

Centrepoint

Annual Complaints and Service Improvement Report

2023-2024

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Introduction

This is Centrepoint's first annual complaints report, which covers the period 1st April 2023 to 31st March 2024. This report provides information about the number of complaints we have received, what the complaints were about and what we did as a result of the complaints received.

Centrepoint works hard to ensure the services we provide meet the expectations of the young people who access them. We know we don't always get it right, and when this happens, it is important that we learn from it.

Centrepoint's Compliance Team works closely with colleagues from across the organisation who deliver our services, to ensure complaints received are handled effectively.

During the year we have reviewed our Complaints and Feedback Policy and Procedure and made amendments to ensure it is compliant with the Housing Ombudsmen (HOS) Complaints Handling Code.

Board Response:

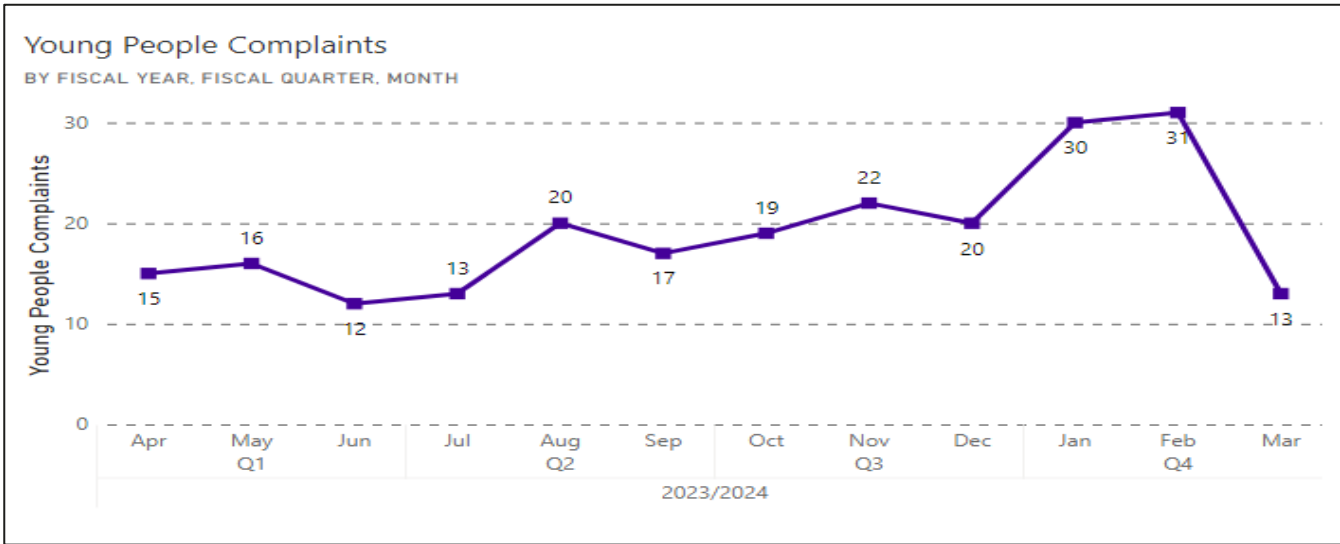
In line with the requirements of the Housing Ombudsmen Complaints Handling Code, a formal response is required to be published alongside the completed Complaints Handling Self-assessment.

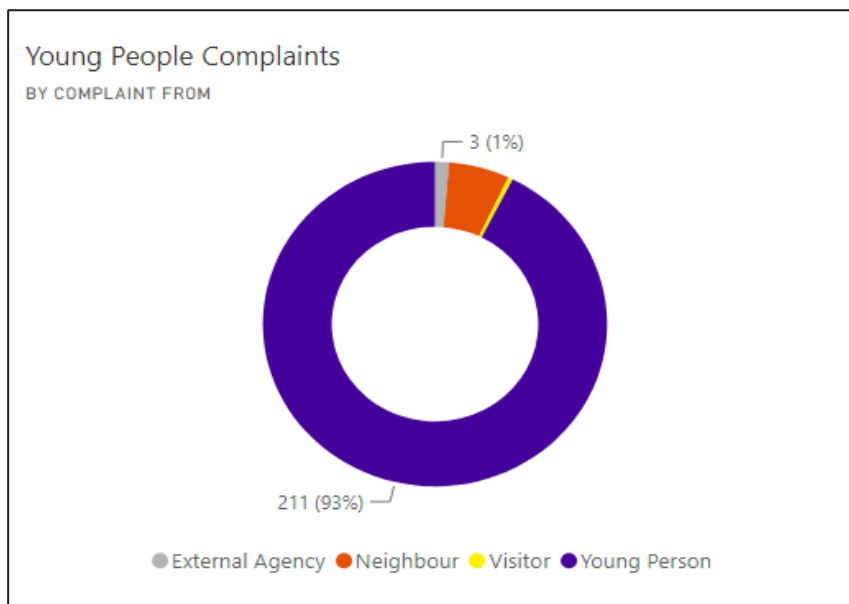
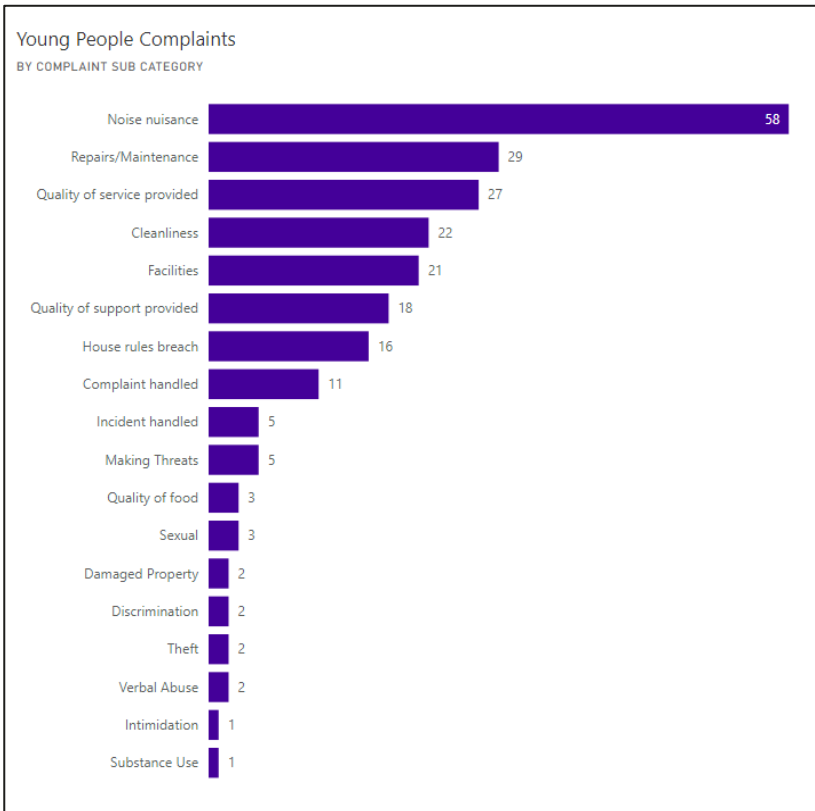
The formal response is that the committee is assured there is a focus across the organisation to record and respond to complaints, and that learning from complaints is identified to inform continuous improvements to the services provided to the young people who access services within Centrepont.

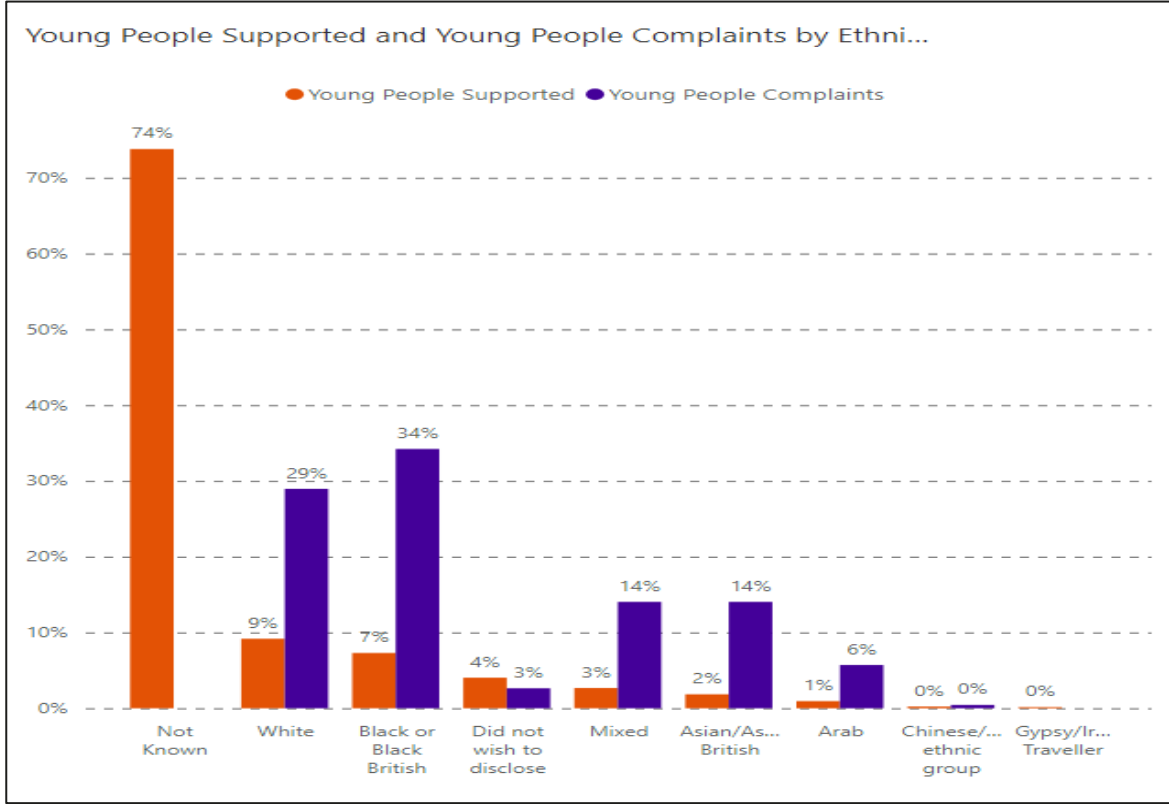
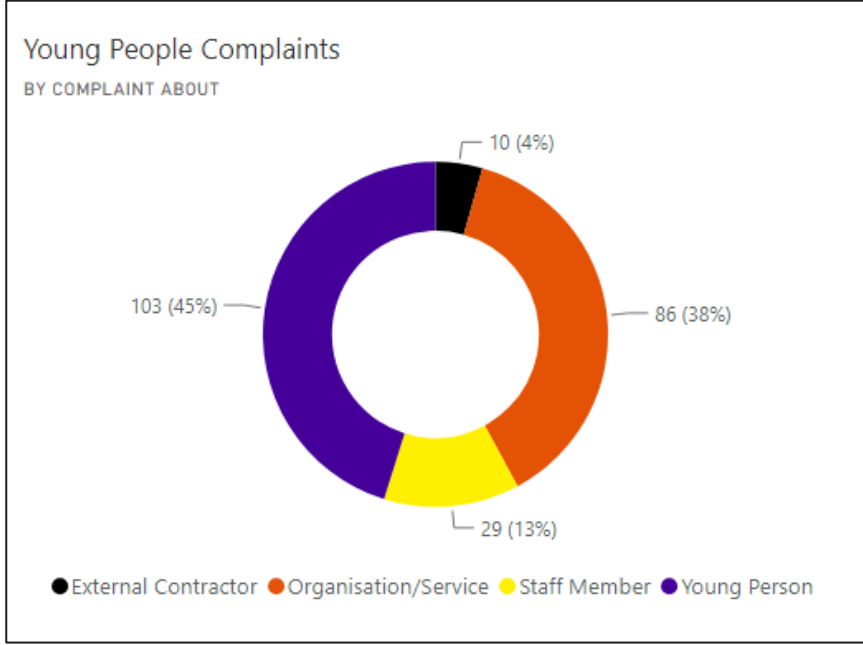
Complaints and Performance:

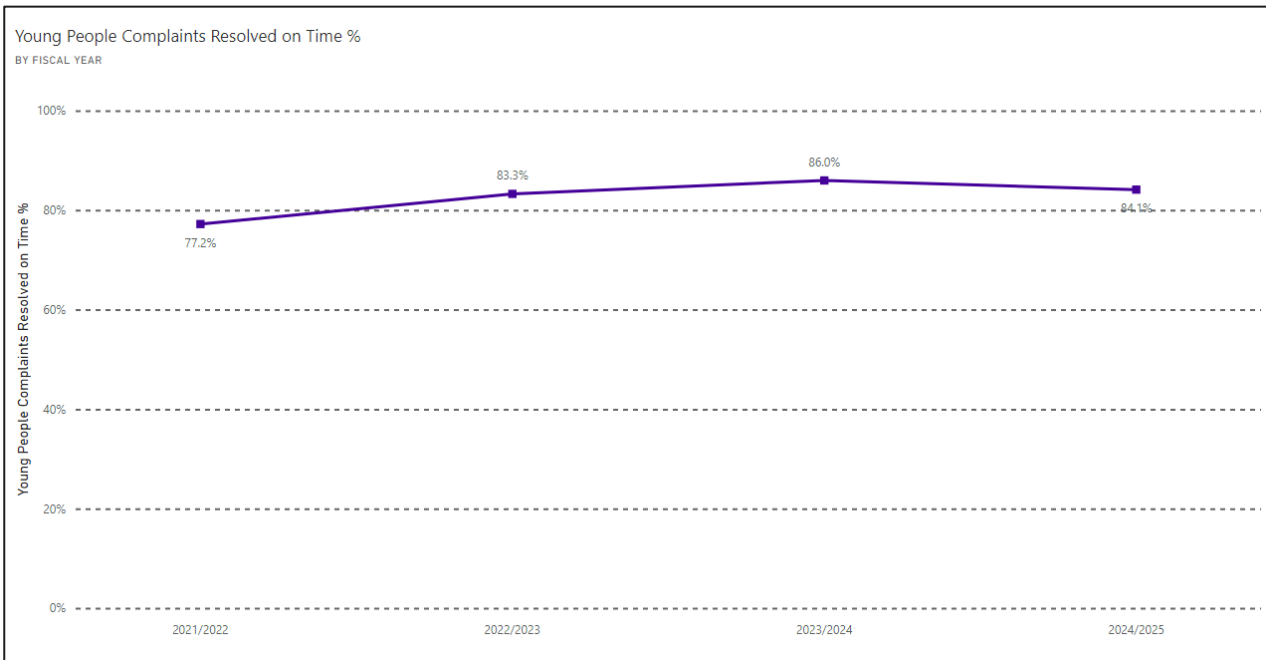
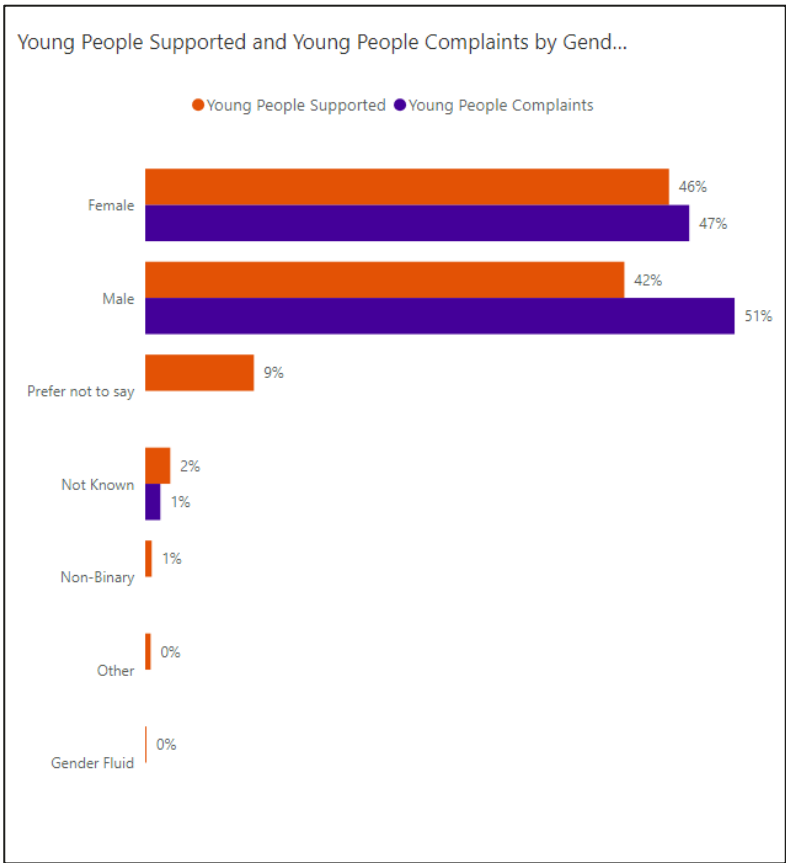
A breakdown of the number and types of complaints we received this year:

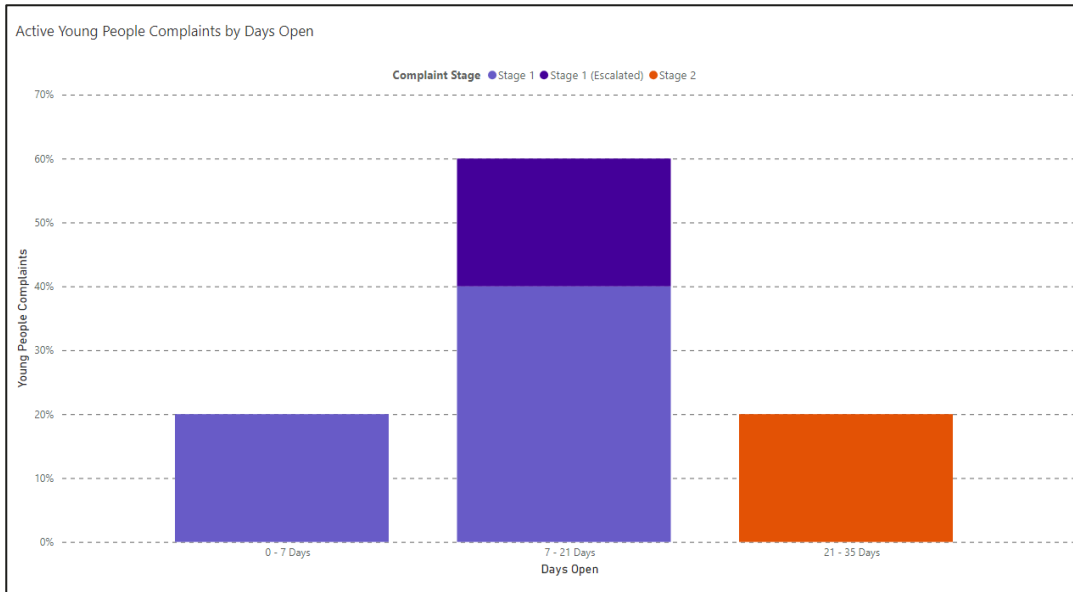
Centrepont received **228** complaints from young people during the period 2023/2024, a fall from the previous period where we had received 245:











This is how we performed in relation to the previous year:

Measure	2022/23	2023/24
% of complaints resolved on time	83%	86%

Measure	2022/23	2023/24
% of complaints were resolved at stage 1	97.8%	98.4%
% of complaints were resolved at stage 2	2.2%	1.6%
% of complaints were resolved to residents' satisfaction at stage 1 and at stage 2	91.8%	92.2%
% of complaints where satisfaction has not been recorded	1.5%	3.9%

Measure	2022/23	2023/24
% of complaints were resolved to residents' satisfaction at stage 1	92.0%	92.9%
% of complaints were resolved to residents' satisfaction at stage 2	83.3%	50.0%

Escalation to Housing Ombudsmen Service:

No complaints were escalated to the independent Housing Ombudsmen Service during this period.

What did we learn, and what did we do?

- Access to Wi-Fi in some services was not acceptable – so we fixed those problems.
- A programme of renovation and refurbishment has meant accommodation has been made more homely. This is a rolling programme of work.
- Services need to establish good relationships with their neighbors and services are being more proactive in doing this.
- We need to improve the way we communicate with young people around maintenance and repairs. As a result of this, issues like this are being discussed at residents' meetings.

Focus on the year ahead:

For 2024/25 we aim to:

- Resolve **90%** of all complaints received on time.
- Have all services discuss complaints during their residents' meetings.
- Have all managers trained in effective complaint handling.
- Ensure all services are displaying the most up-to-date complaints information/posters.
- Produce complaints information in a more user-friendly format so that young people better understand how the complaints process works.

For further information about Centrepoint Complaint's, contact:

Email: complaints@centrepoint.org

Telephone: 0800 587 5158

Post: Centrepoint
Central House
25 Camperdown Street
London
E1 8DZ