

# ANNUAL REPORT FOR TENANTS

APRIL 2020 - MARCH 2021

centre  
point

A yearly update for young people staying with Centrepoint.



**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.**

**72%**

of complaints were resolved on time

**60%**

of young people left Centrepoint in education, employment or training

**147**

Bursaries were awarded to young people

# REPAIRS & MAINTENANCE

**We spent £686,000 on routine and planned maintenance to Centrepont properties.**

During 2021-22 we are carrying out surveys across all Centrepont Services to ensure that they meet our agreed Property Standards within the next seven years.



**80%**  
of repairs were  
completed on time

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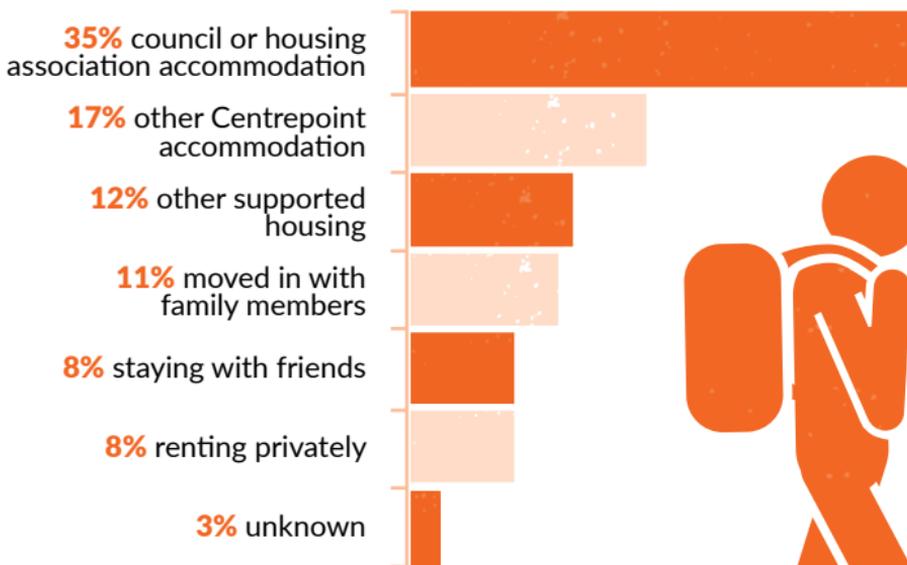
This is better than last year, but we want to continue to improve our service to you in 2021.

We will prioritise this and we will deliver a service that you expect and deserve.



# MOVING ON

Between April 2020 and March 2021, there were 599 move ons from Centrepoint services. Where did they go?



**94%** of those who moved on from Centrepoint did so positively

We recently surveyed you and:

**91%**

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

**95%**

of you were satisfied with the support from your key worker

**91%**

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

# WHERE CENTREPOINT'S MONEY CAME FROM

APRIL 2020 - MARCH 2021



## CENTREPOINT BURSARY

You can apply for money from Centrepoint 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**

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

<https://centrepoint.org.uk/bursaryapplication>

# 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.

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



# 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.**

