

Centrepont

Annual Housing Complaints and Service Improvement Report

2024-2025

Produced by: Centrepont's Complaints Officer.

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Introduction

This is Centrepont's second annual housing complaints report and covers the period 1st April 2024 to 31st March 2025. This report provides information about the number of complaints we have received, the type of complaints received and how we performed in resolving these complaints.

Centrepont works hard to ensure the services we provide meet the expectations of the young people who access them. We know we do not always get it right; things sometimes go wrong and when this happens, it is important that we learn from it and improve what we do.

Centrepont's Compliance Team works closely with colleagues from across the whole organisation who deliver our services, to ensure complaints received are handled effectively, timely and in line with our Complaints and Feedback Policy.

During the last year we have focused on continually improving the support provided to front-line colleagues who are responsible for handling complaints by:

- Rolling out complaints handling training to Operational Managers to ensure they have the tools to cascade complaints handling training to their teams.
- Updating complaints information provided to young people.
- Undertaking a programme of service compliance checks to verify how the complaints handling process is implemented within services.
- Speaking with young people from a range of services to find out their views on Centrepont's complaints process.
- Updating Centrepont's Compensation Policy for young people.
- Updating supporting documents available to staff to help improve how they respond to complaints.
- Improving complaints data provided regularly to managers across the organisation.

During this period, Centrepont appointed its first Member Responsible for Complaints (MRC). The MRC is a member of the Board who has oversight of complaints from across the organisation. The MRC works with Centrepont's Complaints Officer to ensure the Board has the data and oversight needed to ensure the organisation has an effective complaint handling process in place.

Centrepont's Complaints and Feedback Policy has been updated to reflect this, which ensures compliance with the Housing Ombudsman Complaints Handling Code.

Board Response:

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

The formal response from the Board is:

The Board is assured there is a focus across the organisation on recording and responding to complaints, and that learning from complaints is identified to inform continuous improvements in the services provided to the young people who access services across Centrepoint.

Complaints Data and Performance:

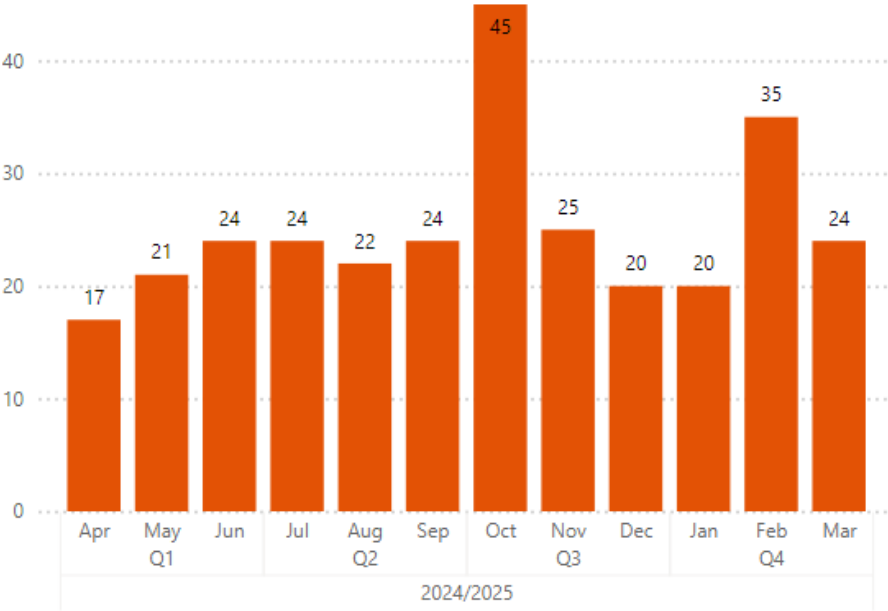
During the 2024/25 reporting period, Centrepoint received **301** complaints from young people accessing our services. This is an increase of **73** complaints from the previous year, representing an increase of **32%**.

Centrepoint views this increase as part of the positive complaints culture which managers and staff are working hard to create within our services. Focus on rolling out staff training, improved resources available to staff and improvements to how young people are made aware of, and, have access to the complaints process have all contributed to this.

Centrepoint is committed to continuously improving its complaints handling process.

Complaints received during this reporting period by month:

Complaints Reported over Time



There was an increase in complaints received in October and these relate to a flood in one of our London services. In February, there was an increase in ant-social behaviour complaints in one of services in Bournemouth.

Complaints Resolved on Time %, Complaints Resolved

BY FISCAL YEAR, FISCAL QUARTER



Young People Complaints Category by Service

Fiscal Year	2024/2025		Total	
Category	Complaints	%	Complaints	%
Total	301	100%	301	100%
⊞ Anti-social Behaviour	128	43%	128	43%
⊞ Building	76	25%	76	25%
⊞ Quality	76	25%	76	25%
⊞ Drugs	12	4%	12	4%
⊞ Harassment	9	3%	9	3%

Complaints Resolved, Complaints Resolved on Time, %

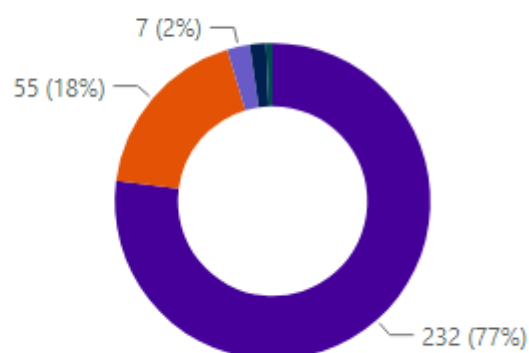
BY REGION

Region	Complaints Resolved	Complaints Resolved on Time	%
Total	299	265	89%
⊞ Barnsley	9	9	100%
⊞ Bradford	13	11	85%
⊞ London	254	224	88%
⊞ Manchester	2	2	100%
⊞ National	2		
⊞ South London	2	2	100%
⊞ South West	17	17	100%

Complaints Source

From

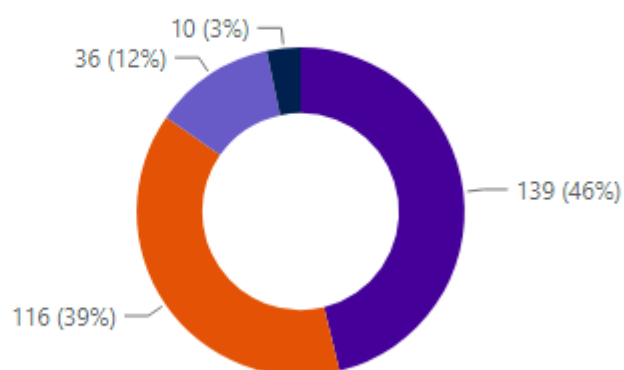
- Young Person
- Neighbour
- External Agency
- Visitor
- Other Family Me...



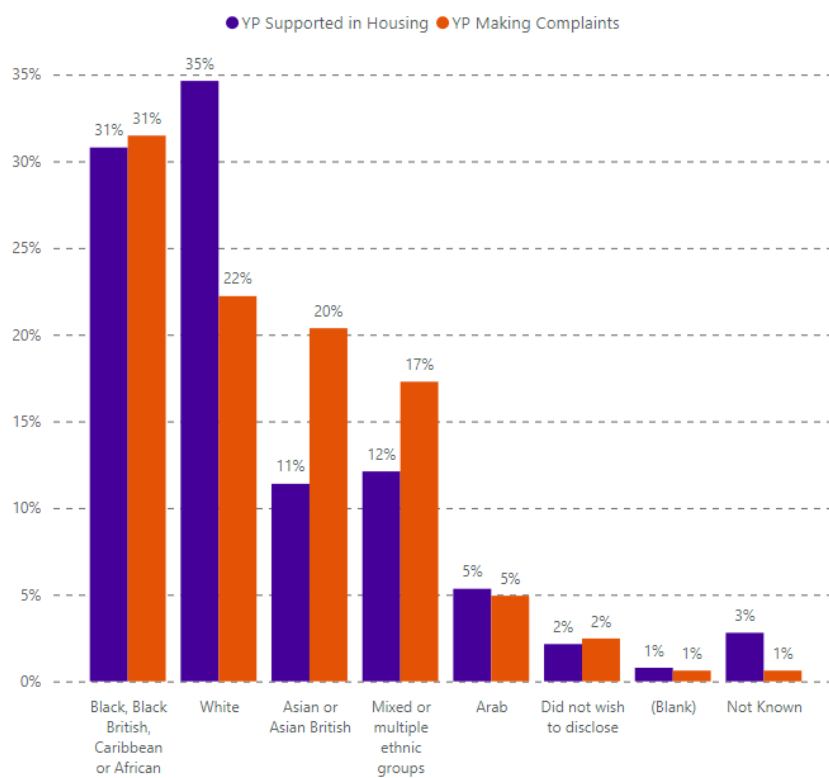
Complaints About

About

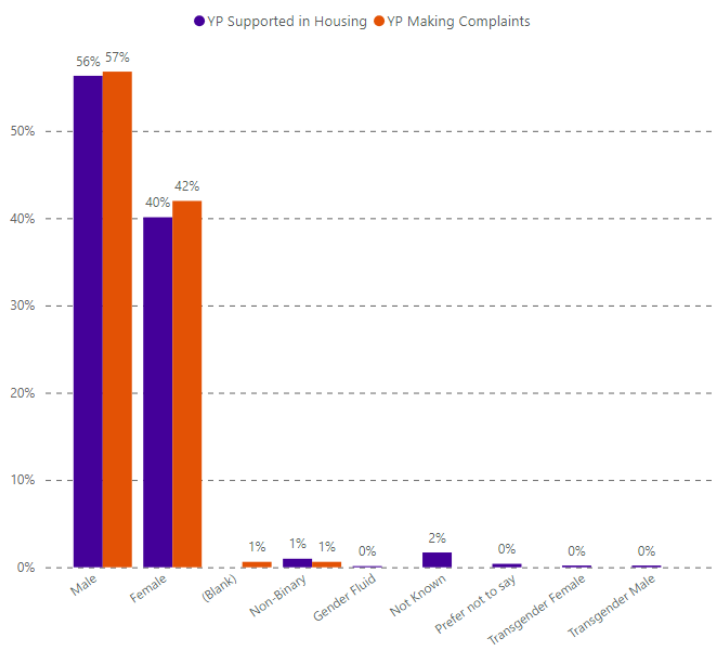
- Young Person
- Organisation/Service
- Staff Member
- External Contractor



YP Supported and YP Making Complaints by Ethnicity



YP Supported and YP Making Complaints by Gender



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

Measure	2023/24	2024/25
% of complaints resolved on time*.	86%	89%

Measure	2023/24	2024/25
% of complaints that were resolved at stage 1*.	98.4%	92.3%
% of complaints that were resolved at stage 2.	1.6%	7.7%
% of complaints that were resolved to residents' satisfaction at stage 1 and at stage 2.	92.2%	90%
% of complaints where satisfaction has not been recorded.	3.9%	0%

** Stage 1 complaints are resolved on time if they are resolved within 10 working days from date they are acknowledged. Stage 2 complaints are resolved on time if they are resolved within 20 working days from the date they are acknowledged.*

Measure	2023/24	2024/25
% of complaints were resolved to residents' satisfaction at stage 1.	92.9%	90%
% of complaints were resolved to residents' satisfaction at stage 2.	50.0%	87%

Escalation to Housing Ombudsman Service:

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

What did we learn, and what did we do?

Some key learning from complaints received during this period:

- **Maintaining good relationships with neighbors in the local area is important.**
Services have been providing new young people who arrive in their service with information about their local area and guidance on how to maintain good relationships with neighbours and communities.
- **Services need to be more proactive when dealing with noise complaints.**
Some services who have seen an increase in noise complaints have increased staff walk-about in order to identify any issues at an early stage and help prevent them resulting in a complaint. Staff have also been promoting more awareness of house-rules and expectations in relation to behaviour within services.
- **Maintenance and repair issues need to be identified at an earlier stage.**
Services are discussing maintenance and repair issues with young people during key work sessions and resident's meetings. This is helping to identify and deal with issues earlier before they result in a complaint.
- **Improving relationships with landlords.**
Service managers are having more regular meetings with landlords to ensure maintenance and repair issues are dealt with quicker and less likely to result in a complaint.
- **Services need to improve young people engagement.**
Services across Centrepont have been holding regular residents' meetings to provide young people with the opportunity to voice or raise concerns, discuss any issues, and suggest ways in which their service can improve. Some services have introduced their own newsletter to improve communications with young people.

Focus for 2025/26:

By the end of 2025/26 we aim to:

- Resolve **90%** of all complaints received on time.
- Have all housing services discuss complaints during their residents' meetings, with evidence recorded on In-Form.
- Have all Service Managers and Deputy Service Managers within housing services trained in effective complaint handling.
- Ensure all services are displaying the most up-to-date complaints information/posters and this will be verified through our rolling programme of service compliance checks.
- Produce complaints information in a more user-friendly format to ensure young people better understand how the complaints process works.
- Improve the quality of complaints record keeping by rolling out a programme of quarterly monitoring checks.
- Improve the recording of the 'Lessons Learnt' from complaints to better evidence the impact complaints have on service improvement.

For further information about Centrepoin’s Complaints, or should you require this report in an alternative format, please contact:

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