

# ANNUAL REPORT FOR TENANTS

APRIL 2021 - MARCH 2022

centre  
point

A yearly update for young people staying with Centrepoint.



IN THE PAST YEAR, TOGETHER WITH OUR PARTNERS, WE HAVE SUPPORTED OVER 12,000 16-25 YEAR OLDS NATIONALLY. WE SUPPORT YOUNG PEOPLE DIRECTLY IN LONDON, MANCHESTER, YORKSHIRE AND THE NORTH EAST OF ENGLAND.

1,211

young people were supported with accommodation

749

young people were supported by Centrepoint Works

442

young people were supported by the Health team

# REPAIRS & MAINTENANCE

We spent **£1,225,000** on routine and planned maintenance to Centrepont properties.

78%

of repairs were  
completed on time

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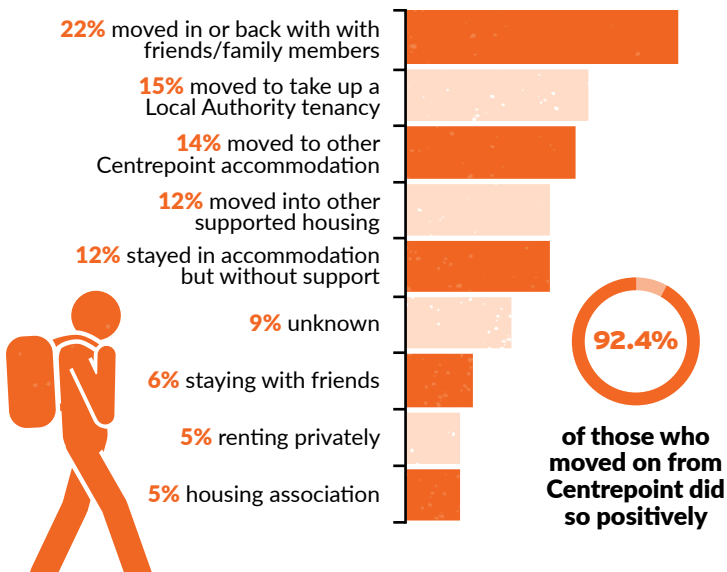
We carried out **1,632** repairs in the last year, but want to improve our service to you over the next one.

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 2021 and March 2022, there were 985 Move Ons from Centrepont services. Where did they go?



We recently surveyed you and:

92%

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

96%

of you were satisfied with the support from your key worker

88%

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 2021 - MARCH 2022



# AND WHERE IT WENT

APRIL 2021 - MARCH 2022



Our Annual Reports and Accounts are available on our website.

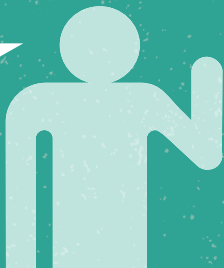
# WHAT YOU SHOULD EXPECT FROM CENTREPOINT

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.

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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**



## Young Influencers

This group provides young people with the opportunity to be involved in the decision-making processes and organisational activities that affect how Centrepoint functions.

For more information or if you think you might be interested, please email: [a.mallett@centrepoint.org](mailto:a.mallett@centrepoint.org)

# 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.

These standards are monitored 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](mailto:complaints@centrepoint.org)

72%

of complaints were resolved on time in 2021-22



# 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 HEALTH & WELLBEING SERVICES

**Dietetics** - offering 1:1 clinical support if you need help with your diet, health or relationship with food.

**Mental Health** - providing support if you are experiencing emotional or psychological distress.

**Healthy Relationships** – offering emotional support and advice if you are going through difficulties in any of your relationships.

**Psychotherapy** - an opportunity to meet with a counsellor to talk about anything that might be impacting you emotionally.

**Alcohol and Drug Support** - an in-house drug & alcohol advisory service that supports staff to help if you are facing challenges around your substance use.

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

They will be able to refer you to the Health & Wellbeing team.





# CENTREPOINT'S OTHER OFFERS

**CP Works (Employment and Training)** - our teams can support you with information, advice and guidance regarding education, employment and training (EET).

**Activities** - create an exciting and inspiring menu of creative and sporting participation opportunities for you to take part in.

**Legal Clinic** - 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://centrepont.org.uk/bursaryapplication>



**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.**