

YOUR IMPACT

SUMMER 2025 UPDATE

**CENTRE
POINT**

ENDING YOUTH
HOMELESSNESS



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In April we celebrated some of our supporters and their fantastic fundraising efforts and support over the past year. Scan the QR to read these and you can also watch our 2025 Thank You video.



If you feel moved by any of the stories in this issue of Your Impact, we would love to hear from you. You can email us at supportercare@centrepoint.org or call us on 0800 23 23 20.

NOTE FROM THE EDITOR



Hello, I'm Rich, the Senior Manager of the Mental Wellbeing Services team at Centrepoint. We provide young people in our services with all the support they need to work through past trauma and build a brighter future.

Firstly, I want to say thank you for continuing to support Centrepoint. You do so much more than providing a roof over a young person's head – the generosity of people like you allows for teams like mine to grow and support even more young people with their mental health.

Young people who have experienced homelessness have often endured an endless amount of trauma. From suffering domestic violence and abuse, to going through a family breakdown, the mental health repercussions are often huge. They can be really difficult obstacles to overcome. But, thanks to the generosity of people like you, my team can be there for young people and help them to understand and work through their experiences. This can be in the form of art therapy, integrative therapy, or any other kind of therapy that a young person feels comfortable doing. At Centrepoint, we provide young people with up to 24 sessions of psychotherapy, **far more than the 6 sessions that statutory services typically provide**. This gives them the time and space to build a relationship with their psychotherapist and work through their experiences.

Our holistic model of support is vital in preventing young people from falling back into a dangerous cycle of homelessness. By addressing their trauma, they can put their best foot forward, and truly apply themselves in our education and employment support and begin building an independent future. In instances where a young person has multiple needs, such as if they have mental health and substance use concerns, this is vital, and our team provides them with the tailored support they need move forward. We're seeing that the mental health issues impacting young people are becoming more widespread, and more complex – so your ongoing support will continue to make a huge difference in helping young people overcome this.

I hope you enjoy reading this issue of Your Impact and seeing the incredible difference your generosity is making for young people and their mental wellbeing – we are so thankful for your ongoing support.

R. Banks

Richard Banks,
Senior Manager of Mental Wellbeing Services



In 2024, The Mental Wellbeing Services prevented hospital admissions to A&E for mental health crisis in over **75%** of cases by providing intensive support.



From 2023-2024, **79%** of the young people supported by Centrepoint were satisfied or very satisfied with the overall service provided.

JAHZYAH'S STORY:

PURSUING MY DREAM

Jahzyah, 20, was first moved into care at four years-old when social workers became aware that he was living in an abusive, unstable and unsafe household. He was moved around between different care and foster homes for years, before finding a home with a family for longer than expected.

He stayed with this family for around six years and developed a close relationship with the whole family, a relationship that he still cherishes.

"I ended up staying there nearly six years and I actually still call those people mum and dad to this day. They genuinely didn't treat me like I was a foster care kid. They treated me like I was one of their children and I had sleepovers at their children's places with their grandchildren and I called them cousins because we were the same age".

He remembers getting to try out new activities with them like learning to swim and joining a local ice hockey team as well as going on family holidays to Devon and Cornwall. However, after six years they were no longer able to take care of him and he was moved back into the care system.

From here, he was moved around a couple of different homes, all whilst going to college and trying to find his feet. At 18, he was then referred to Centrepont where support staff could assess the level of guidance he might need. During his time living with his foster family, he had been taught lots of independent living skills, like cooking, cleaning and laundry, and he settled in well.

Centrepont have also supported Jahzyah in pursuing his dream of becoming an actor – his Jobs and Training Advisor, Hannah, found and helped him into a placement with the National Theatre and here he was able to audition with the prestigious Identity School of Acting, an award-winning part-time drama school in Brixton. A couple of hours after his audition, he was accepted and ran to tell his support workers as soon as possible. He said:

"I was just scrolling on my phone and the notification popped up. I literally ran out of my room in my pyjamas, like I didn't even bother getting changed or anything. I immediately just burst out of my room and had to let them know I got in".

Jahzyah is currently waiting to hear from the council on when he can move into his own flat and is looking forward to beginning his classes with the Identity School of Acting and the opportunities that might come from this, especially roles that might help him to travel the world. At the same time, he's been looking for jobs that will give him the flexibility to take on auditions and Hannah has been helping him to understand his options.

Jahzyah has some advice for young people who might be facing similar challenges that helped him through his own experiences.

"My advice would be just don't get too hung up on things. Bad things will happen, but in the same way, good things will also happen and if you just keep pushing on and keep moving forward, then eventually something good is going to happen and you should be ready for it".

We are incredibly proud of Jahzyah and all the progress he has made. It is thanks to the generosity of people like you that we can provide the stability and support young people need to follow their dreams.



Jahzyah following his dream of acting and performing on stage.

HELPLINE Q&A



The Centrepont Helpline can be a lifeline for young people facing homelessness. Open 5 days a week, young people can call and speak with one of our advisors, who provide emotional support and practical advice, guiding them through what can be a terrifying experience.

We spoke to Molly, one of our Helpline Advisors, who provided some insight into their day-to-day role.

Q What does a typical day look like for you?

A The Helpline is very varied and it's hard to predict how each day will go. We often come into the office and look at prioritising and contacting the webforms and emails that have come in overnight that are deemed high risk or vulnerable. Once we have made sure all high risk webforms have been highlighted we'll go online for inbound calls.

Q What are the most common reasons young people reach out to the Helpline?

A We see young people reaching out to our service at crisis point. This is when they have nowhere else to turn to and are struggling with navigating moving forwards. We often speak to young people who have experienced family breakdown where they are unable to return home, and this can be an incredibly isolating time, with many having nowhere to go. Over the past year, we have also seen an increase in young people who have received their refugee status who are looking for homeless and housing support.

Q What's the most difficult part of working on the Helpline?

A I think one of the most challenging things is listening to the difficult experiences of young people facing homelessness. As a team we hold a lot of empathy for the young people who have had such traumatic experiences, and it never gets easier hearing what they have been through at such a young age. Another very tricky part of the job is navigating a very challenging housing system.

Q What is the most rewarding?

A The most rewarding part of working on the Helpline is the amazing impact we have through working as a team. I don't think I could do the job without the support of the team around me. I think we are rewarded daily by the positive feedback we have from the young people we are supporting.

Q If you could tell our supporters one thing about the Helpline, what would it be?

A If I was to pick one thing to tell supporters it would be that the Helpline is a vital lifeline for young people, and this is shown in the hundreds of young people we support each month. I'm unsure where these young people would turn to without the Helpline at the other end of the line.



Molly, Centrepont Helpline Advisor

SUMMER IN OUR SERVICES

You may remember hearing about Psychologically Informed Environments (or PIE for short) in our last edition, a concept that takes into account a young person's psychological and emotional needs to create environments that are warm, welcoming and show each young person that they matter. This can include the non-judgmental way we speak to young people, as well as giving them the freedom to decorate their own spaces. But it's not limited to their indoor spaces, young people are renovating their gardens and making the most of the great outdoors this summer – all whilst developing new skills and confidence too!



Raised beds being built at one of our Barnsley services



Flower beds being filled at one of our Lambeth services



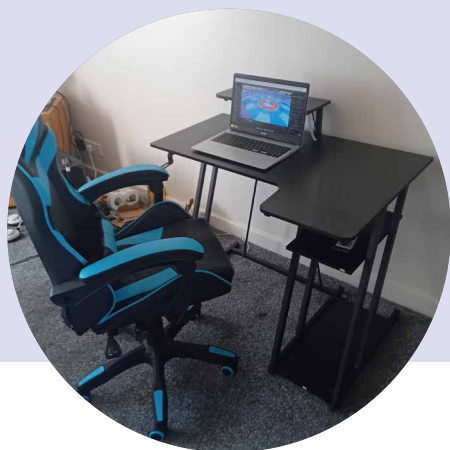
The finished raised beds ready for the young people to plant their own flowers and watch them flourish.



STYLE YOUR SPACE

We recently launched a hugely exciting new programme for the young people in our services, empowering them to personalise their living space. Funded by Nationwide as part of their social impact strategy, Fairer Futures, young people will benefit from a £125 voucher each so they can style and personalise their space in whichever way they would like, supporting them to feel more at home.

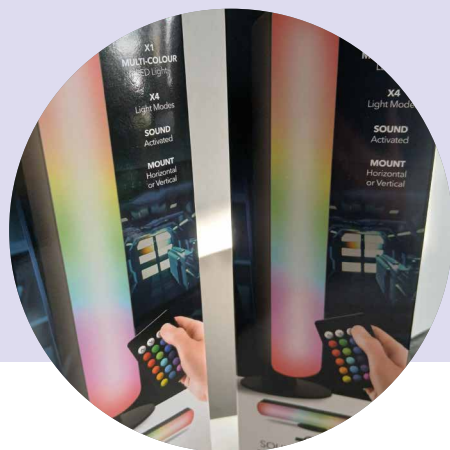
The vouchers are about more than financial support. They give young people choice and the chance to be creative and to take responsibility for their living space. So far, 593 young people have received the voucher, and they have already made a huge impact! A couple of the young people involved shared how much this has meant to them:



“

Can I thank you so much for getting me this gaming chair and desk. I have been after one for six months, but not been able to afford it. This has made the world of difference as I was using an old cabinet and a tatty computer chair, now I can come back of an evening and enjoy being sat comfortably at computer height playing my games and doing my admin.

”



“

“Having the £125 gift voucher made me happy. Before my room felt dull but then with the £125 voucher, I was able to spend it on what I want for my room and it felt so good! We couldn't believe that we were being given £125 to go and spend. I had to think about it for a minute to think about what I wanted. It was like a gift.

”

RESEARCH REPORT

THE IMPACT OF FAMILY BREAKDOWN

Family breakdown is the main cause of youth homelessness. Arguments happen in all families, and can be triggered by so many things, but our research shows that it is far more likely to escalate in households that are already facing multiple challenges, such as financial and employment stress. This is especially the case right now, with welfare reform and cuts to public services, putting families at greater risk of breakdown.



You can scan the QR code, or visit centrepoin.org.uk/family-breakdown to read the full report.

THE FINDINGS

Only 32% of young people with experience of homelessness got accommodation through the council or a charity after leaving home, with many young people sharing how they experienced local authority gatekeeping.

19% of the general young people population indicate they have been at risk of not having somewhere to spend the night due to a problem in their household.

Only 12% of young people with experience of homelessness say their experience was unrelated to family breakdown.

Our findings are based on a survey of young people aged 16-25 who have experienced homelessness, a representative UK wide poll of the general population, and over 30 interviews and focus groups with homelessness and mediation professionals in the UK in 2024.

BUT FAMILY BREAKDOWN CAN BE PREVENTED



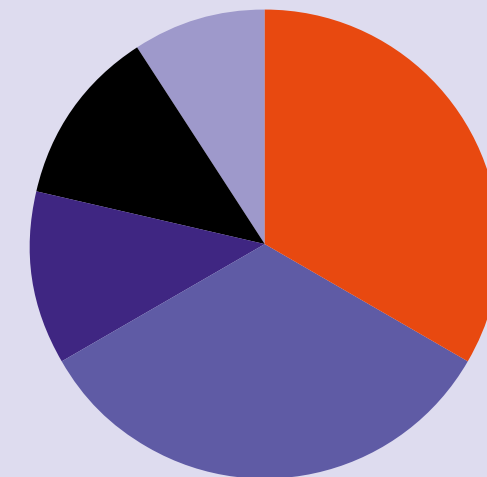
Early intervention programmes offer tailored 1:1 support to children who are at risk of family breakdown and homelessness.



Intergenerational or family mediation, a voluntary process during which young people, and a parent or carer, work with a trained professional to resolve conflict, is an effective way of reducing youth homelessness and associated costs in the local authorities where the service is available.

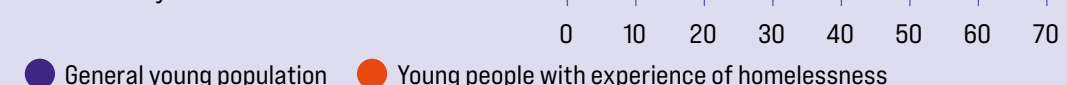
ALL YOUNG PEOPLE WITH EXPERIENCE OF HOMELESSNESS

- Family conflict was the main reason I became homeless
- Family conflict was one of several reasons I became homeless
- Prefer not to say
- My experience of homelessness was not related to family conflict at all
- Not sure



WHILE GROWING UP...

- My parent/carer or their partner was emotionally, physically or sexually abusive towards me
- I saw my parent(s)/carer(s) and/or their partner drunk and/or high often or all the time
- Everyone who lived in the house had their own bedroom often or all the time
- My parent(s)/carer(s) struggled with their mental health
- My parent(s)/carer(s) struggled to pay bills or buy basic items often or all of the time



OUR RECOMMENDATIONS:

- The Government should set up a cross departmental budget for improving children's outcomes, including homelessness prevention.
- The Department for Education should encourage schools across England to screen pupils for homelessness risk and embed prevention initiatives.
- The Ministry of Housing, Communities and Local Government should mandate all local authorities to commission independent family mediation services.

THE YOUTH ADVISORY BOARD

We recently launched our new Youth Advisory Board, which is giving young people with lived experience of homelessness, the opportunity to shape Centrepoint's direction. Our Lived Experience Experts are both current and former service users from diverse backgrounds. Below are just a few of the areas which the board and the whole of Centrepoint will be focusing on. We can't wait to share more updates with you through the year!



Our Lived Experience Experts at their recent training day.



KINGSLEY & CORNELIUS:

GROWING IN SKILLS AND CONFIDENCE

Starting off in the working world can be an overwhelming and uncertain time for a lot of young people. Developing the right skills and finding out what you might be interested in is challenging, and it can be hard to know where to start. At Centrepoint, we want to support all young people to make informed, appropriate and thought-out career decisions, and where possible, give them opportunities for training and placements to start them on their journeys.

These placements take a holistic approach, where young people are given tailored support to develop their skills and confidence. This includes developing functional skills around maths, cyber security and health and safety, an industry placement, employability advice and interviews to help each young person reach their individual goal.

Kingsley, 21, and Cornelius, 22, are just two young people who benefitted from this service and both took part in a four-week work placement with award-winning ground maintenance provider, Idverde. Both had already completed courses at college and were keen to get some practical experience within the sector and found it really rewarding.

Kingsley's grateful for the skills this combined course has helped him to grow and give him the confidence to flourish in his placement and beyond. **"I know that if they give me something I need to measure and I have to work out the volume of what I need to plant, I can do that now".**

For Cornelius, the wraparound support and experience of the course allowed him to develop the autonomy to take those next steps that feel right for him. **"The placement has been great, and it's been quite educational and pretty fun learning a lot of things I like. While I've been here, I've been able to pinpoint what I want to do a bit more with my career and moving forward I want to do something within cyber security".**

Following the four weeks of training and placement, Idverde then offered both Cornelius and Kingsley an interview for a part-time role and both were offered the position, a testament to their hard work and dedication.

Kingsley accepted the position and is looking forward to working part-time, alongside his studies. Cornelius, after deciding that he saw his future in cyber security declined the offer. However, he will be taking up an administrative role in the Idverde offices, to help develop his digital skills and take the next steps towards his dream career.

HELPLESS TO HOPEFUL: HOW CENTREPOINT HAS HELPED ME HEAL

My name is Alice and I've been a Centrepoint room sponsor for many years, in memory of my two wonderful sons. I wanted to tell my story today in the hope that I can help just one person who may be experiencing grief.

My eldest son, Sean, was born with a rare genetic illness and sadly passed away at just 8 years-old, before he'd had time to really start his young life. My second son, Alex was born fit and healthy: an athlete and a surfer, he had such a bright future ahead of him and so many dreams he wanted to pursue, but at just 18 years-old, he devastatingly passed away from sudden cardiac arrest.

The pain and grief of losing both of my sons has been excruciating, particularly on their birthdays and the anniversaries of their passing. I would find myself inconsolable and unable to look forwards, with the whole trajectory of my life shifting unimaginably. My greatest joy was being with my sons, and they were now no longer here for me to enjoy and share in their growing up.

It wasn't until my dear friend told me of their friends who had experienced the loss of their daughter, that I really started to feel a sense of hope. I felt maybe there was something I could do to ease the crippling grief. She told me how they would celebrate their daughter and give to charity in her memory, turning their grief into something positive. That's when I found Centrepoint.

After seeing young people on the street and reading stories of families breaking down, I sat down next to a photo of my sons and I asked them "what do you think, shall we work as a team to help even just one young person?".

The overwhelming sense of compassion flooded me in this moment, knowing that although I couldn't raise my sons anymore, at least I could help other young people to thrive. When I became a room sponsor, I received a keyring in the post which has meant so much to me over the years. It's a tangible way for me to feel close to the young people I'm supporting, as well as to my sons.

Since donating to Centrepoint, I have felt my grief diminishing and the empathy I feel for the young people is helping me to heal. When I'm feeling down, I will pick up the keyring as a reminder of how me and my sons are working together to make a difference. I love reading the stories of young people – one that always sticks in my mind is of Sarah, and I found myself following her progress, as I would be following my sons if they were still here.

I've felt a deep satisfaction from supporting Centrepoint and helping young people into a safe room of their own, where they can receive all the support they need to change their lives. The impact on me personally has been profound too and I have felt a real transformation. Sean, Alex and I are working together. This brings hope and healing to my heart. I feel this, when I see the smiles of the young people who are changing from helpless to hopeful.

Thank you Centrepoint for your extraordinary work, for the young and for me.

With gratitude,

Alice



If you would like to find out more about giving in memory of a loved one, please contact the team at memorygiving@centrepoint.org. Likewise, if you would like to become a room sponsor please scan the QR code or visit centrepoint.org.uk/sponsoraroom



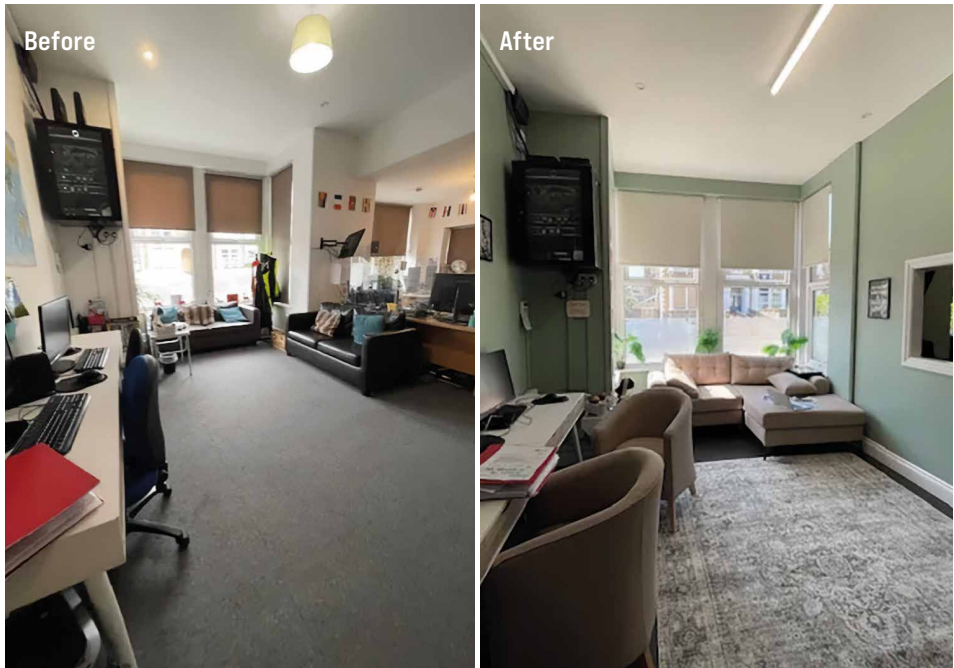
TRANSFORMING OUR SERVICES

In May, our Planned Maintenance team upgraded one of our East London services, to make it feel more homely and inviting for the residents.

The work entailed decorating, upgrading of lighting and new flooring in communal areas and landings, installation of a bike shelter with electric charging points, and re-designing the laundry room for better use of space.

Most of all, the team divided the lounge and office area to give the young people a dedicated lounge and learning space. This will also give the staff a safe space to work, have private conversations and be able to have lunch and some time out in a comfortable environment.

The updated space is already making such an impact, and here's some of the feedback we've received from the service residents already:

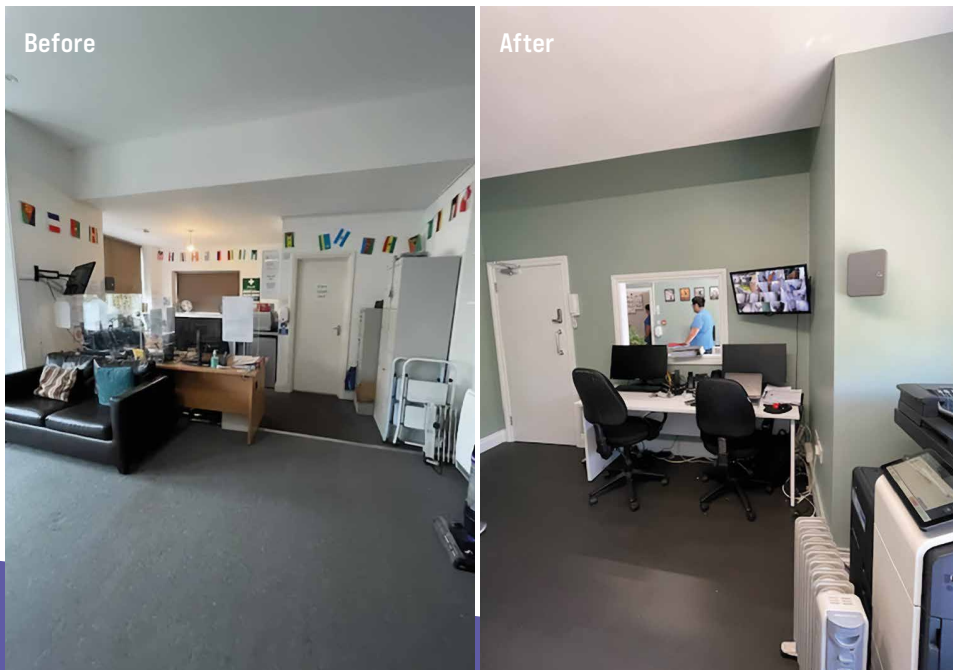


"Wow this place just looks so beautiful. I love the colours and how inviting it is"

"Love the changes to the service, it's very homely and I score it 5/5"

"I cannot believe the difference the lounge area looks – It feels like I'm in heaven"

"The lounge area is really great and looks so much better – It's so nice and welcoming"



Centrepoint is committed to making our services psychologically informed and thanks to supporters like you, we're able to continue updating our services to provide a homely, safe and stable environment for young people.

SLEEP OUT TO CHANGE YOUNG LIVES

We'll be launching sign-ups for our 2026 London and Manchester Sleep Outs in September. Be the first to hear by registering your interest now! We would love for you to join us at one of our flagship fundraising events.

Sleep Out is not about replicating what it's like to be homeless – it's about stepping outside your comfort zone and taking on a personal challenge to help end youth homelessness. By giving up your bed for just one night, you're making a powerful statement: youth homelessness is not inevitable, and together, we can change that. This is a movement of solidarity, a collective effort to ensure that every young person has a safe place to call home.



Register your interest now to be the first to hear about our London and Manchester Sleep Outs 2026, sponsored by our partner, Nationwide. Scan the QR code or visit centrepoin.org.uk/sleepout



As well as the overnight challenge, you will take part in an evening of eye-opening and educational activities, to help engage with the issue of youth homelessness and better understand what Centrepoint is doing to solve it. Hear from our frontline colleagues at the panel discussions, and chat with Centrepoint staff and volunteers over a hot chocolate.

"What's stopping you? It's just one night a year! You're giving up one night in the whole year to help to see things from a different perspective and make change happen."
– Winnie, London Sleep Out returner.

2025-26 HALF MARATHON SUMMER SALE – LIMITED TIME OFFER!

Looking for your next big challenge? Join Team Centrepoint and run for a cause that matters to you. We're offering exclusive charity places in some of London's most iconic half marathons, including:

- Royal Parks Half Marathon – 12 October 2025
- London Landmarks Half Marathon – 12 April 2026
- Hackney Half Marathon – 17 May 2026

Whether you're a seasoned runner or taking on your first challenge, this is your chance to make every step count for young people facing homelessness.

Don't miss out – our summer sale spots are limited and going fast! Scan the QR code or visit centrepoin.org.uk/challenge-events to sign up today.



Sign up today for just £15 using the special discount code: **READYSETLDN**

All we ask is that you raise £350 to support Centrepoint.



DO YOU NEED TO WRITE OR UPDATE YOUR WILL?



USE OUR FREE WILL OFFER TO WRITE YOURS TODAY

We want to make writing or updating your Will as affordable and convenient for you as possible. This is why we are partnered with MyIntent. Their online Will-writing service helps you get good legal advice and create a good basic Will for free.

The simple, step-by-step process helps you consider everything you need to when making your Will and flags any areas where additional legal advice would be beneficial. You can then book a free video appointment with MyIntent's legal team to discuss these further. Or, if a free basic Will is suitable for you, you can request that it is sent directly to your inbox.

Want to know more? Request your free Will guide or contact us today. Our team will be happy to help with any queries about gifts in Wills.



centrepoin.org.uk/legacy



Call 020 7423 6290



Email legacies@centrepoin.org



Scan the QR code to find out more about our FREE will-writing offer or visit myintent.life/centrepoin-newsletter

This newsletter costs just 23p to print and enables us to tell you about how you are making a difference to homeless young people. Please pass on to friends and family so even more people can find out about our work. If you have any questions about Centrepoin, specific feedback on this communication or if you wish to receive this newsletter via email only, please call us on 0800 23 23 20, email supportercare@centrepoin.org or write to us at the address below. We sometimes use models and change the names of young people to protect their identity; however, all stories are true and as told by the young person.

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ENDING YOUTH
HOMELESSNESS