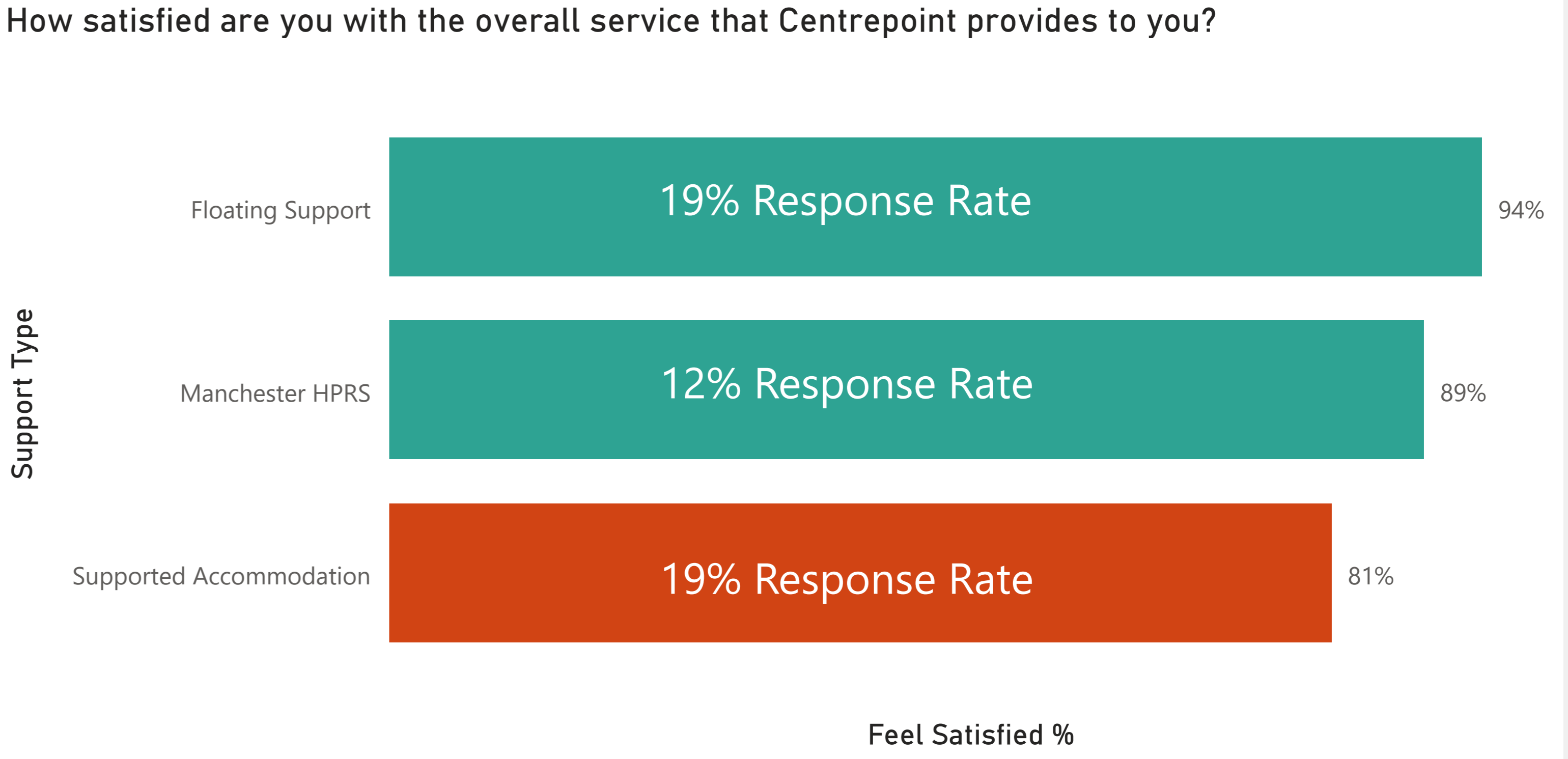
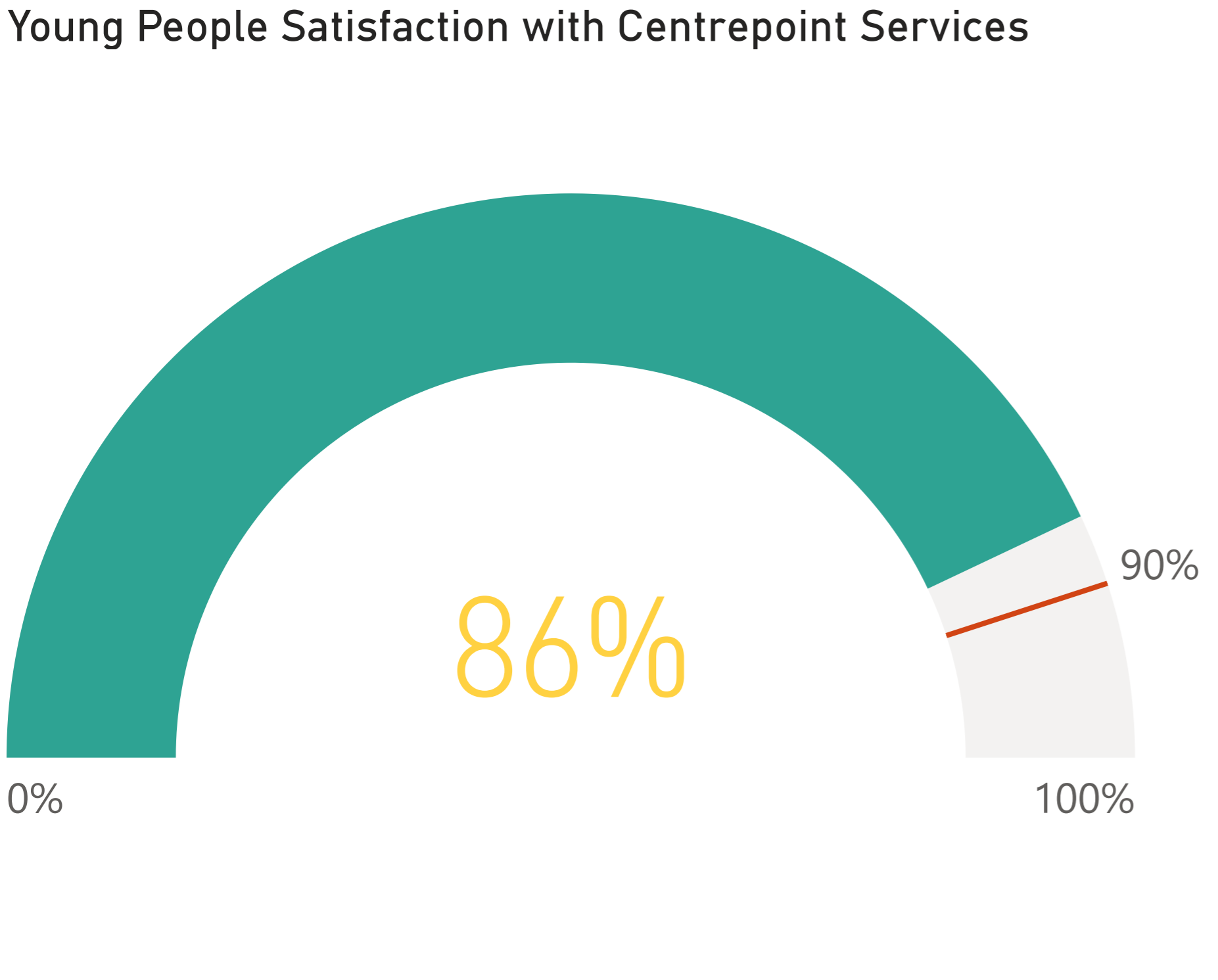
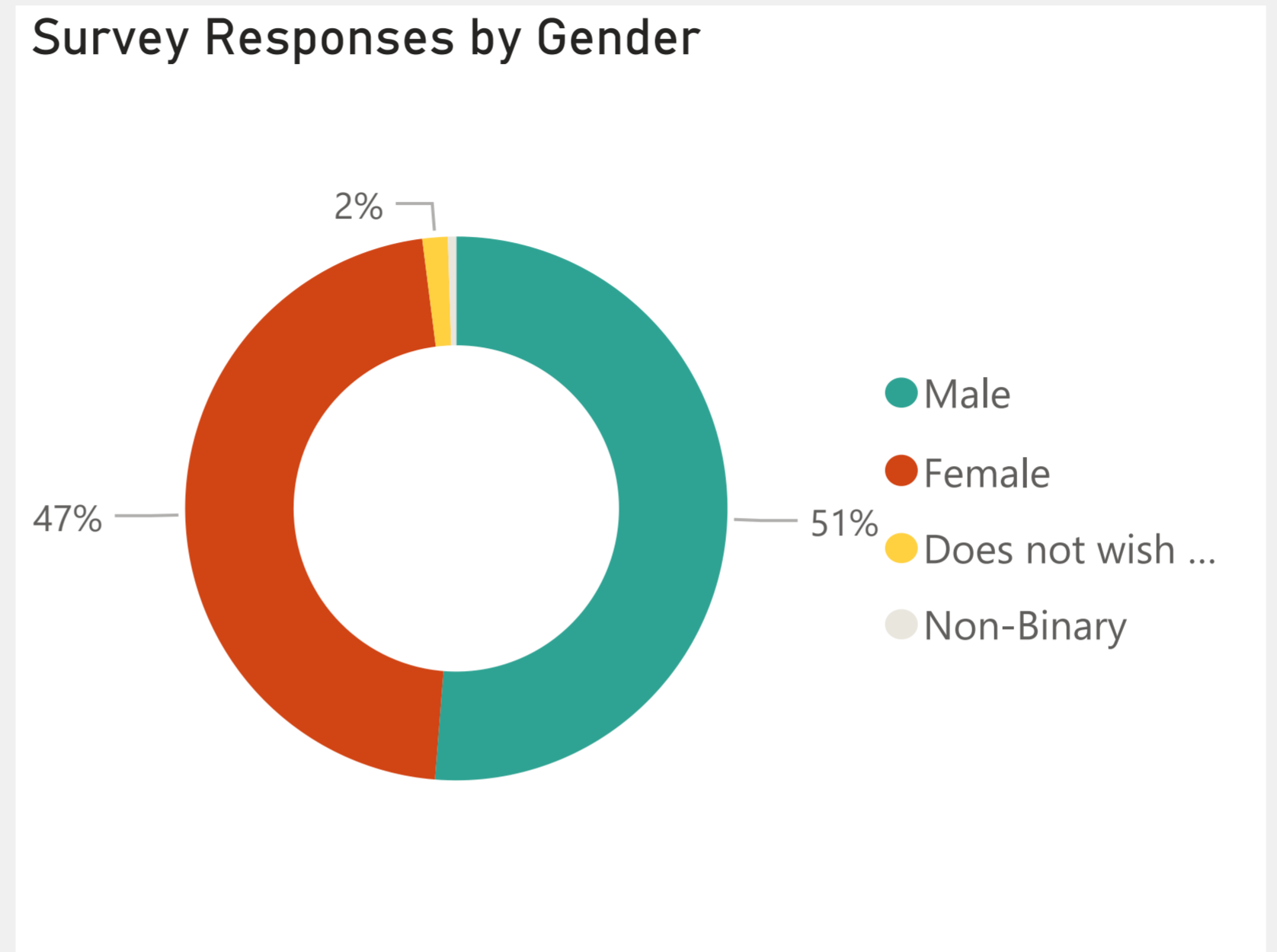
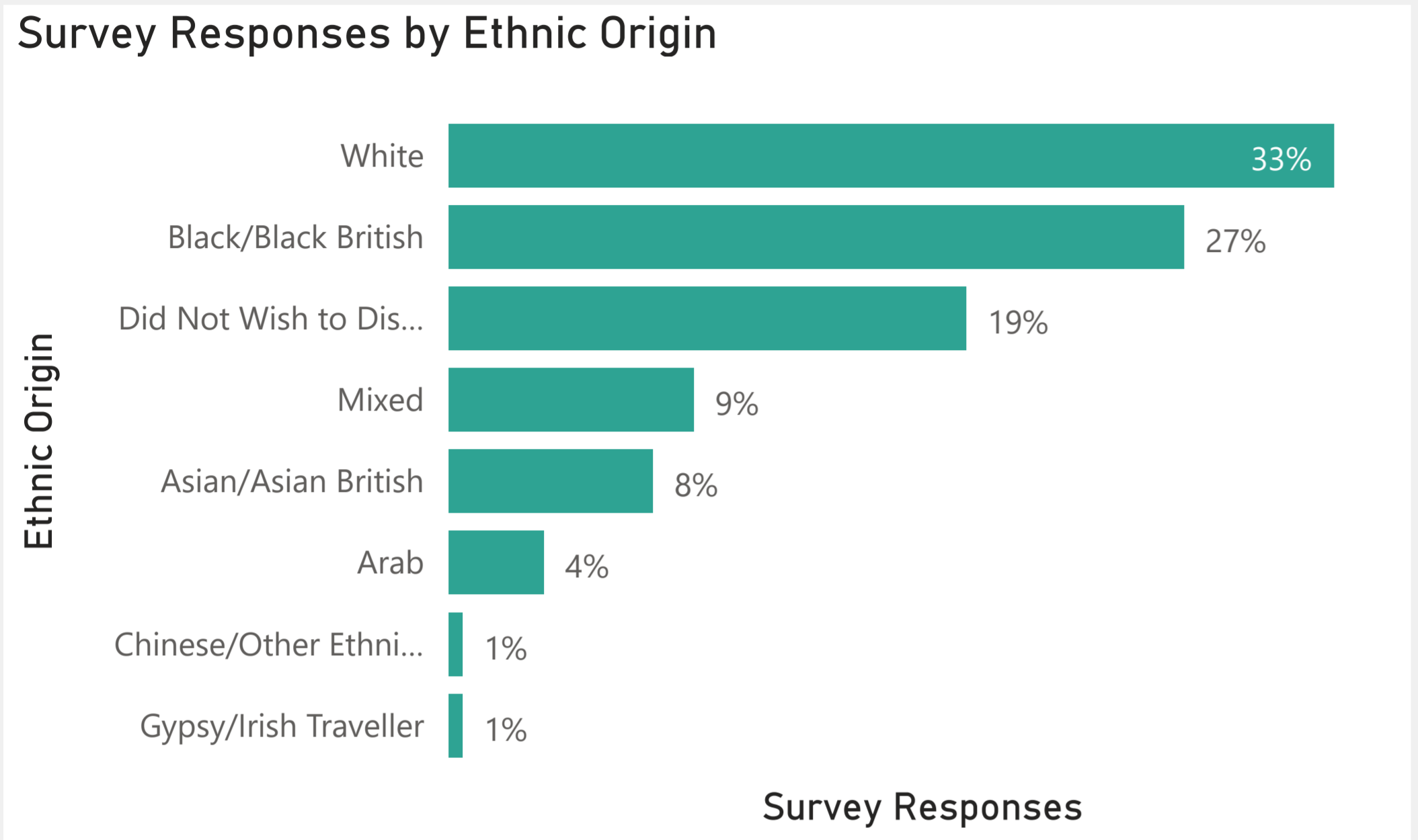


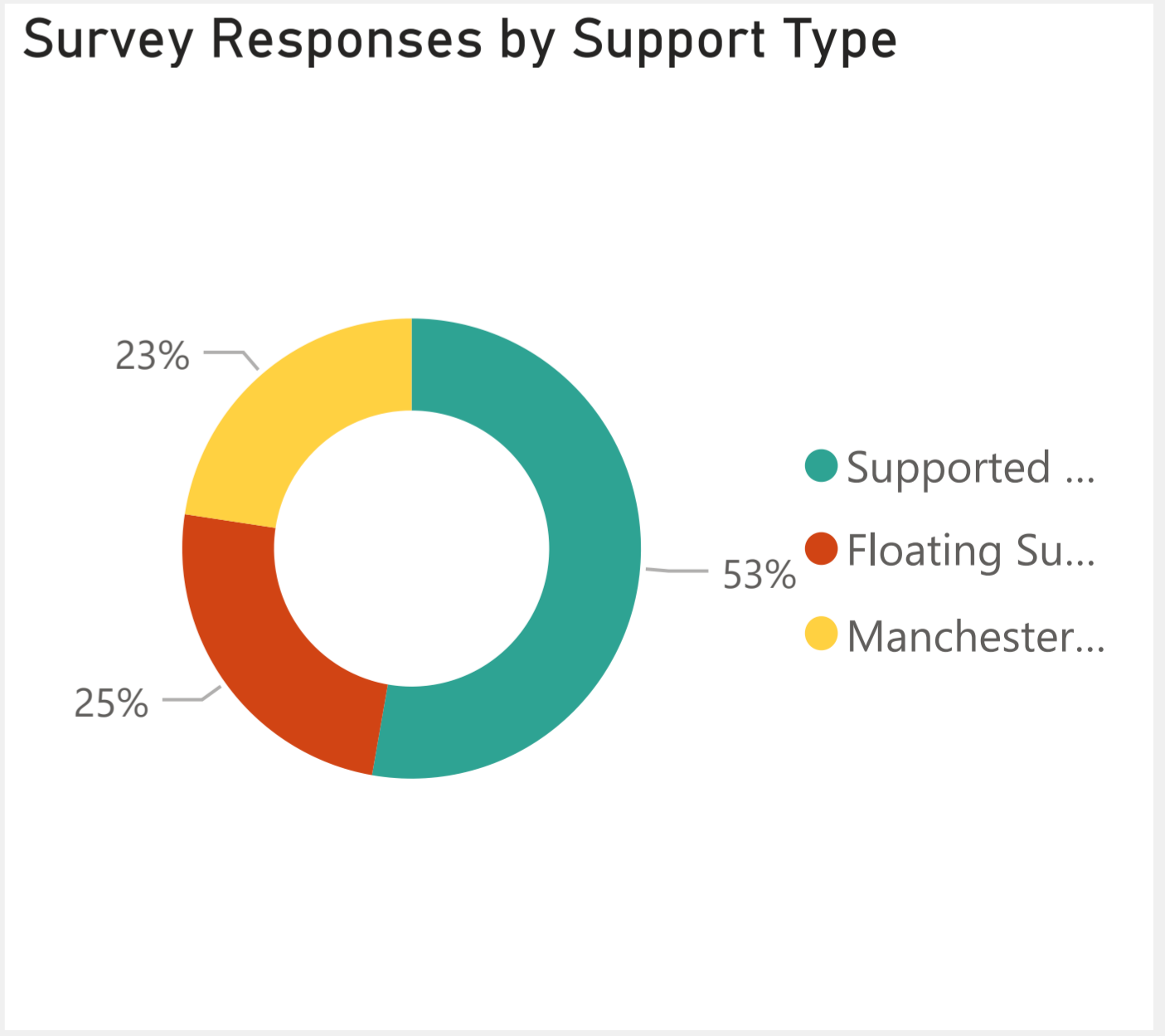
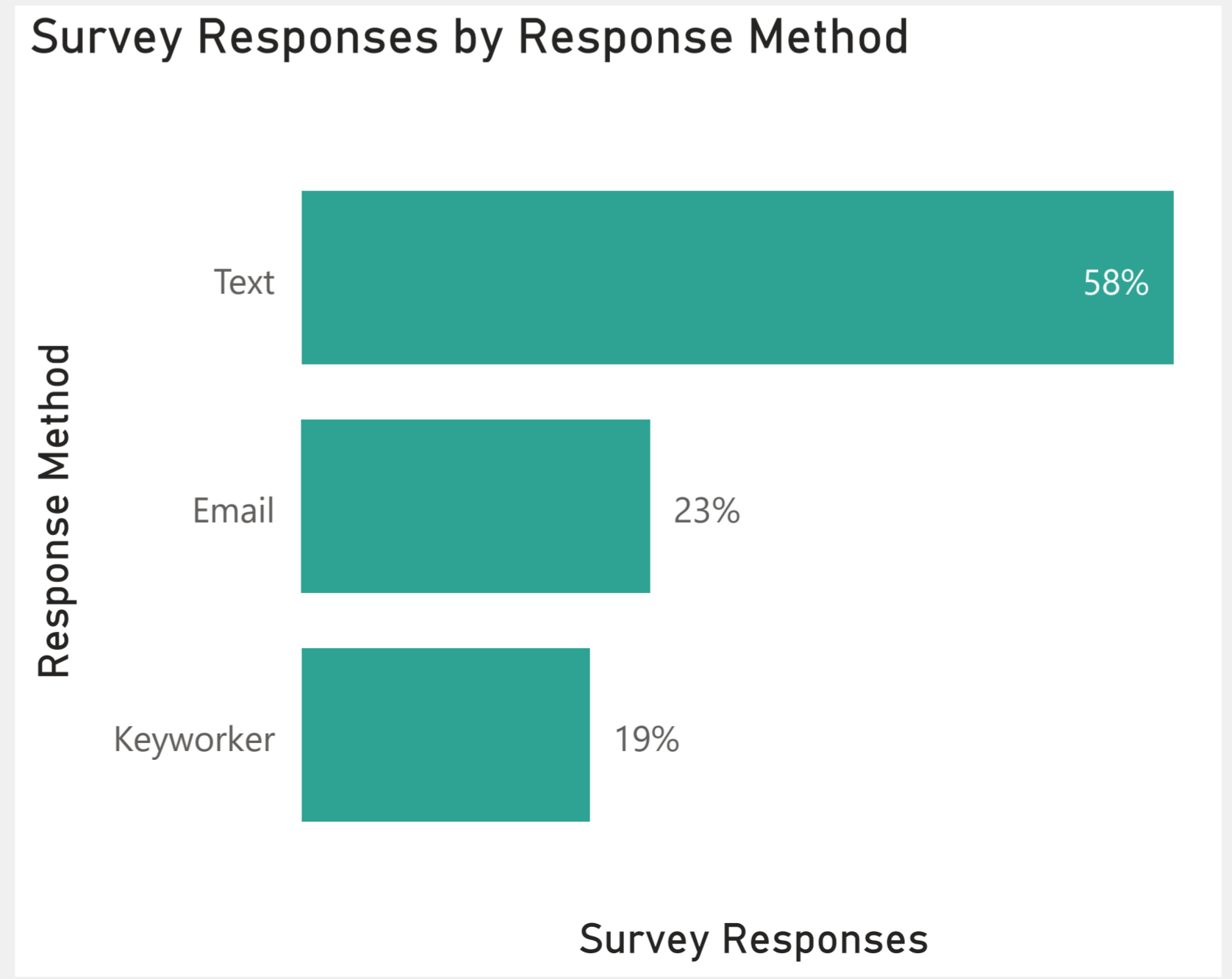
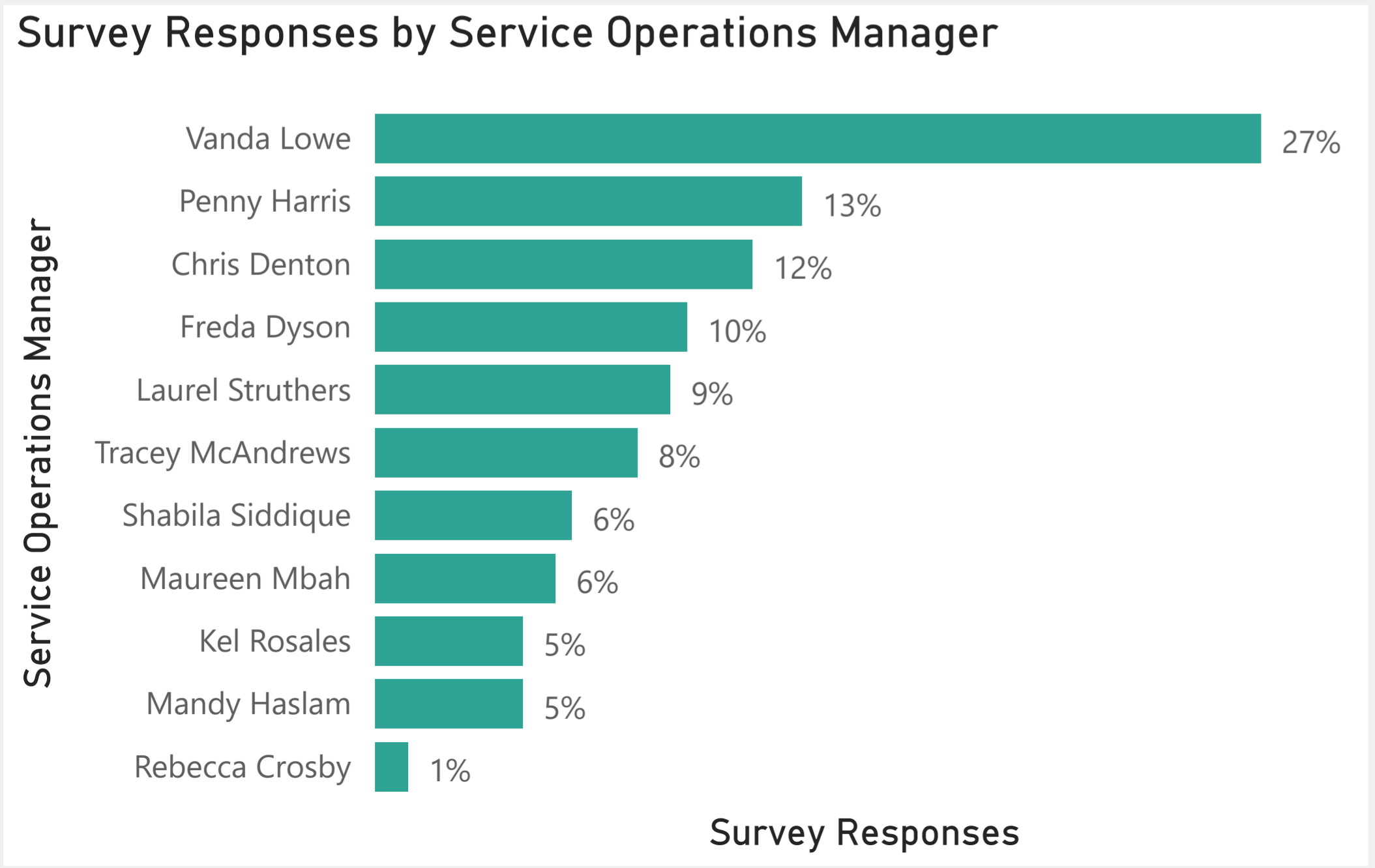
Young People Satisfaction Survey | Overall Satisfaction



Young People Satisfaction Survey | Demographics

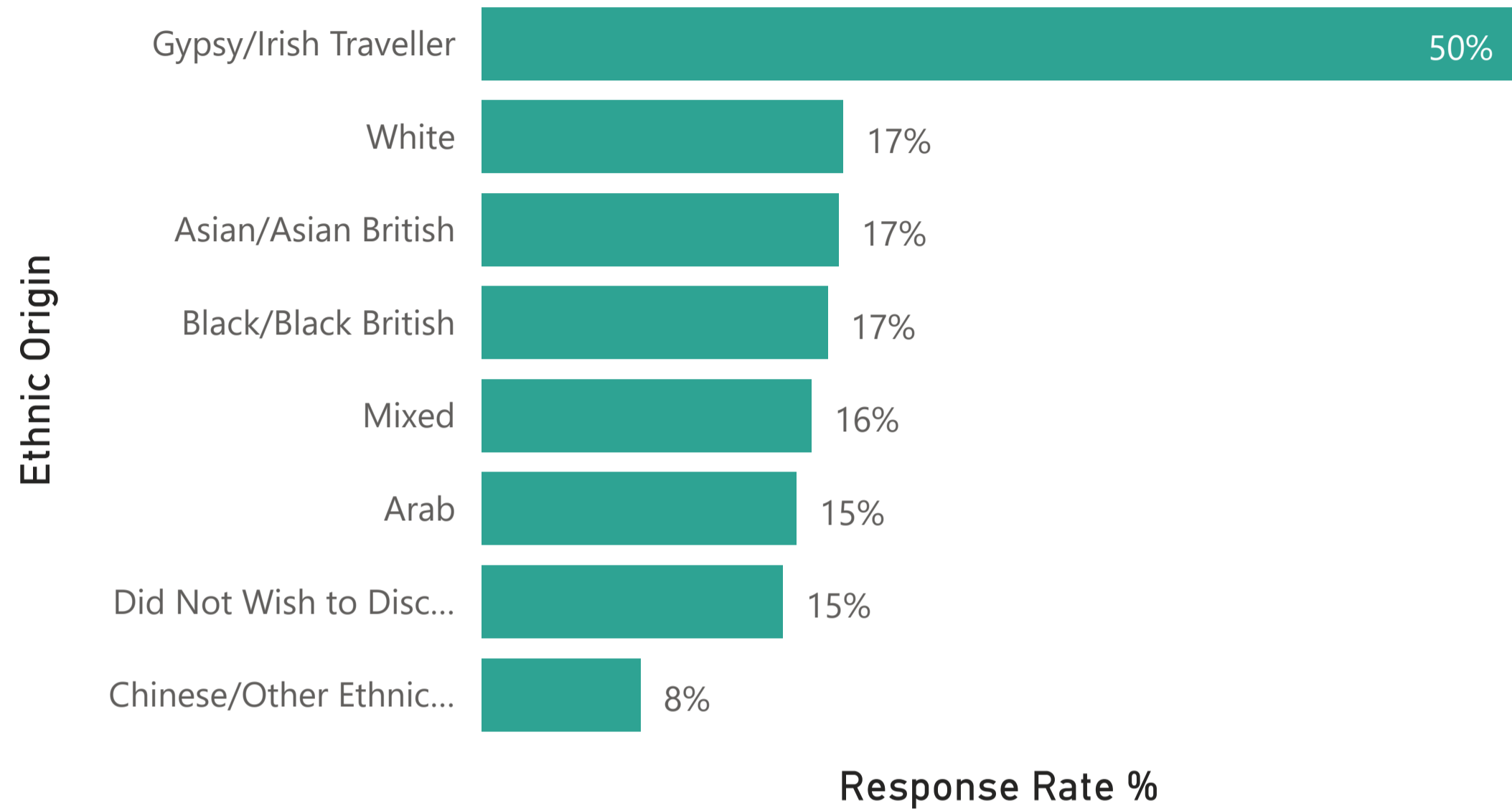


Age	Survey Responses
17	3.52%
18	9.55%
19	22.61%
20	16.58%
21	11.56%
22	8.04%
23	9.55%
24	9.05%
25	6.03%
26	2.51%
27	0.50%
28	0.50%
Total	100.00%

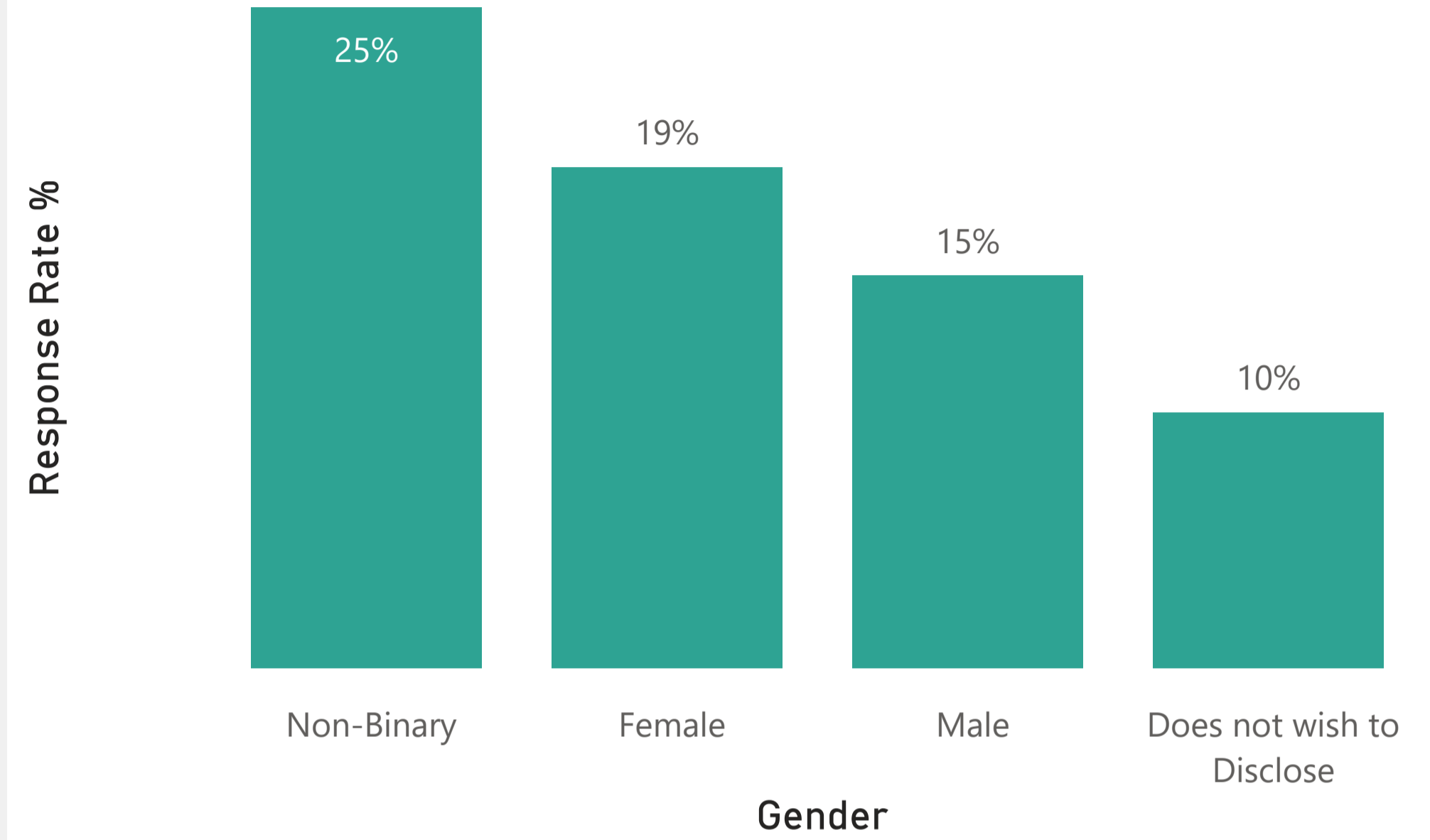


Young People Satisfaction Survey | Response Rate

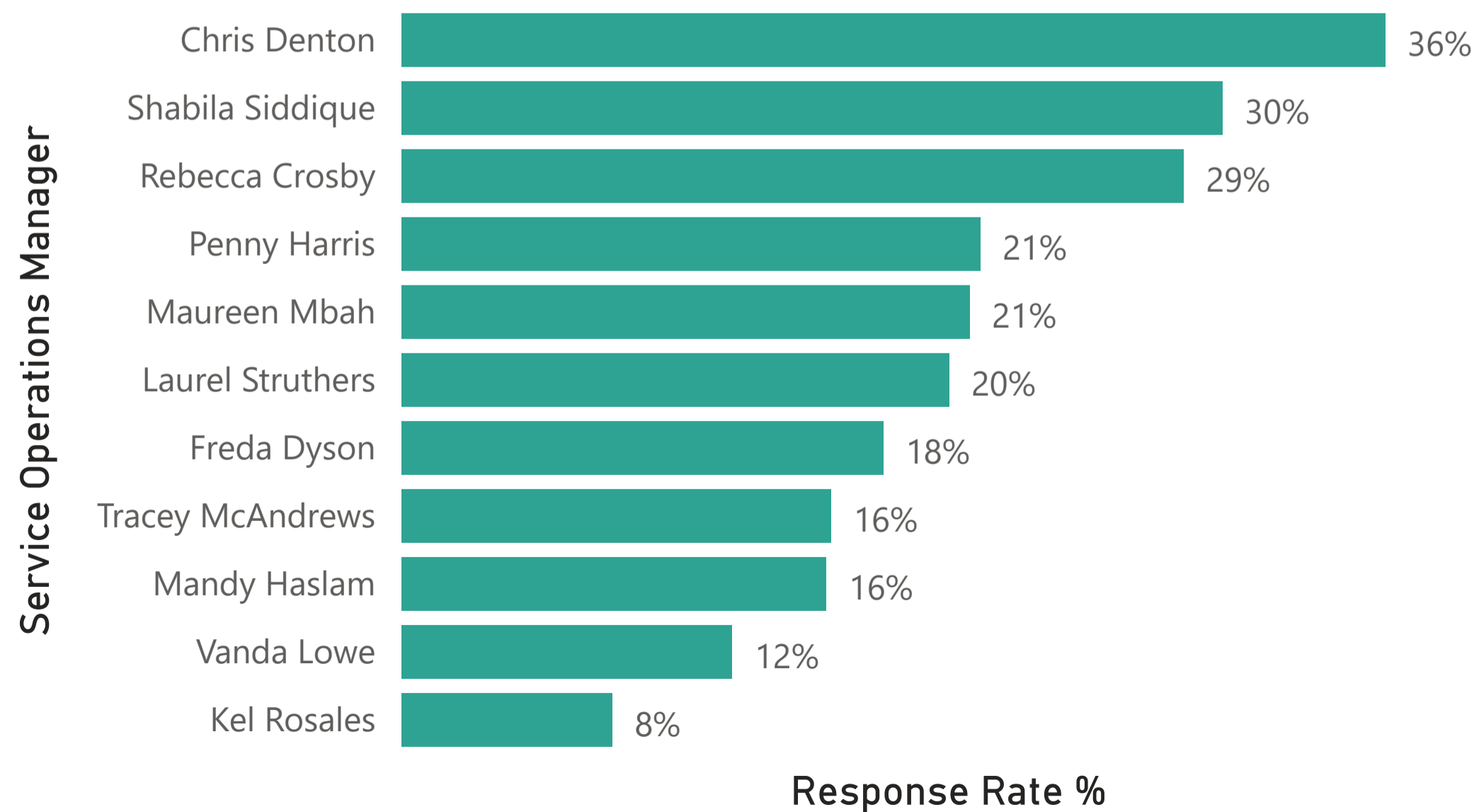
Response Rate by Ethnic Origin



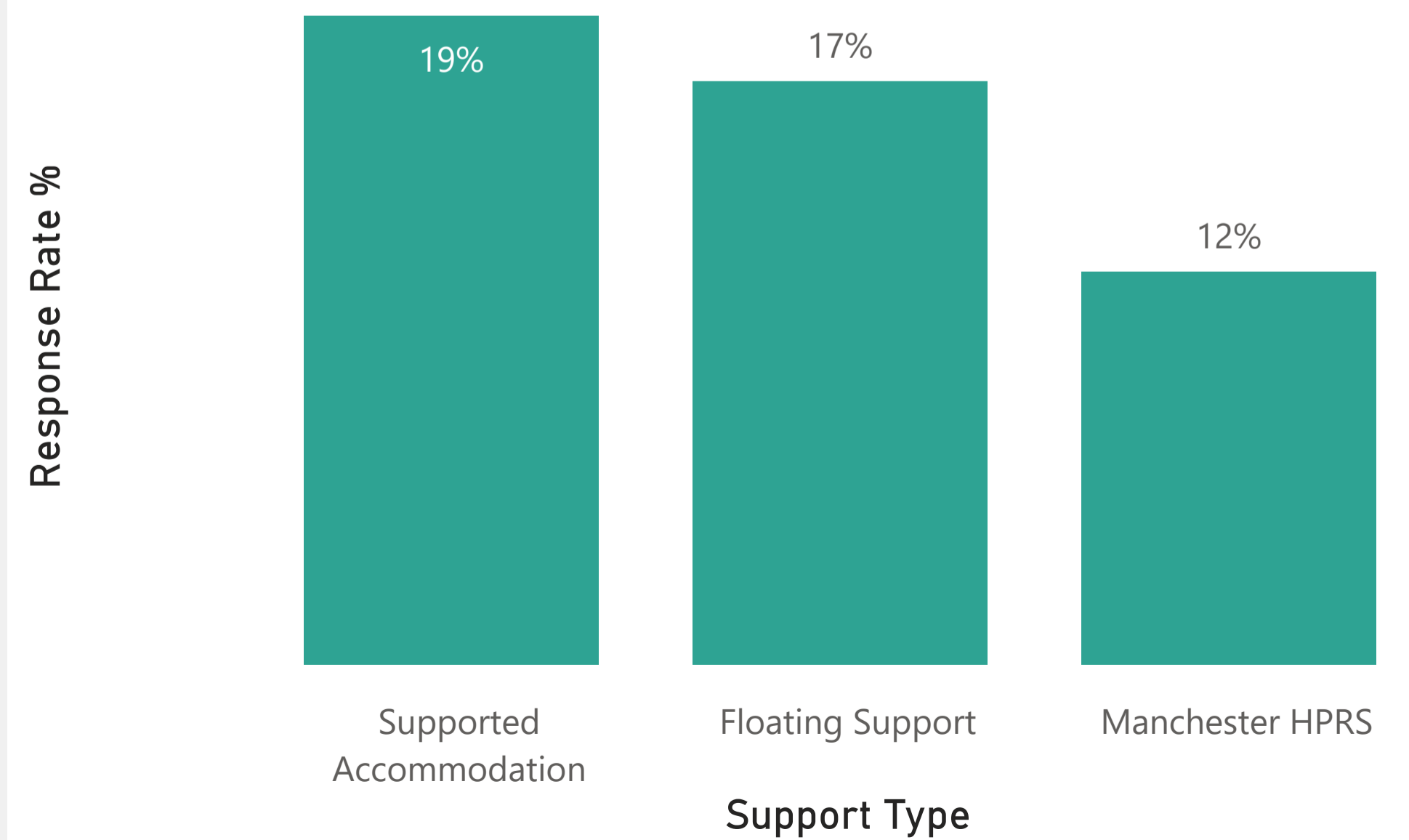
Response Rate by Gender



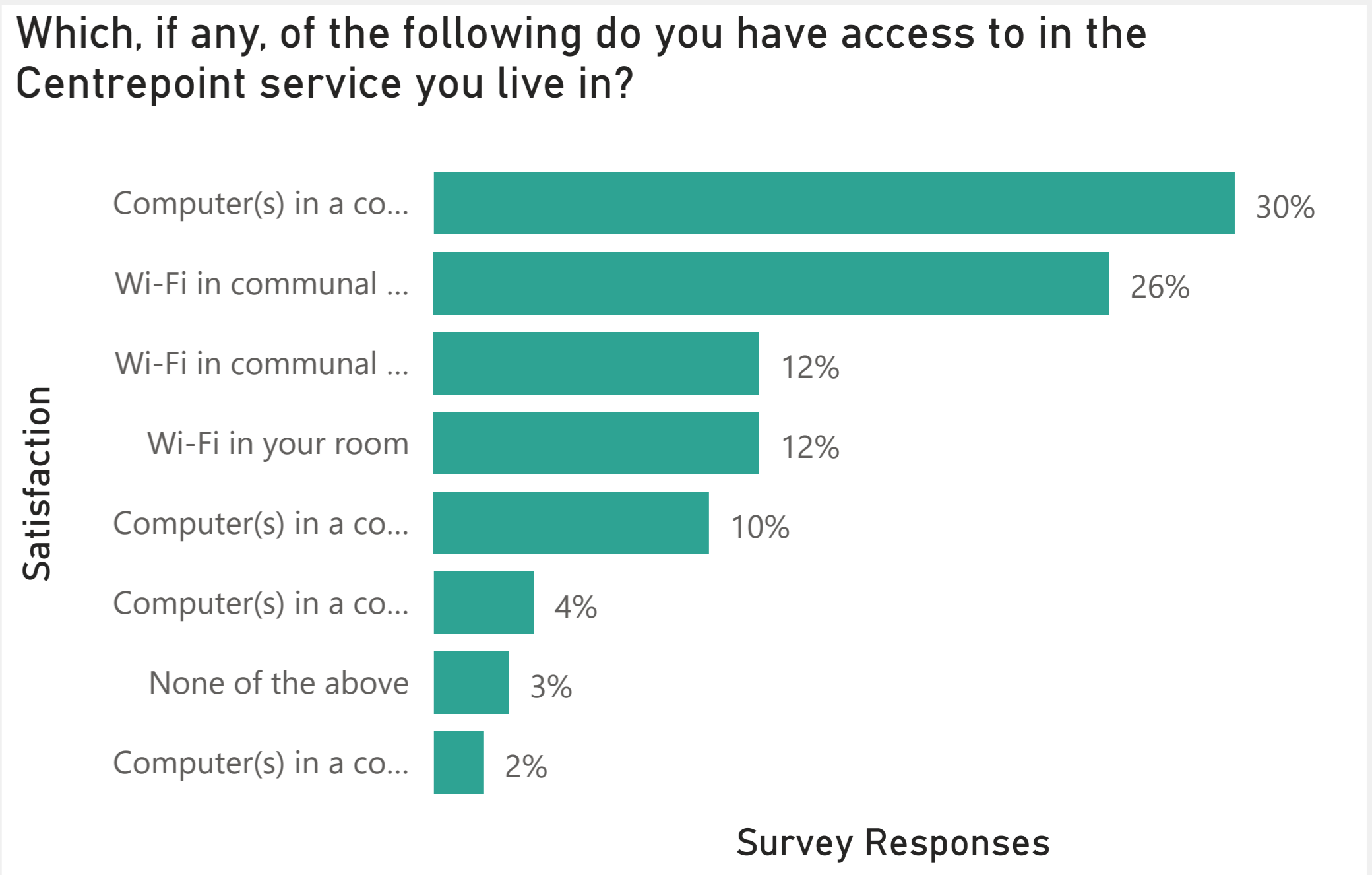
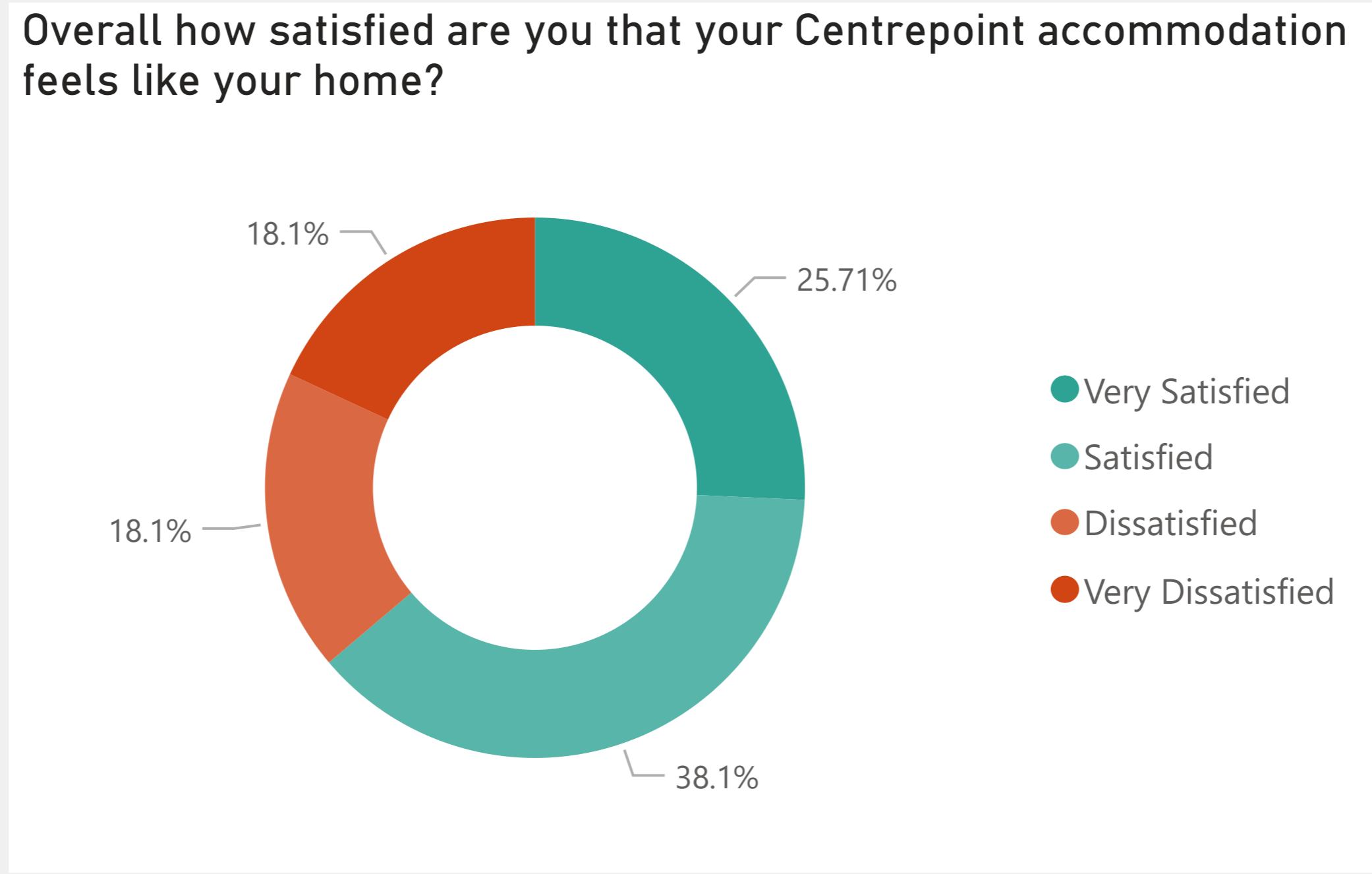
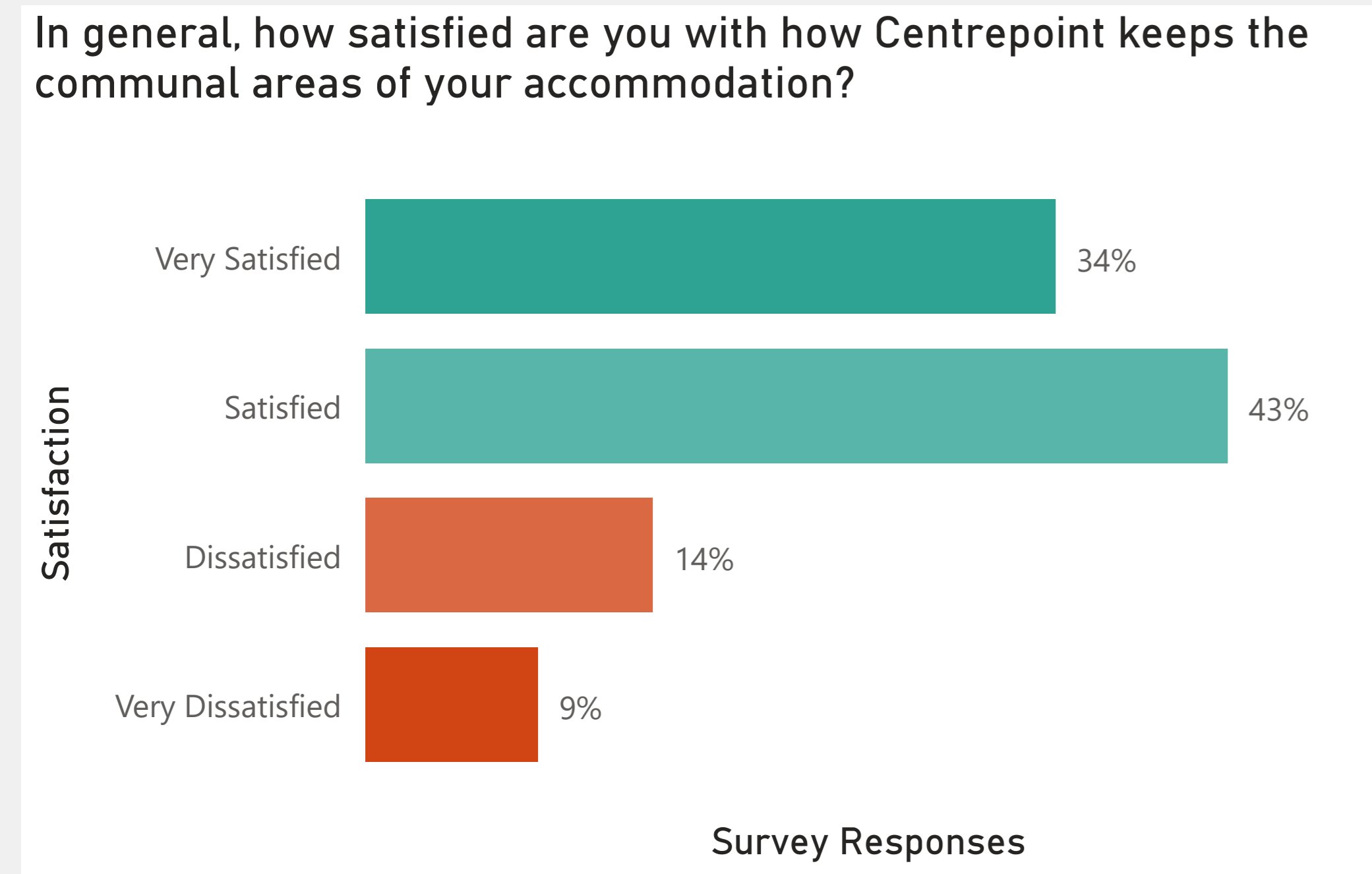
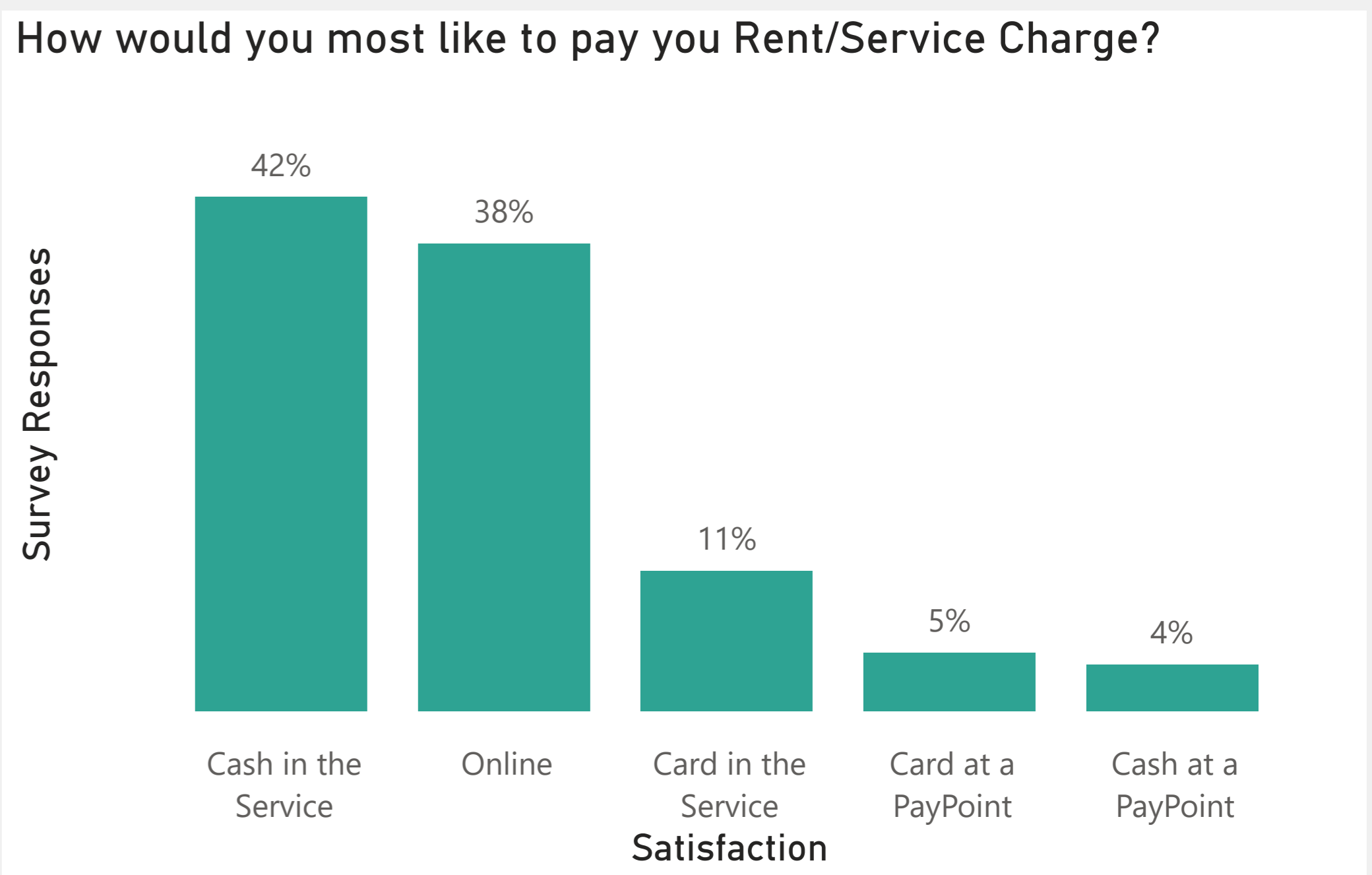
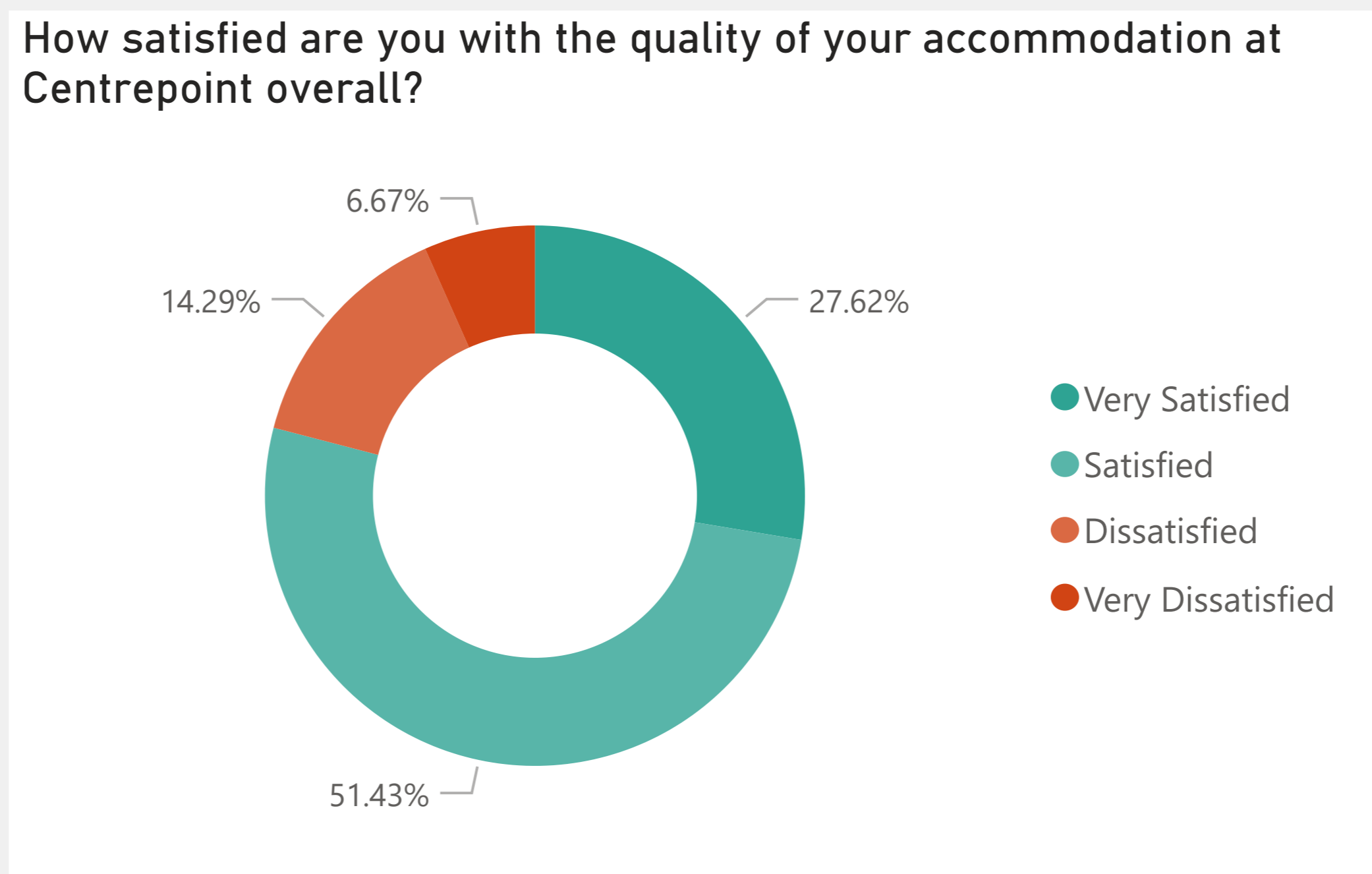
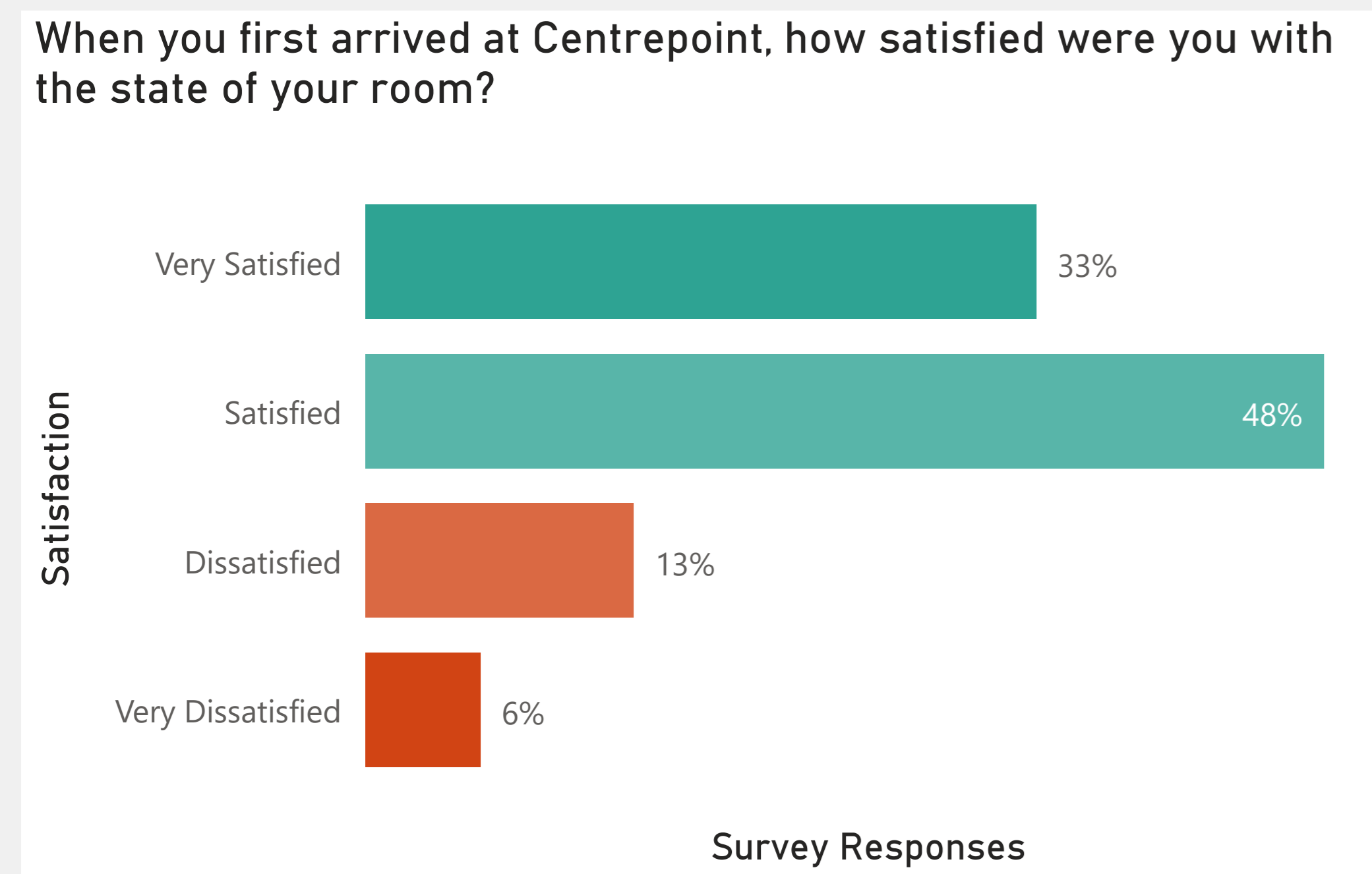
Response Rate by Service Operations Manager



Response Rate by Support Type

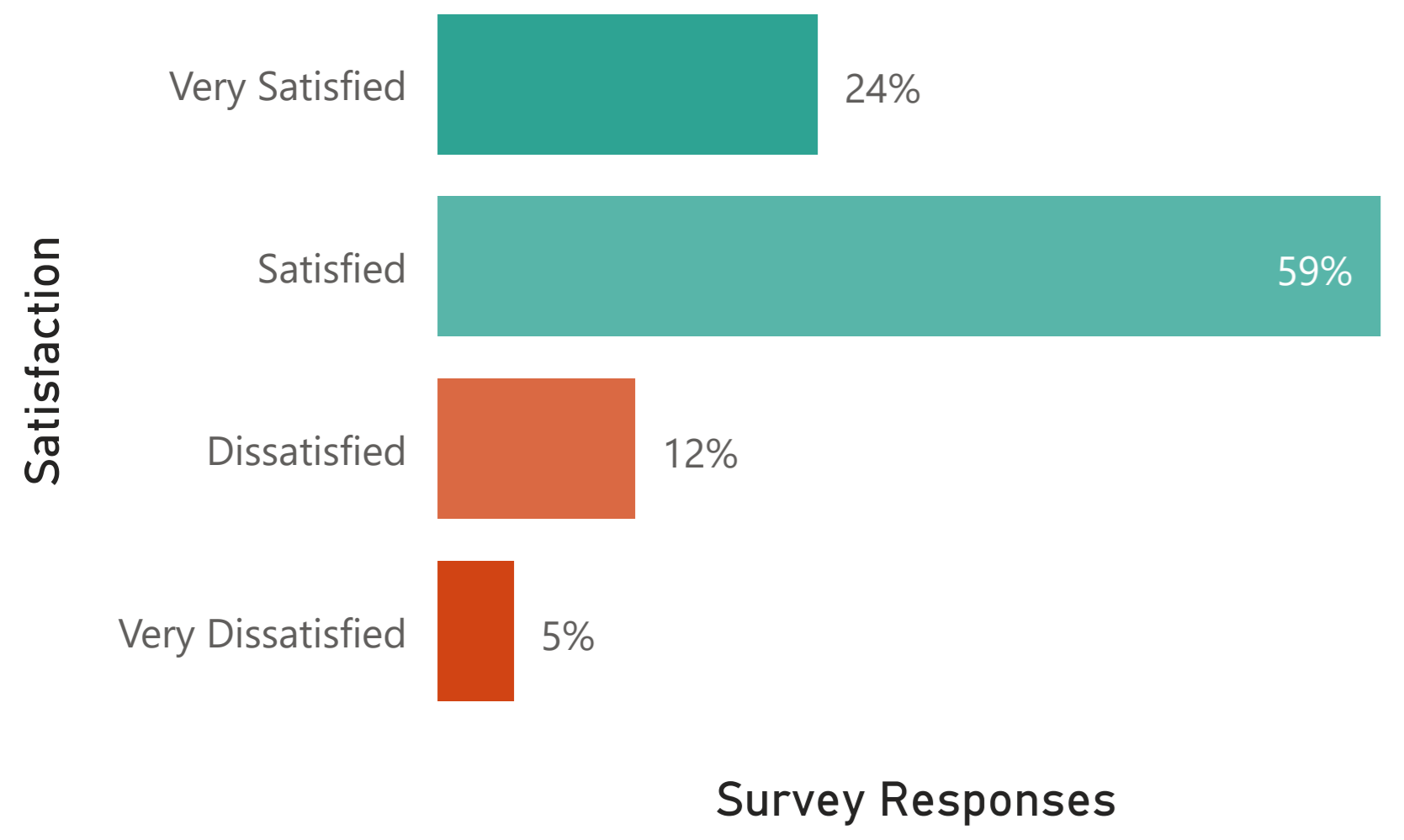


Young People Satisfaction Survey | Accommodation

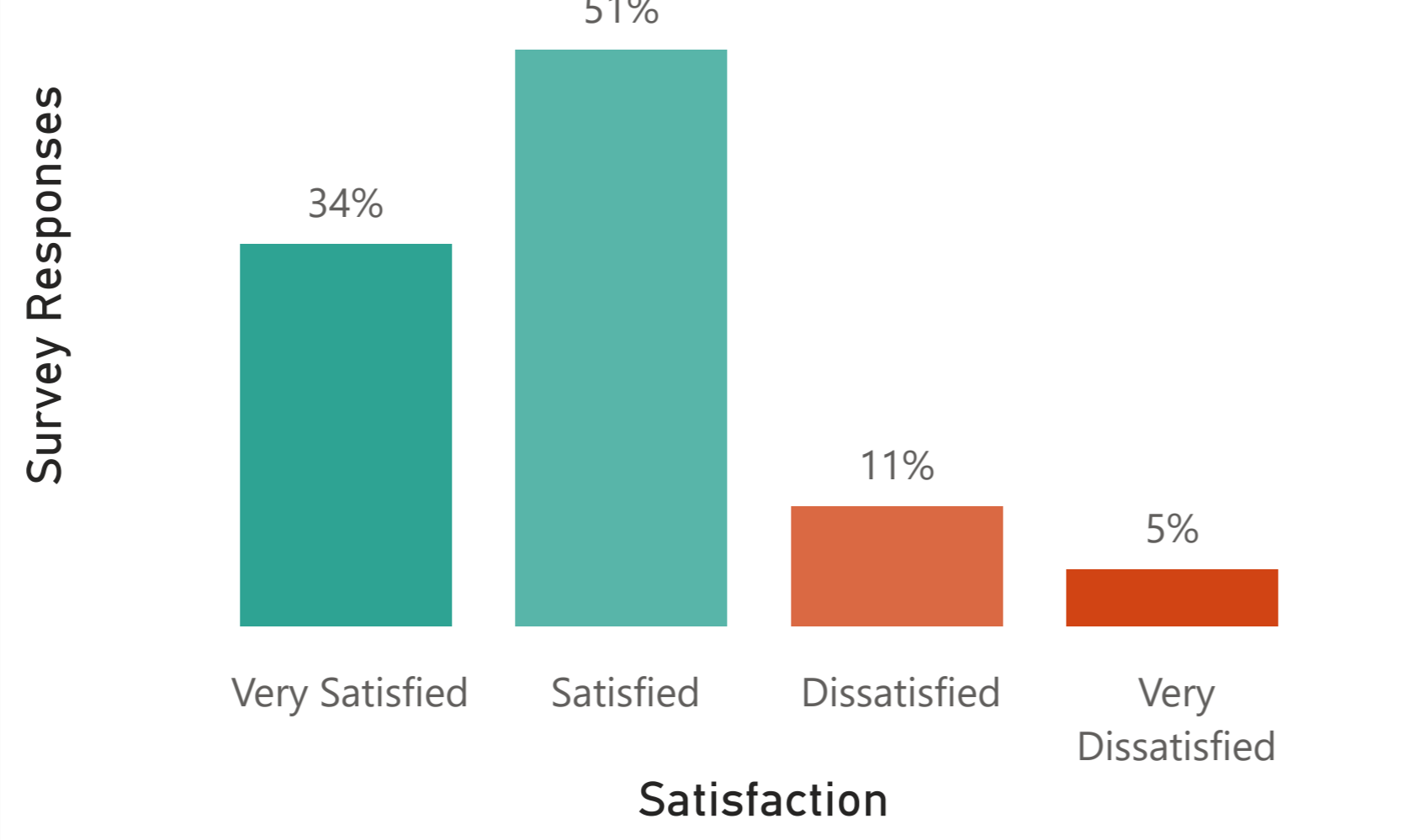


Young People Satisfaction Survey | Communication

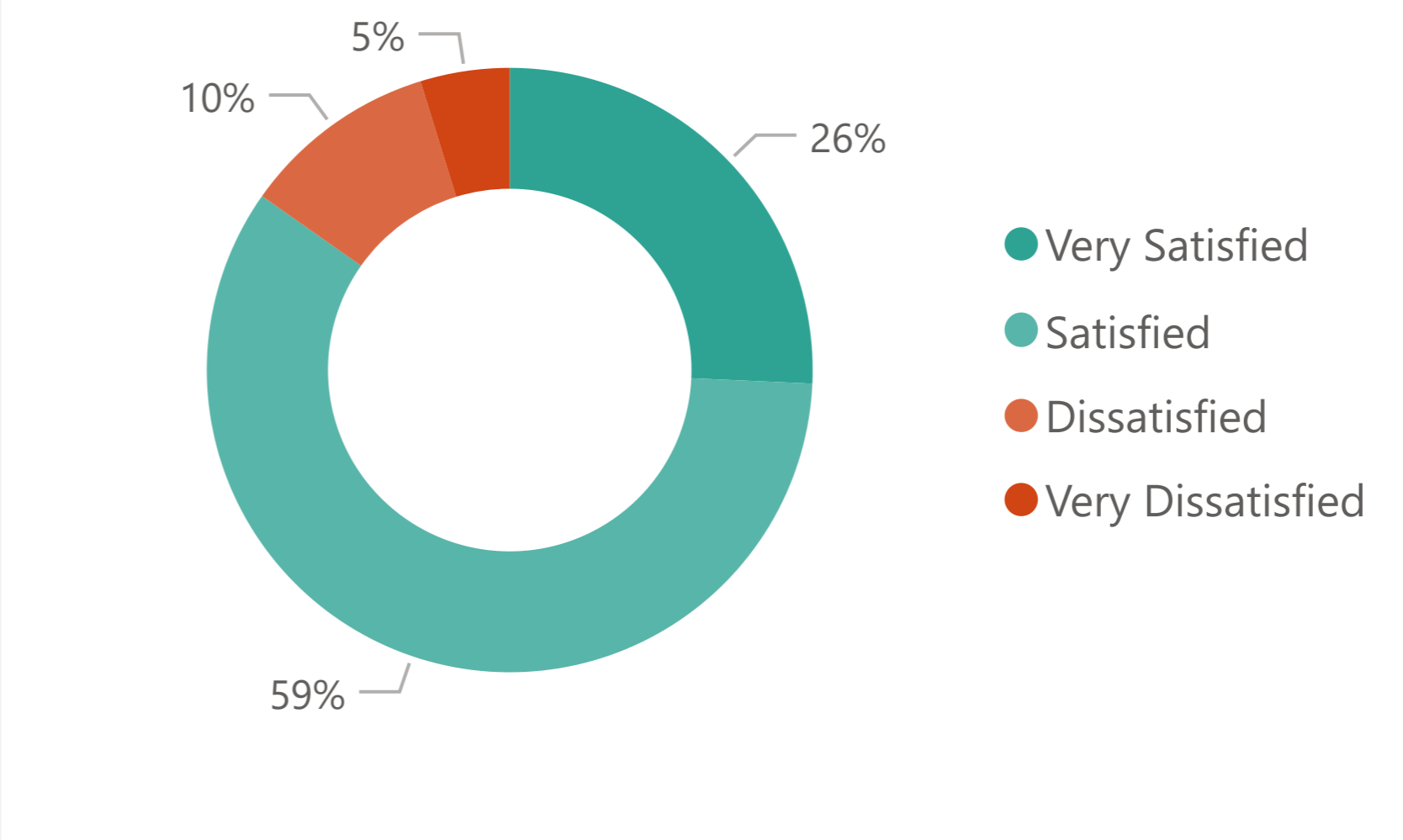
Sustaining your tenancy



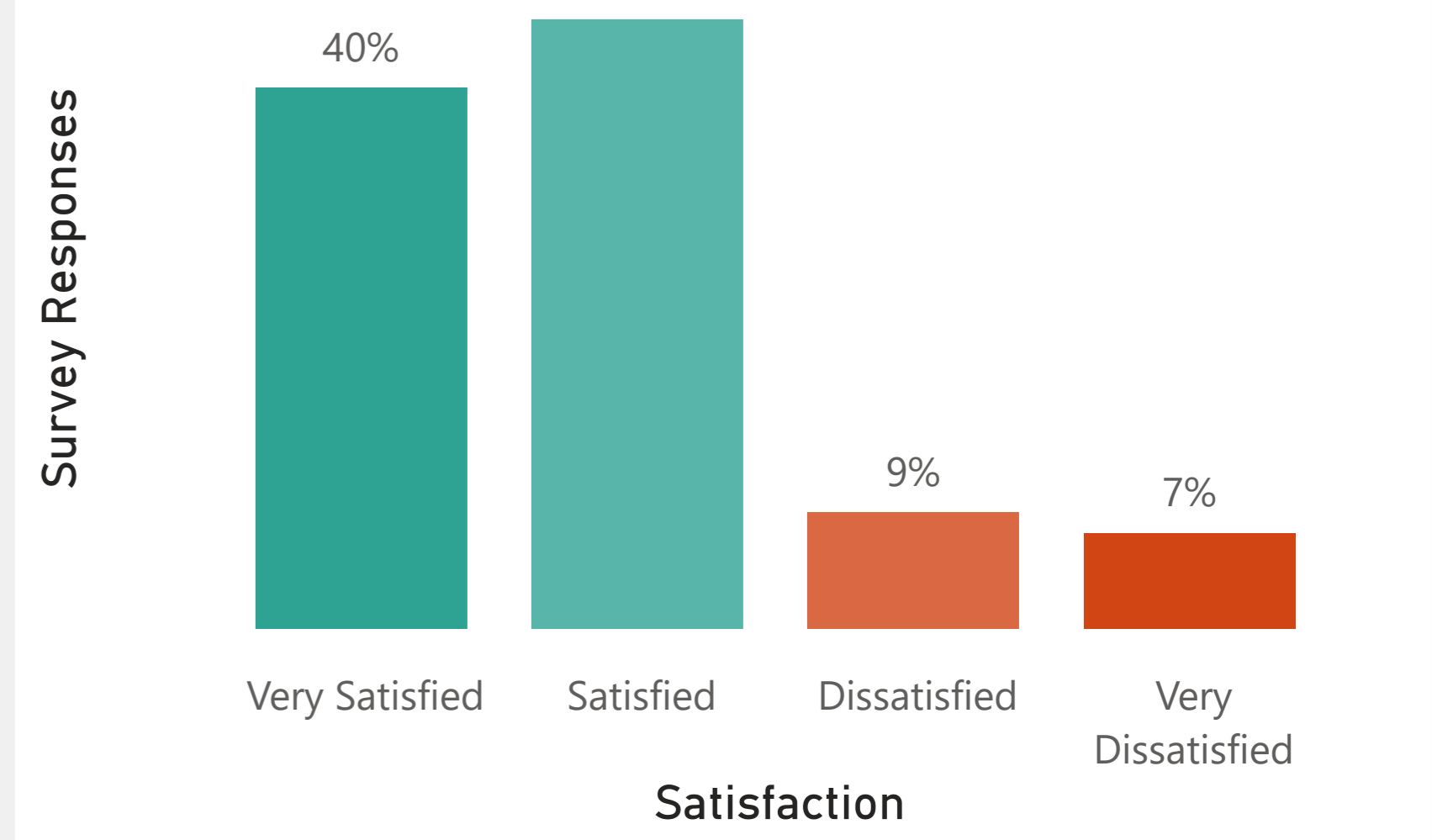
Paying rent



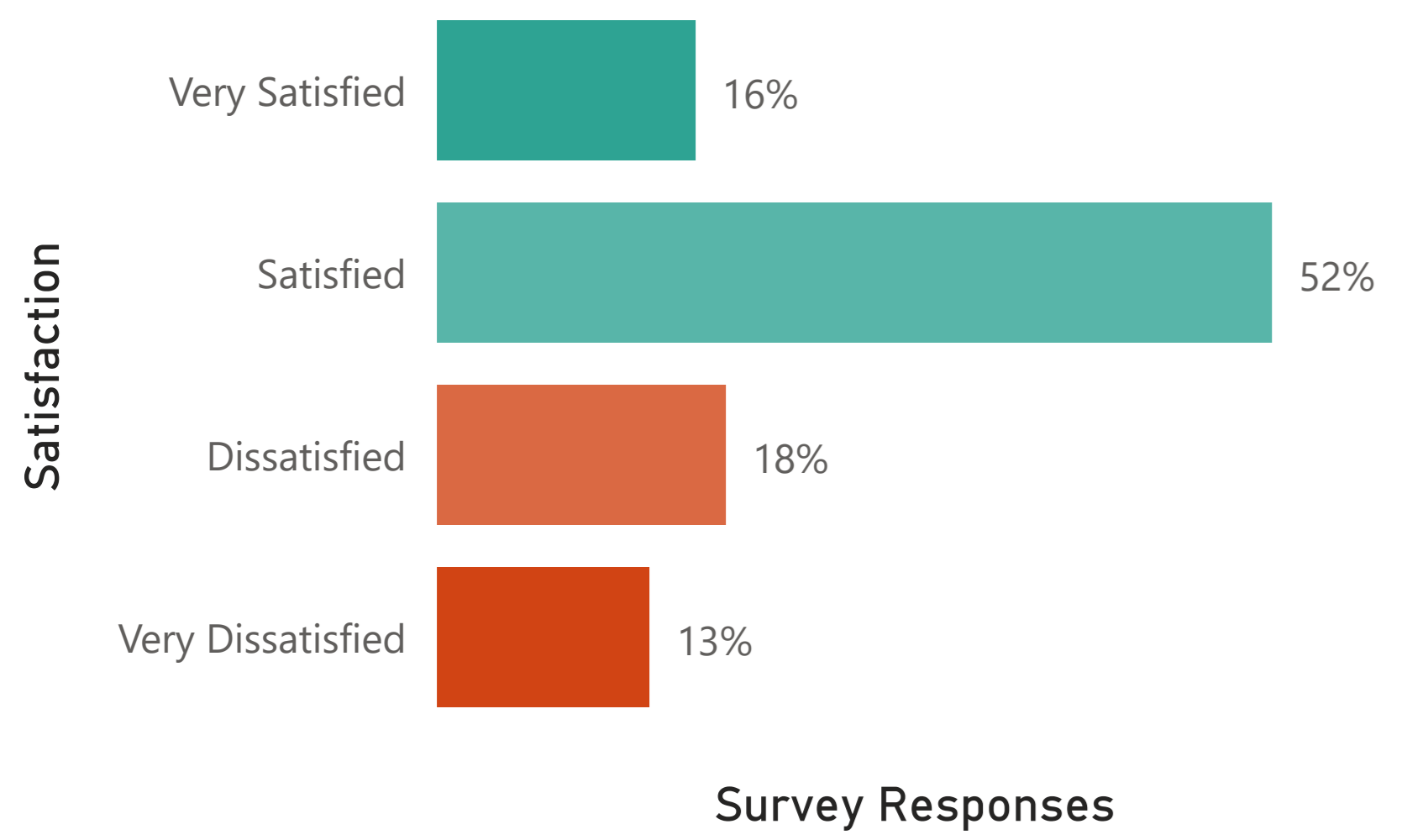
Managing arrears



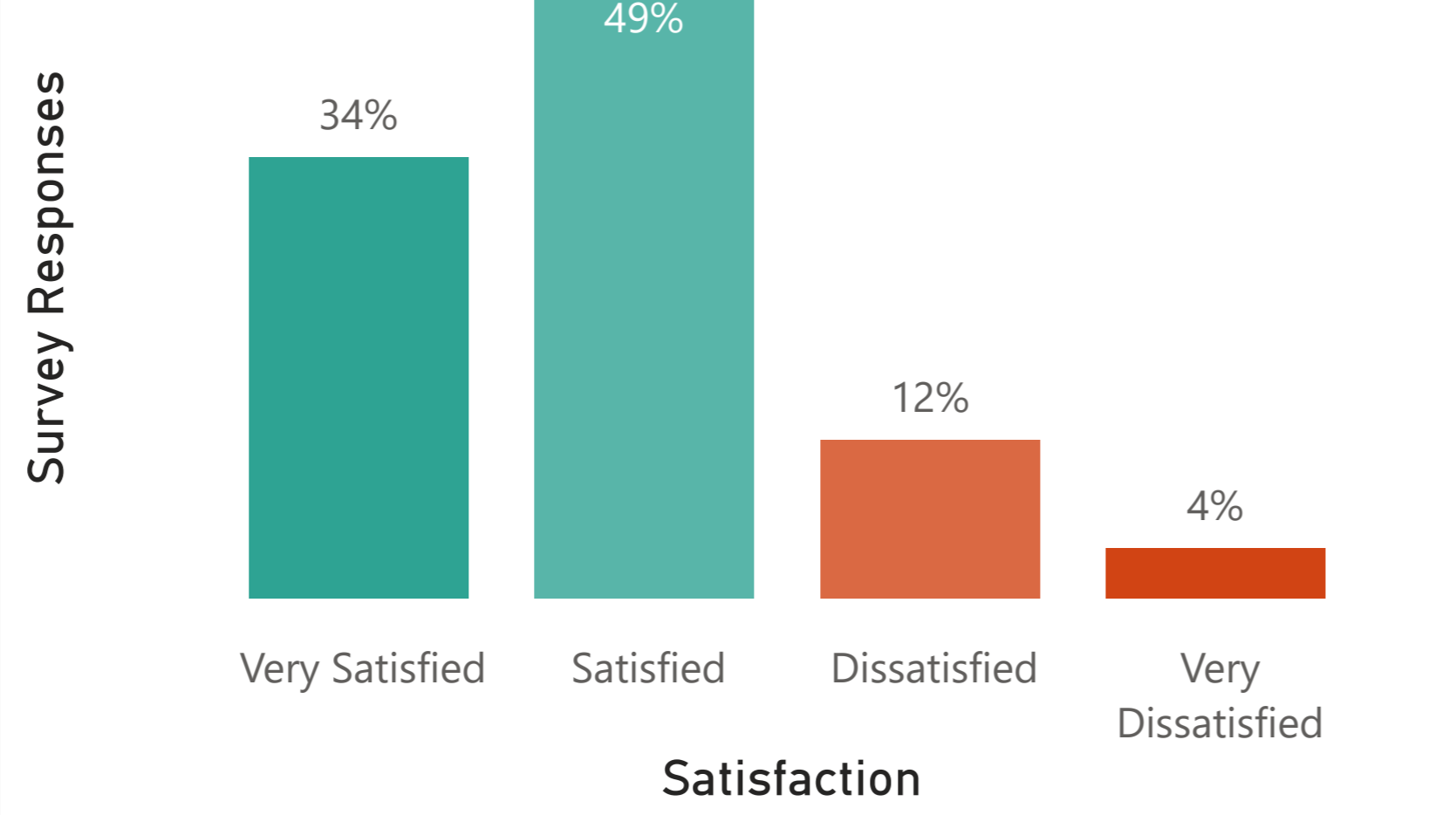
Overall



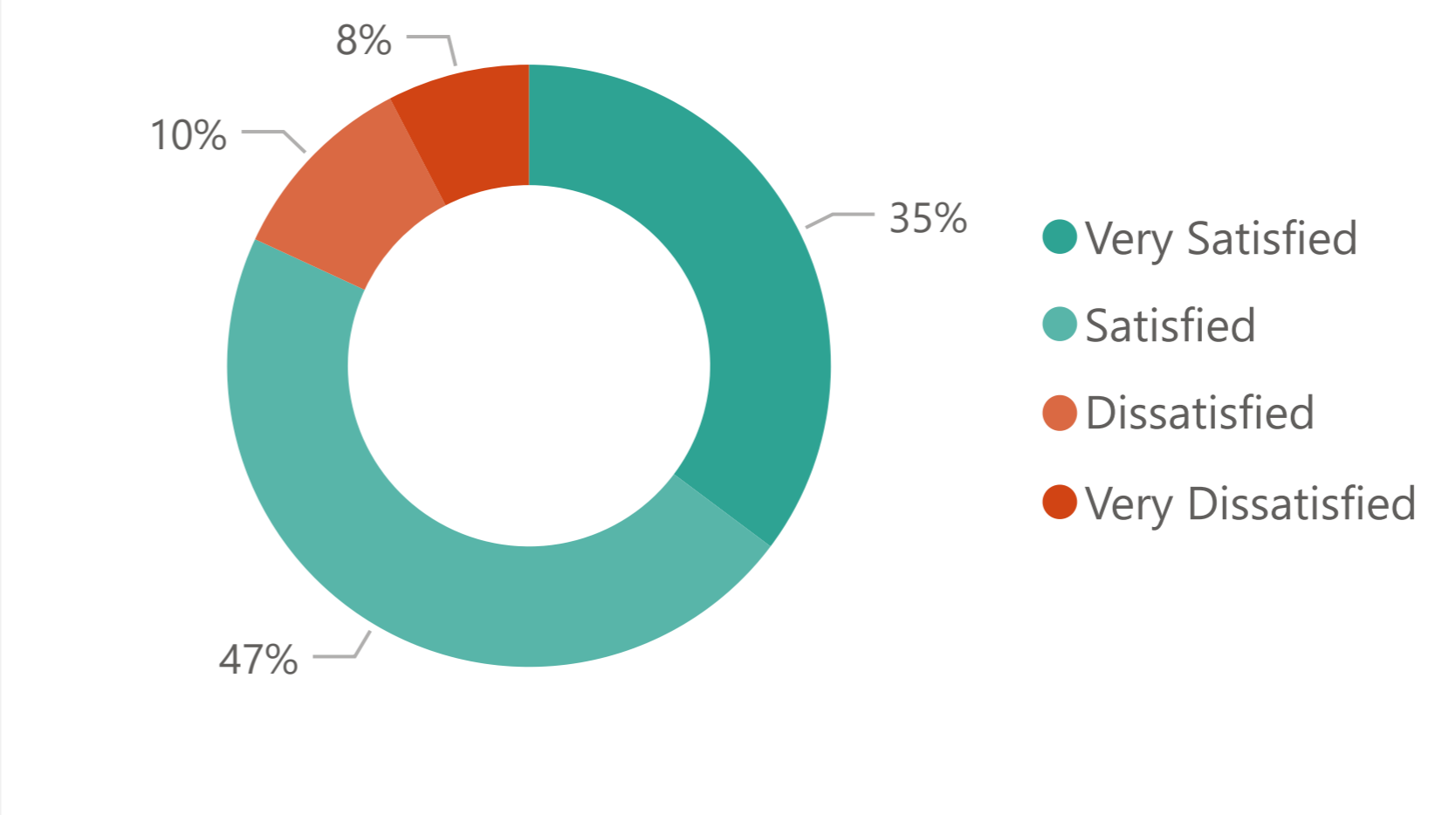
Moving back to family and friends



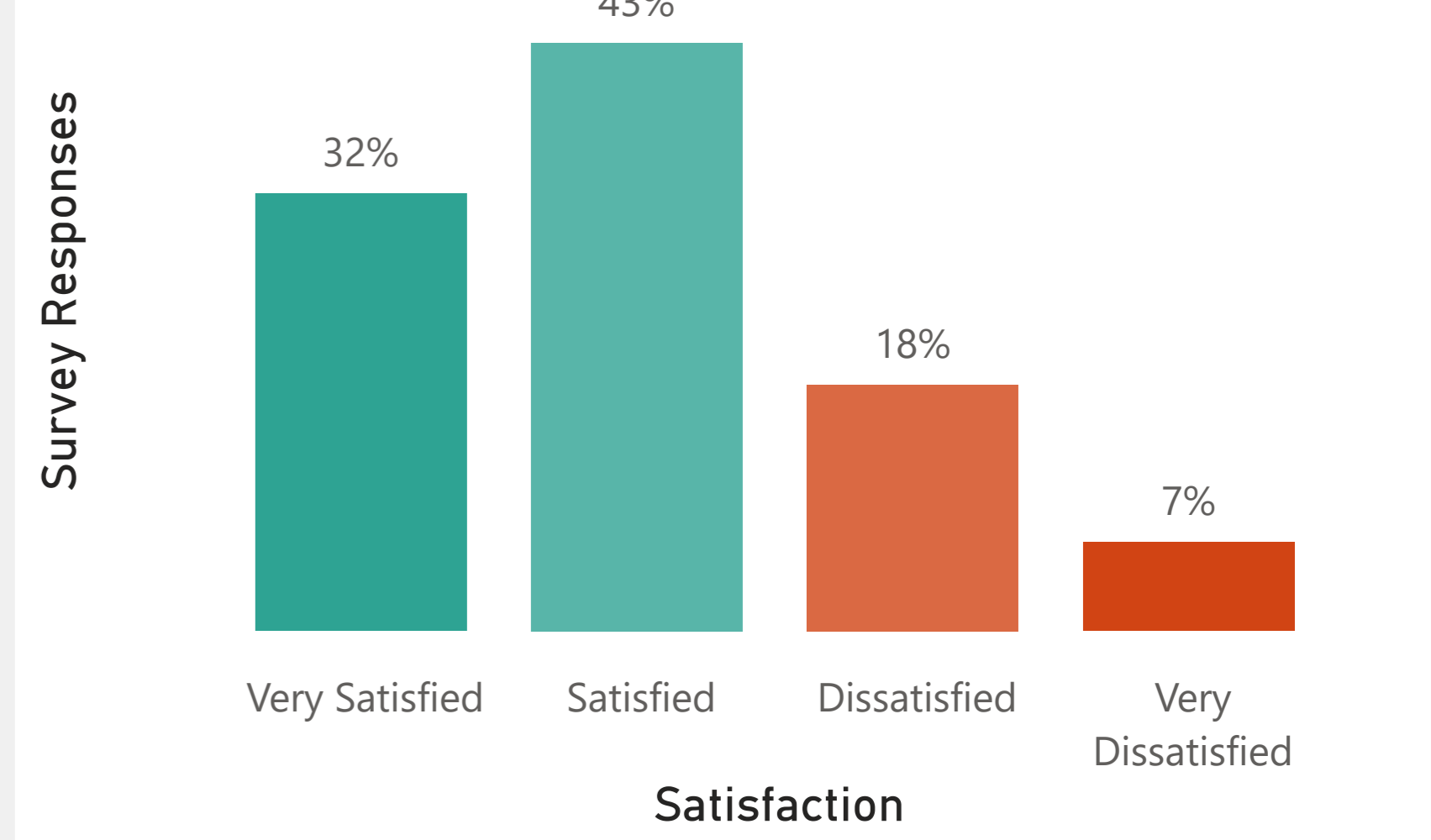
How satisfied are you with the information you have been given about your rights as a resident?



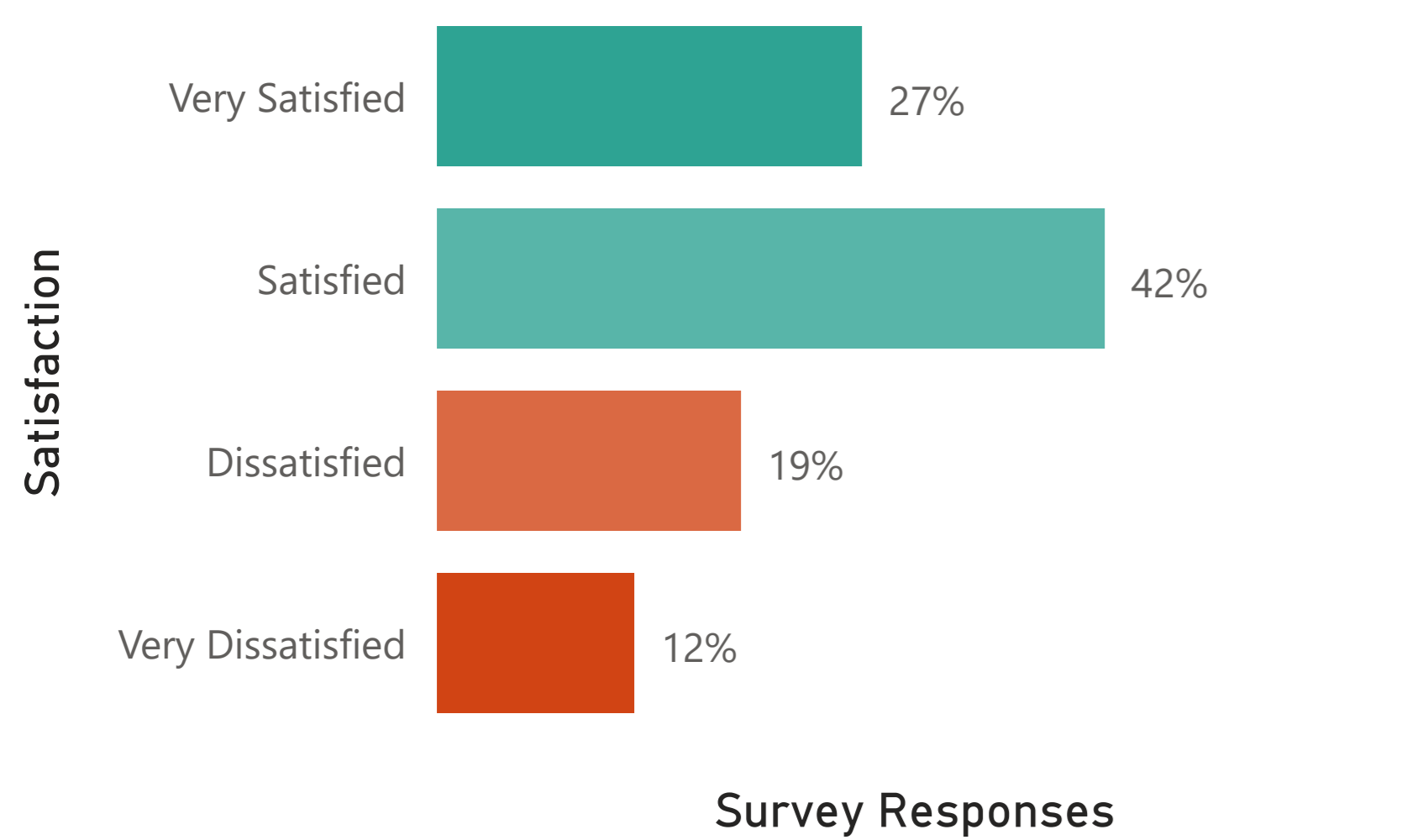
Overall, how satisfied are you with the access to the internet and technology available where you live?



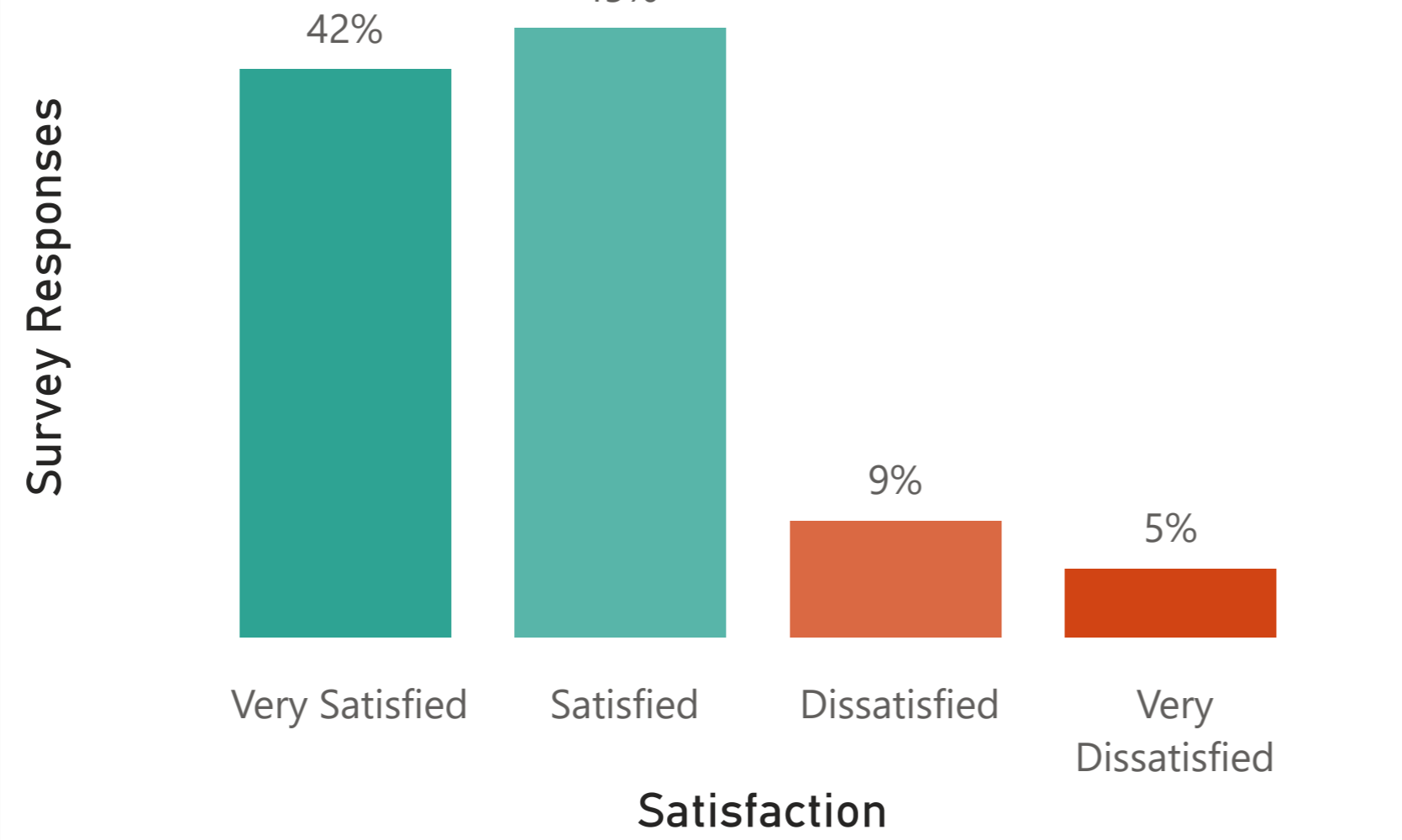
Accessing work



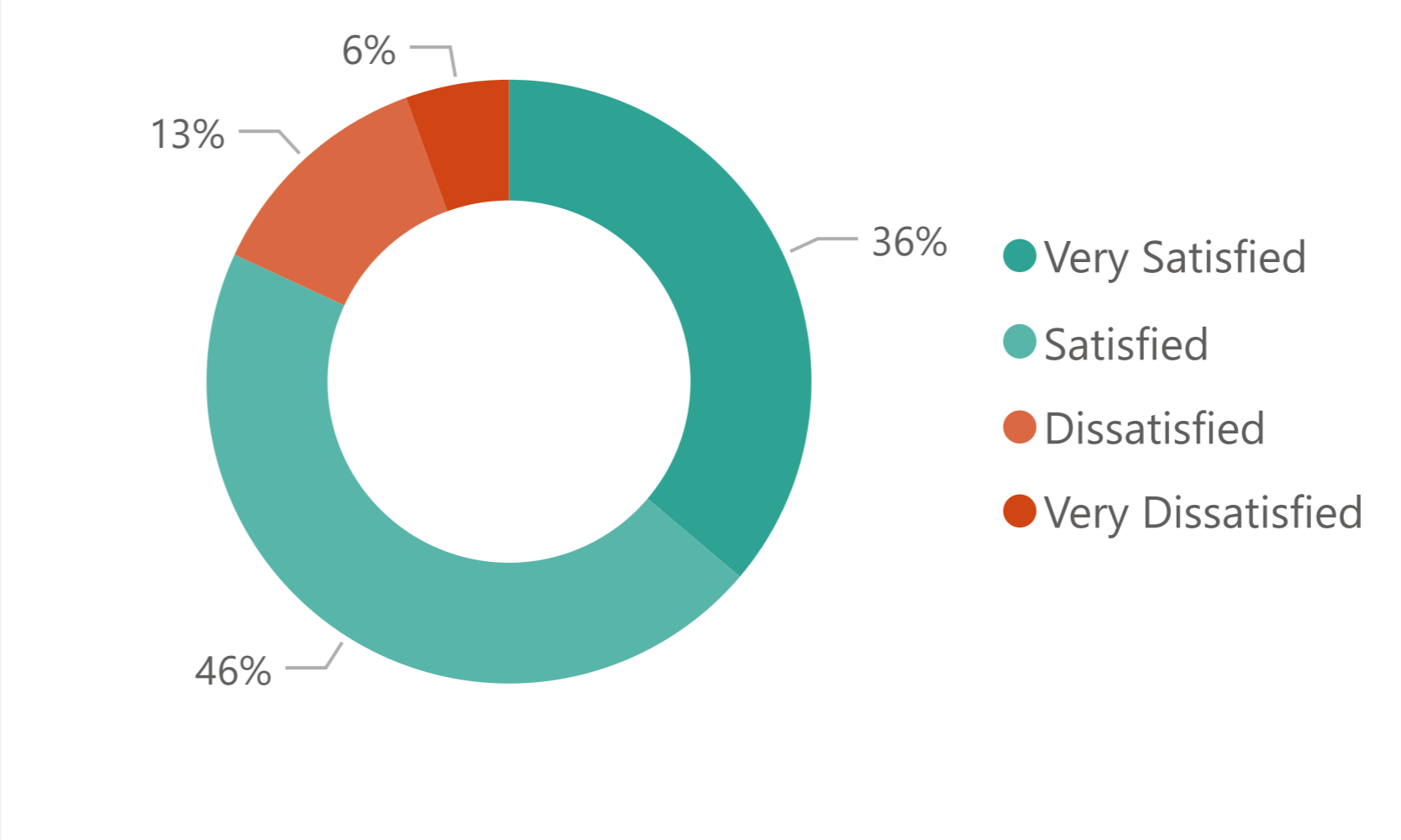
Finding or securing move on accommodation



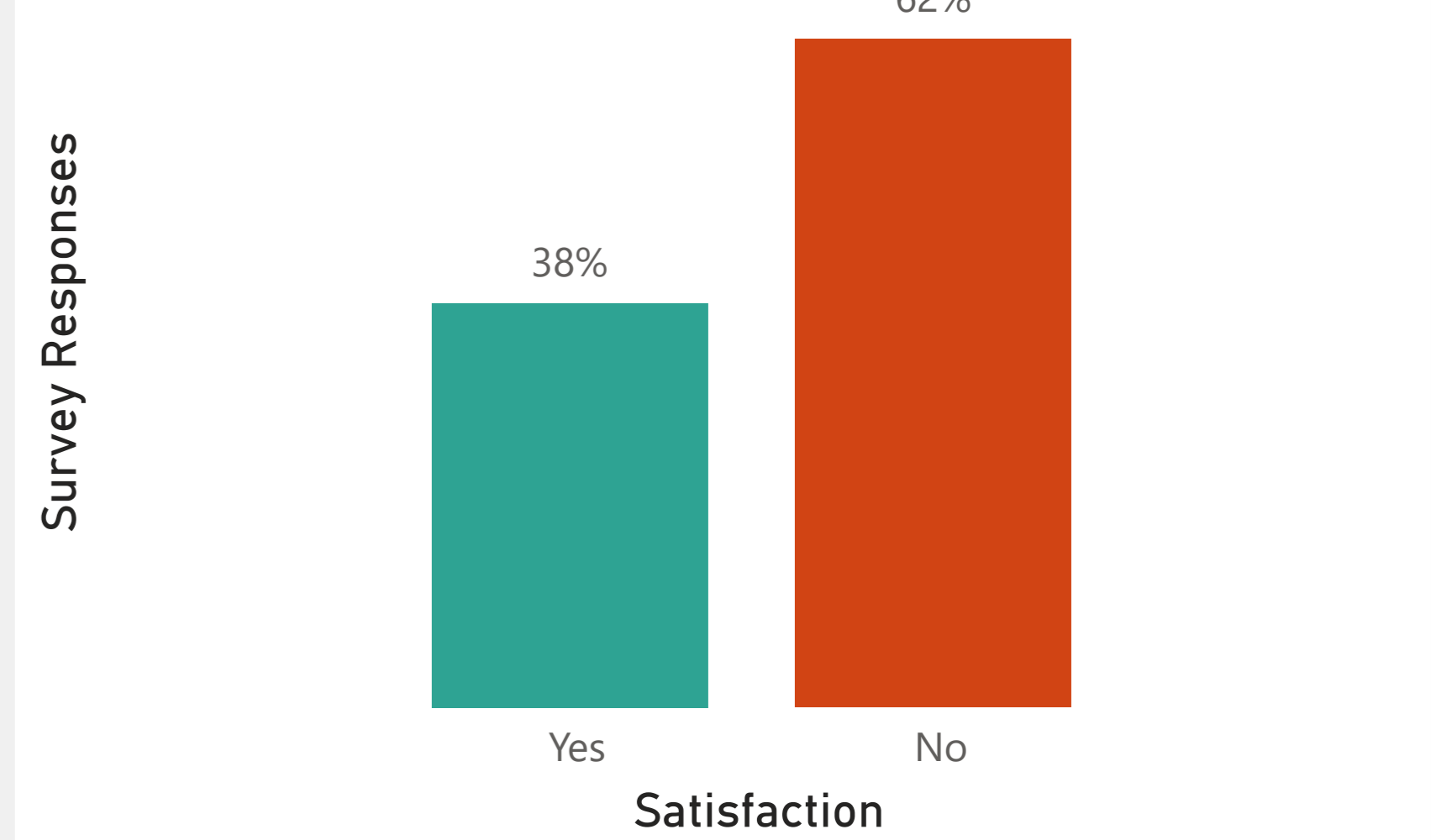
Applying for and managing benefits



Accessing training or education

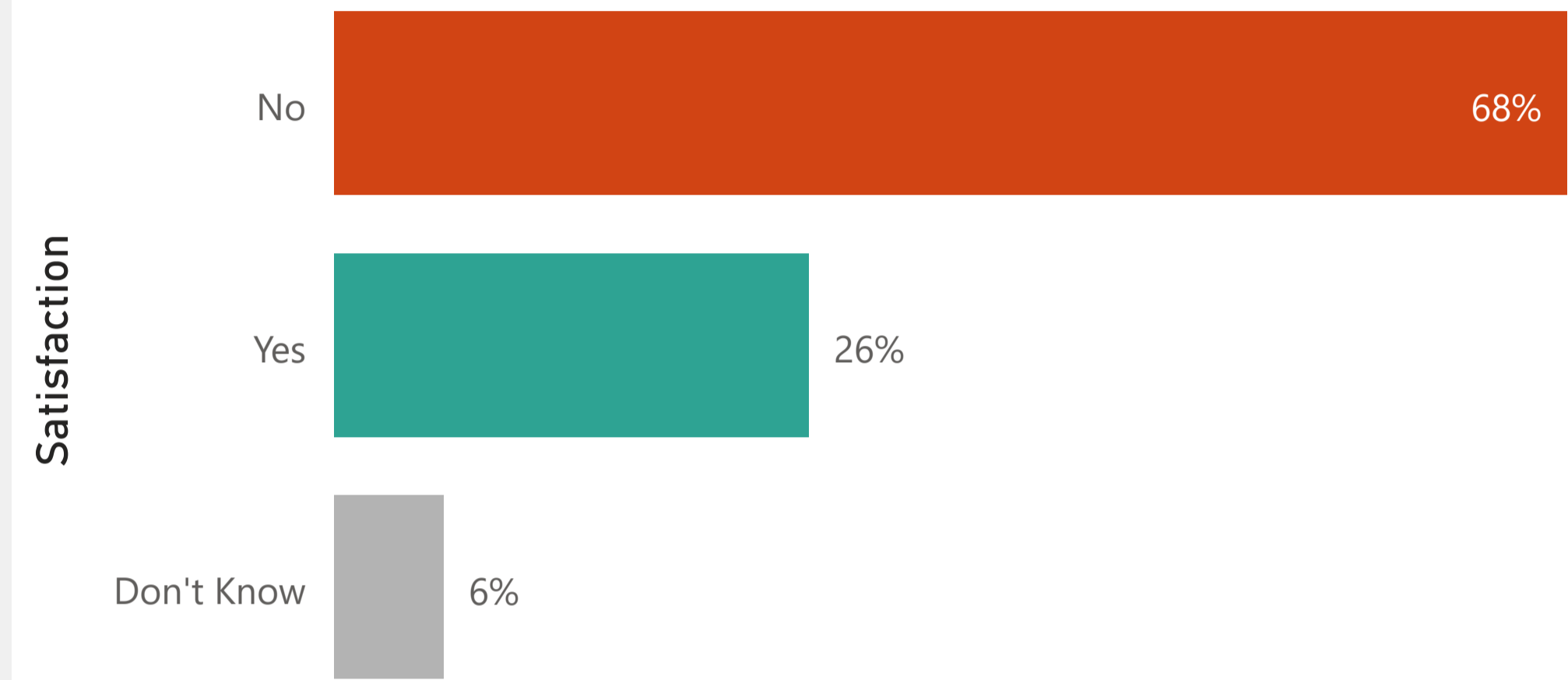


Are you aware of the Centrepoint Influencers?



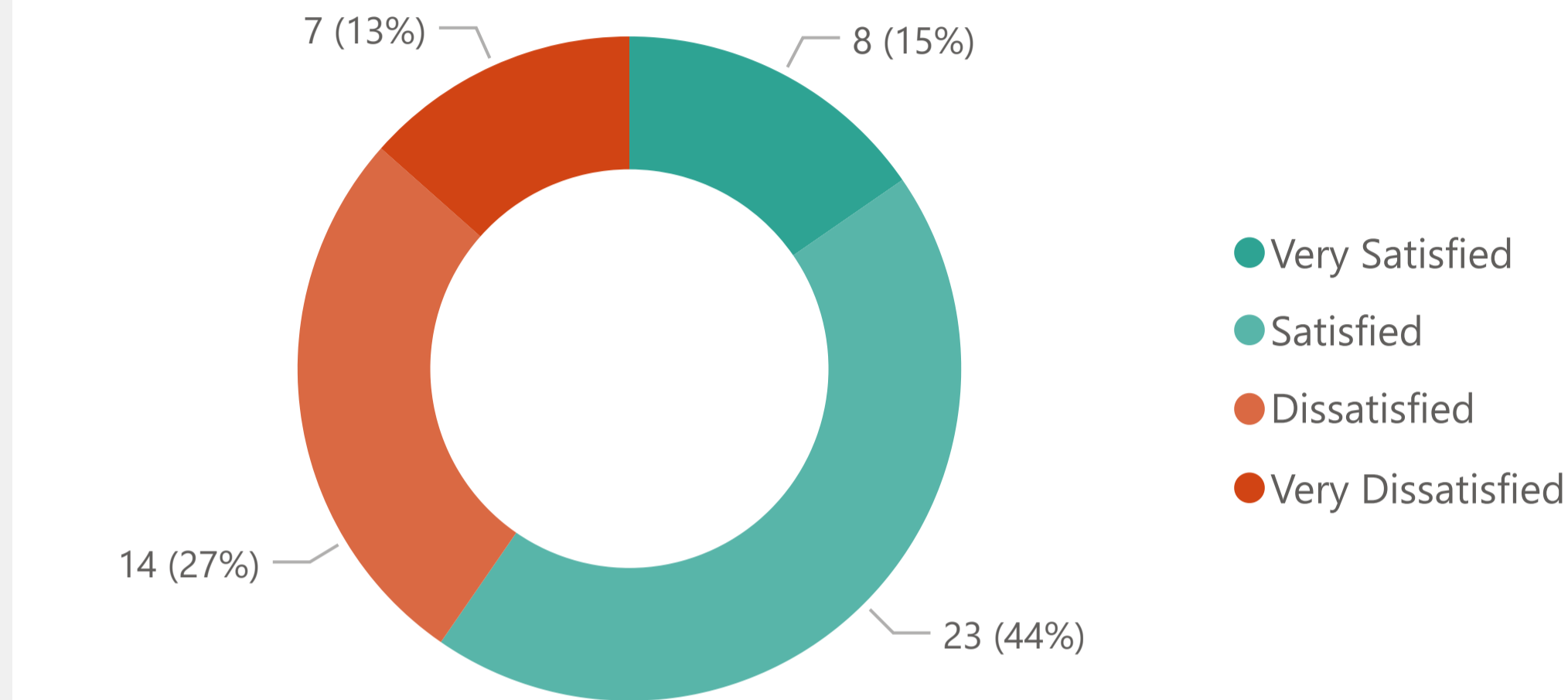
Young People Satisfaction Survey | Complaints

In the last 12 months have you made a complaint to Centrepoint?

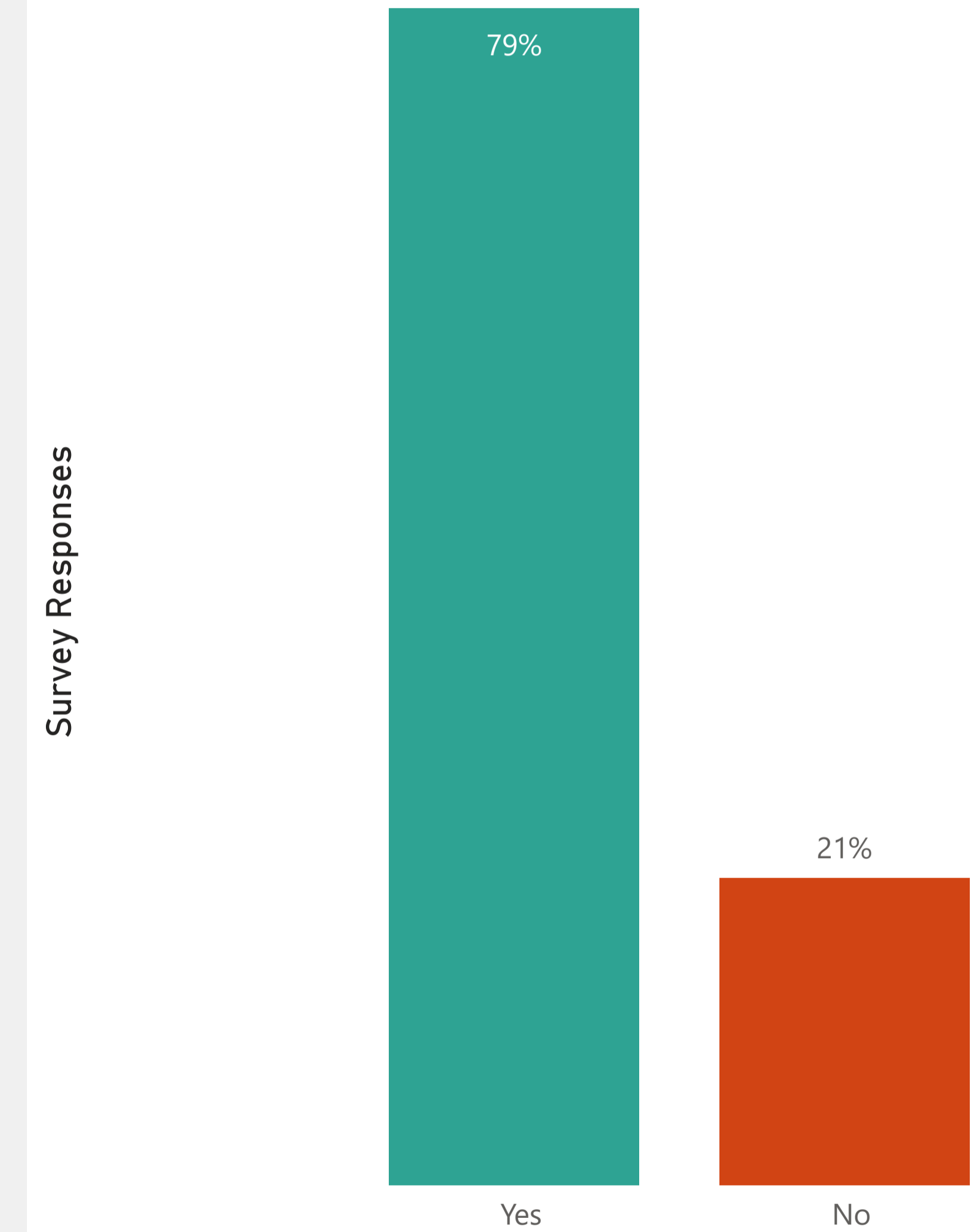


Survey Responses

How satisfied were you with how your complaint was handled?

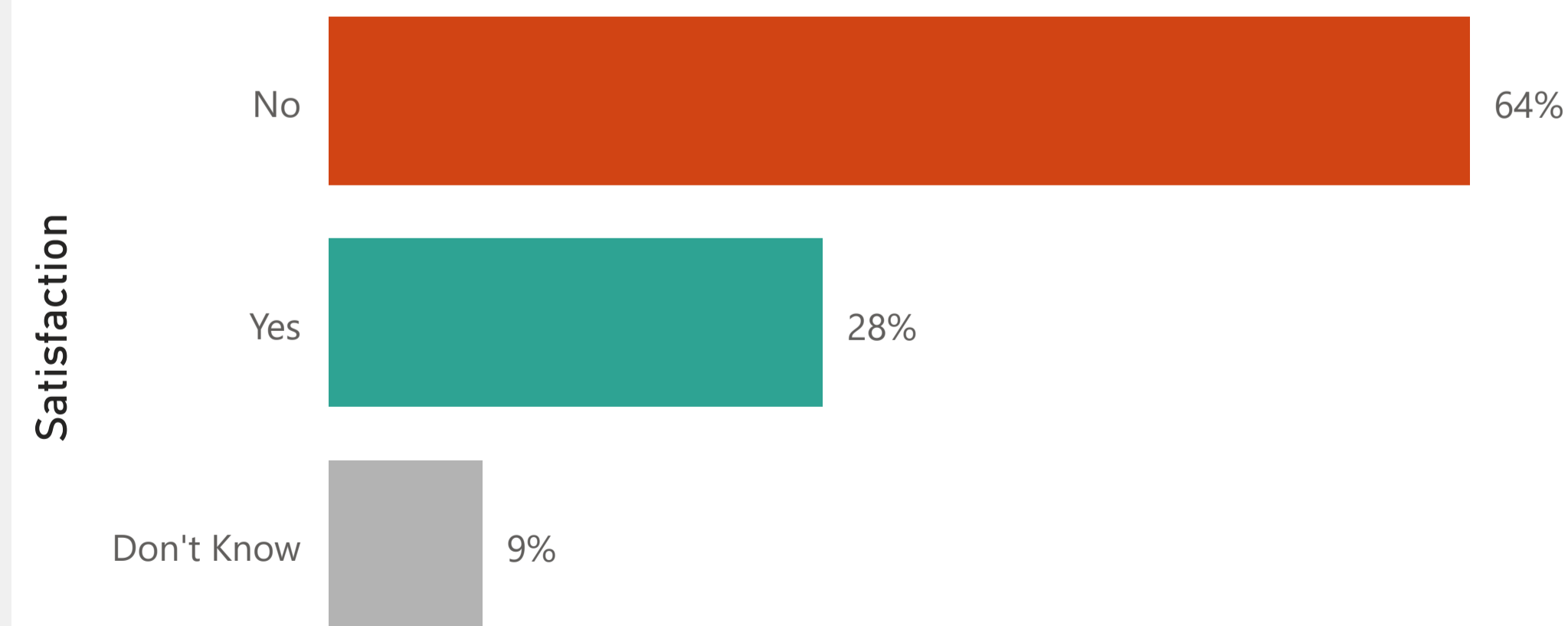


Did you report it?



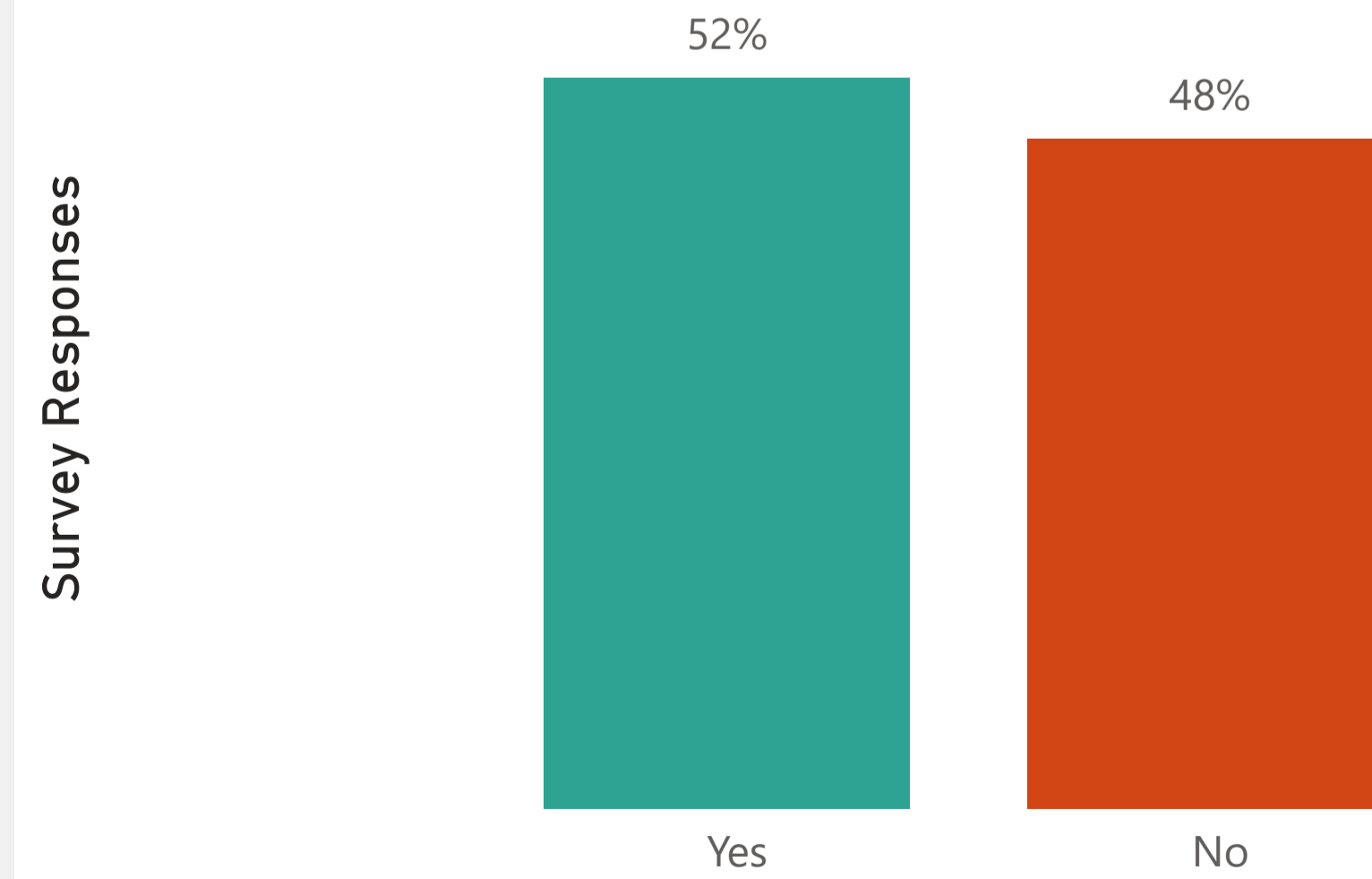
Survey Responses

Have you experienced any anti-social behaviour while at home in a Centrepoint service in the last 12 months?



Survey Responses

Were you happy with the way your anti-social behaviour report was dealt with?

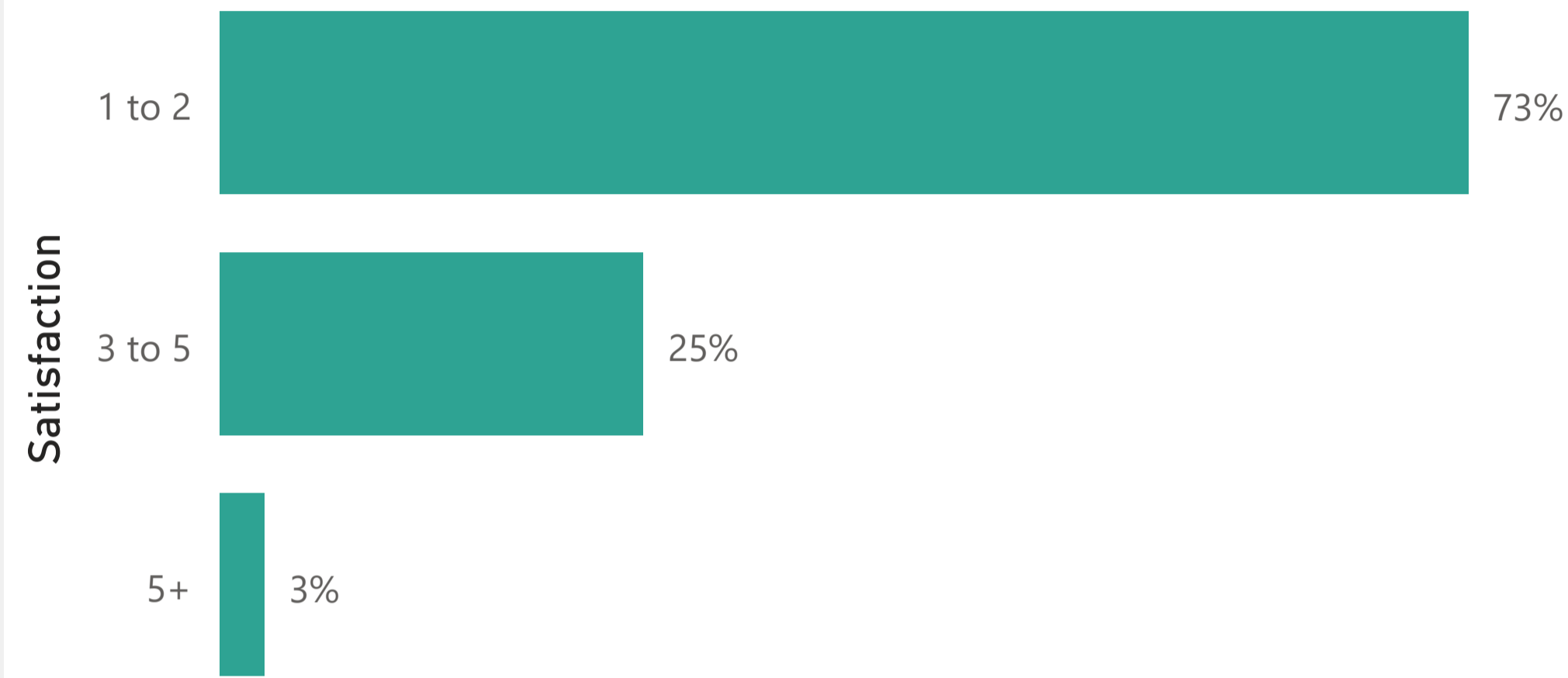


Survey Responses

Satisfaction

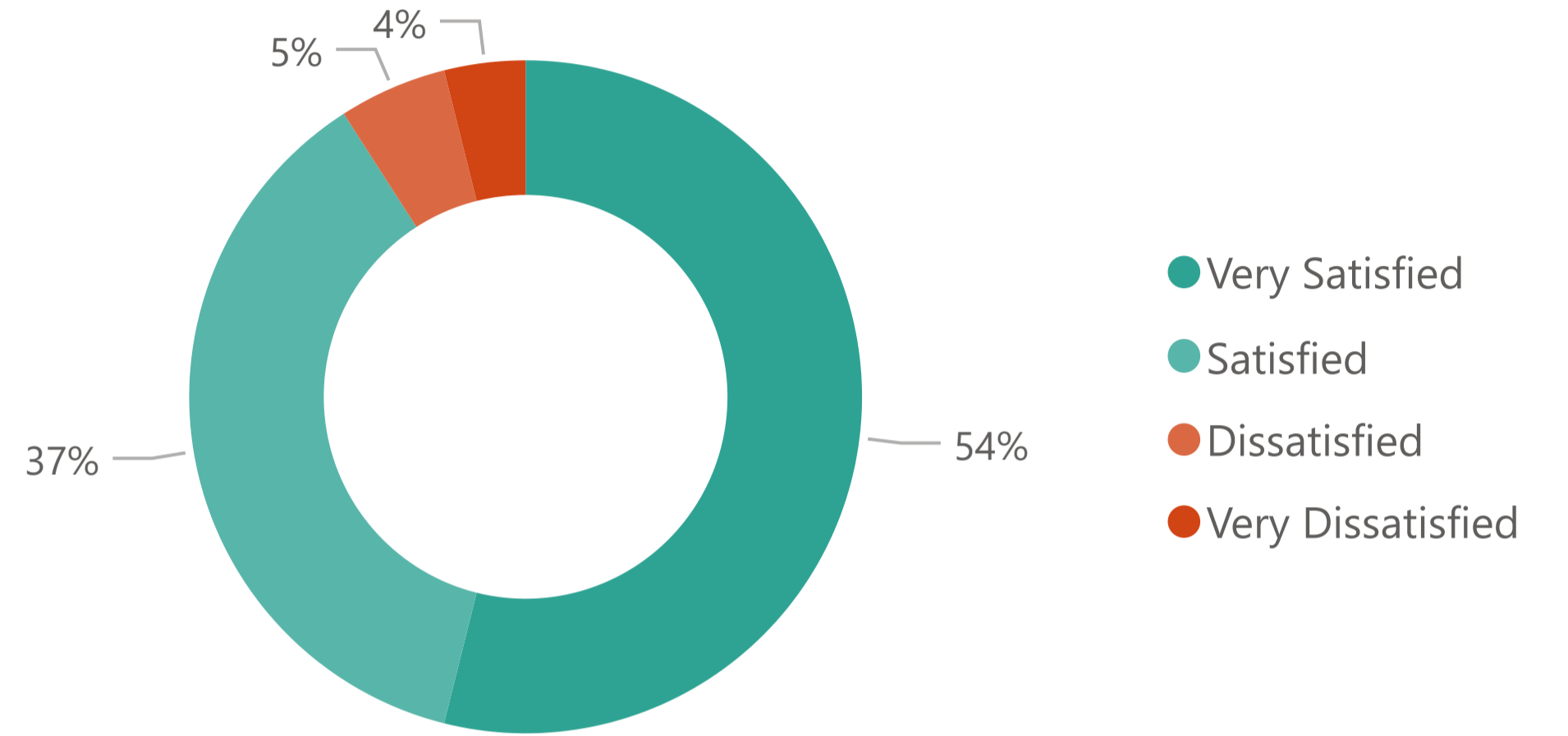
Young People Satisfaction Survey | Key Workers

How many key workers have you had at Centrepoint?

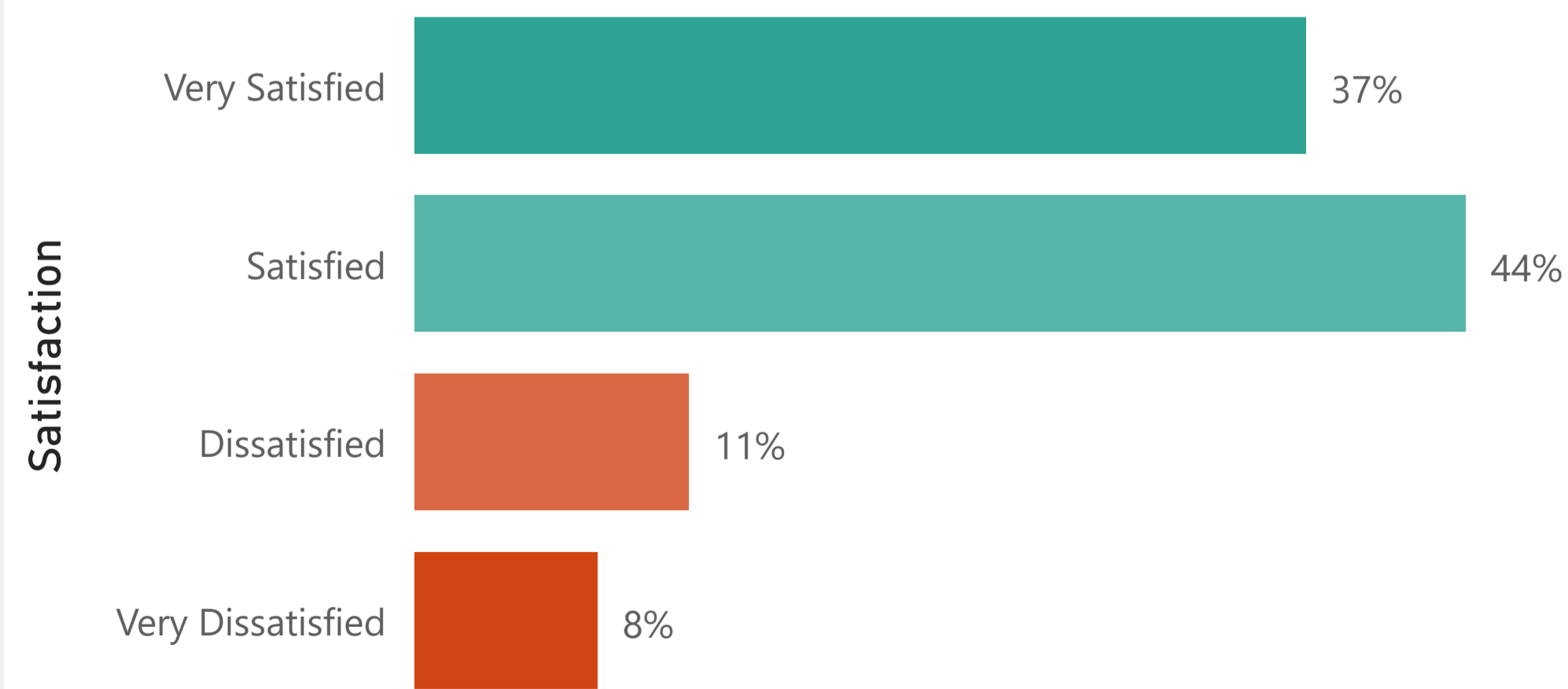


Survey Responses

Thinking about your current key worker, how satisfied are you with the support they give you?

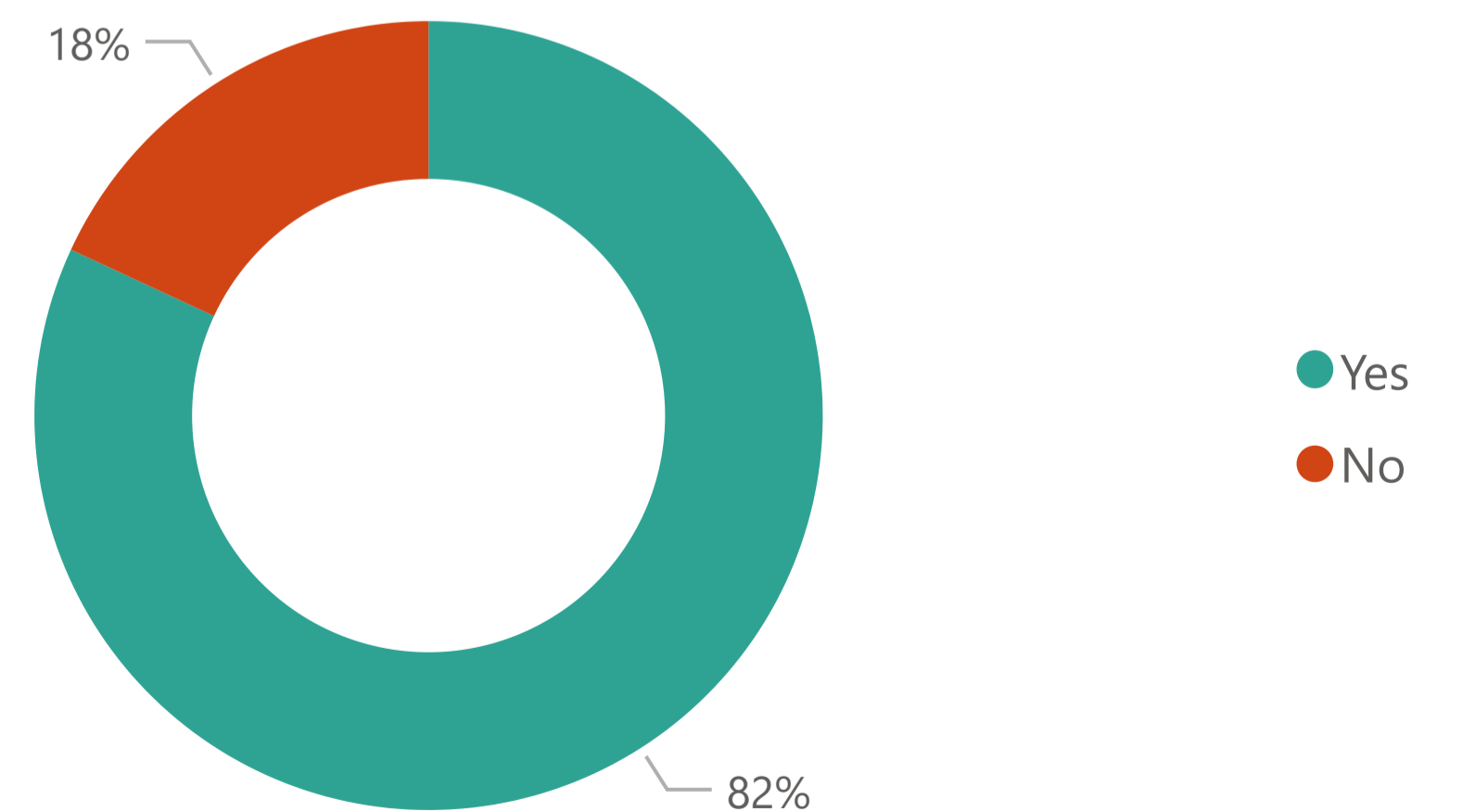


How strongly do you agree or disagree that Centrepoint staff are helping you to make positive changes in your life?

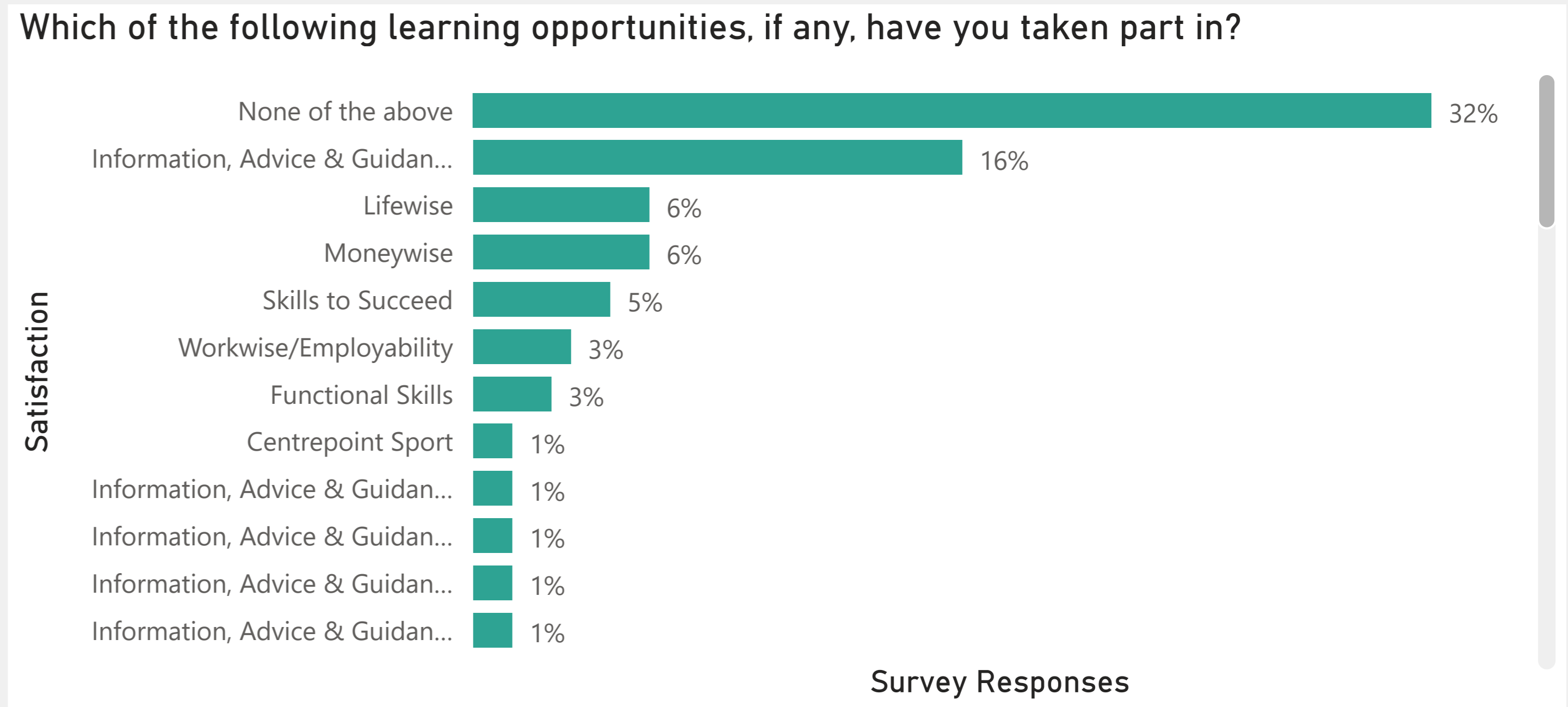
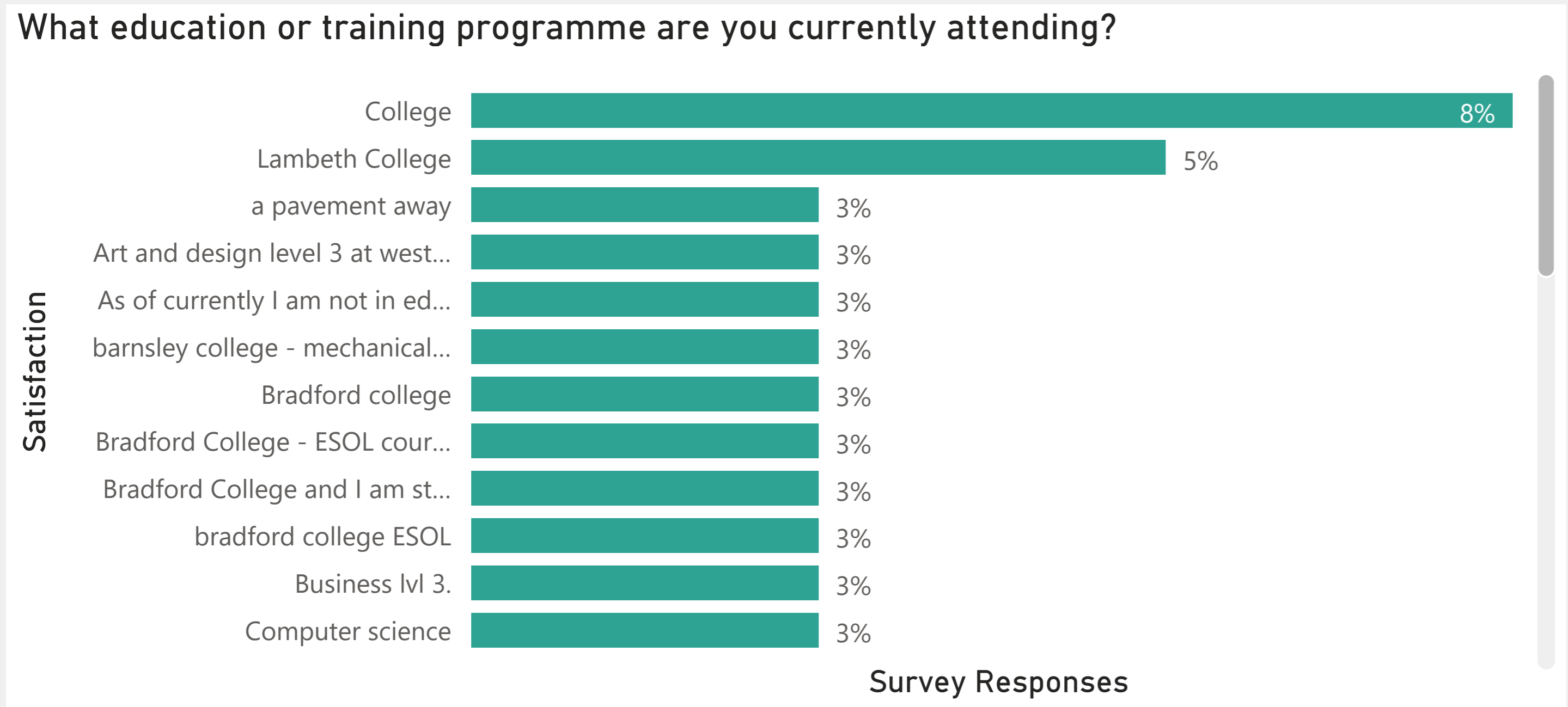
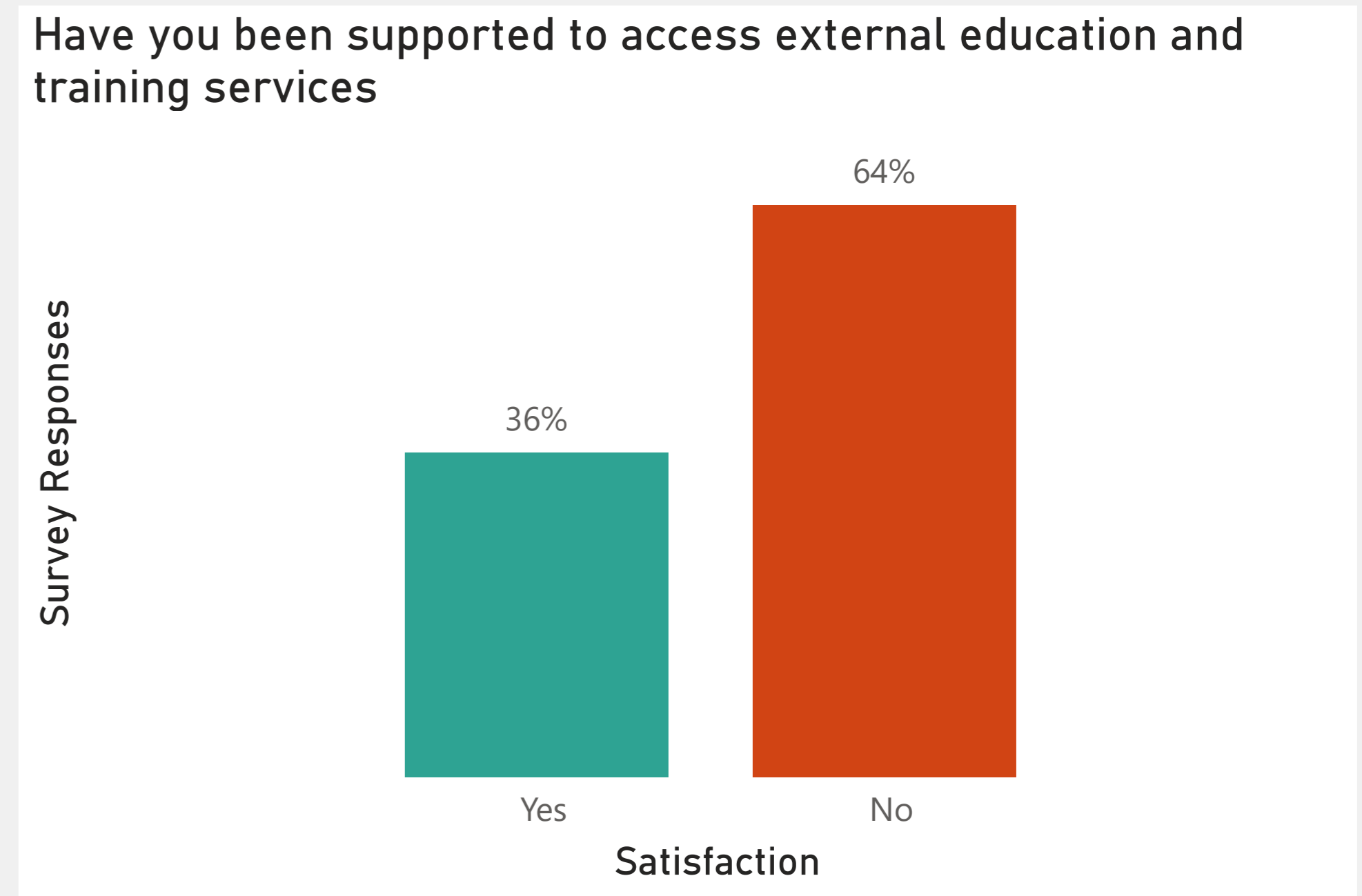
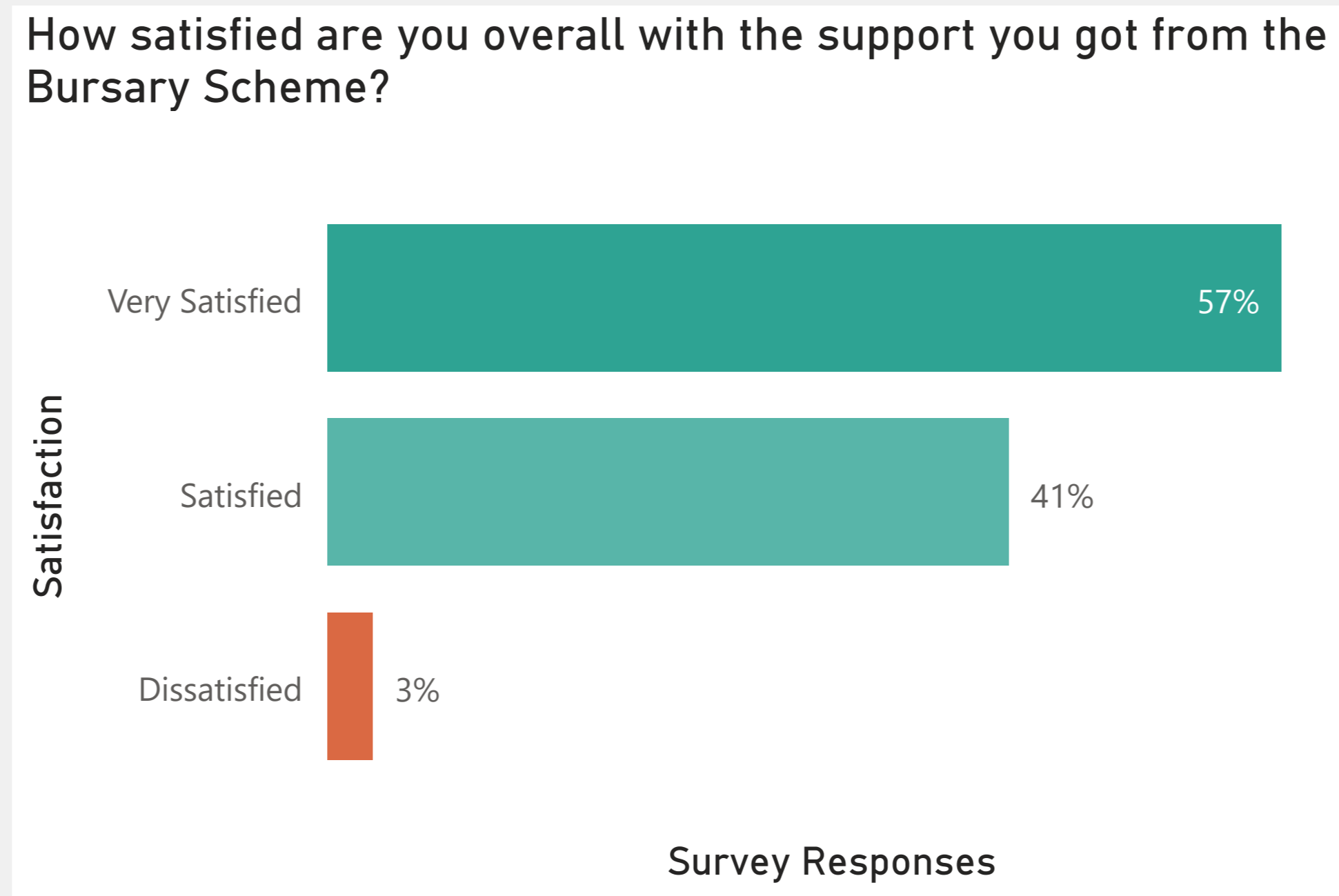
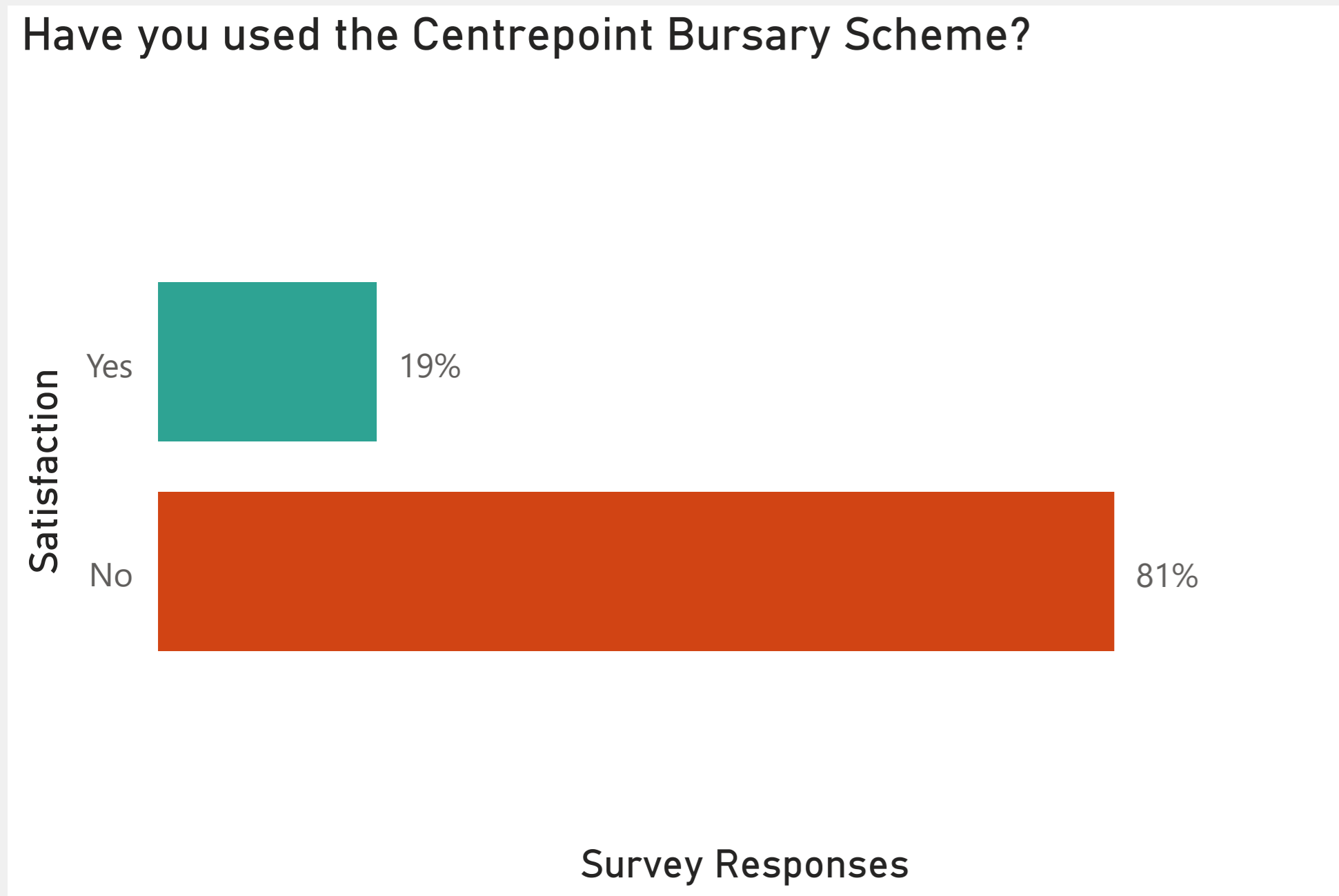
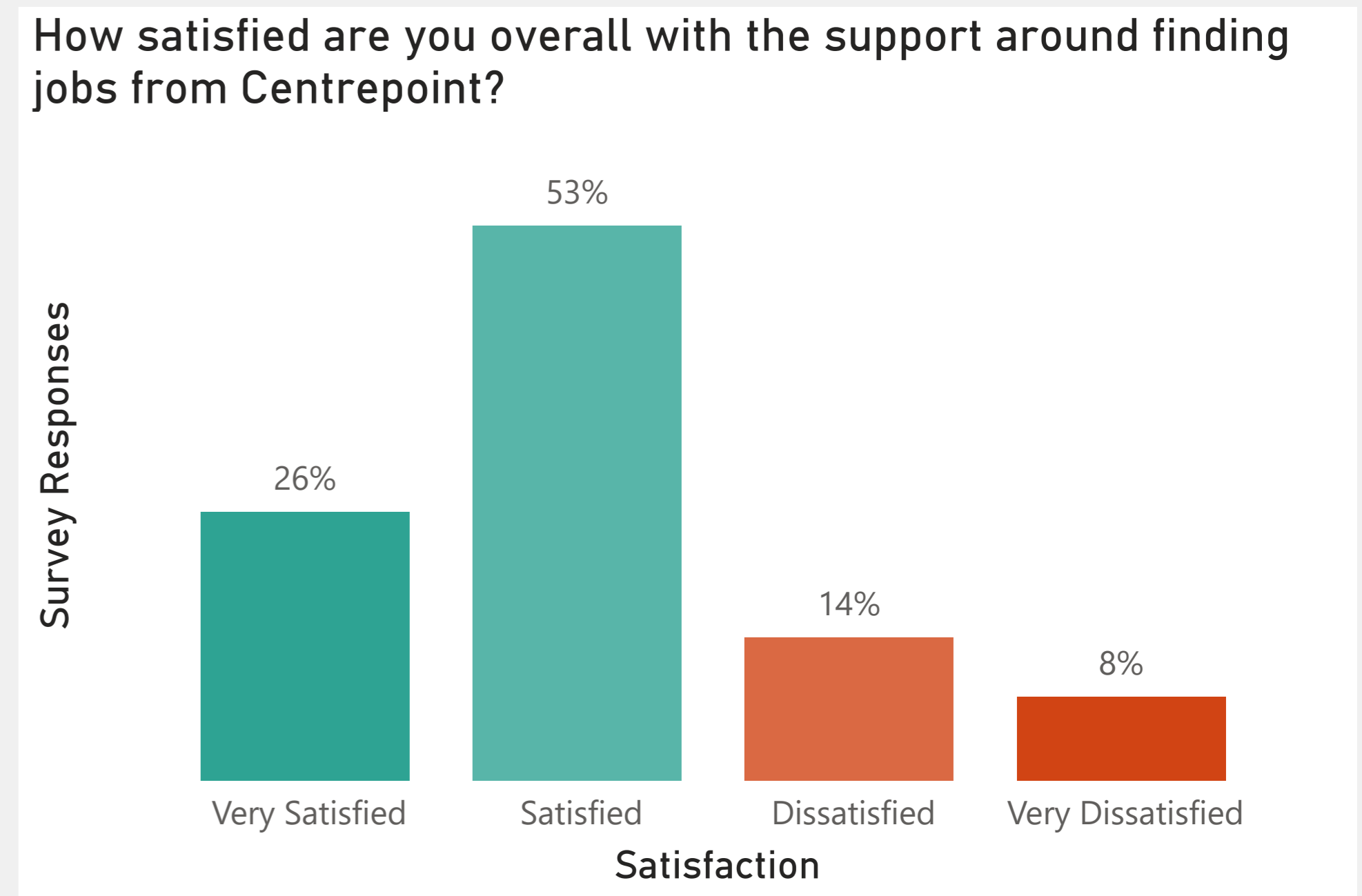
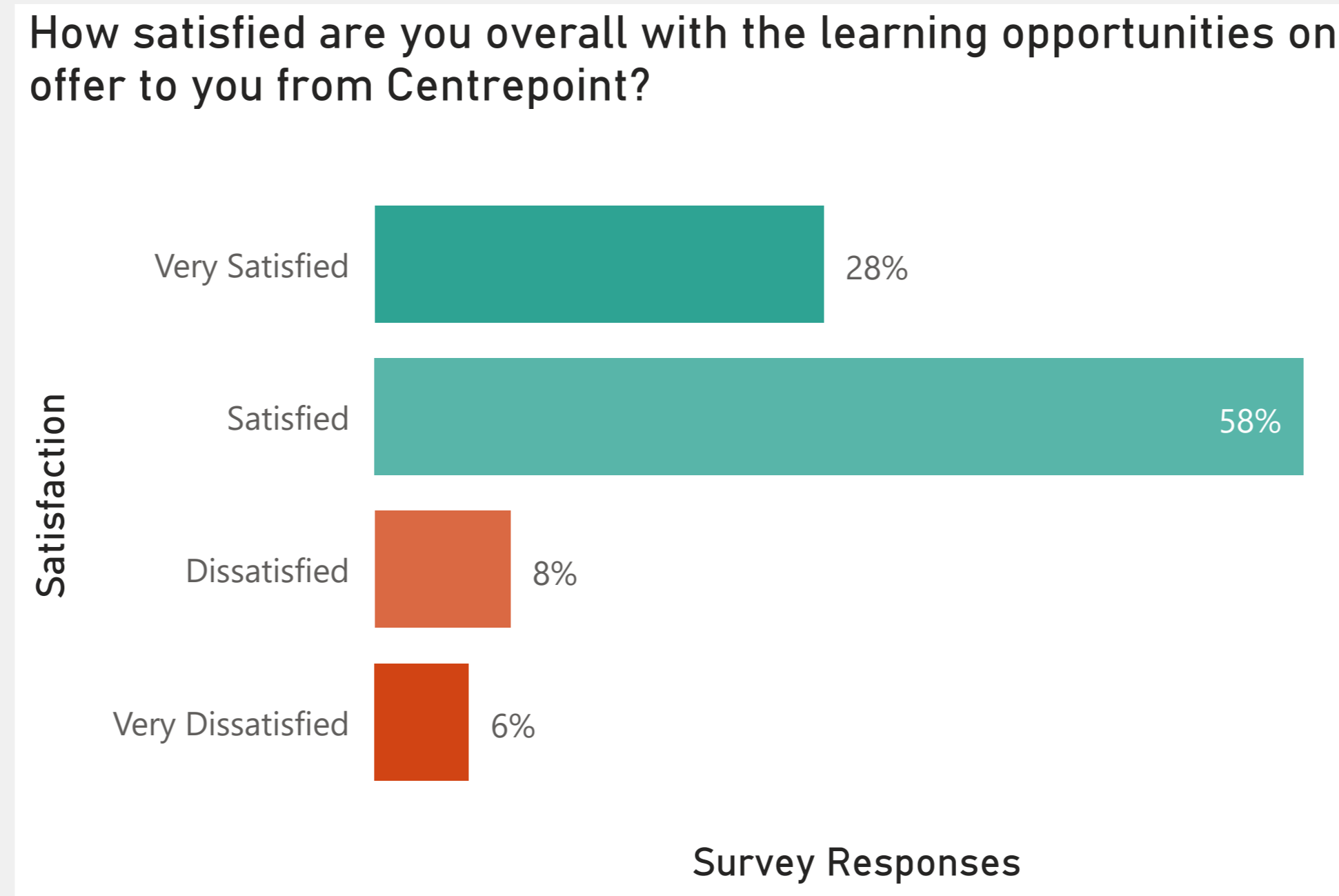
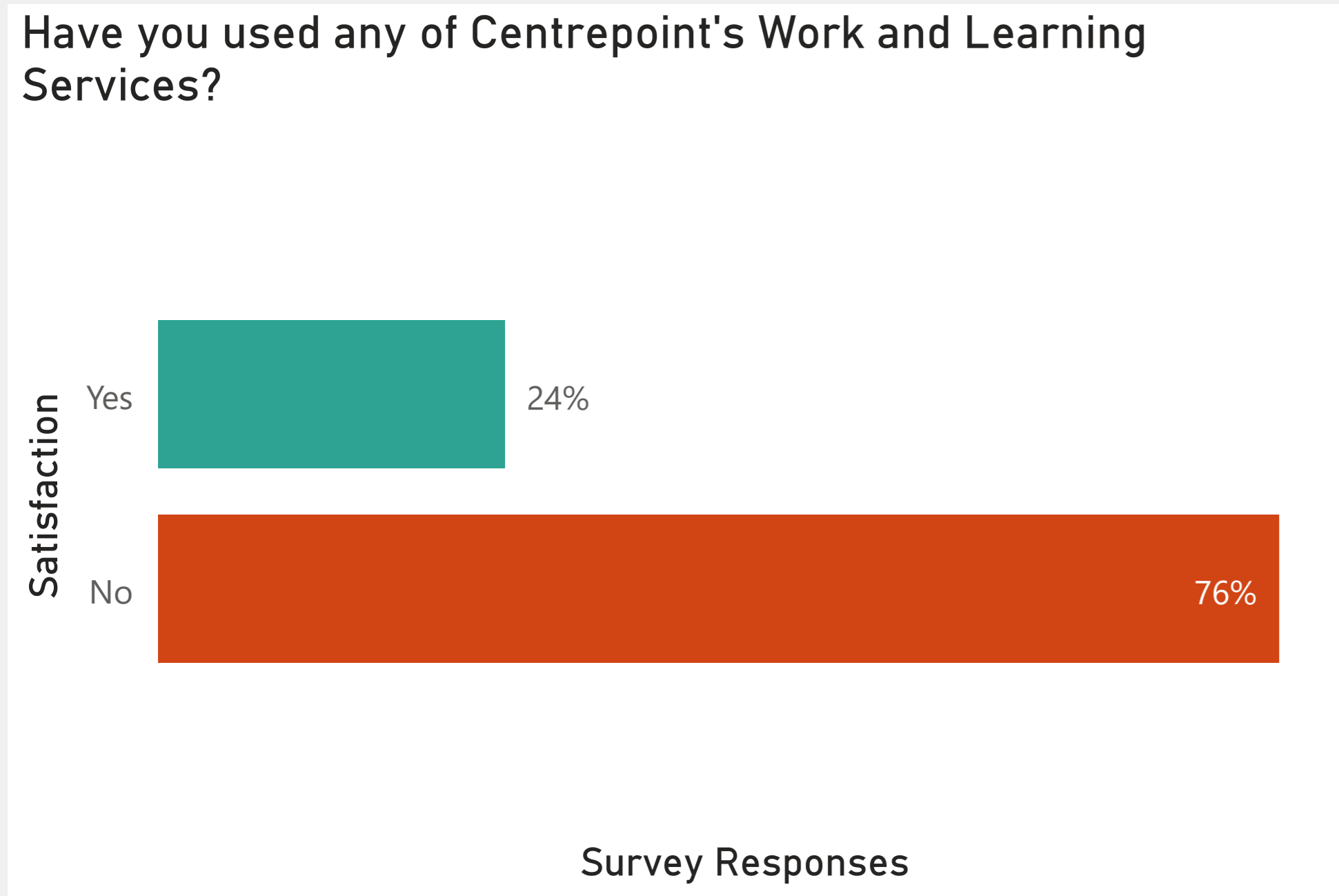


Survey Responses

Are you supported to prepare for Independent Living through your service?

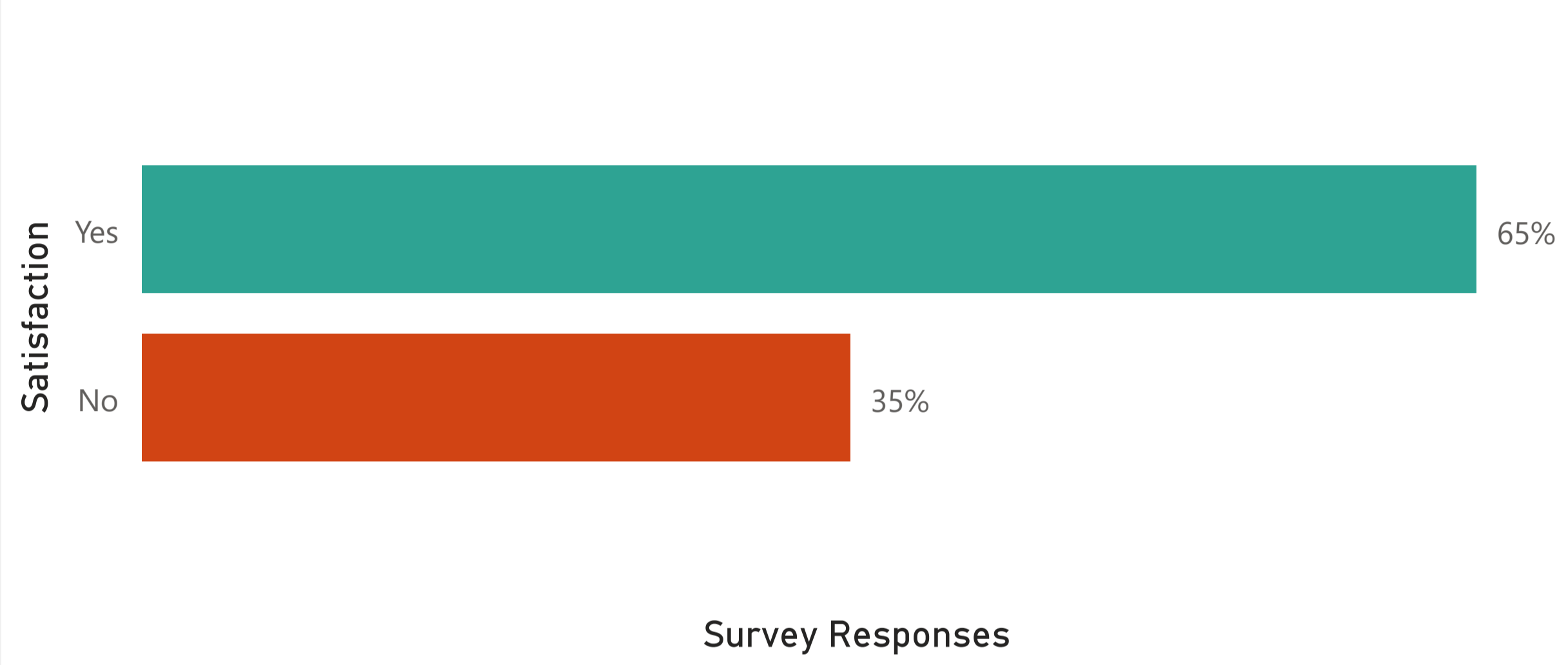


Young People Satisfaction Survey | CP Works Offers

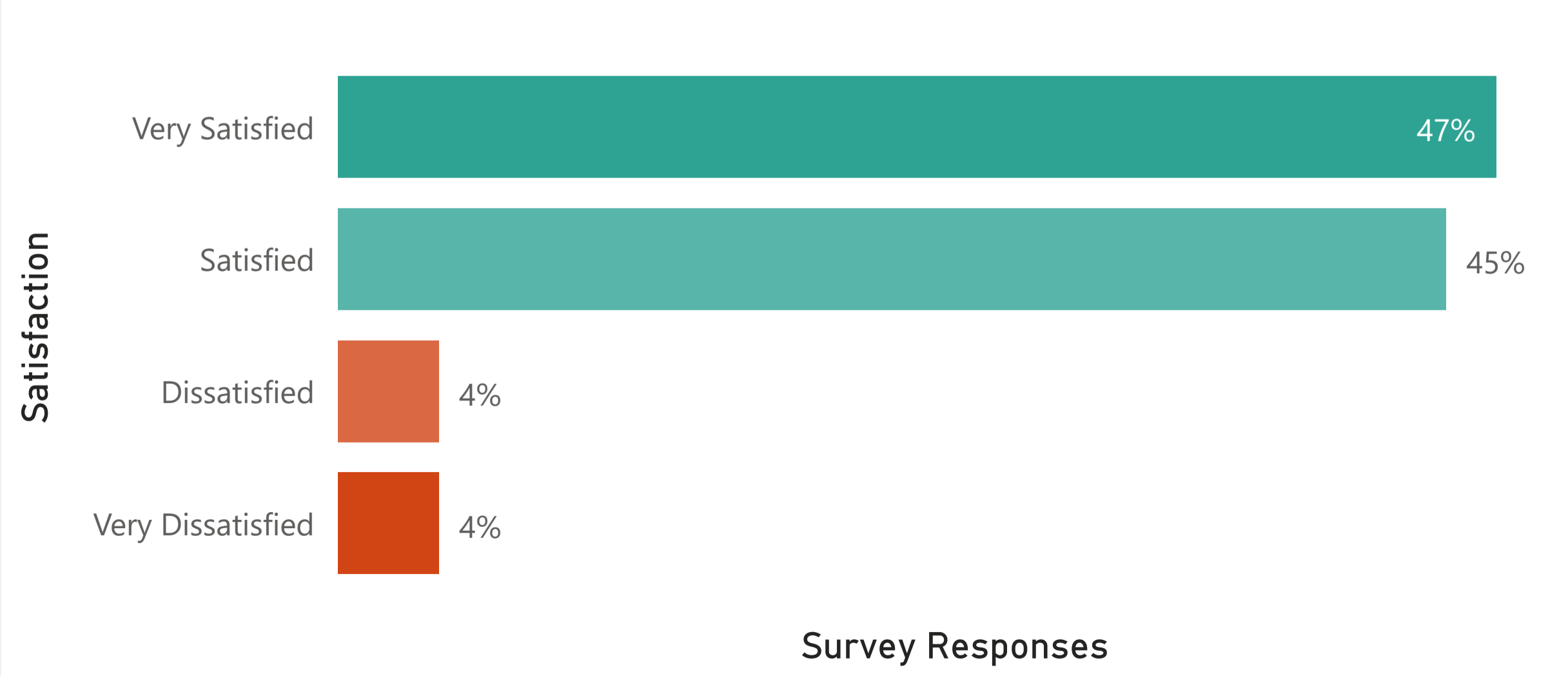


Young People Satisfaction Survey | Health Offers

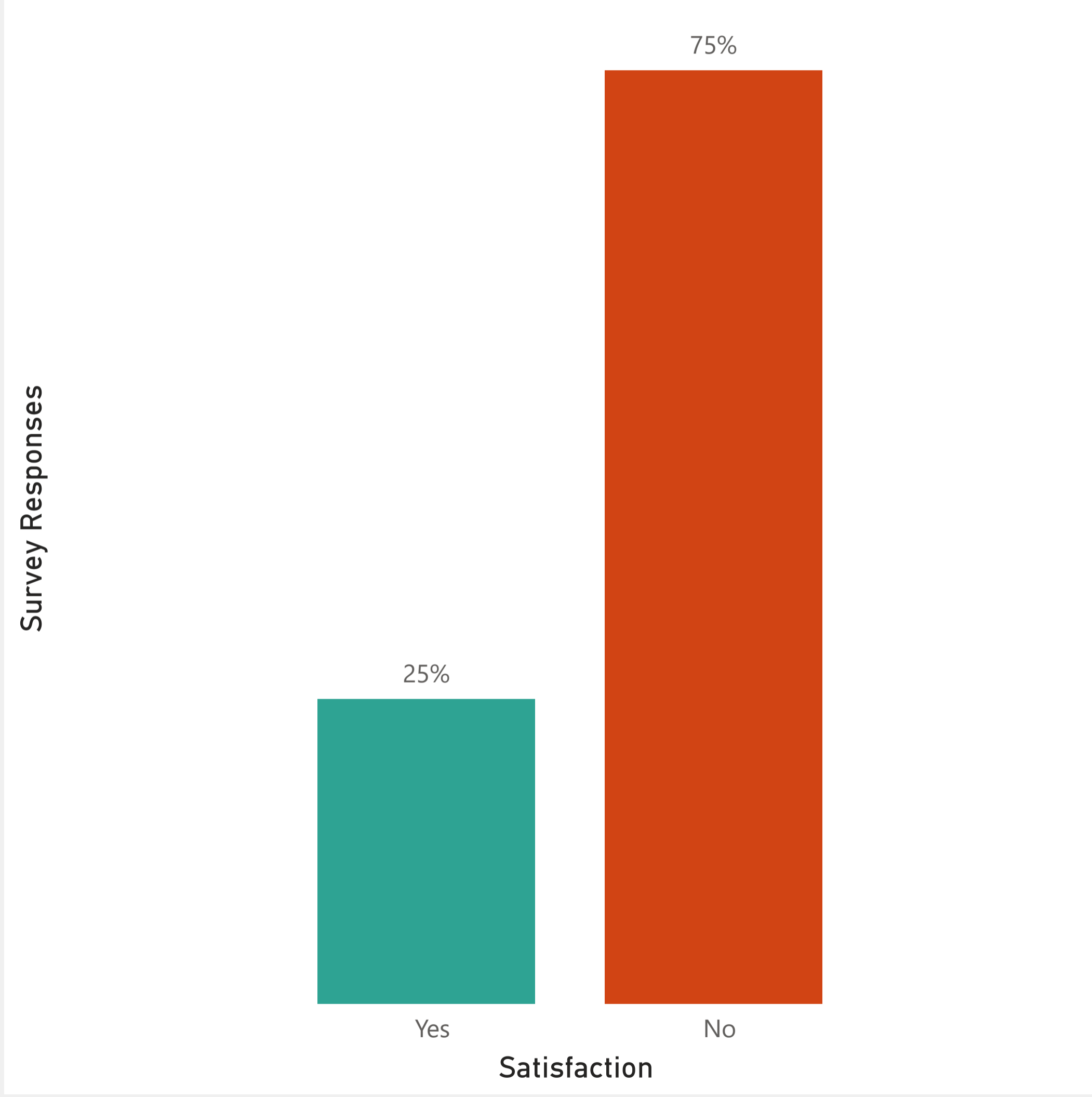
Centrepont has a health and wellbeing team who are available to help you with any physical or mental health concerns, as well as relationship, dietitian and substance support. Before today, were you aware of this team?



How satisfied are you with Centrepont's health and wellbeing services?(these include: mental health, counselling, dietetics, healthy relationships, substance use)

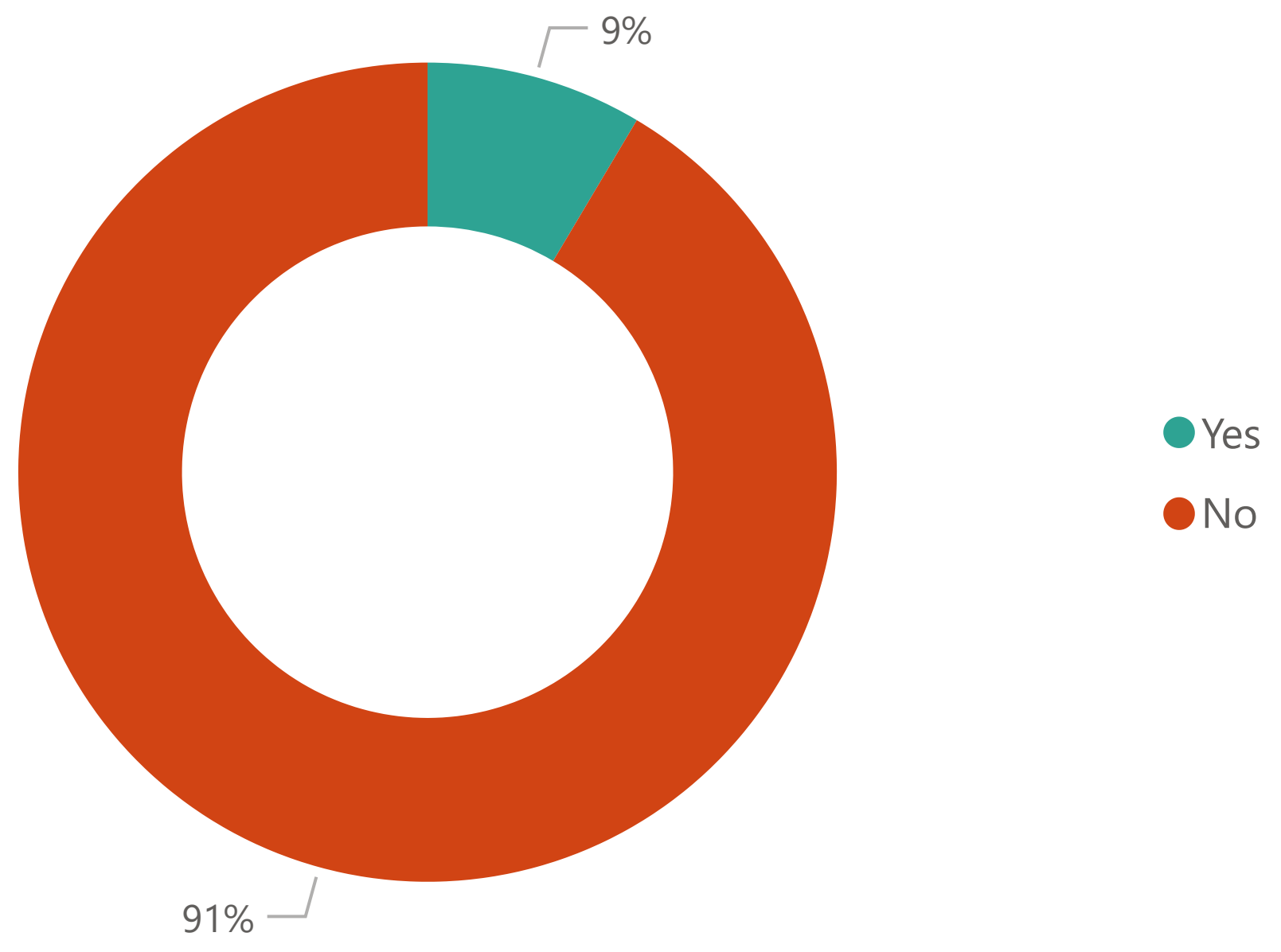


Have you used any of Centrepont's health and wellbeing services?

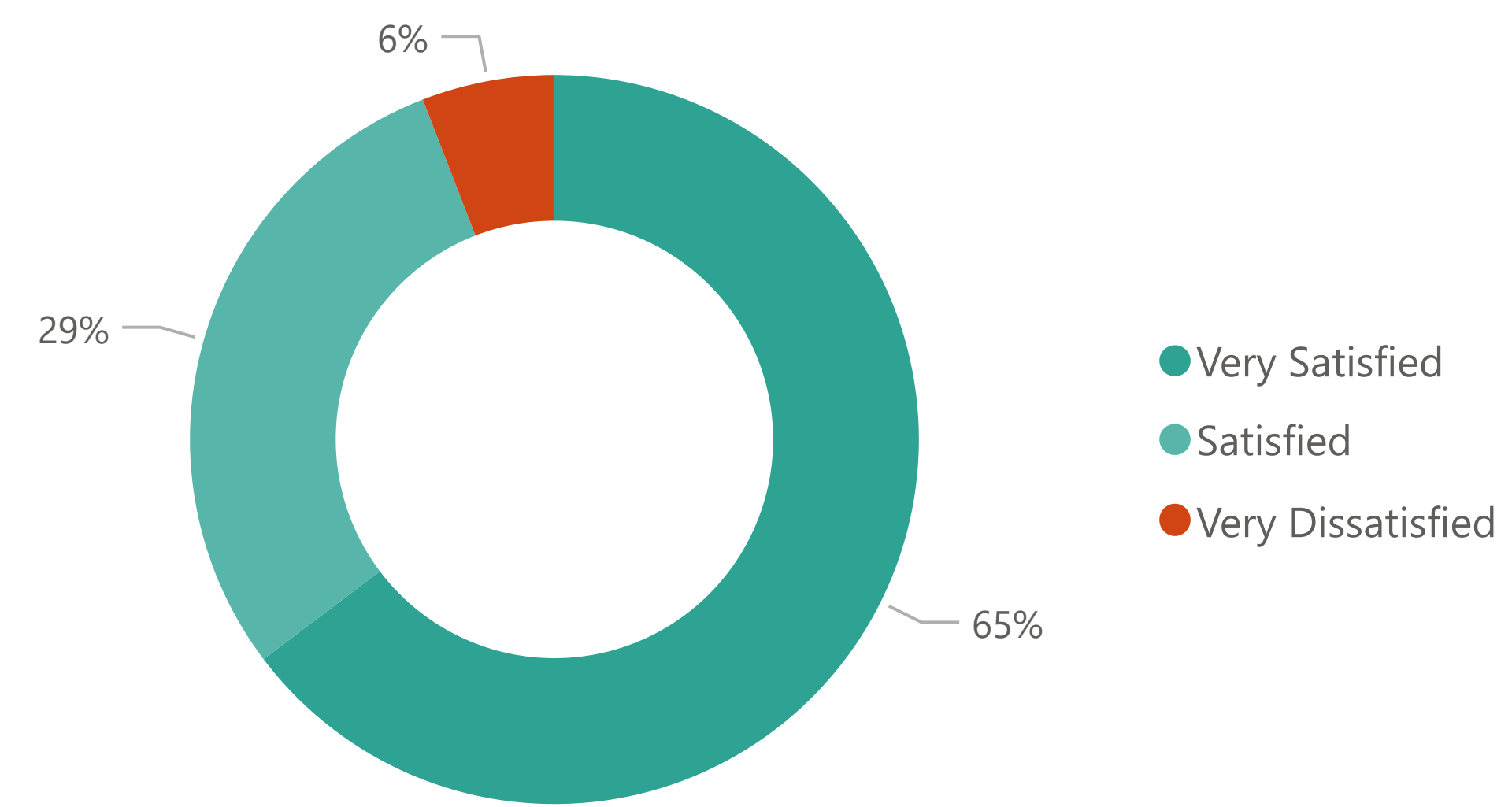


Young People Satisfaction Survey | Legal Clinic

Have you used the Centrepoint Legal Clinics?

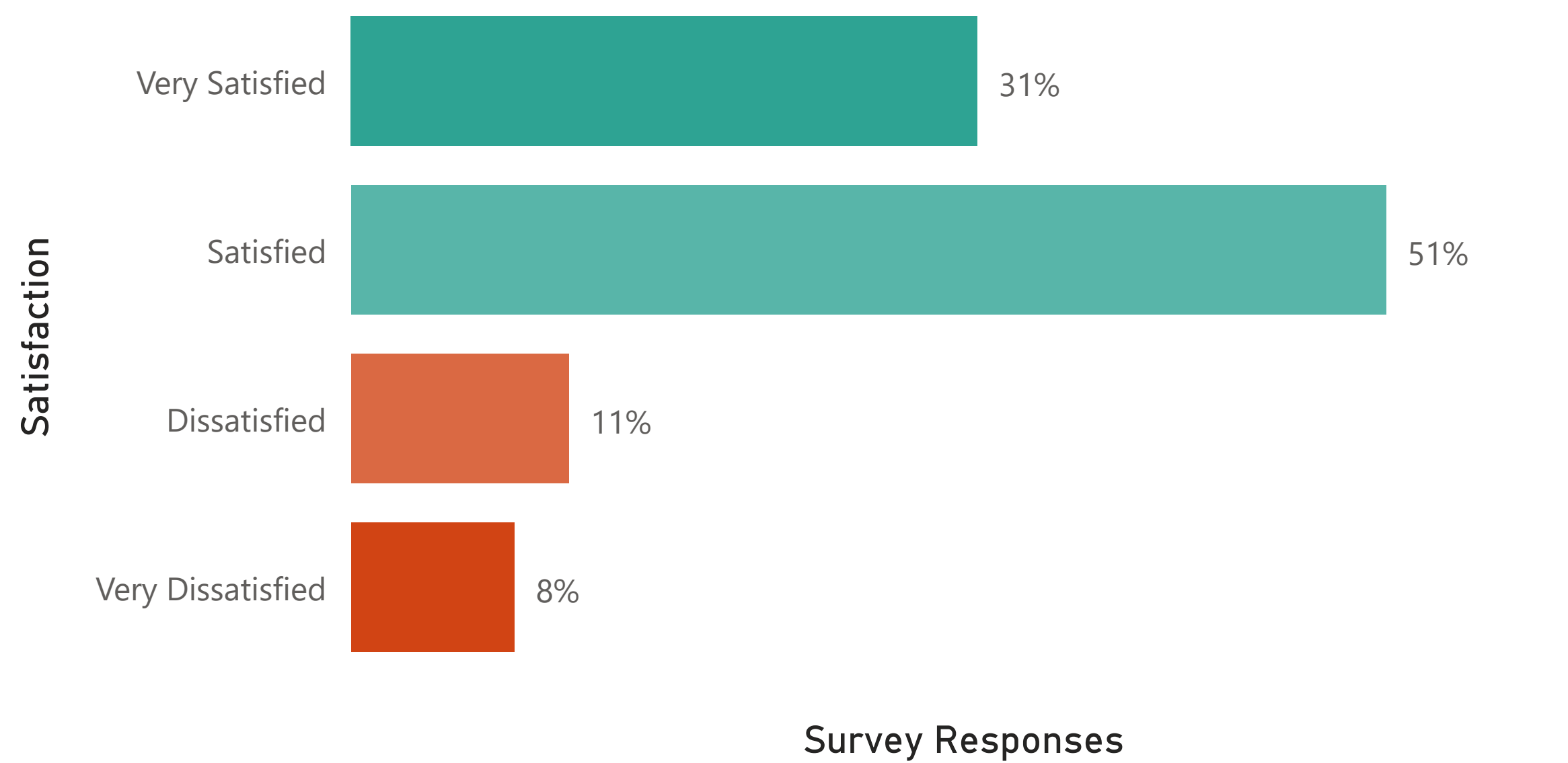


How satisfied are you overall with the support you got from the legal clinics?

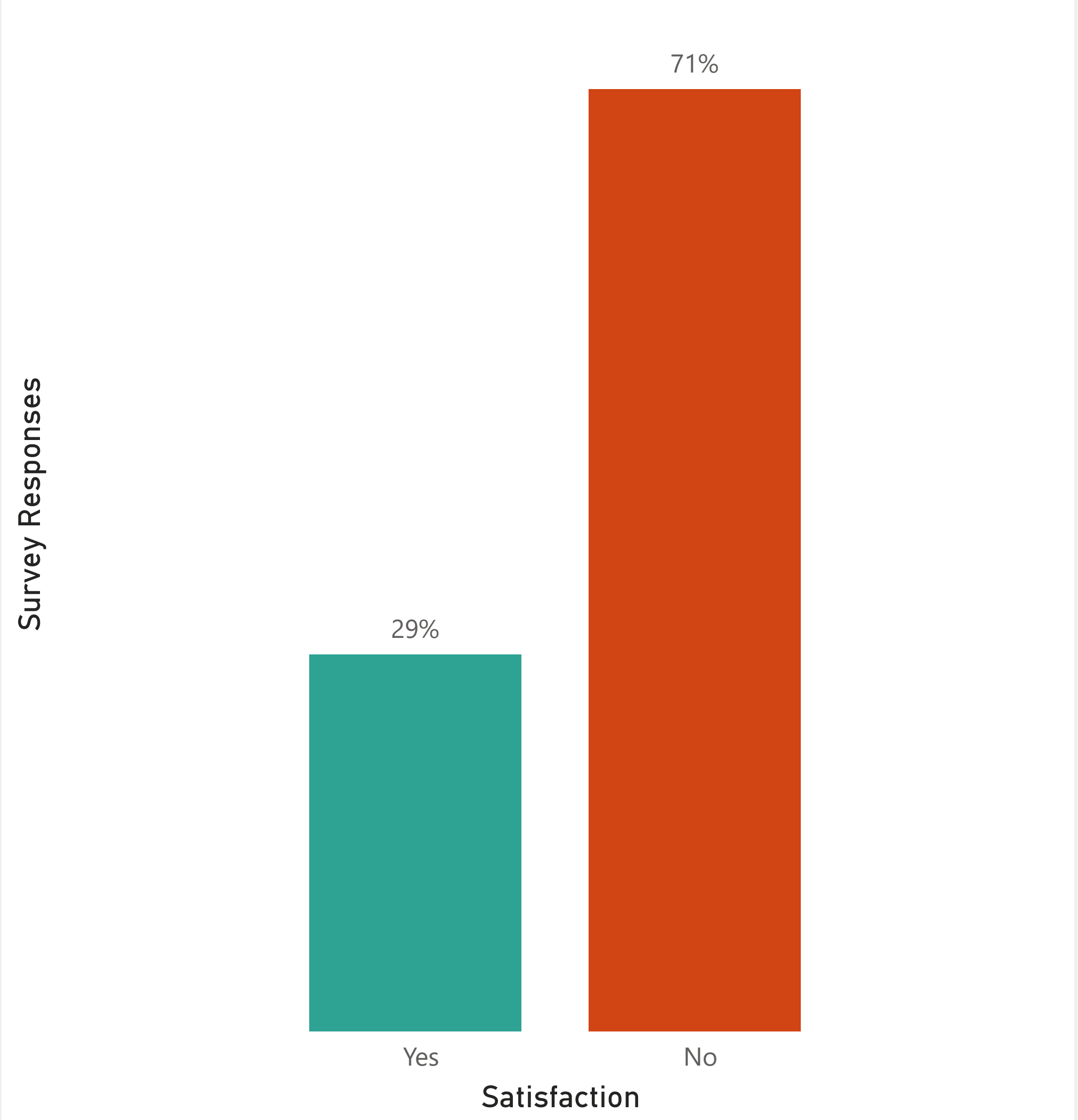


Young People Satisfaction Survey | Inclusion

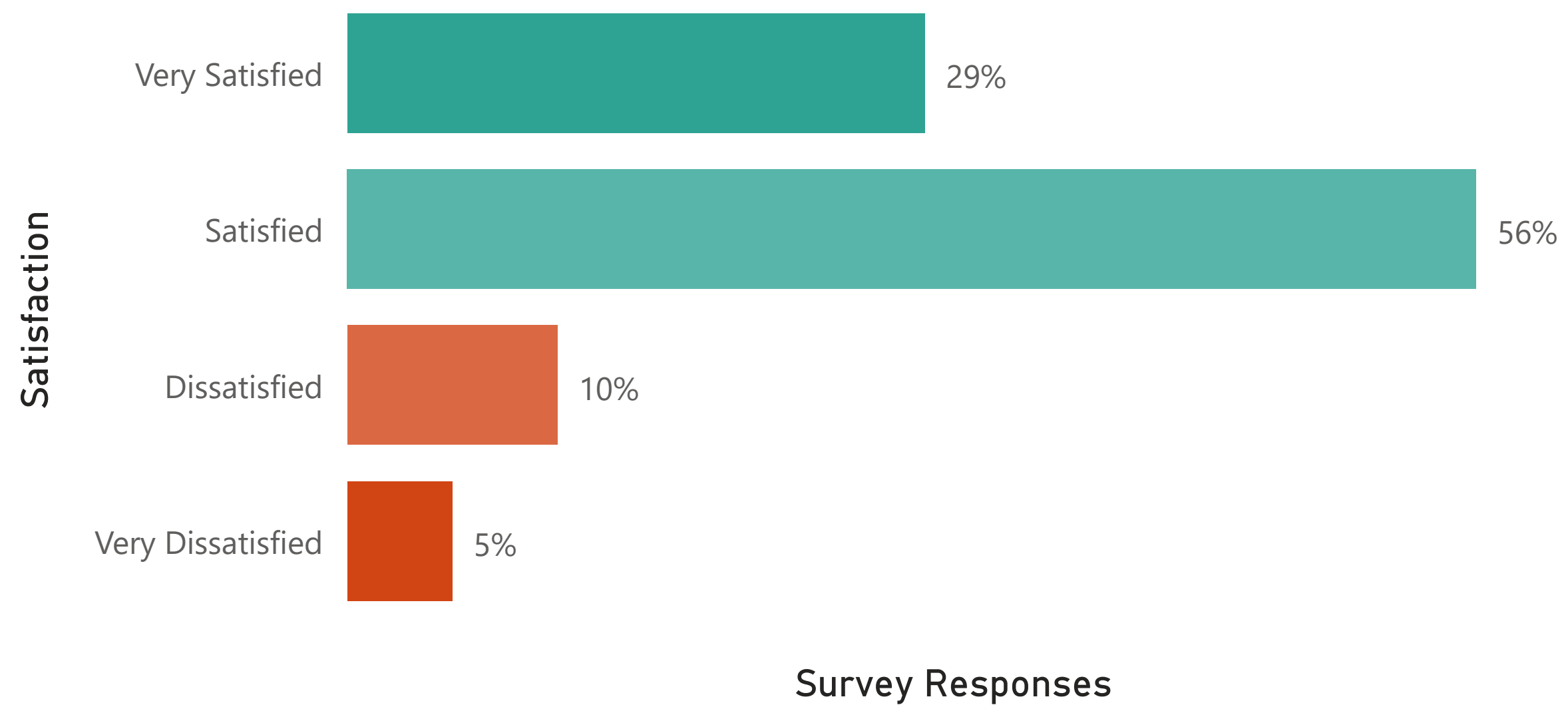
How satisfied are you that your views are taken into account by Centrepont?



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

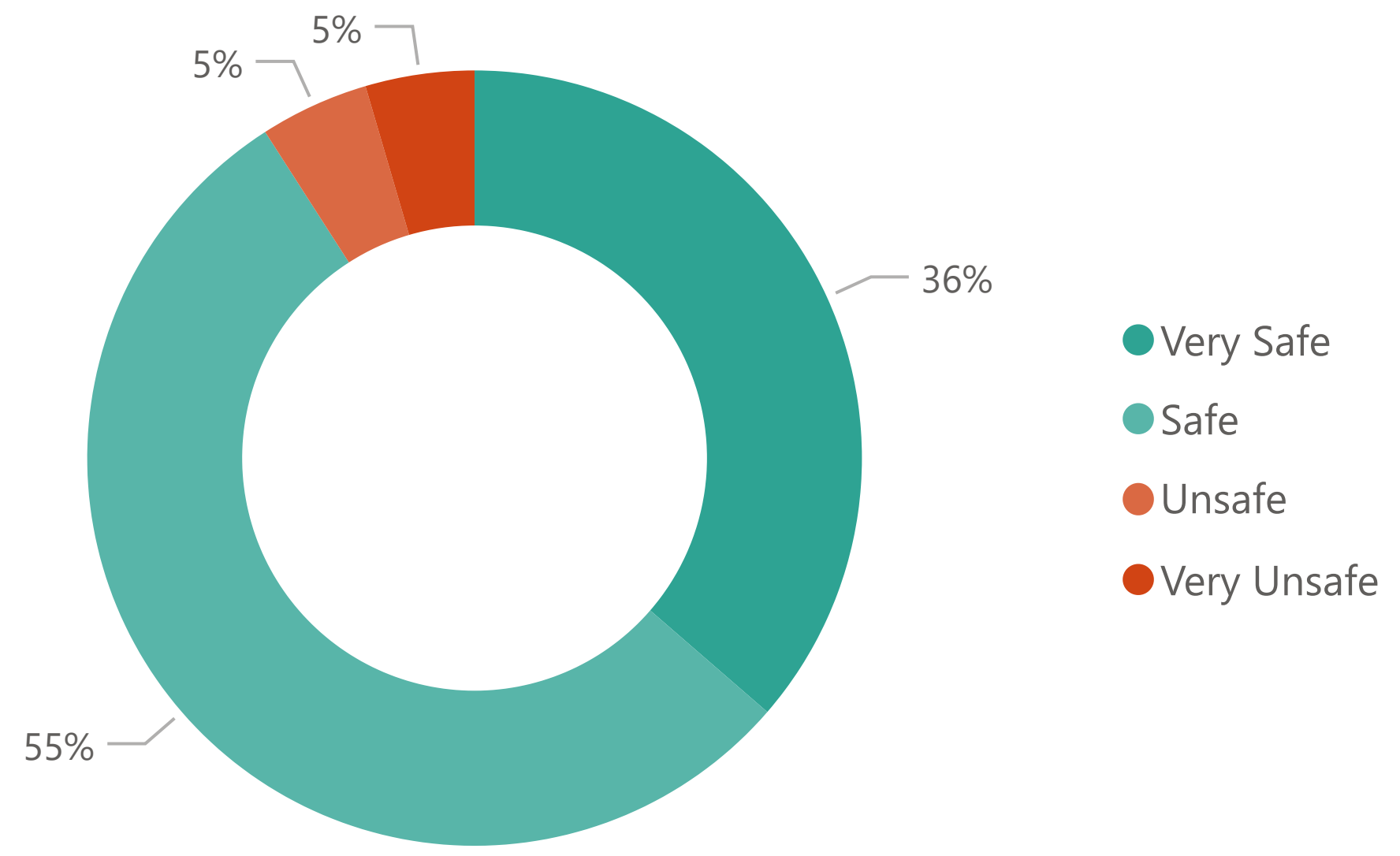


How satisfied are you that you are able to have your say in how your service is run?

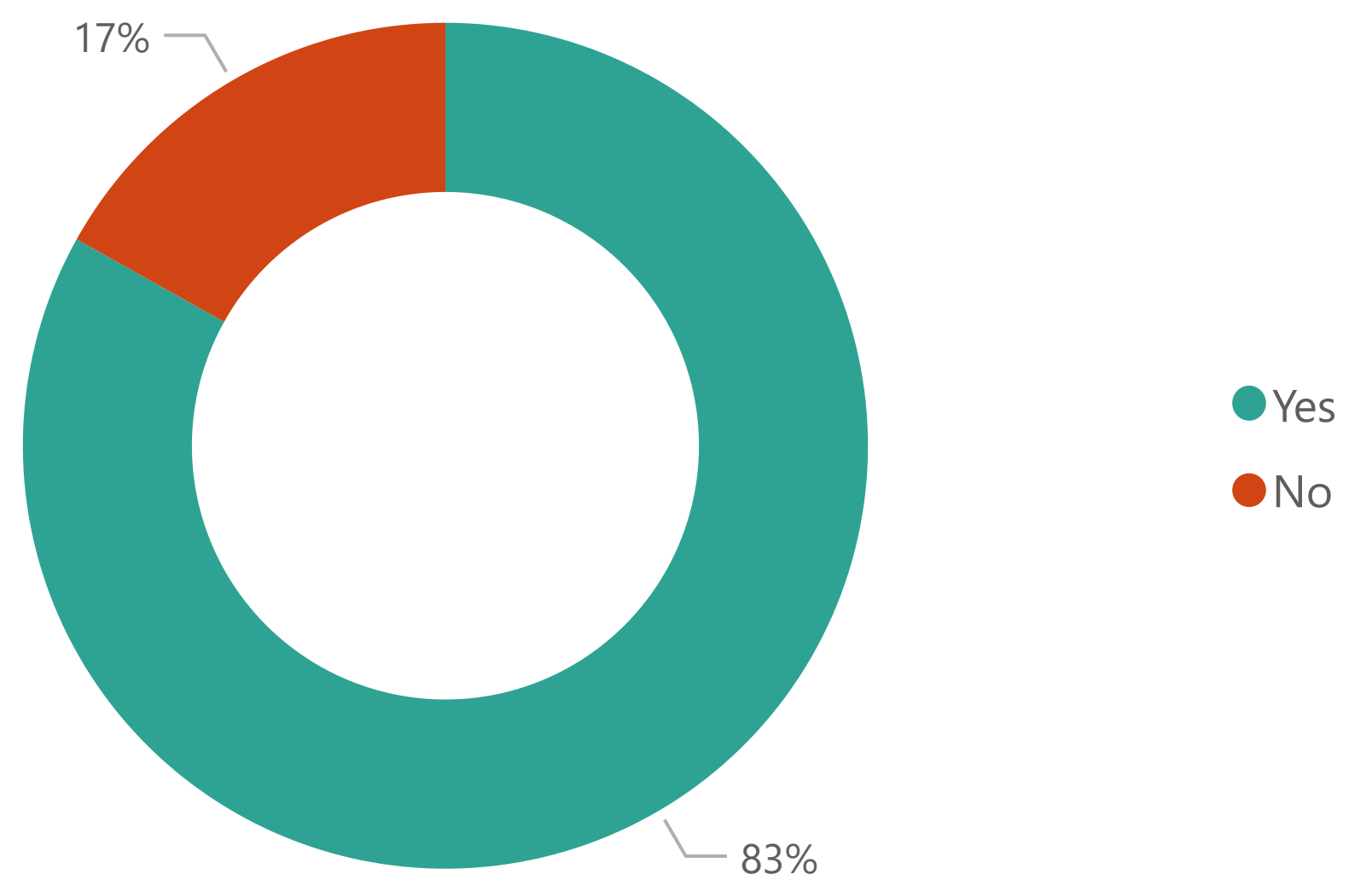


Young People Satisfaction Survey | Safety

Overall, how safe do you feel at Centrepont?

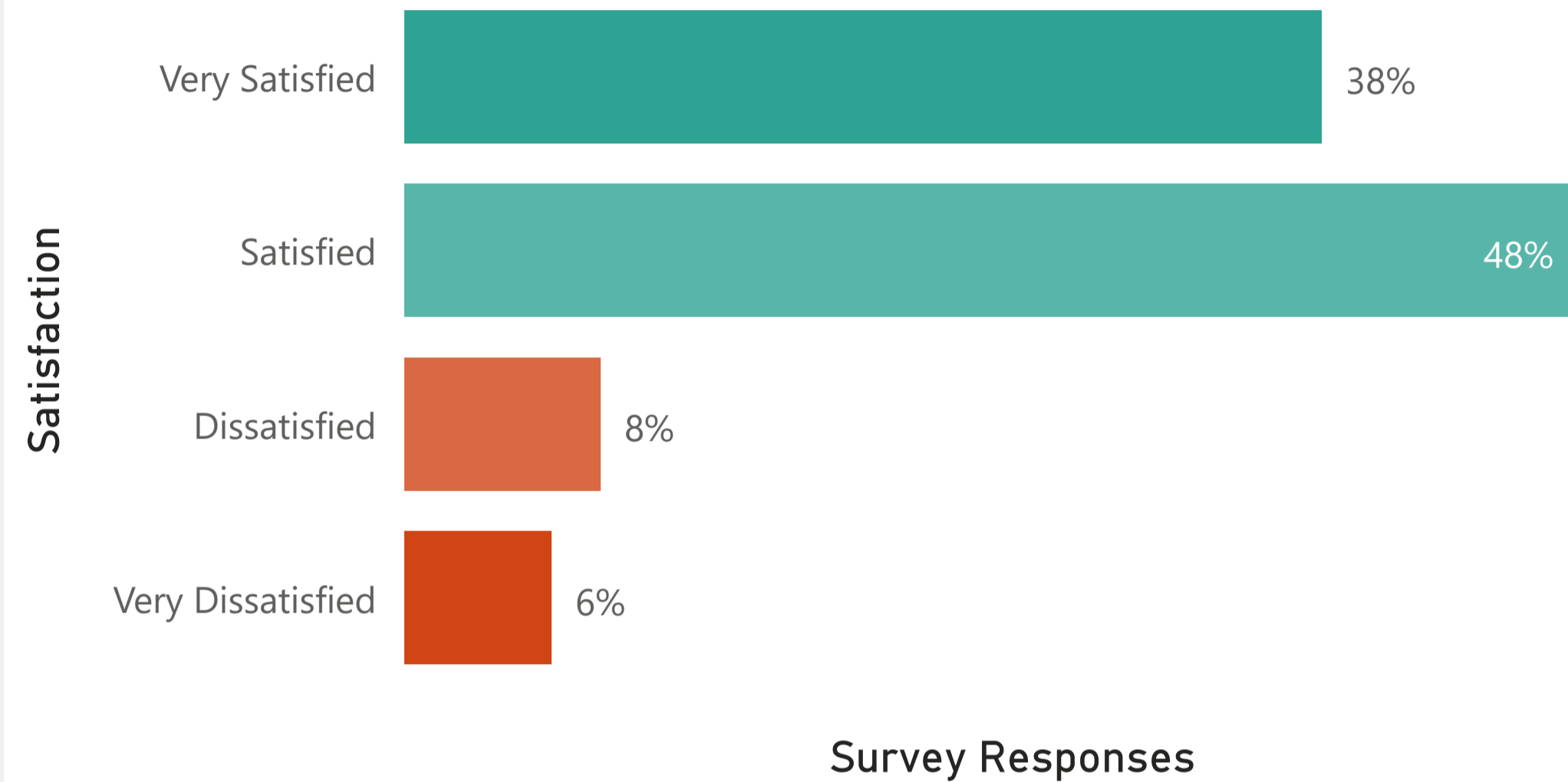


If you had a concern about your safety at Centrepont, do you know who you would talk to about this?

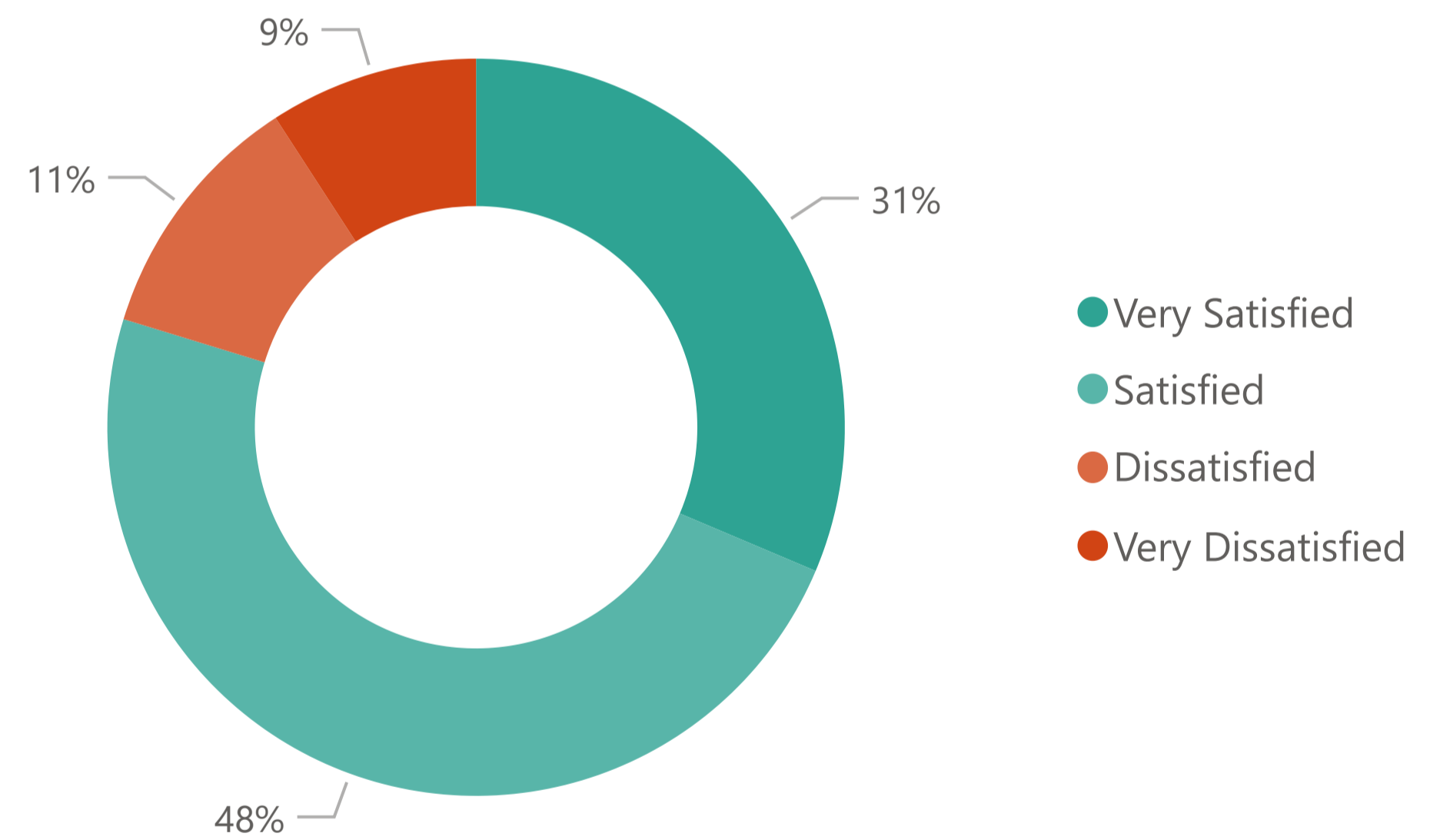


Young People Satisfaction Survey | Satisfaction

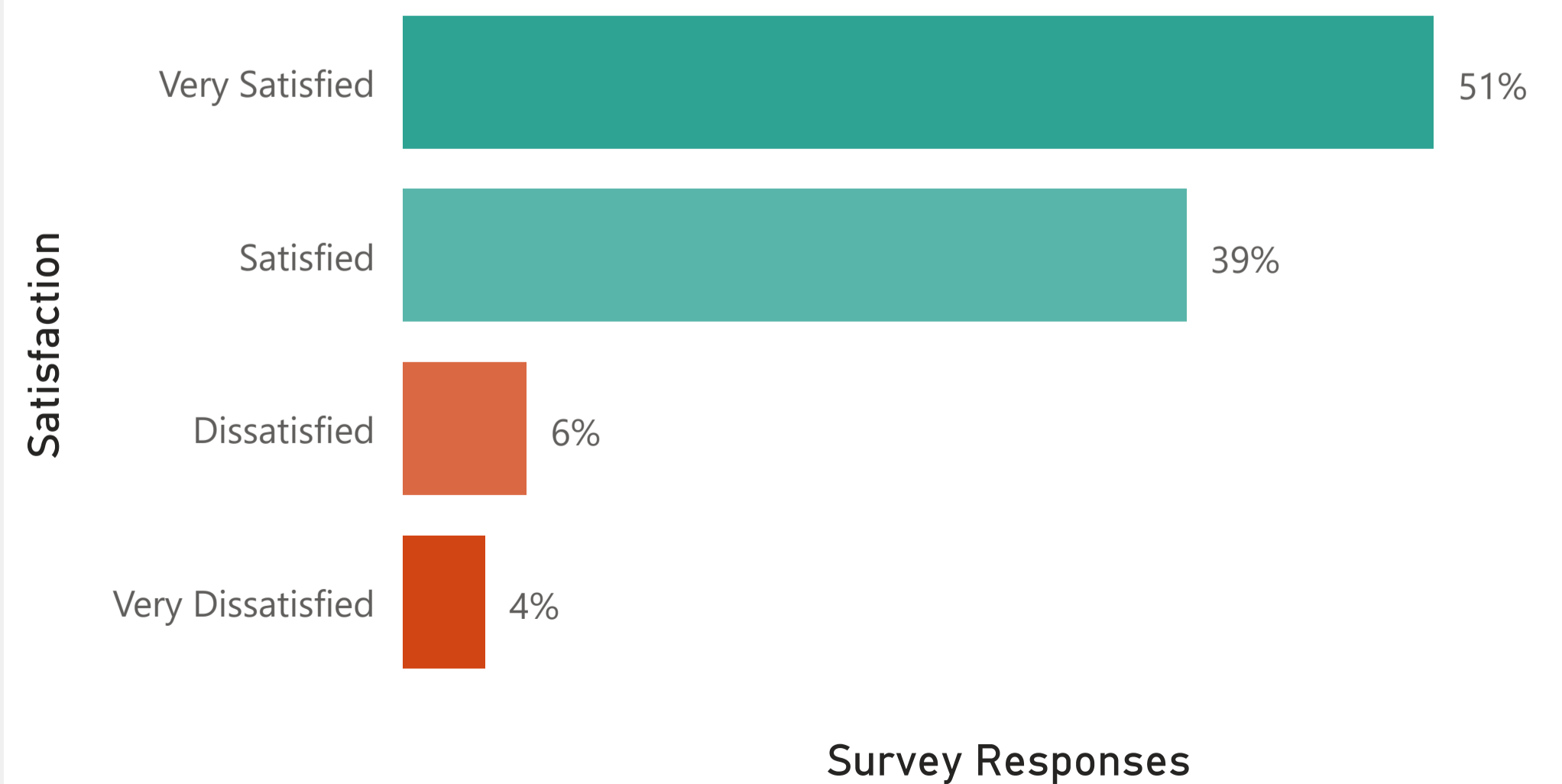
Taking everything into consideration, how satisfied are you with the overall service that Centrepoint provides to you?



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

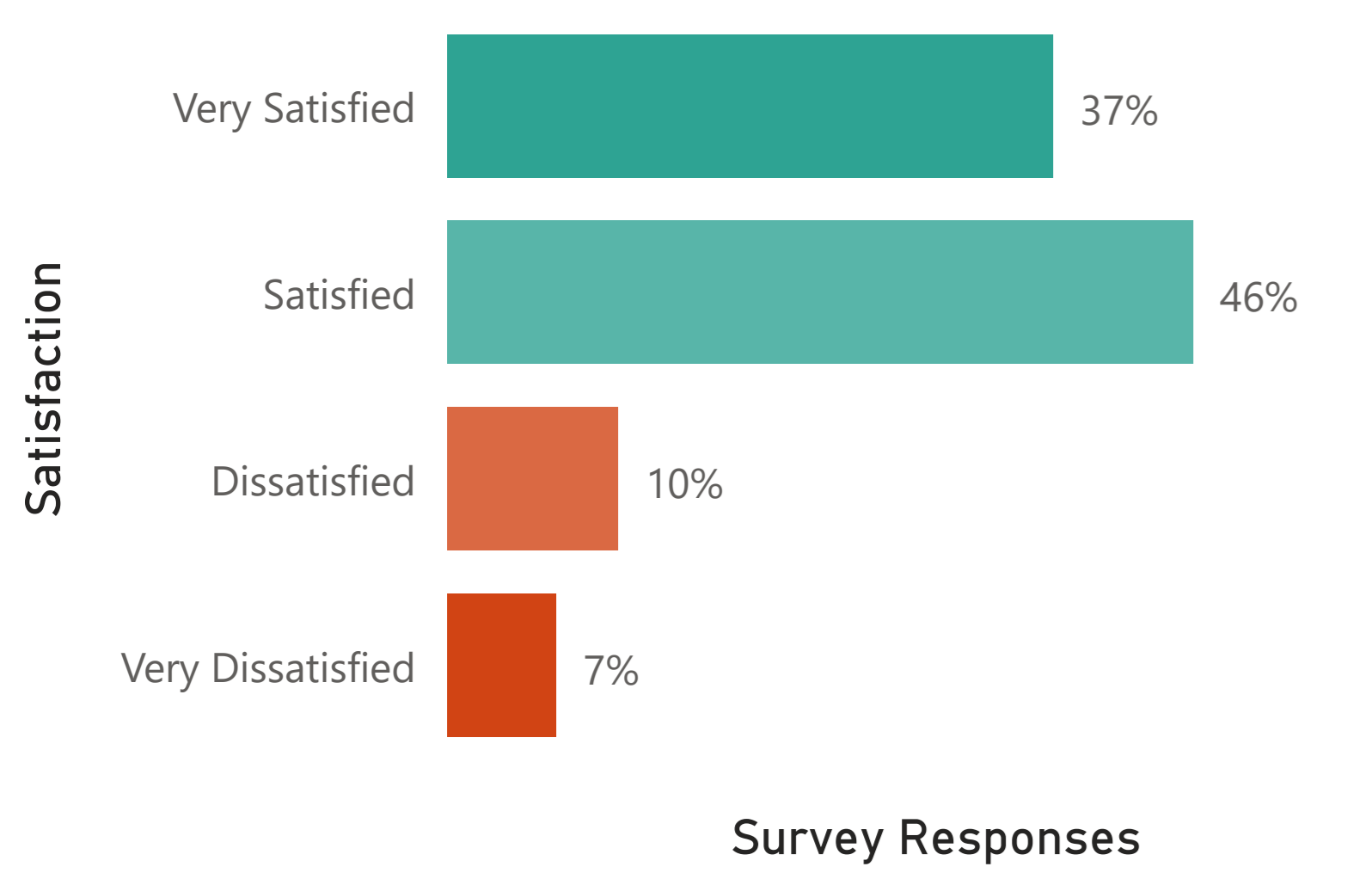


How satisfied are you that Centrepoint is helping you to make positive changes in your life?

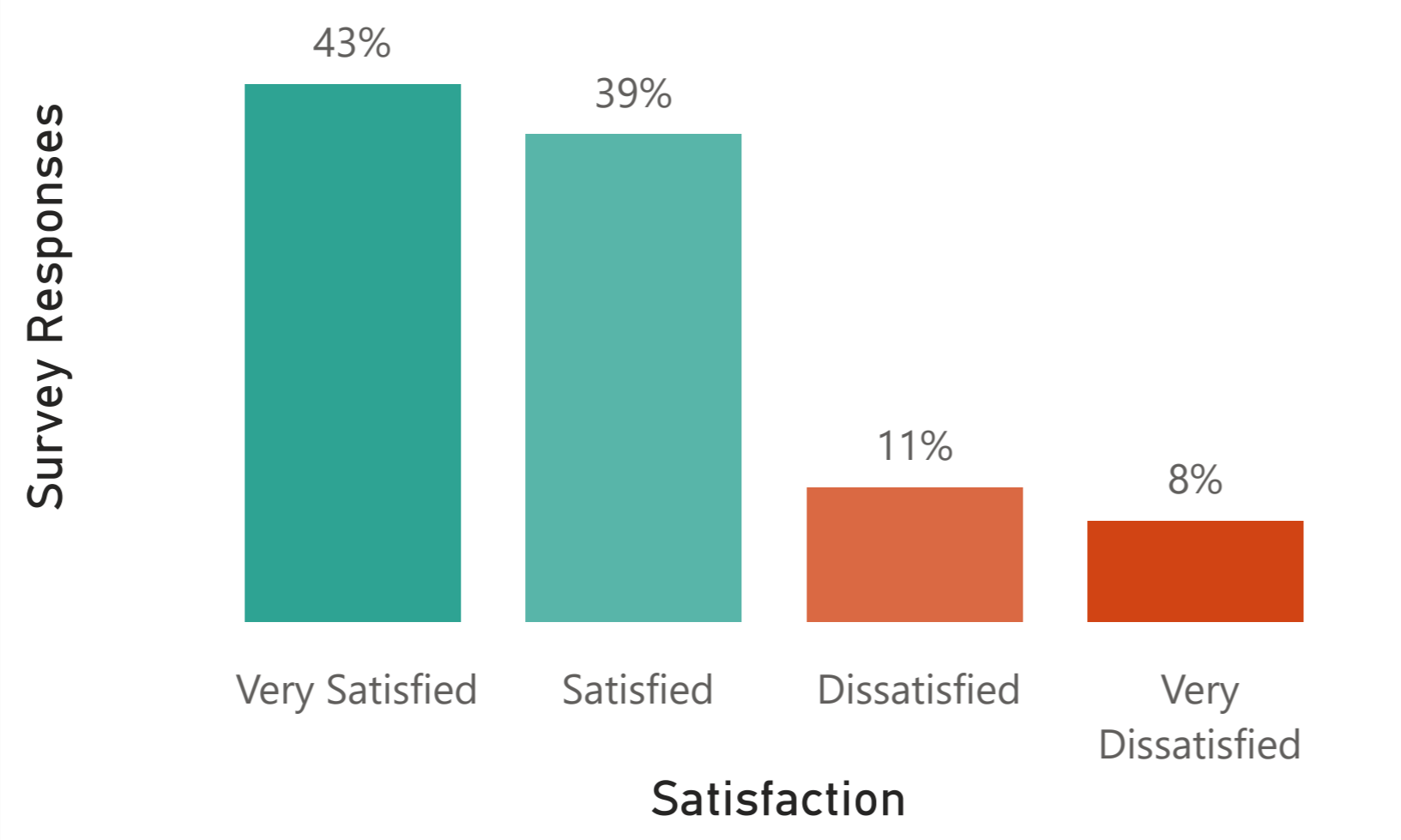


Young People Satisfaction Survey | Support

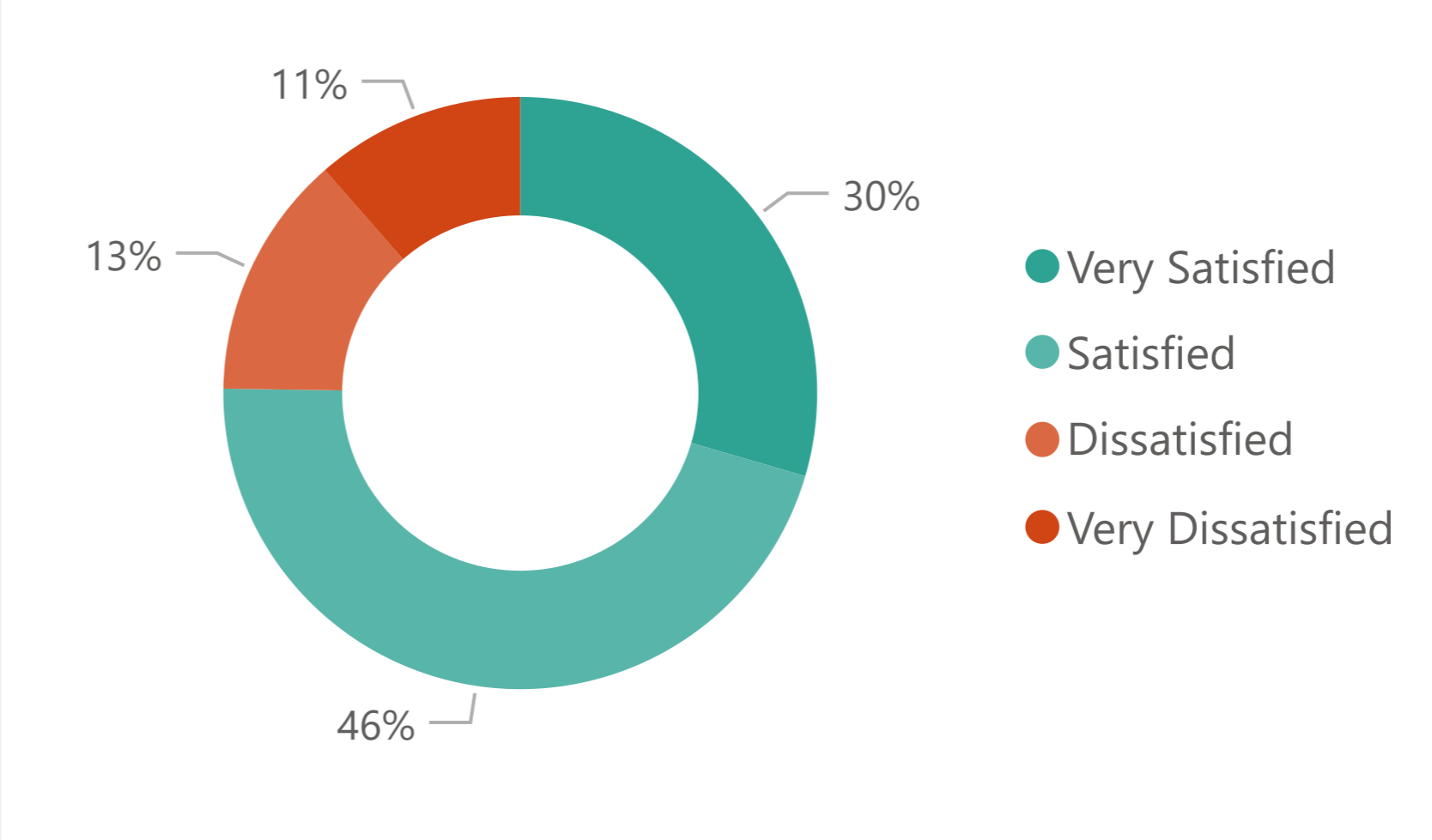
Your homeless and housing needs



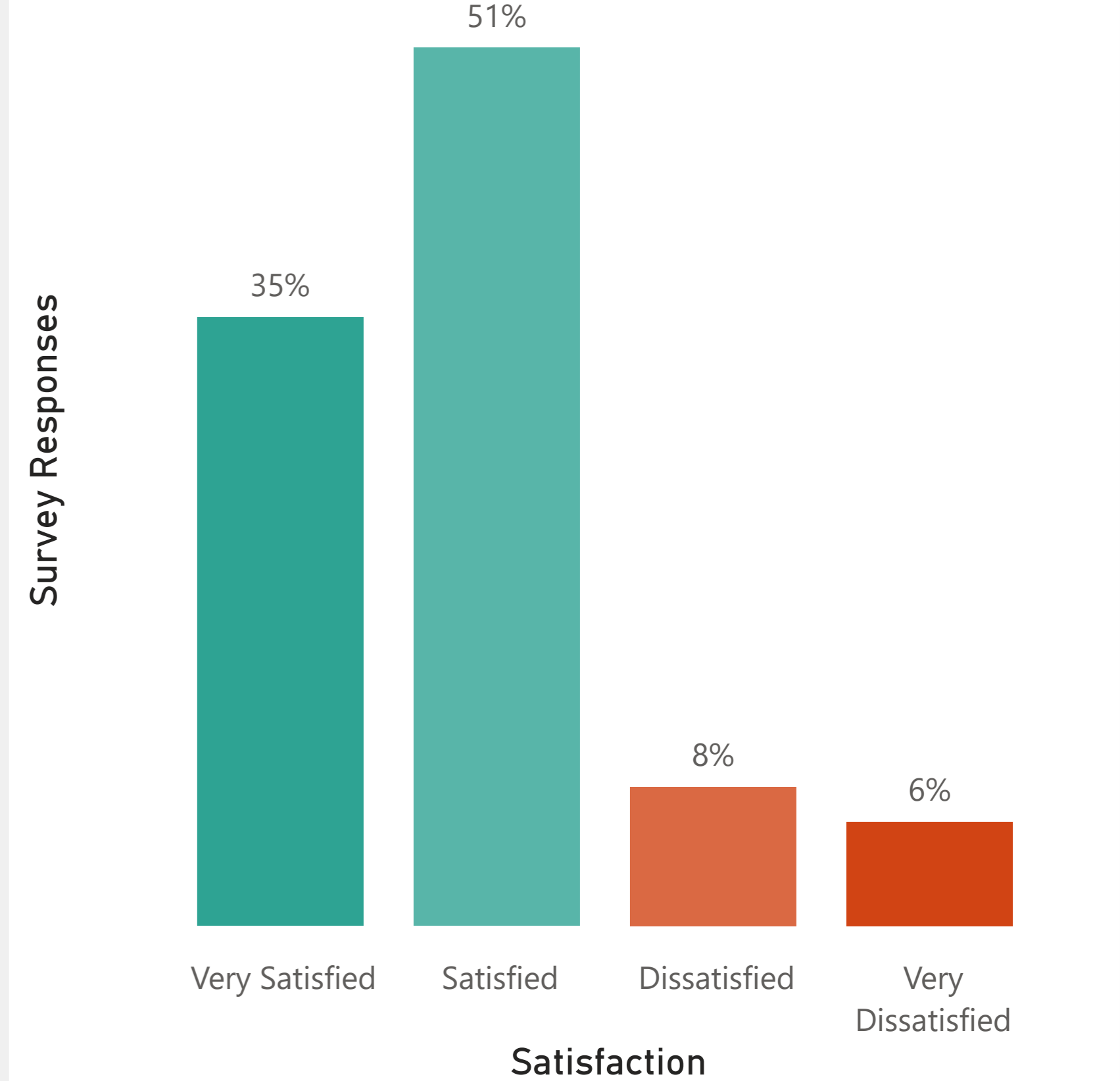
How satisfied are you that Centrepoint staff treat all young people equally?



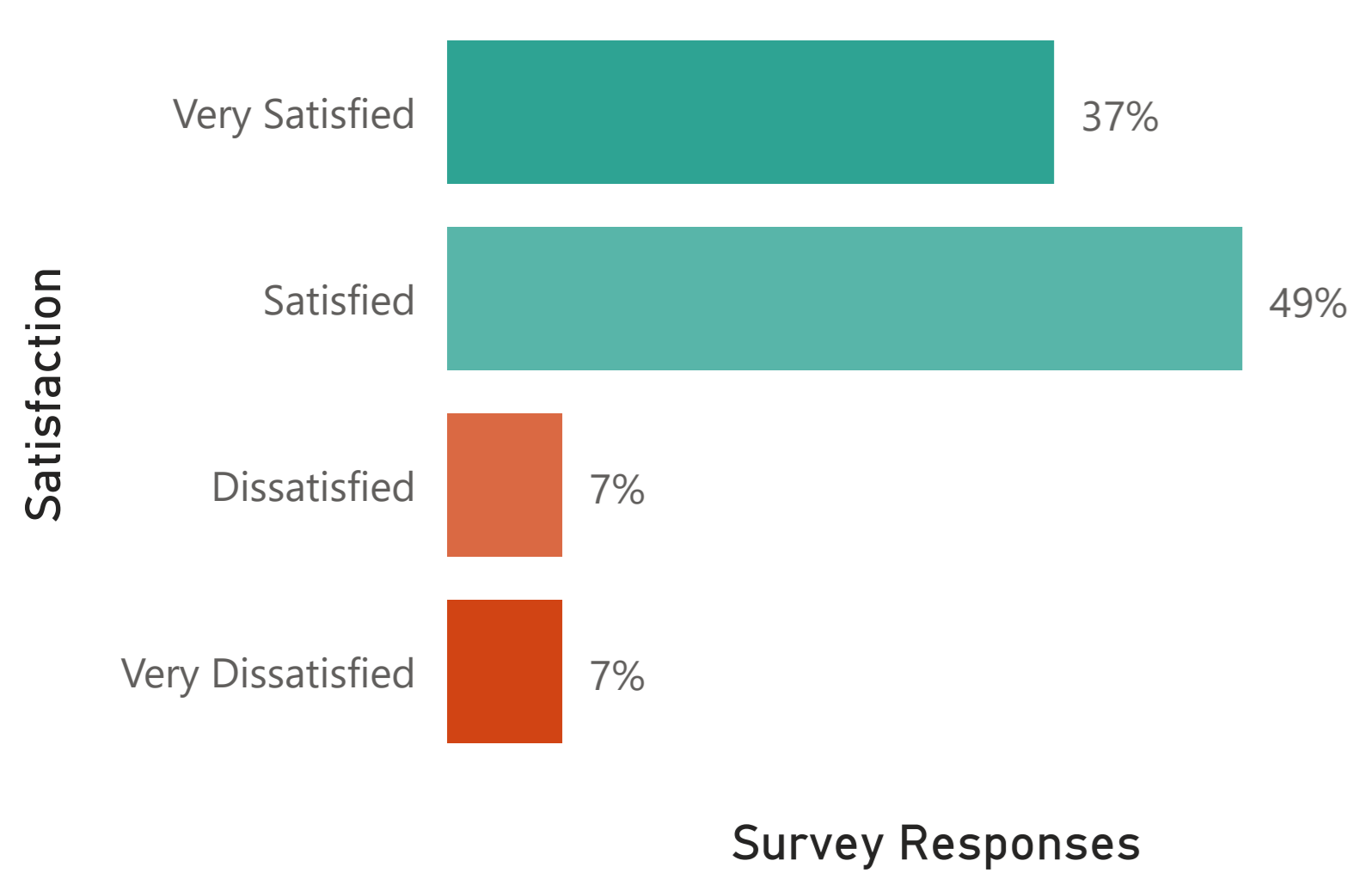
How satisfied are you with how well your move-on options have been explained by Centrepoint staff?



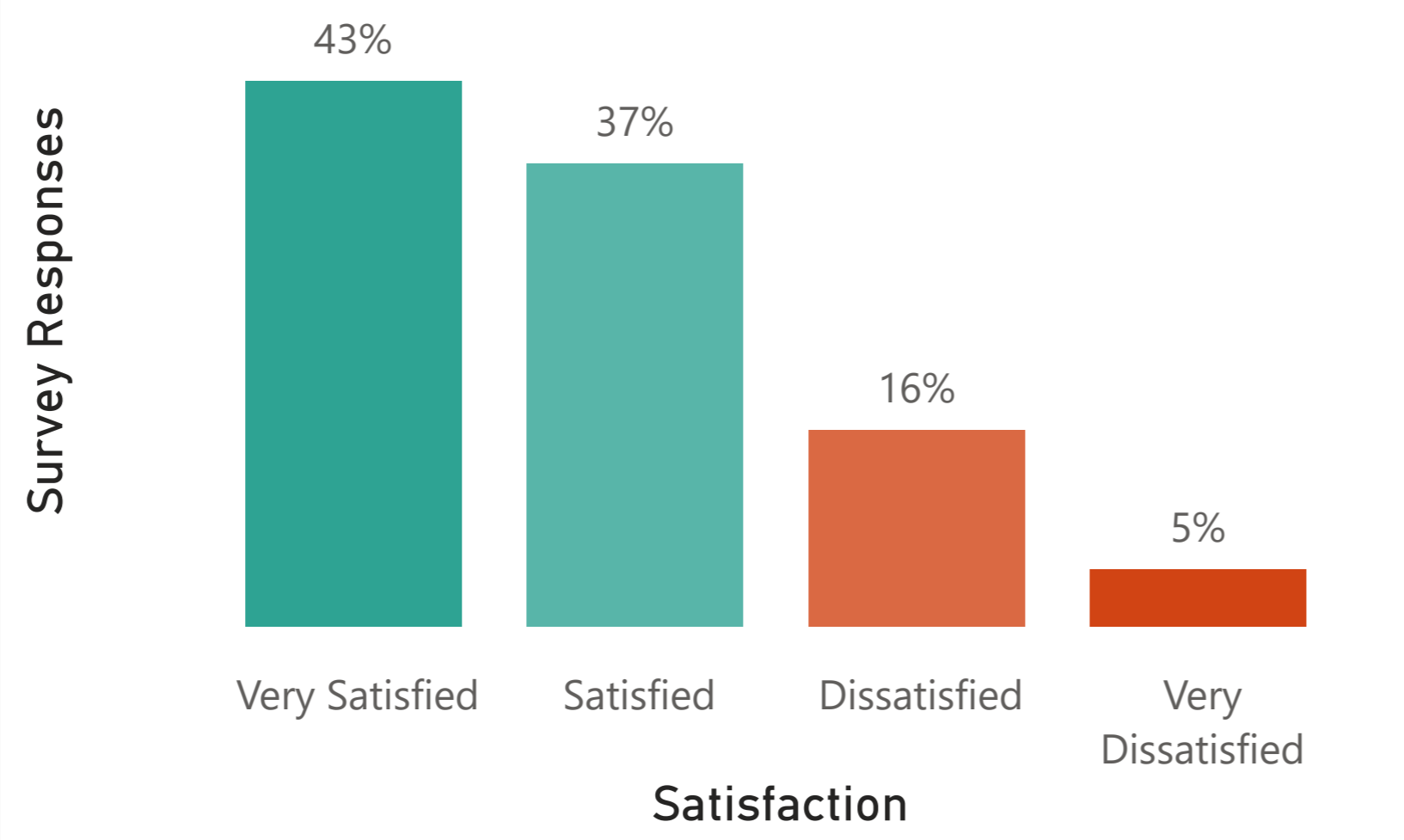
Any other needs



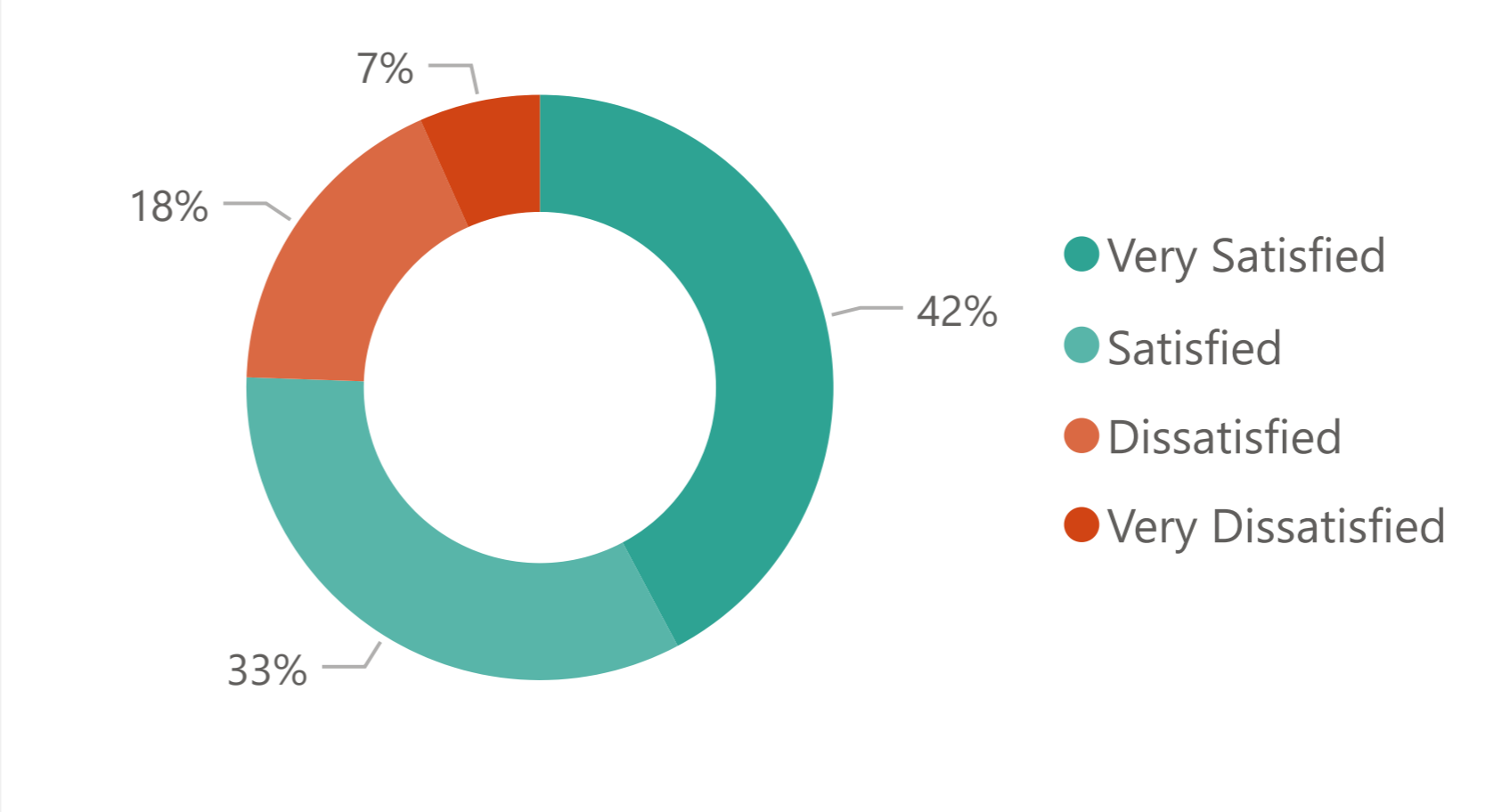
Your health and wellbeing needs



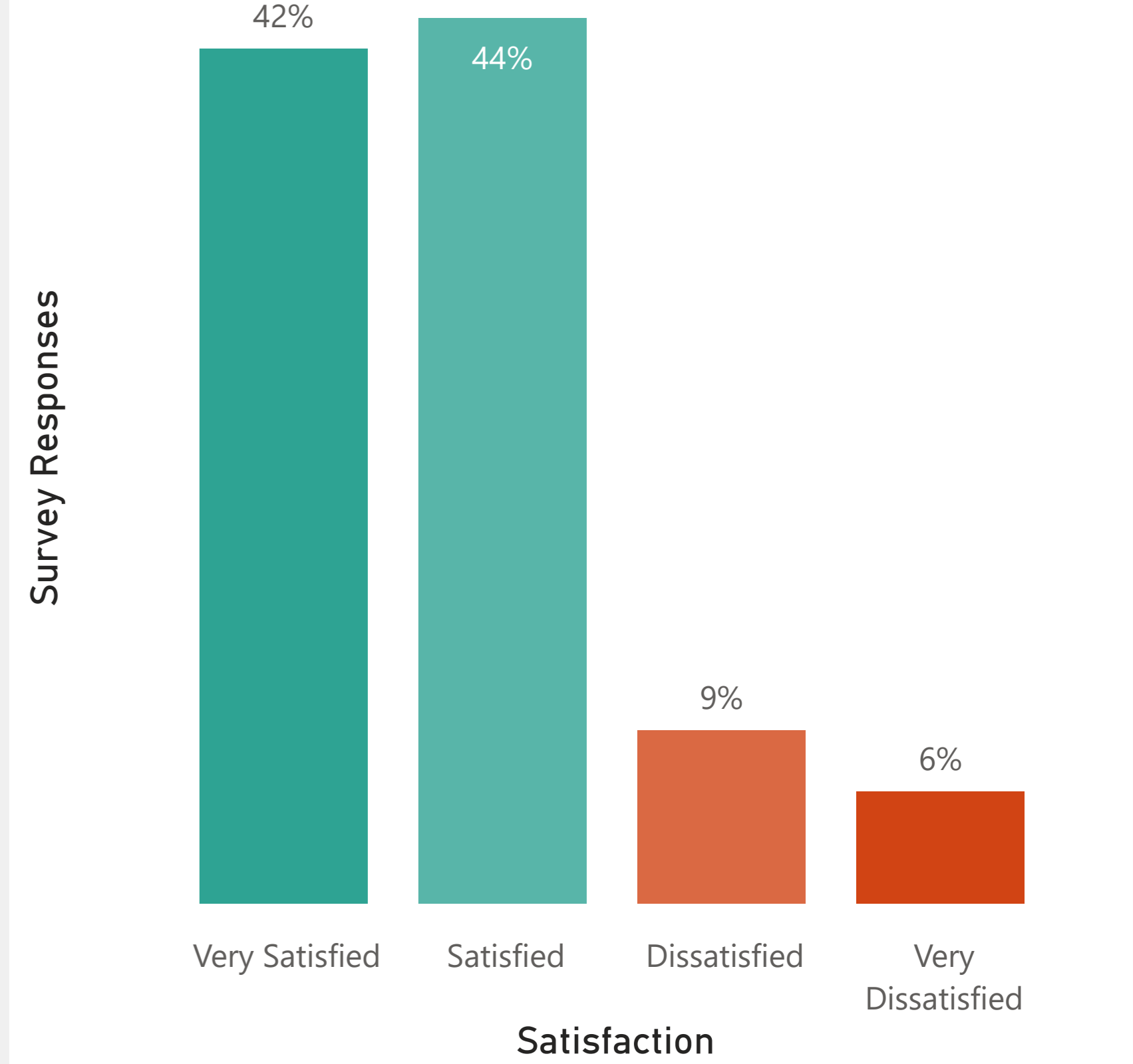
How satisfied are you with how well Centrepoint staff understand your needs overall?



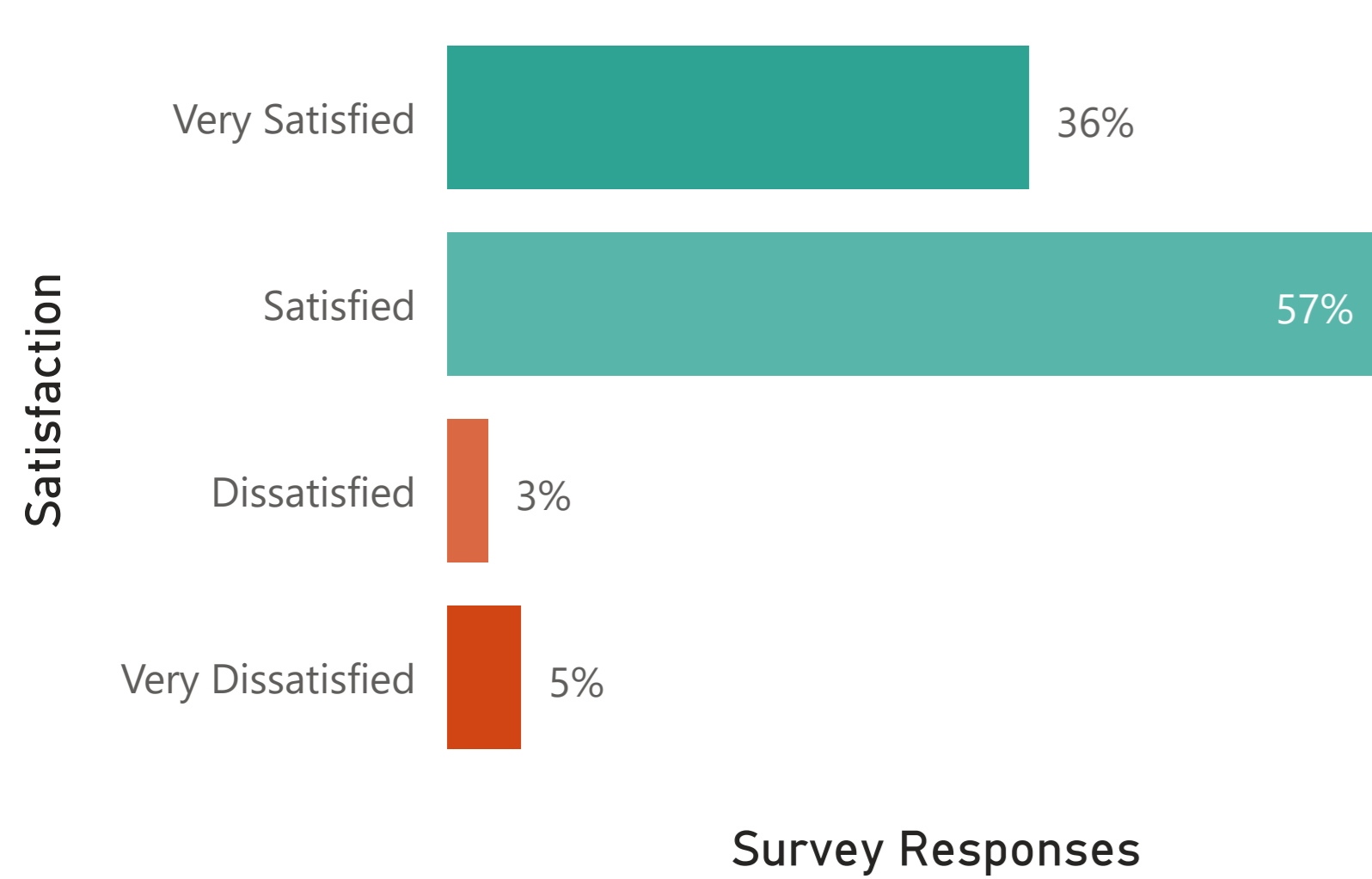
Overall, how strongly do you agree or disagree that Centrepoint's service has helped you to make positive changes in your life?



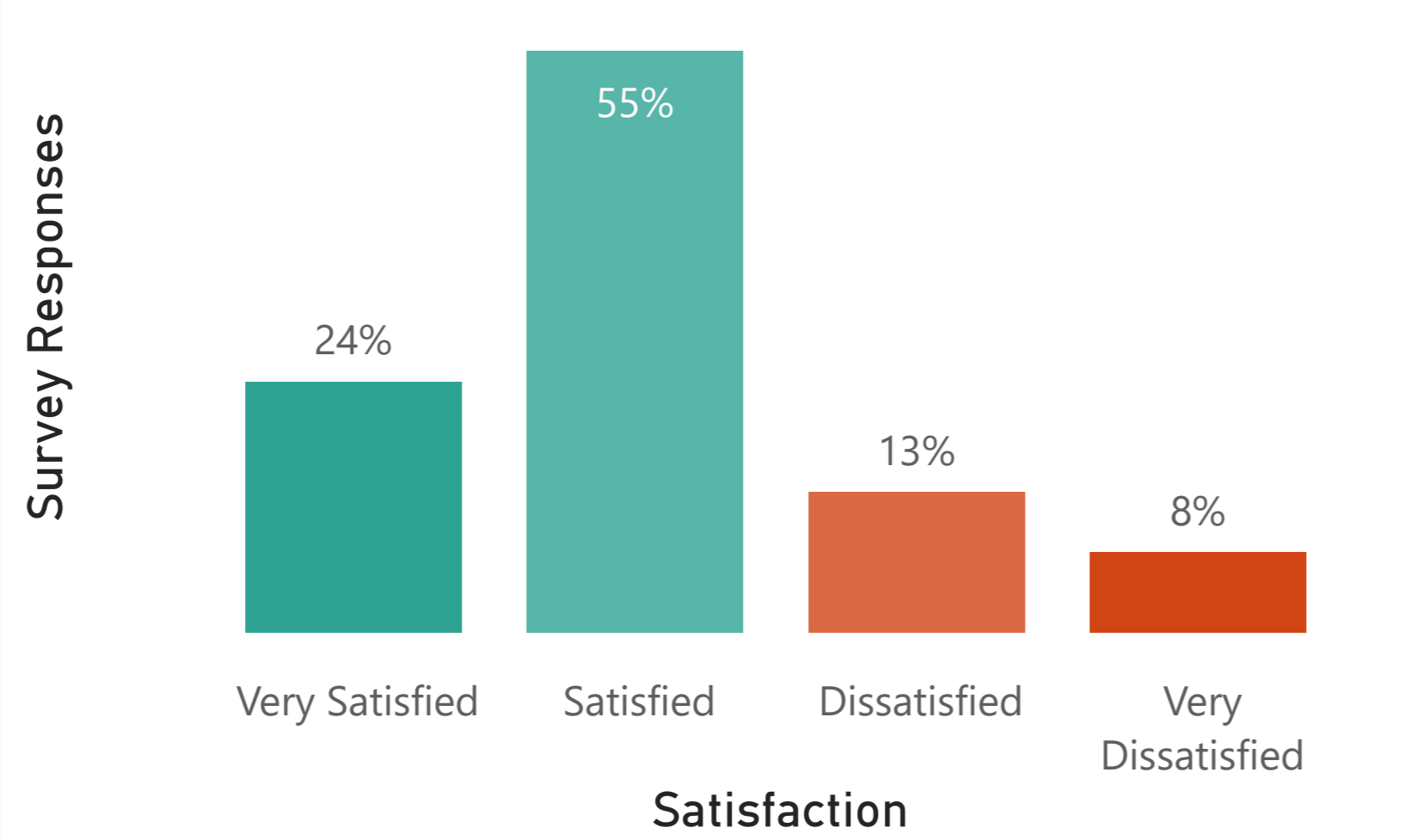
How satisfied are you with the support you get from Centrepoint staff overall?



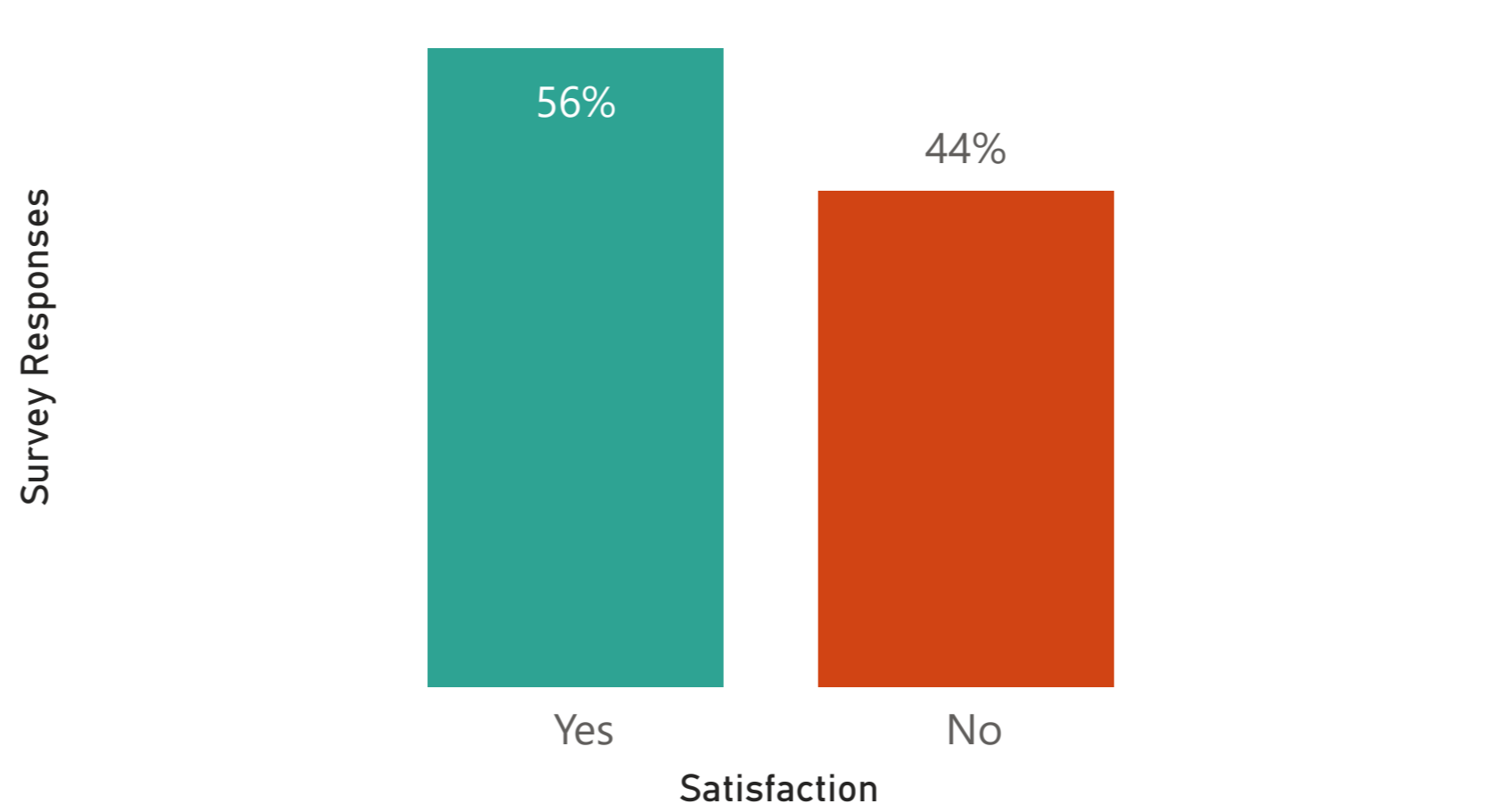
Your cultural or religious needs



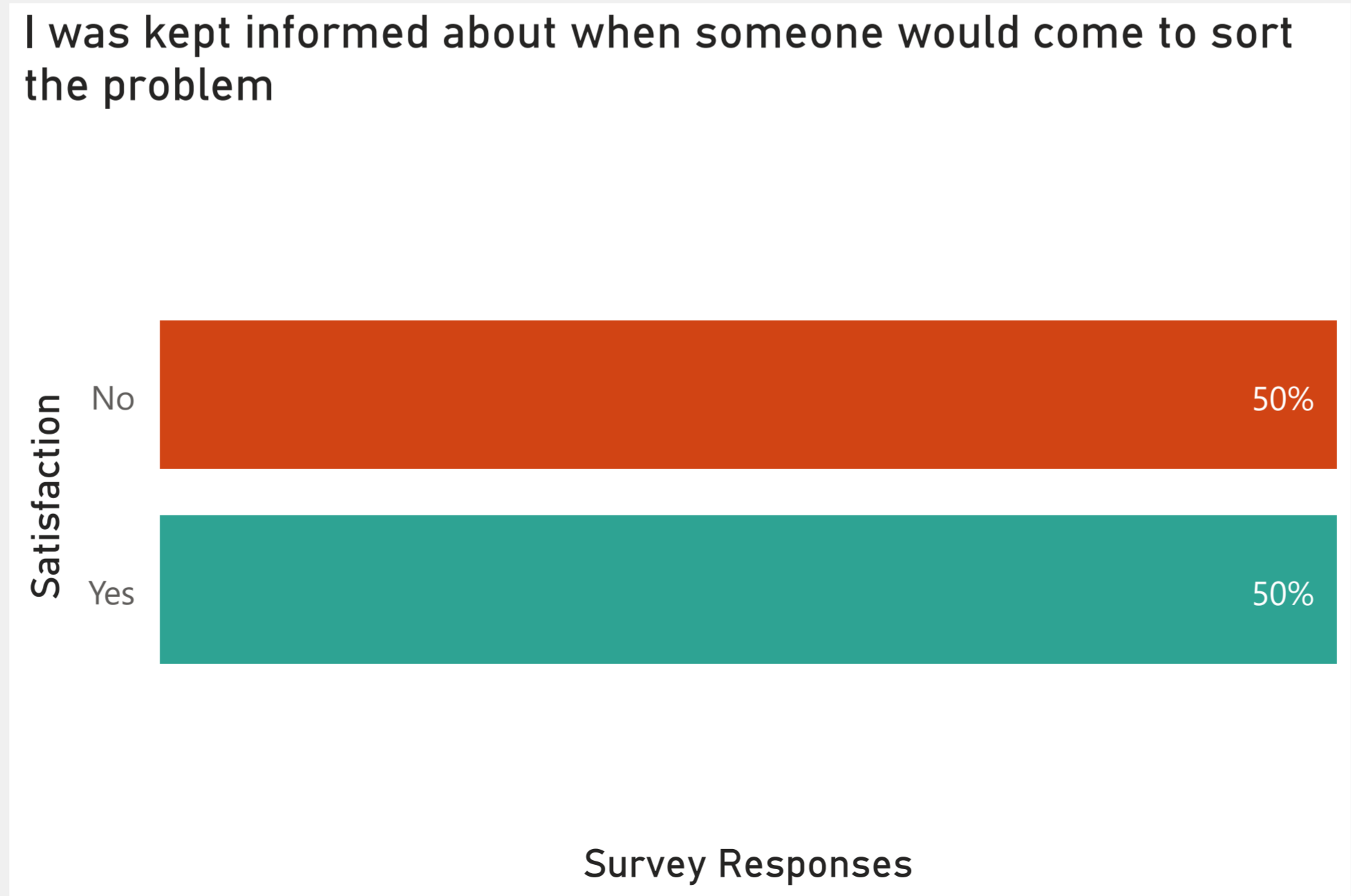
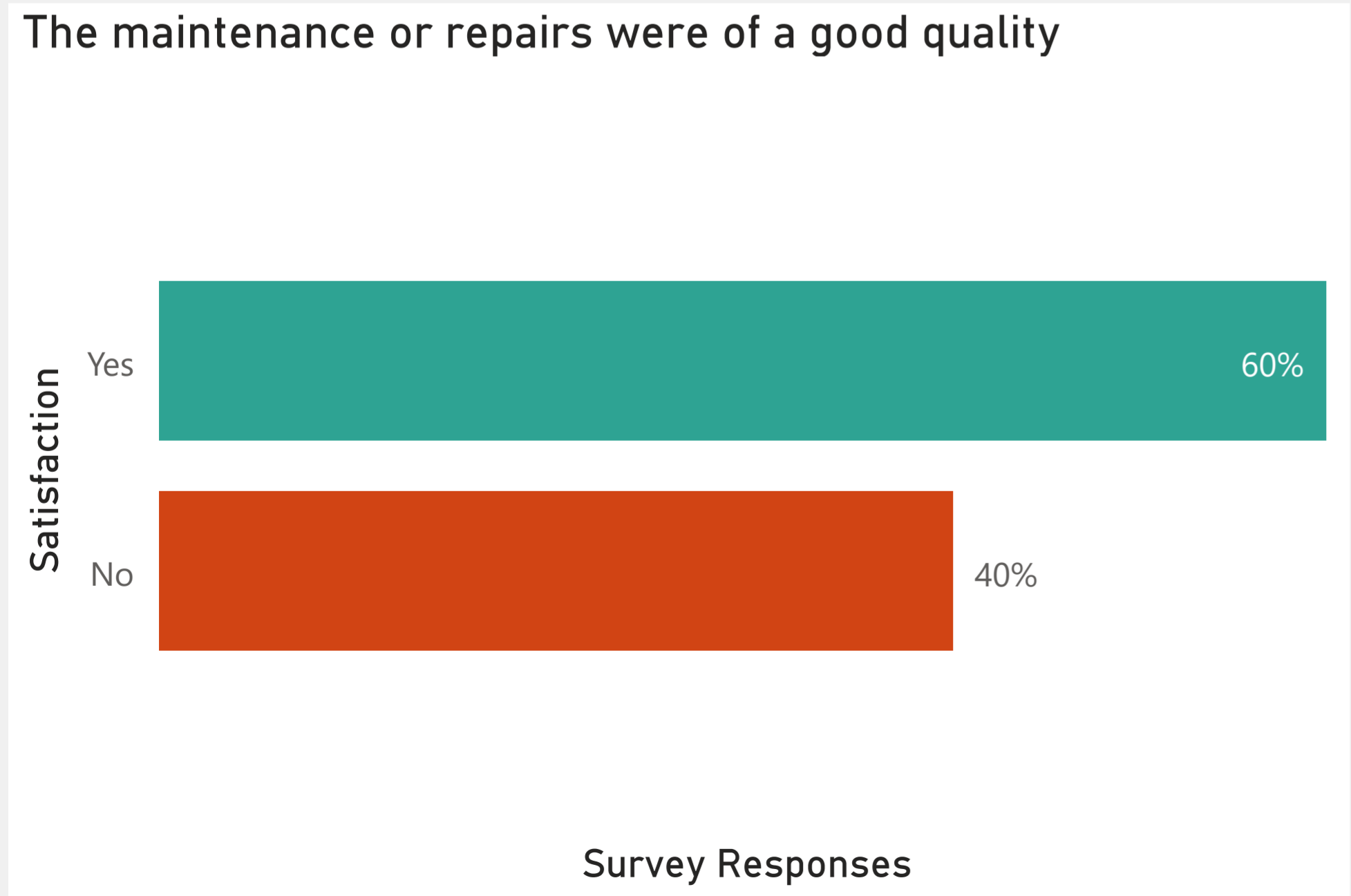
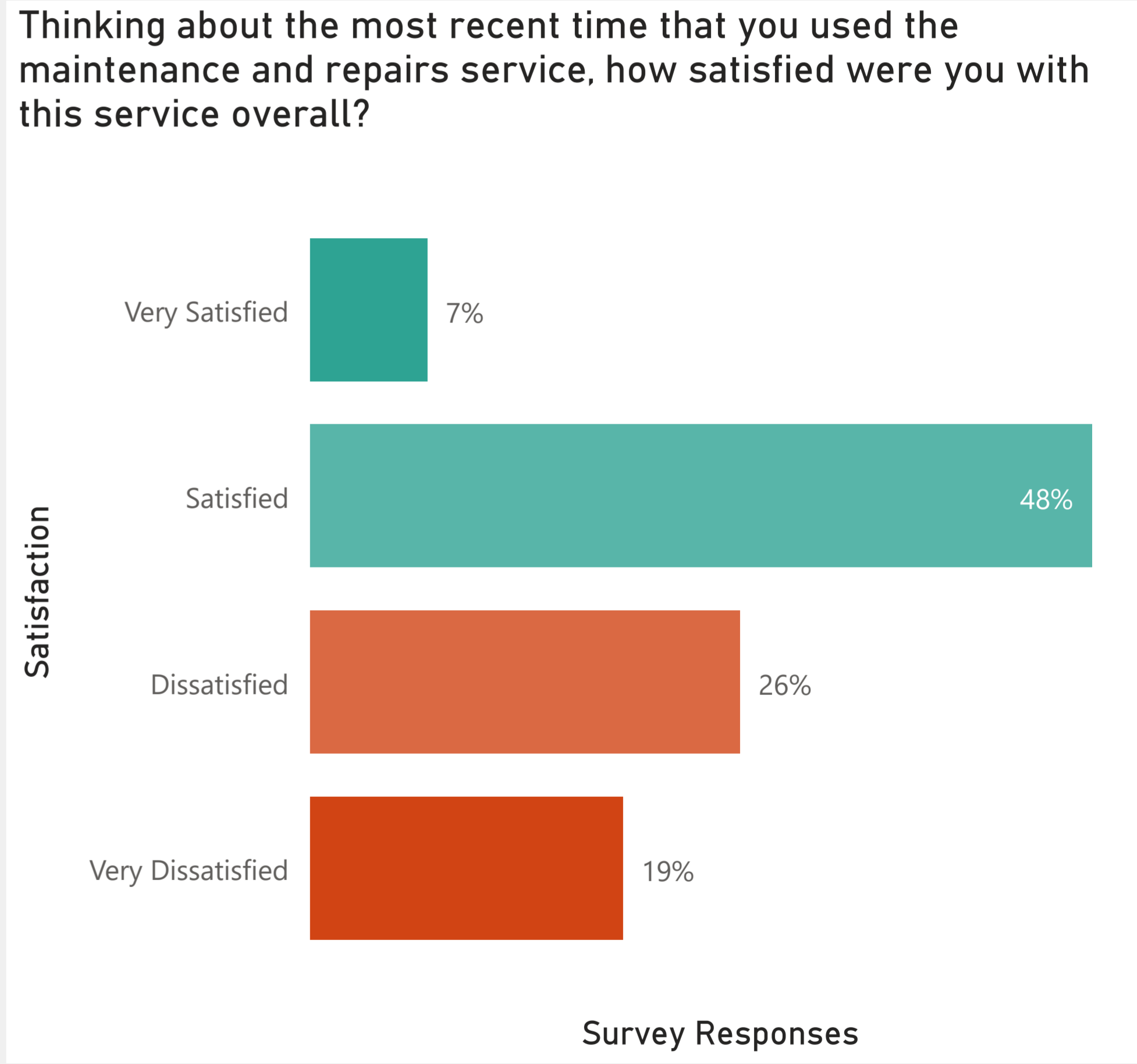
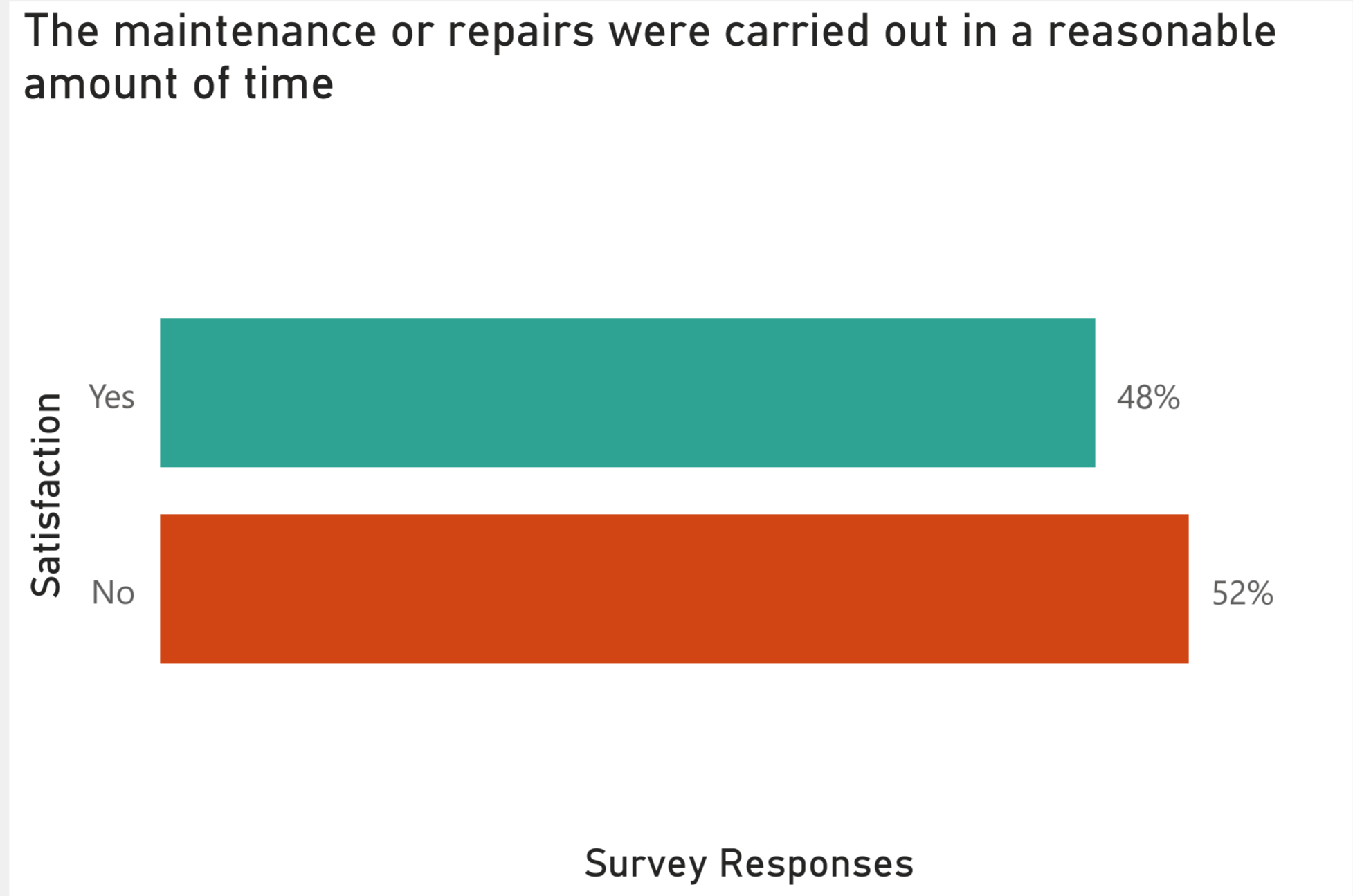
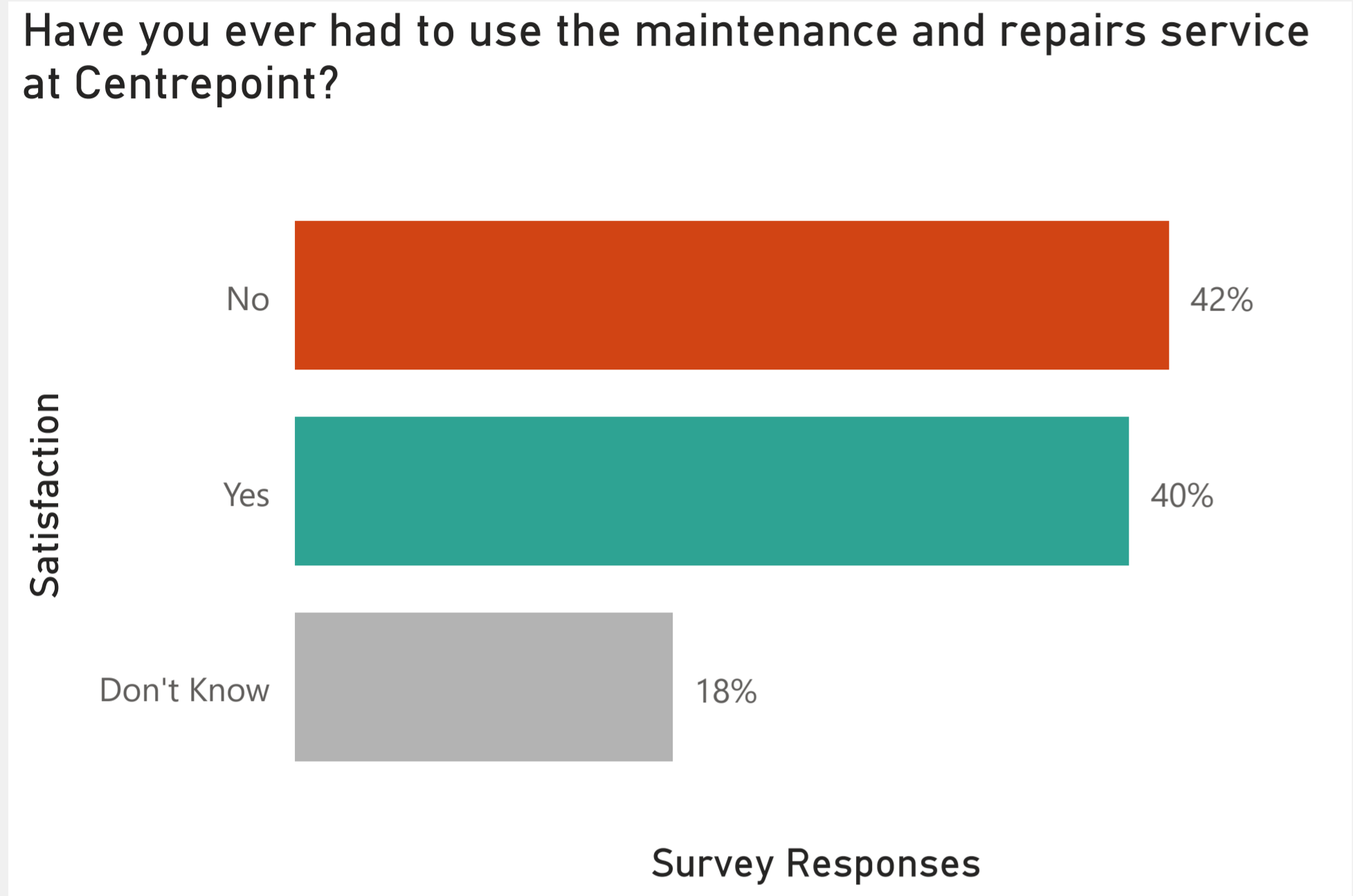
How satisfied are you with the activities and social events on offer from Centrepoint?



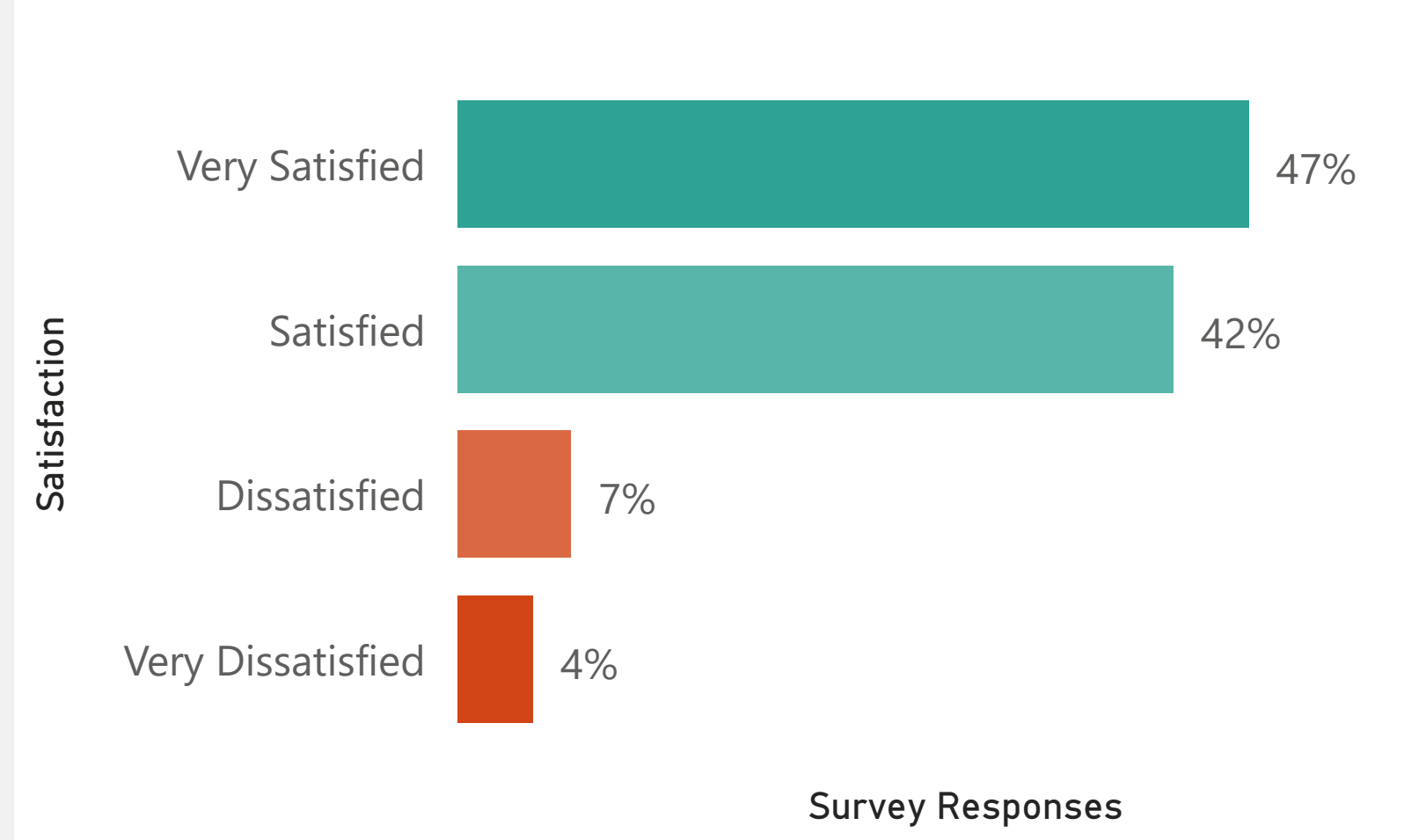
Are you supported to undertake activities or things you are particularly interested in through your service?



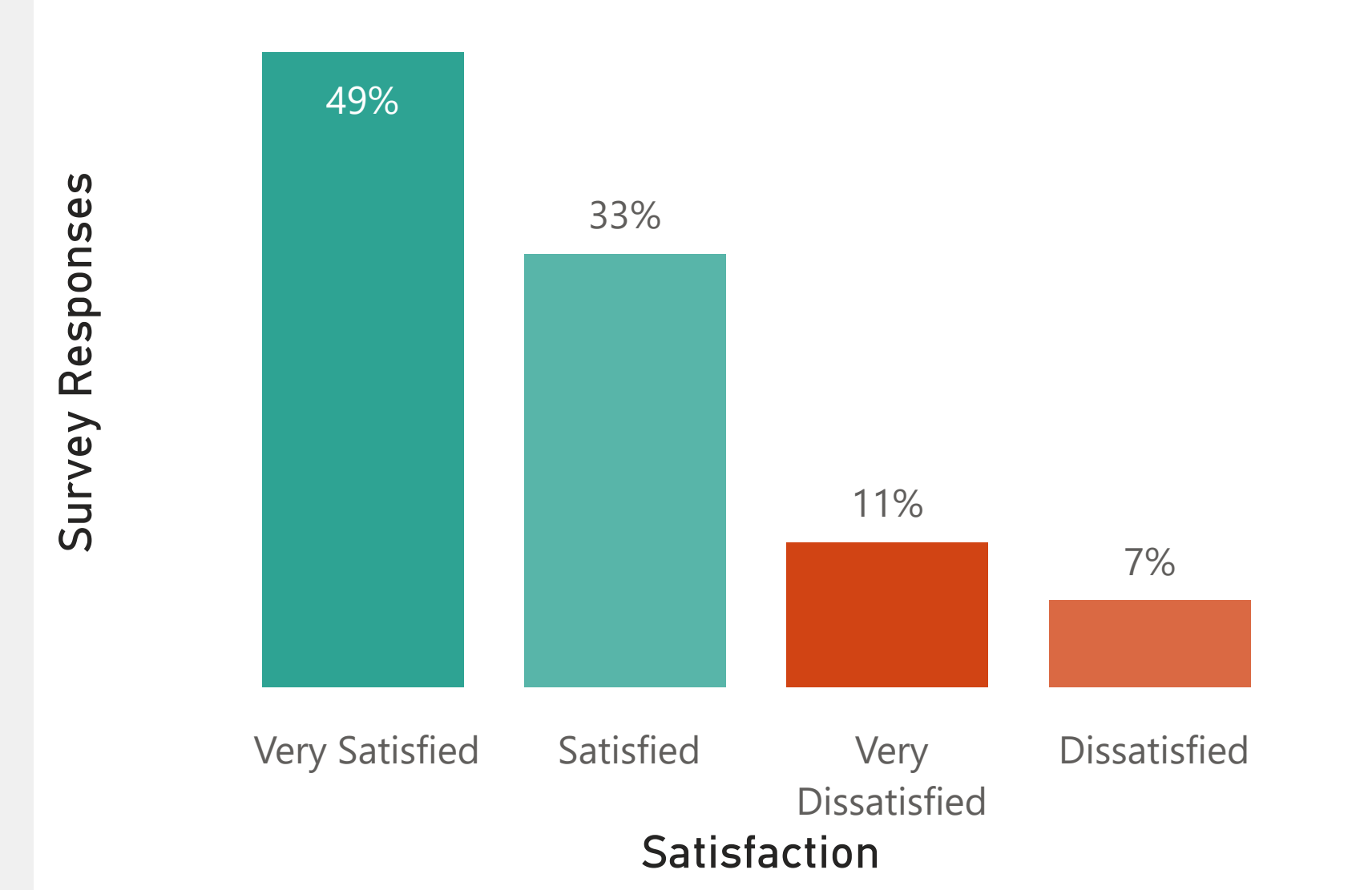
Young People Satisfaction Survey | Maintenance



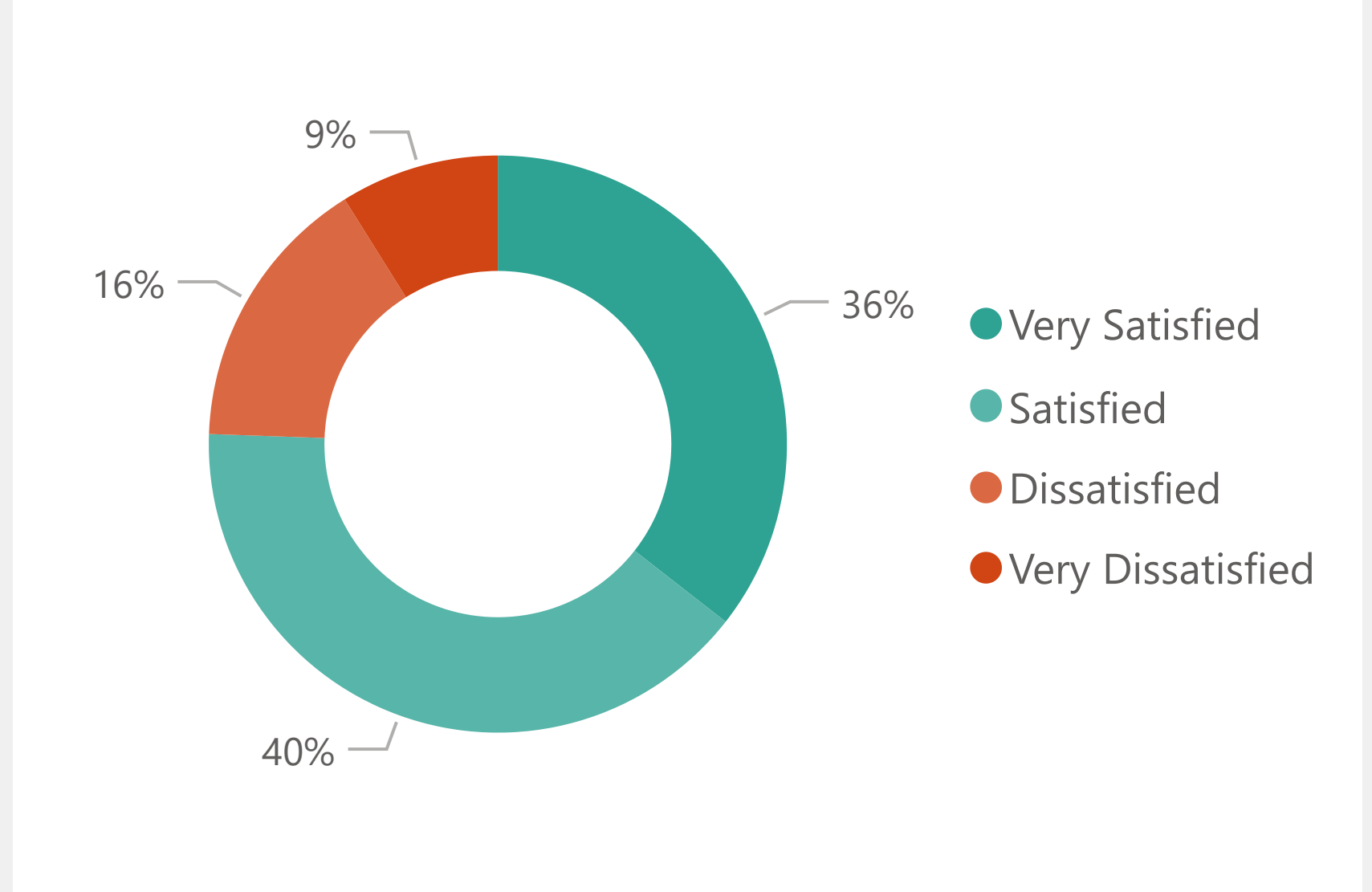
How satisfied were you with the welcome reception you received when you first visited a Centrepoint location?



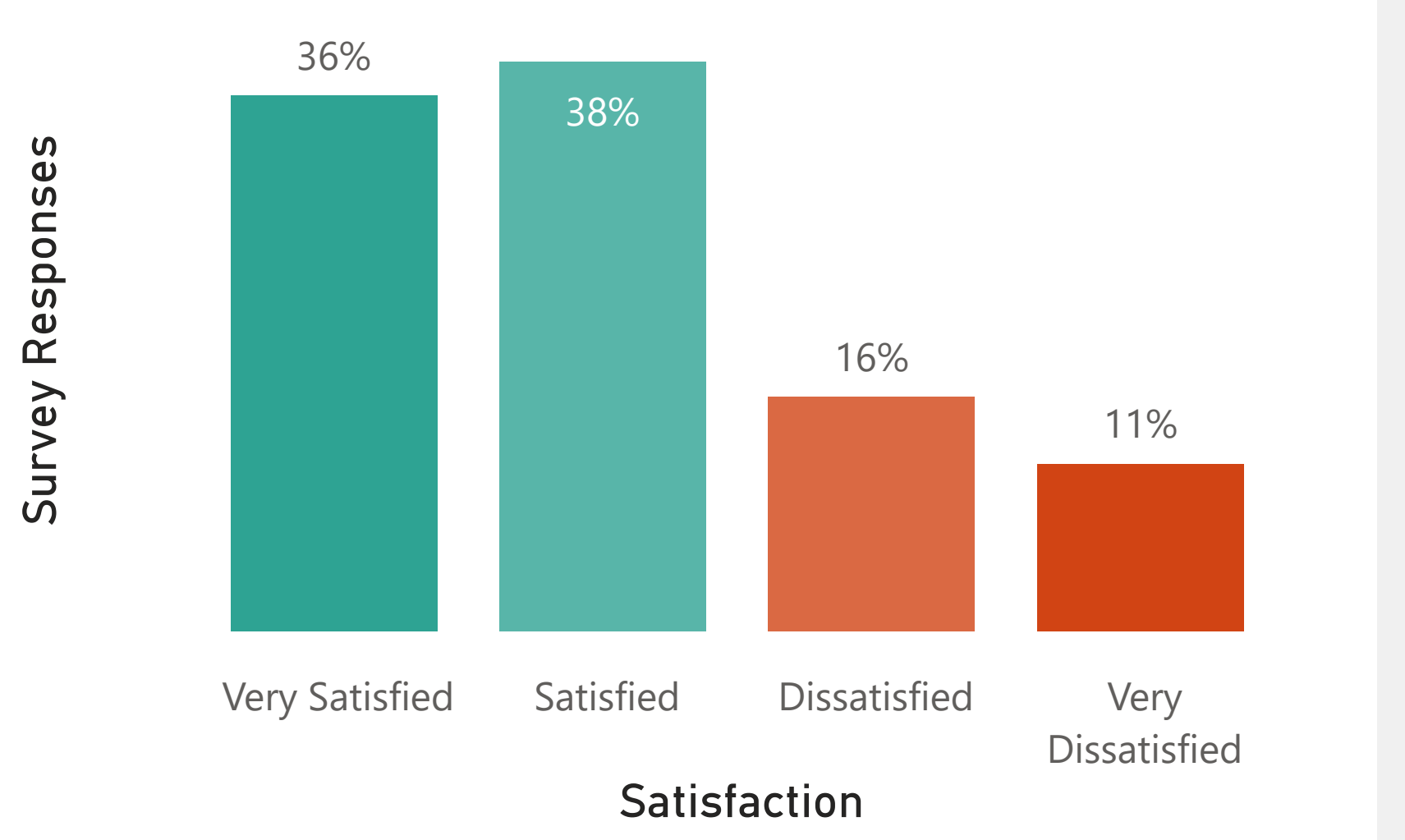
Homelessness Assessment



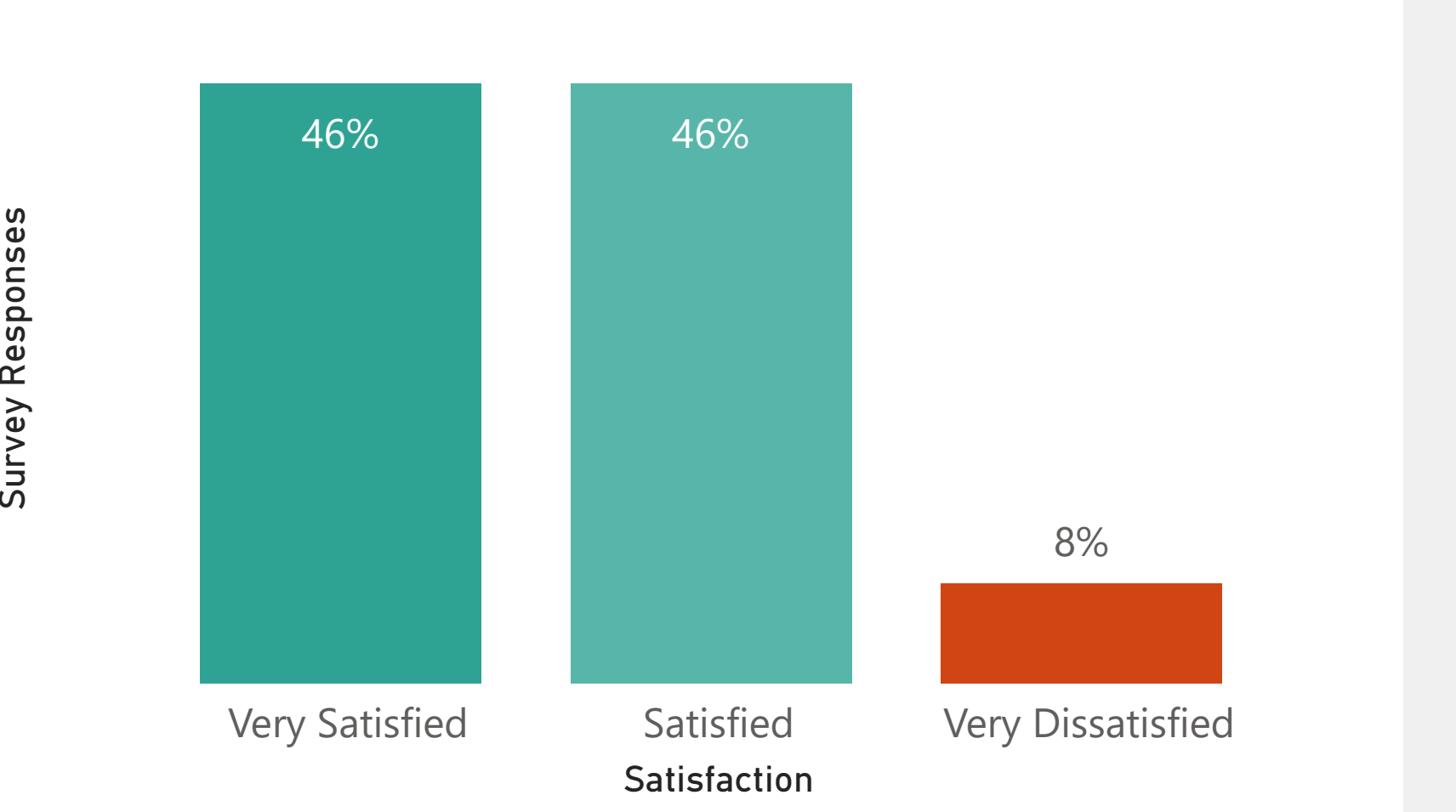
Your homelessness needs



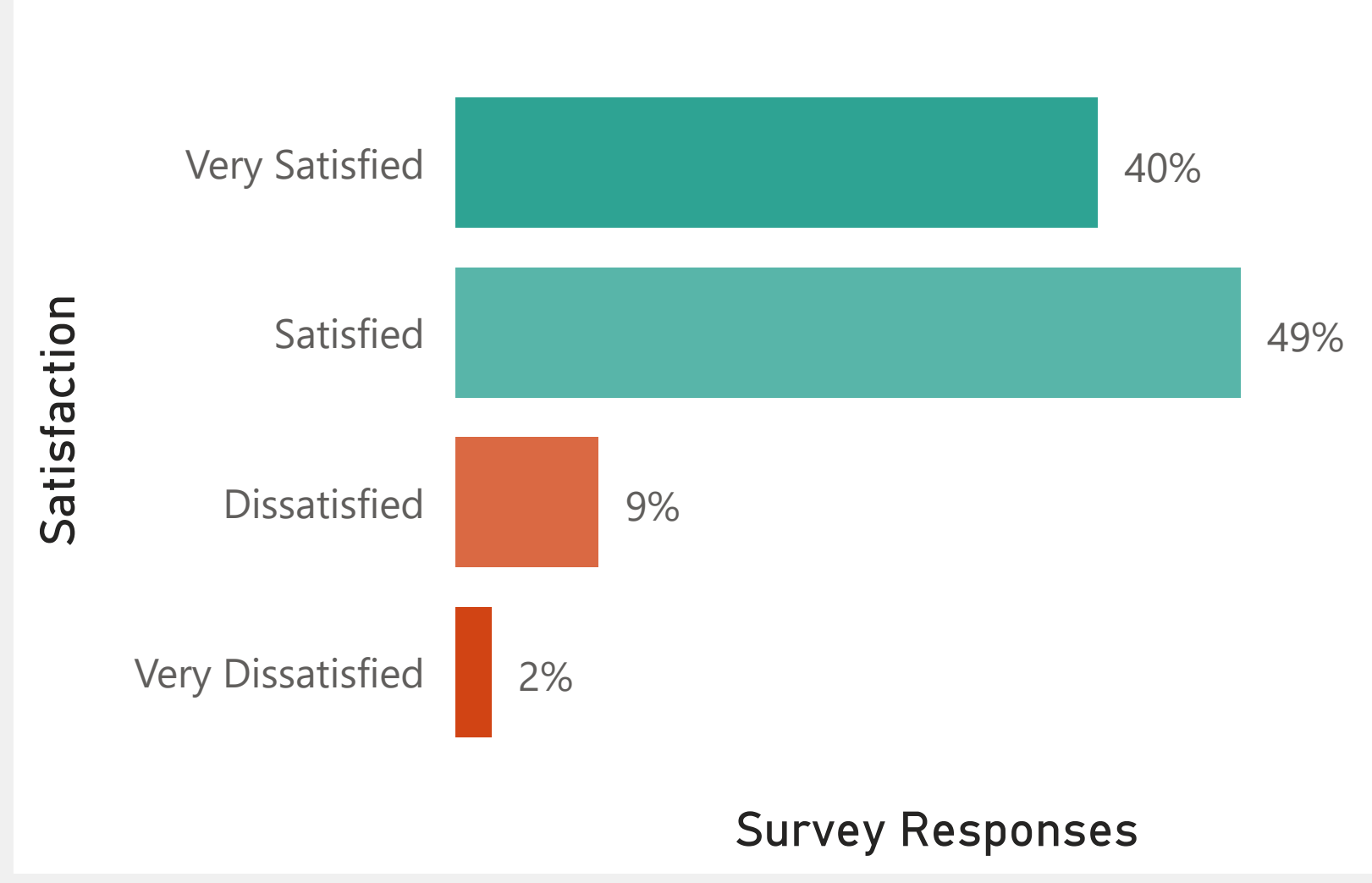
Support, advice and guidance to sustain your current living situation



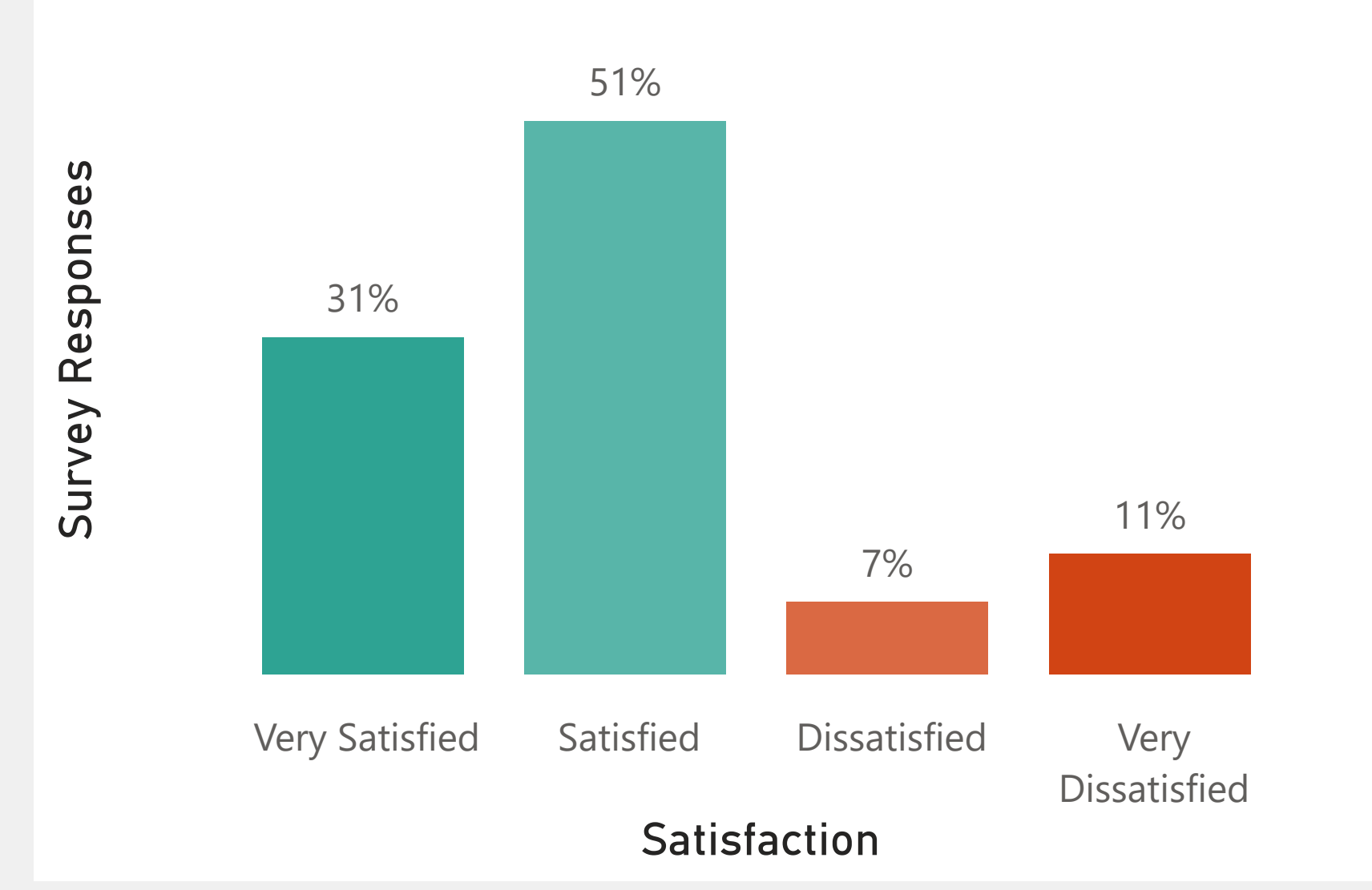
How satisfied are you with the support you have been given from Centrepoint staff to live independently in your new accommodation?



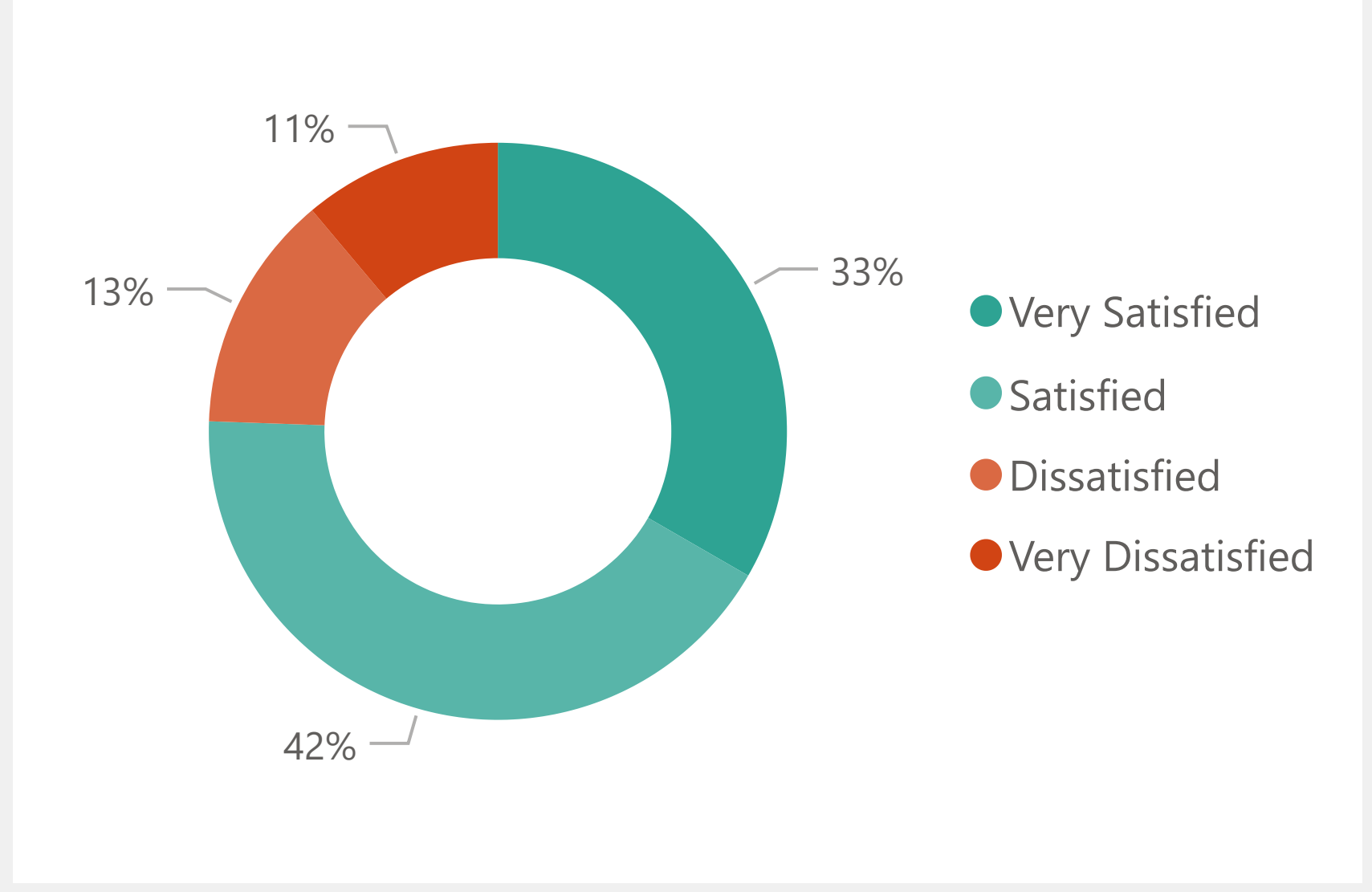
How satisfied were you with the facilities that were on offer to you for free?



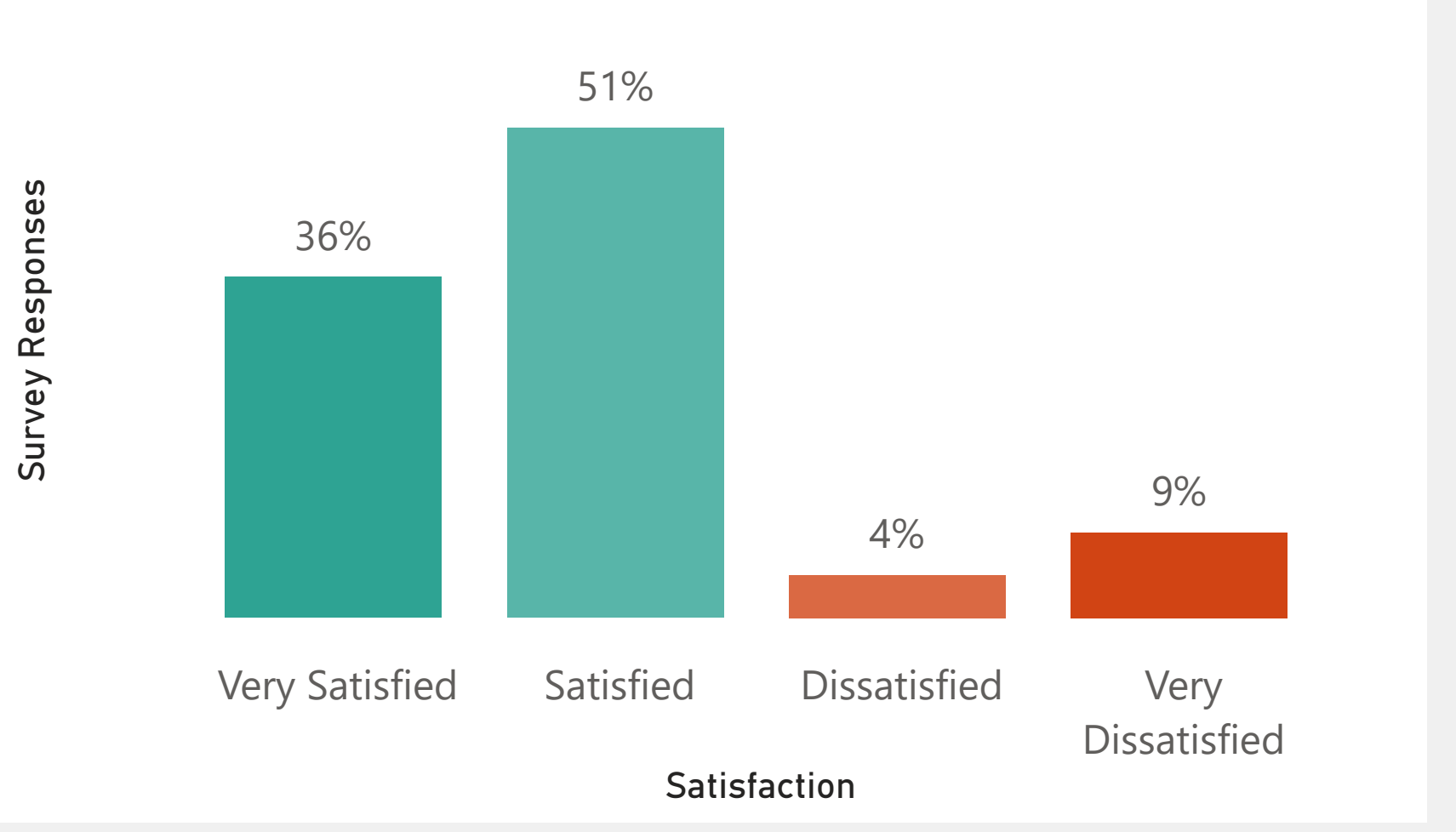
Resettlement Support



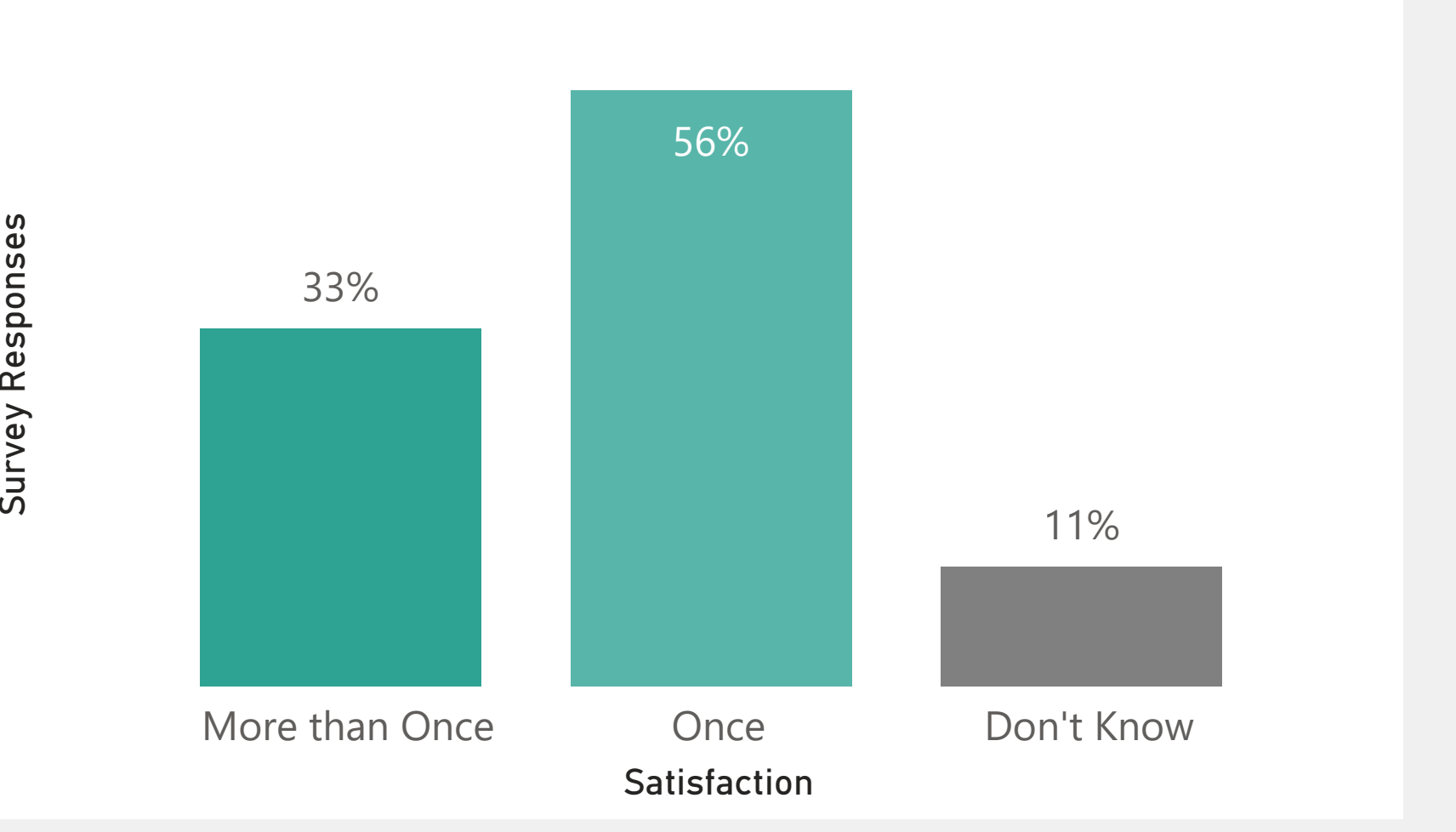
Your rough sleeping needs



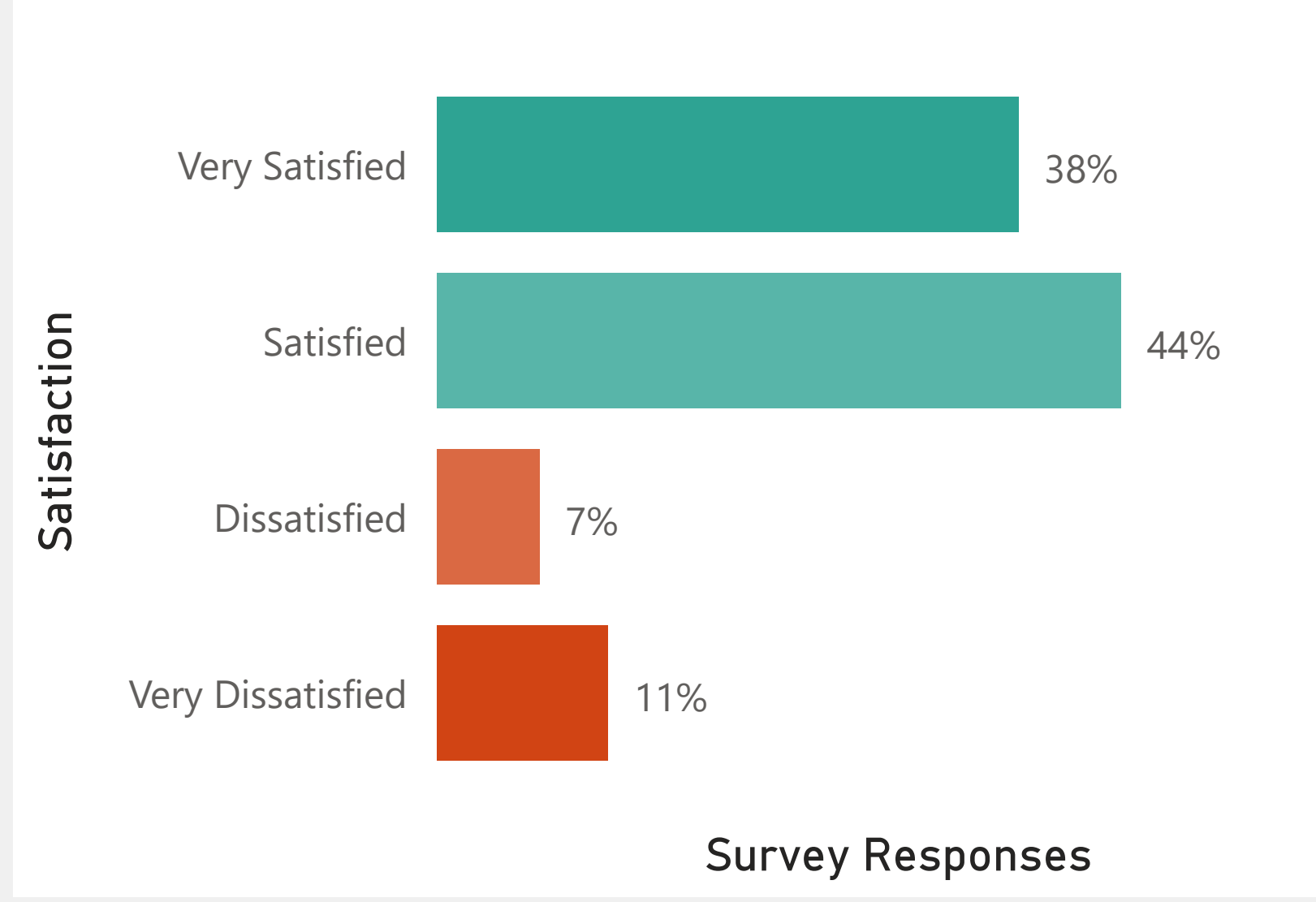
How satisfied are you with the support you have received from Centrepoint to find any new accommodation?



How many times have you had a housing issue that has required you to access Centrepoint's Manchester services?



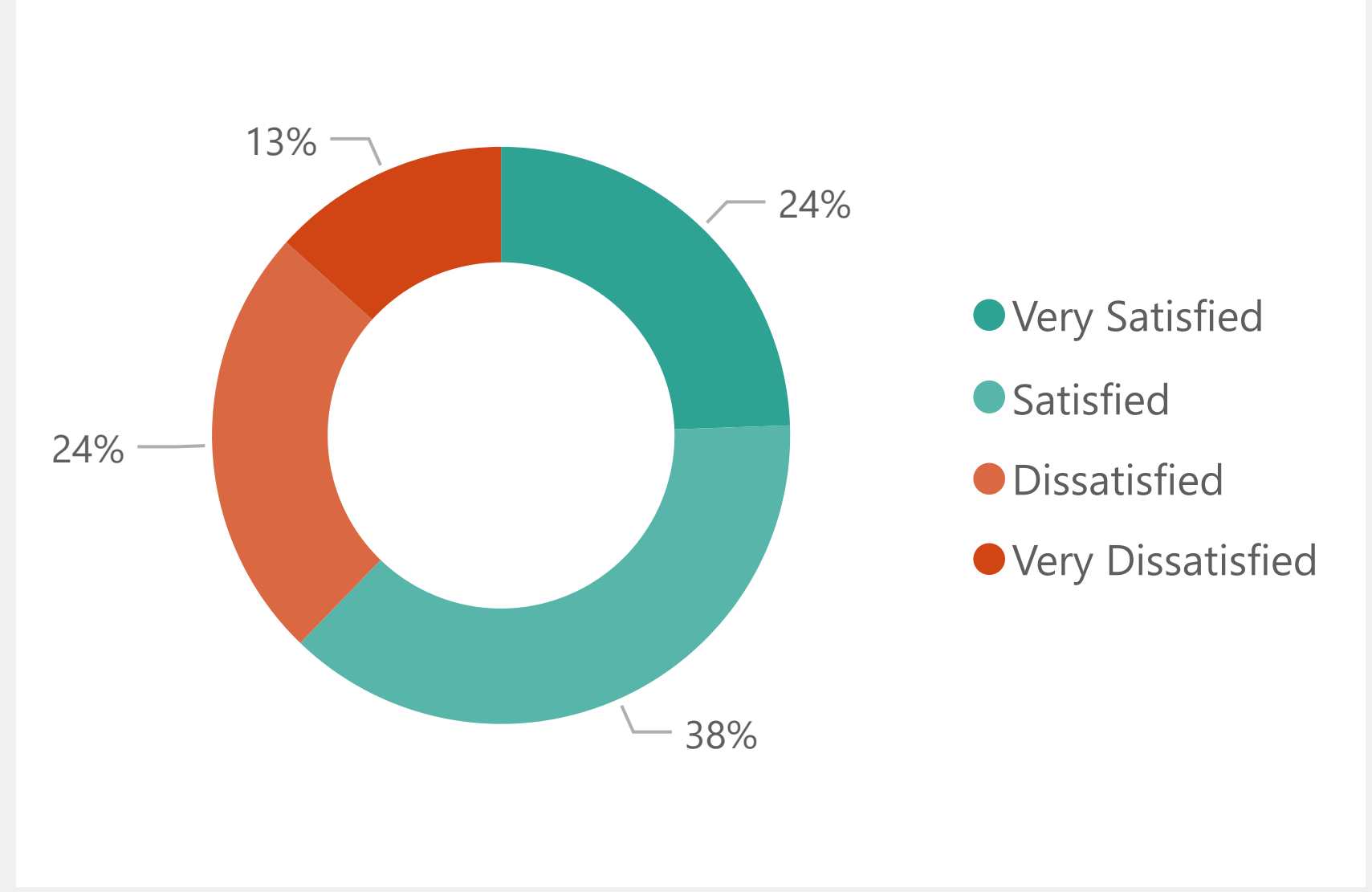
Housing Advice and Guidance



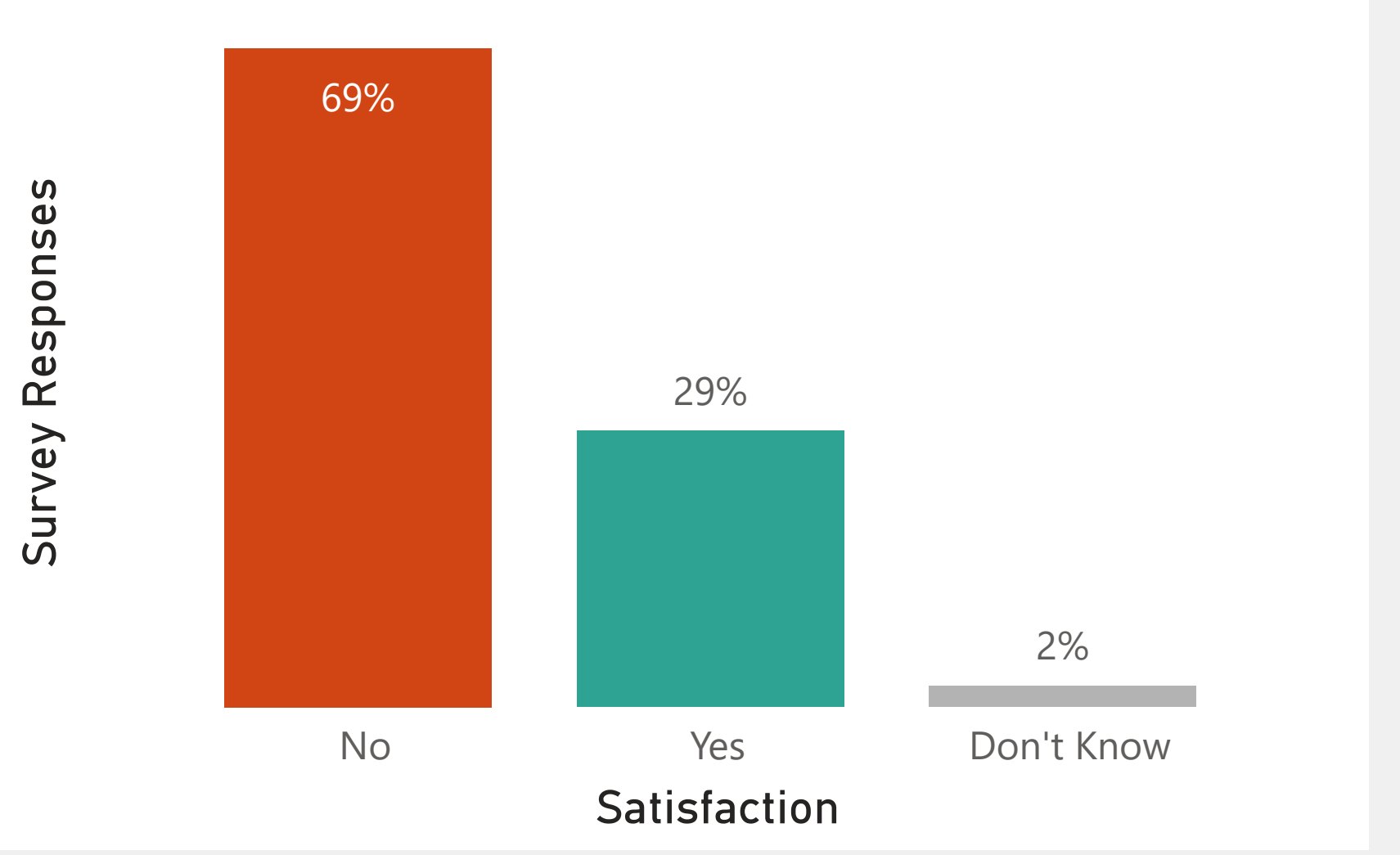
Securing temporary accommodation



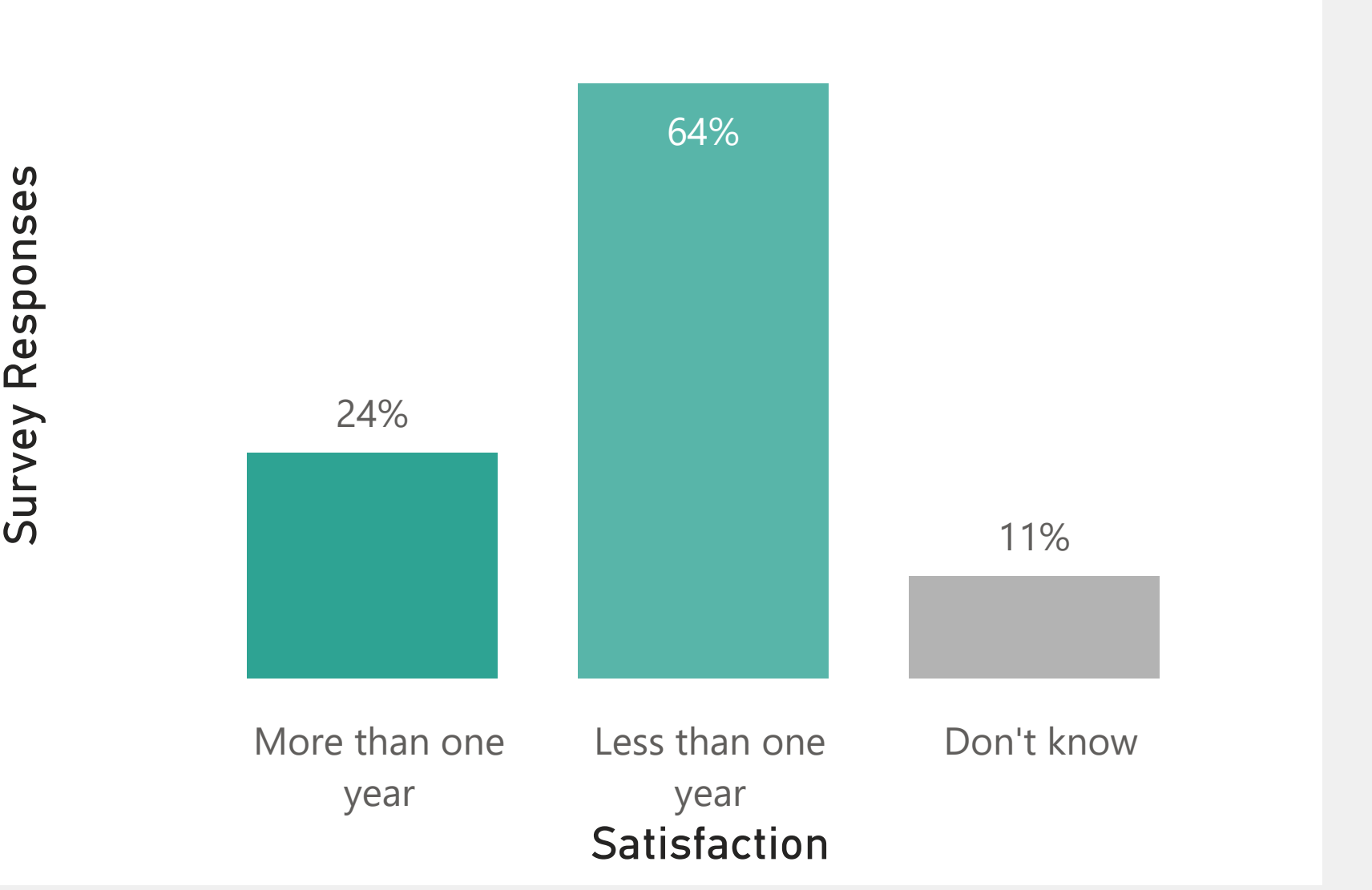
Support to move back to family or friends



Since working with Centrepoint have you moved into new accommodation?



How long have you used Centrepoint's services for?



Young People Satisfaction Survey | Scores Comparison

Questions	Group	2021 Results	2022 Results	Difference
How satisfied are you with the quality of your accommodation at Centrepoint overall?	Accommodation	83%	79%	-4% ↓
In general, how satisfied are you with how Centrepoint keeps the communal areas of your accommodation?	Accommodation	87%	77%	-10% ↓
Overall how satisfied are you that your Centrepoint accommodation feels like your home?	Accommodation	74%	64%	-10% ↓
When you first arrived at Centrepoint, how satisfied were you with the state of your room?	Accommodation	84%	81%	-3% ↓
Accessing training or education	Communication	92%	82%	-10% ↓
Accessing work	Communication	86%	75%	-11% ↓
Applying for and managing benefits	Communication	93%	87%	-6% ↓
Finding or securing move on accommodation	Communication	75%	69%	-6% ↓
How satisfied are you with the information you have been given about your rights as a resident?	Communication	90%	83%	-7% ↓
Managing arrears	Communication	88%	85%	-3% ↓
Moving back to family and friends	Communication	69%	68%	-1% ↓
Overall	Communication	90%	85%	-5% ↓
Overall, how satisfied are you with the access to the internet and technology available where you live?	Communication	62%	82%	20% ↑
Paying rent	Communication	89%	85%	-4% ↓
Sustaining your tenancy	Communication	87%	83%	-4% ↓
How satisfied were you with how your complaint was handled?	Complaints	50%	59%	9% ↑
Were you happy with the way your anti-social behaviour report was dealt with?	Complaints	65%	52%	-13% ↓
How satisfied are you overall with the learning opportunities on offer to you from Centrepoint?	CP Works Offering	91%	86%	-5% ↓
Centrepoint has a health and wellbeing team who are available to help you with any physical or mental health concerns, as well as relationship, dietitian and substance support. Before today, were you aware of this team?	Health Offering	83%	65%	-18% ↓
Have you used any of Centrepoint's health and wellbeing services?	Health Offering	34%	25%	-9% ↓
How satisfied are you with Centrepoint's health and wellbeing services ?(these include: mental health, counselling, dietetics, healthy relationships, substance use)	Health Offering	93%	92%	-1% ↓
How satisfied are you that you are able to have your say in how your service is run?	Inclusion	92%	85%	-7% ↓
How satisfied are you that your views are taken into account by Centrepoint?	Inclusion	83%	82%	-1% ↓
Were you helped by a member of staff to complete this survey?	Inclusion	54%	29%	-25% ↓
Have you ever had to use the maintenance and repairs service at Centrepoint?	Maintenance	47%	40%	-7% ↓
I was kept informed about when someone would come to sort the problem	Maintenance	84%	50%	-34% ↓
The maintenance or repairs were carried out in a reasonable amount of time	Maintenance	60%	48%	-12% ↓
The maintenance or repairs were of a good quality	Maintenance	75%	60%	-15% ↓
Thinking about the most recent time that you used the maintenance and repairs service, how satisfied were you with this service overall?	Maintenance	75%	55%	-20% ↓
Homelessness Assessment	Manchester HPRS	91%	82%	-9% ↓
Housing Advice and Guidance	Manchester HPRS	100%	82%	-18% ↓
How satisfied are you with the support you have been given from Centrepoint staff to live independently in your new accommodation?	Manchester HPRS	91%	92%	1% ↑
How satisfied are you with the support you have received from Centrepoint to find any new accommodation?	Manchester HPRS	91%	87%	-4% ↓
How satisfied were you with the facilities that were on offer to you for free?	Manchester HPRS	100%	89%	-11% ↓
How satisfied were you with the welcome reception you received when you first visited a Centrepoint location?	Manchester HPRS	91%	89%	-2% ↓
Resettlement Support	Manchester HPRS	100%	82%	-18% ↓
Securing temporary accommodation	Manchester HPRS	91%	76%	-15% ↓
Since working with Centrepoint have you moved into new accommodation?	Manchester HPRS	91%	29%	-62% ↓
Support to move back to family or friends	Manchester HPRS	82%	62%	-20% ↓
Support, advice and guidance to sustain your current living situation	Manchester HPRS	90%	74%	-16% ↓
Your homelessness needs	Manchester HPRS	91%	76%	-15% ↓
Your rough sleeping needs	Manchester HPRS	90%	75%	-15% ↓
If you had a concern about your safety at Centrepoint, do you know who you would talk to about this?	Safety	87%	83%	-4% ↓
Overall, how safe do you feel at Centrepoint?	Safety	92%	91%	-1% ↓
How satisfied are you that Centrepoint is good value for your money?	Satisfaction	86%	79%	-7% ↓
Taking everything into consideration, how satisfied are you with the overall service that Centrepoint provides to you?	Satisfaction	90%	86%	-4% ↓
Any other needs	Support	91%	86%	-5% ↓
How satisfied are you that Centrepoint staff treat all young people equally?	Support	87%	82%	-5% ↓
How satisfied are you with how well Centrepoint staff understand your needs overall?	Support	89%	80%	-9% ↓
How satisfied are you with how well your move-on options have been explained by Centrepoint staff?	Support	79%	76%	-3% ↓
How satisfied are you with the activities and social events on offer from Centrepoint?	Support	81%	79%	-2% ↓
How satisfied are you with the support you get from Centrepoint staff overall?	Support	91%	86%	-5% ↓
Overall, how strongly do you agree or disagree that Centrepoint's service has helped you to make positive changes in your life?	Support	88%	75%	-13% ↓
Your cultural or religious needs	Support	94%	93%	-1% ↓