshire



SurveyType

- Floating Support
- Manchester HPRS
- Supported Accommodation

ServiceRegion

- London
- Manchester
- North East
- Yorkshire