

CENTREPOINT 2024-25

**Our Impact: Making a
difference for young people**

**CENTRE
POINT**

**ENDING YOUTH
HOMELESSNESS**



CENTREPOINT 2024-25

Impact Report

CONTENTS

- 3** Welcome from Seyi Obakin, CEO
- 4** Message from Addi
- 5** Our year at a glance
- 6-7** What we do
- 8-9** Highlights from 2024-25
- 10** Finances
- 11** Fundraising activity
- 12-13** Thank you to our supporters
- 14** Volunteering
- 15** Plans for 2025-26 and beyond



WELCOME FROM OUR CHIEF EXECUTIVE

Thank you for reading our Impact Report. None of the real, life-changing impact for young people across the country that you will read about in the report would have been possible without you and, for this, I express my deepest gratitude.

Every four minutes, a young person experiences homelessness in the UK. This is a national crisis that has intensified in recent years due to rising interest rates, inflation, and increasing rents. The impact on young people, who are among the most vulnerable in society, is profound. Without stable housing, they lack security and stability, adversely affecting their physical and mental health. Homelessness also disrupts young people's education and hinders the pursuit of sustainable employment. For those capable of living independently, the scarcity of affordable accommodation impedes their ambition.

In essence, homelessness robs young people of their futures.

The challenge is immense but so is the progress we're making. Centrepont cannot end youth homelessness alone. This year, we started work to build a movement, a collective effort of young people, individuals, organisations, and policymakers who are working together to end youth homelessness for good. We also continued to work in partnership to put youth homelessness at the top of public and political agendas, amplify young people's voices and create

the right conditions to orchestrate systemic change to end youth homelessness.

Our work is guided by the young people we serve and rooted in their experiences. This year, we established a Lived Experience Advisory Board made up of 20 former and current Centrepont residents, ensuring their voices directly influence our Board of Trustees' decisions, as well as other operational decisions.

This year, we broke new ground. From bold firsts to trailblazing partnerships, these milestones reflect Centrepont's determined, innovative and can-do approach. This report details the powerful strides we've taken with our partners and donors in 2024-25, and looks forward to more progress on the horizon.

We have consistently emphasised that ending youth homelessness requires a collaborative effort across all sectors of society. The determination of the young people we support, the dedicated commitment of our staff and volunteers, and the inspiring engagement of you, our donors and partners, allow us to remain optimistic that the day will come when youth homelessness in the UK is eradicated.

Thank you for your continued support.

Seyi Obakin OBE, Chief Executive Officer





MESSAGE FROM A YOUNG PERSON SUPPORTED BY CENTREPOINT

Hi my name is Addi.

When the relationship with my Mum reached breaking point, she could no longer deal with the situation and kicked me out. Stuck sofa surfing and unsure about what to do, I was directed to my local council to look for help.

I started to feel like I was doing nothing and going nowhere, spending my time sitting in my room all day, or acting out. My mental health was really poor – it had been deteriorating for a while after the relationship with my Mum had broken down.

Since being referred to Centrepont, I've learned how to cook, which has made me eat much healthier and boosted my confidence. Sarah (Centrepont's in-house hospitality trainer) has even got me into rock music! She makes the sessions really fun.

I've also been able to work on my mental health with one of Centrepont's psychotherapists, which has been so helpful. I'm able to regulate emotions, understand myself better and like myself more.

Now, I'm working towards a job in construction. I've just passed my Construction Skills Certification Scheme test, thanks to the support of Stephen (Centrepont's employability trainer) – he's a great teacher. Next, I've got my eyes set on starting an apprenticeship.

Being at Centrepont has helped me feel a lot happier. I've been through an immense personal transformation: I'm more confident in myself that I can live on my own and be myself. The space to grow at Centrepont has also helped repair the relationship with my Mum. Now I'm in a place where I can start working towards a stable job and bidding for my own property.

2024-25: OUR YEAR AT A GLANCE



Crisis support and advice

Centrepoint's national Helpline supported **5,166** young people.



More than a roof

Over **1,000** young people purchased items to create homely living spaces through More Than a Roof grants, funded by Nationwide.



Giving young people the confidence and skills to learn, train and work

1,010 young people were supported by our Centrepoint Works programme to foster sustained engagement in education, employment and training.

161 young people obtained a certificate on completion of a course or training, thanks to our support, with **36** achieving a full qualification.



Independent Living – a route out of homelessness

Young people are living in **50** of our Independent Living homes.

10 young people moved on from their Independent Living homes successfully. Being able to progress in their chosen job helped them to increase their earnings, making a wider range of housing options available to them, with half of those who moved on entering the private rented sector.



A job and a home for young people

60% of young people leaving Centrepoint services were in Employment, Education or Training (EET).

69% of young people who left Centrepoint were ready to move into independent living.



Wraparound care for young people's mental health and wellbeing

93% of young people reported that their therapy or intervention had a positive outcome.



Advice, Information and Money

94 young people received free legal advice, resulting in greater understanding of their legal rights and leading to overturned decisions that were causing severe rent arrears.

188 young people attended financial advice sessions, allowing them to build the money management skills they need to sustain a job and a home.



Exemplary support for young people

Each night during the year, we supported over **800** young people through **90** supported housing services across London, Bradford, Barnsley, Sunderland, Bournemouth and Manchester.

83% of young people supported were 'fairly satisfied' or 'very satisfied' with the overall service that Centrepoint provided.



WHAT WE DO: OUR VISION, MISSION AND VALUES

In 2021, we set an ambitious target to end youth homelessness by 2037. We understand that youth homelessness has many interlinked triggers and that the threat of homelessness can never be removed entirely for young people. However, we believe that it is possible to:

Reduce the number of young people being made homeless to a negligible number

Rapidly provide a place of safety and security for those who do become homeless

Resettle young people into permanent, affordable homes as soon as they are ready to live independently

If this is achieved, then any occurrence of youth homelessness will be frictional, at worst. This is what ending youth homelessness means to us, and we know that collaborating with others will be crucial to creating the systemic change needed to realise this goal. Our vision to end youth homelessness by 2037 is ambitious, so we see it being delivered in three phases:

PHASE 1

We are currently in the first phase where we are **discovering and piloting solutions** that have the biggest impact on preventing and ending youth homelessness, as well as preparing the organisation to deliver the next two phases of the strategy.

PHASES 2 AND 3

The following two phases focus on: **amplifying** solutions that are most effective, in collaboration with others across the youth homelessness ecosystem, and **orchestrating the adoption** of these effective solutions, working with others across society to create systemic change.



PREVENT:

Ensure those who face homelessness are prevented from experiencing it by ameliorating impending crisis and finding solutions to reduce the flow of young people into homelessness.



SUPPORT:

Support those young people who become homeless by delivering exemplary and innovative services that lead to a job and a genuinely affordable home.



AMPLIFY:

Amplify the voices of young people experiencing homelessness, promote solutions that break the youth homelessness cycle so that they can be undertaken at scale, and build a movement to end youth homelessness.



OPTIMISE:

Develop the optimum capacity to deliver our strategy by building a resilient organisation that is inclusive, efficient, productive and adaptable.



HIGHLIGHTS FROM THE PAST YEAR



PREVENT

Our **Upstream England** programme is tackling homelessness before it starts, identifying children at risk in schools in Manchester and London and staging early interventions. In 2024-25, we continued to grow this pioneering work, surveying **1,693** children in Manchester and London schools. Of these, **19%** were identified as at risk of family homelessness and/or individual homelessness. Those identified were offered a range of targeted support, including mentoring, mental health, and family mediation, delivered in partnership with Depaul UK and Beacon Counselling. Working with others is essential to the success of this approach and we have started to build partnerships with local organisations to embed Upstream in new localities.

The **Centrepoint Helpline** provides support, advice and information about young people's housing entitlements and signposts to appropriate services across England. This support helps young people to navigate the complex council housing systems. During 2024-25, the Helpline supported **5,166** young people. Through the Helpline, we captured data to inform our policy and influencing work about the challenges young people face when they access support from local authorities. We also launched a WhatsApp service, increasing our accessibility to young people in need.



Flat in Reuben House, the flagship housing development of Centrepoint's Independent Living Programme



SUPPORT

As well as working to prevent homelessness from becoming a reality for future generations, we are delivering services for those who do find themselves homeless now. Centrepoint supported over **800** young people on any given night at **90** supported housing services across England.

Across 2024-25, **674** young people left Centrepoint. Of these, **69%** moved into independent accommodation and **60%** were in Education, Employment or Training (EET). Now, **28** of our accommodation services are Ofsted registered, meeting high standards and ensuring consistent, quality care.

We scaled up our **Independent Living Programme**, building **50** affordable homes across Lewisham, Southwark, Waltham Forest, and Manchester. **200** more homes are on the way in London and Manchester.

There was a **21%** increase in young people engaging in our EET support services, compared to 2023-24. This year, **942** young people accessed careers advice through our **Centrepoint Works** programme, with 55% successfully transitioning into EET opportunities.

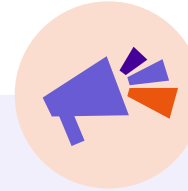
Also this year, **217** young people attended **3,026** individual sessions offered by our new **multidisciplinary team**, consisting of professionals with expertise in psychotherapy, psychologically informed environments (PIE), and healthy relationships. Of these, **93%** told us that their therapy or intervention had a positive outcome.



OPTIMISE

Centrepont launched the **Big Change Programme** in October 2024, a business transformation project. The primary objective is to increase efficiency across the organisation, supporting our staff to focus on delivering our vision to end youth homelessness and provide exemplary services to young people.

We undertook an **independent survey of Centrepont staff** in July 2024, allowing us to understand our culture and improve ways of working. We used the survey results to develop our **People and Culture Strategy** for the next three years. This focuses on seven priority areas including; workforce planning, system transformation, and equality, diversity and inclusion (EDI).



AMPLIFY

We launched our first-ever **brand campaign**, reaching **5.3 million** people through television and digital channels, and increasing awareness of the scale and urgency of youth homelessness by **6%**. This was also about building a movement of people who believe that youth homelessness can, and should, be ended.

Our **Centrepont Partners** membership network, now over **120** strong, continues to have a big impact. The network amplifies the voices of young people experiencing homelessness and provides a platform for smaller youth homelessness organisations to have a say about public policy. From contributing to research on family breakdown to providing input for a youth-specific chapter of the Homelessness Code of Guidance for Local Authorities, we ensure that organisations across the sector and the young people they support are heard.

We hosted the seventh annual **National Youth Homelessness Conference** at the Coventry Building Society Arena. With over **160** delegates, this year's conference focused on prevention and provided a national platform for professionals working with young people experiencing homelessness to disseminate learning, showcase innovation, and build new connections.

We expanded our base of **campaigners** by over **9,000** people and saw a **70%** increase in people taking action to support our influencing agenda. Our Make Work Pay campaign united over **140** organisations and thousands of individuals – including CEOs from major financial institutions – raising the profile of this policy campaign with key civil servants.

We're working with the UK government and calling for bold action to end youth homelessness. Our **Manifesto** for the new government called for a fully-funded, cross-government strategy which will see **90,000** homes built a year, including **40,000** vital one-bedroom homes, and a welfare system that truly makes work pay.



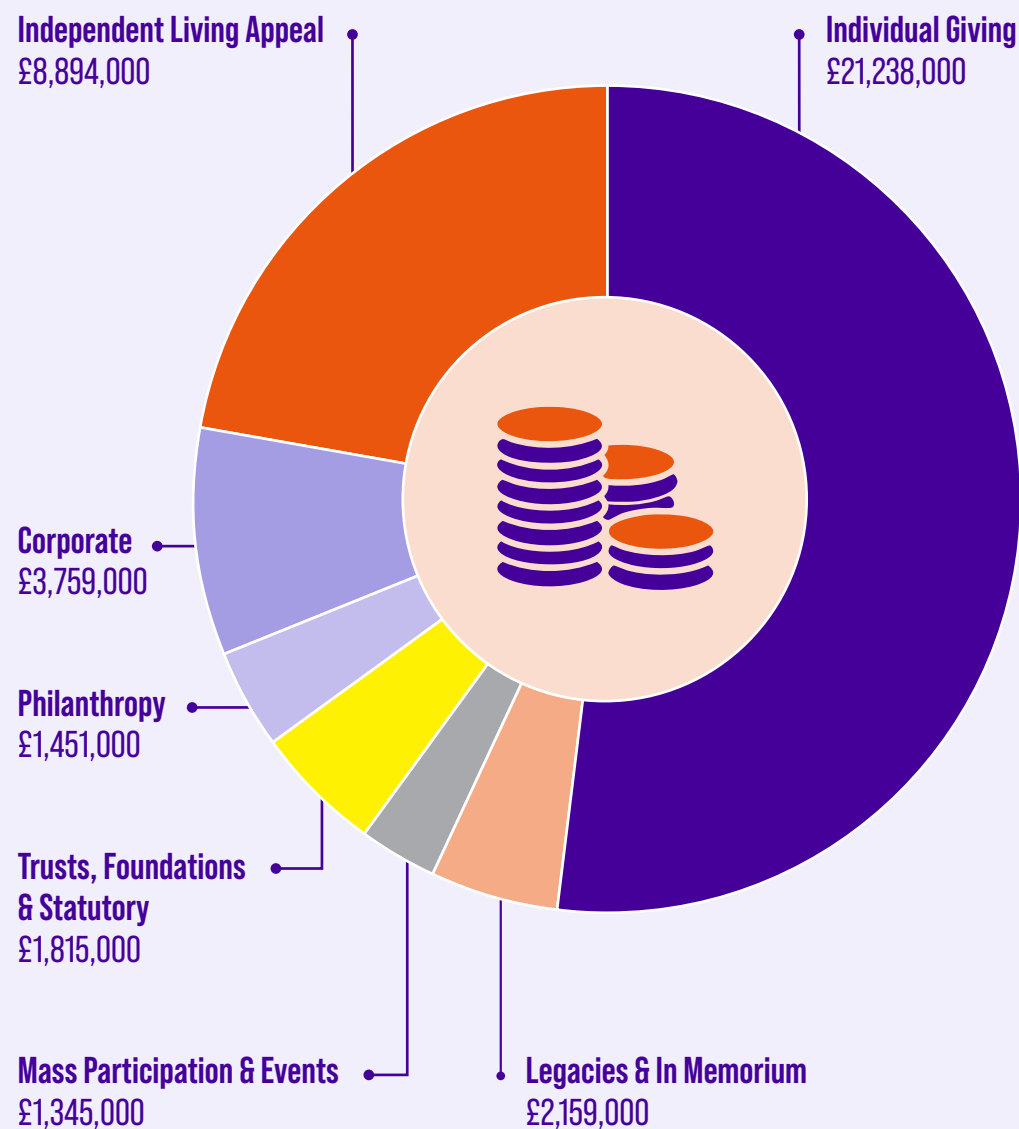
OUR FINANCES

Income for the year ending 31 March 2025 was **£63.2 million**, an increase of £3.2 million compared to 2023-24.

We have seen an increase in most income streams, with the largest growth in donations.

- We received **£42.4 million** in donations in 2024-25, an increase of £1.7 million on 2023-24.
- Income from charitable activities was **£19.3 million**, which is higher than 2023-24 by £0.8 million.
- Income from rent and service charges amounted to **£9.1 million**, an increase of £0.7 million on 2023-24.
- Income from supported housing grants was **£9.1 million** (2024: £9.1 million).
- Income from other grants and contracts, at **£1.0 million**, was slightly more than last year (2024: £0.9 million).

INCOME BY FUNDRAISING ACTIVITY



OUR FUNDRAISING ACTIVITY

The support and encouragement of our donors inspires us every day to remain focused on our vision to end youth homelessness for good. Despite the economic landscape this year, both existing and new donors have shown commitment to our vision. We remain ever grateful for their extraordinary kindness and generosity.

Here are some highlights from our fundraising in 2024-25:

First year of Nationwide partnership

In 2024, we launched our new partnership with Nationwide Building Society, as part of their social impact strategy, Fairer Futures.

In the first year of our partnership, Nationwide have donated over **£3 million** to Centrepont, funding a variety of programmes to enable young people to have a home where they feel safe, where they belong and where they can rebuild their lives. Through the partnership, we've directly supported **over 1,600** young people.

mydeposits

As a government-authorised deposit protection scheme, mydeposits empowers tenants to support young people experiencing homelessness by offering them the option to donate any interest earned on their deposit at the end of their tenancy. This initiative surpassed all expectations and raised **£200,000** in its first nine months.

Coventry Building Society and The Co-operative Bank

Since 2023, Coventry Building Society have raised over **£2 million** for Centrepont. This has helped us to support more young people through our Helpline and education and training programmes, as well as launch prevention work with schools.

Coventry Building Society recently announced a further commitment of £2 million to end youth homelessness, as they welcomed The Co-operative Bank into Coventry Building Society. Of this funding, **£1 million** will go towards creating genuinely affordable homes for young people in Manchester.

The Centrepont Awards 2024

Held at the iconic British Museum, the Centrepont Awards marked our first major special event since 2019. Hosted by TV presenter Claudia Winkleman with a speech by our Patron Prince William, HRH The Prince of Wales, the evening celebrated young people's achievements and raised funds for our mission to end youth homelessness. All **six** award winners and **12** finalists were young people either currently, or formerly, supported by Centrepont.

Piccadilly Lights

On Wednesday 11 December, Centrepont took over the digital screens at Piccadilly Circus for ten minutes, sharing the powerful message that **23,000** young people will face homelessness over

winter. Hundreds of people looked up at the screens in Piccadilly Circus, while thousands more saw our campaign adverts in London Underground stations such as Bethnal Green. This initiative helped us reach new audiences and raise awareness of the crisis of youth homelessness.

The Ultimate Quiz 2025

In March 2025, The Ultimate Quiz returned. Hosted by TV presenter Ranvir Singh, with a high-energy performance by singer and musician Sonique, the event at the OXO Tower raised an impressive **£95,000** for our Independent Living Programme.



THANK YOU TO OUR SUPPORTERS

We are very grateful for the support of our partners and donors across all areas of our work. In particular, we extend our special thanks to the following trusts, foundations and companies, and donors:

- **Nationwide** for donating over £3 million to support a variety of programmes at Centrepont.
- **Thompson Family Charitable Trust** for their long-term support of our psychotherapy work in London and for extending their generosity this year to help young people develop education and vocational skills that set them on the path to employment.
- **The Marandi Foundation** for providing ongoing support to our Employment, Education and Training (EET) programme, as well as legal support to young refugees at risk of homelessness.
- **The Julia Rausing Trust** for providing extraordinary commitment to tackling youth homelessness. Their support plays a vital role in helping us provide young people with safe, stable housing and the opportunity to build independent futures.
- **The Rayners Penn Foundation** for their transformational donation to Centrepont, enabling the development of our next Independent Living homes in Manchester and advancing our vision to amplify Independent Living across the UK.
- **The Clarkson Foundation** for their commitment of £1.2 million to the Independent Living Programme. Their generosity will directly fund one of our upcoming genuinely affordable housing developments in London.
- **The Swire Charitable Trust, The John Armitage Charitable Trust and Killik & Co** for providing steadfast support for the Independent Living Programme. Their continued partnership enables us to help young people move on from homelessness to independence.
- **Ernest Hecht Charitable Trust** for helping to create warm, welcoming homes for young people in London as part of our refurbishment project.
- **Michael Cornish Charitable Trust** for helping young people across England with safe housing and support to rebuild their lives.
- **Five Fund, The Talent Fund** for their support of our work in Manchester.
- **The George Michael Fund, a restricted fund administered by The Talent Fund** for supporting our pre-16 prevention work.
- **The May Family** for continuing their long-term commitment to Centrepont and support of the Independent Living Programme over the past year.



- **Amy Lam** for providing significant support for the Centrepont Awards 2024. Her contribution helped us shine a light on the achievements of the incredible young people we support.
- **Sir Daniel Day-Lewis** for his kind generosity and commitment to changing young lives.

We also want to extend a sincere thank you to each of our **90,000 regular givers, major donors and philanthropists** who have contributed significant funds, time and networks to supporting Centrepont's work in 2024-25. We are so grateful for your ongoing support.

Our deepest thanks go to our Global Ambassador, **Mrs Debra Reuben**, for her extraordinary and wide-ranging commitment to Centrepont and the young people we support. Her generosity, energy, and advocacy continue to inspire and drive lasting change.

We are incredibly grateful to the members of The Independent Living Programme Growth Board for their leadership and belief in our vision. Our sincere thanks go to **Javad Marandi OBE** (Co-Chair), **Jamie Reuben** (Co-Chair), **Niamh O'Connor**, **Bek Seeley**, **Barry Townsley CBE**, **Mark Petterson**, **Michael Rahamim**, and **Tom Wood** (Trustee representative).

Finally, thank you to the following companies for their kind offer of pro bono services in support of our Independent Living Programme. Their generosity has allowed us to keep building genuinely affordable housing for young people.

- 3DReid, Avison Young, Creating8 Places, Devonshires, Earl Kendrick, Eversheds Sutherland, Hawkins\Brown, John McAslan + Partners, Marengo, MCG Professionals Ltd, Quod, Resident, Studio PDP, and Summix.

We would also like to say a huge thank you to:

- All of our supporters who have kindly and generously remembered us in their wills.
- Everyone who has donated, taken part in a challenge event, volunteered, held a bake sale, donated in memory of a loved one, slept out, and engaged their community to support our vital work.

**WE WOULD NOT BE
ABLE TO SUPPORT YOUNG
PEOPLE IN THE WAY WE
DO WITHOUT YOU**



VOLUNTEERING

Across 2024-25, **390** individuals volunteered their time, providing over **£830,000** of additional resource.

We are grateful to our incredibly generous volunteers who bring a diverse range of skills and experience to the organisation and the young people we support. Our volunteers are an invaluable resource who offer support that we would otherwise be unable to provide.

Highlights from our volunteers this year included:

- One of our Volunteer Helpline Advisers was nominated for the **Helpline Partnerships Volunteer of the Year** award.
- **98** volunteers from the Royal Bank of Canada, Selfridges and other corporate partners across London, Manchester and Sunderland prepared and **decorated 33 accommodation services** for the festive period, helping young people to enjoy the season's celebrations.
- Volunteers supported young people to succeed in **Centrepoint's Lifewise programme**, which provides young people with the practical, personal and social skills required to move on to independent living.
- Our **Emergency Food Voucher scheme** was entirely volunteer-led, delivering **656** supermarket vouchers to young people experiencing food poverty.



MEET KAREN

Karen has been volunteering with Centrepoint for 13 years. Her first role was as a receptionist in our London office. Since then, she has been involved in various activities, from wrapping donated Christmas presents for young people, to her main passion of supporting our fundraising challenge events. Karen can often be spotted at our cheer points on Race Day, where she supports our Centrepoint participants at running and cycling events to boost their morale and celebrate their achievements.

Last year, Karen signed up to help us in our media campaign for Volunteers' Week. She was in front of the camera, talking about her time volunteering with Centrepoint.

Karen's dedication to the charity is hugely appreciated, and we are so lucky to have her longstanding support.



LOOKING TO 2025-26 AND BEYOND

The youth homelessness crisis is as urgent as ever. Our latest figures show that over **118,000** young people approached their local authority for help with homelessness – a shocking **10%** increase from the previous year.

In 2025-26, we're focused on providing more support for young people and continuing to campaign for policies that address the root causes of youth homelessness.

Propelled by the momentum of this year's impact, Centrepont is moving forward with bold plans. In 2025-26, we will:

Prevent

Our Upstream model will be introduced in new schools and pilot areas across England, reducing child, youth and family homelessness.

Support

Exemplary services: We will support young people who become homeless by delivering exemplary and innovative services that lead to a job and a genuinely affordable home.

Routes out: We will continue to expand our Independent Living Programme and work to establish our stepping stone homes as a recognised housing product.

Optimise

We will build a resilient organisation that is inclusive, efficient, productive and adaptable so that we can deliver on our strategy. We'll develop the optimum capacity to do this through our People Strategy, Big Change Programme, and our planned maintenance programme.

Amplify

We will amplify the voices of young people experiencing homelessness, promote solutions that break the youth homelessness cycle so that they can be undertaken at scale, and build a movement to end youth homelessness.

We have consistently emphasised that ending youth homelessness by 2037 requires a collaborative effort across all sectors of society. We continue to make great progress and will go forward into 2025-26 with relentless determination and optimism that it can, and will, be done.

To learn more about our work, visit centrepont.org.uk or contact our Supporter Care team by calling **0800 587 5158** or emailing SupporterCare@centrepont.org.



THANK YOU FOR YOUR
SUPPORT. TOGETHER WE
ARE ENDING YOUTH
HOMELESSNESS.



**CENTRE
POINT**

**ENDING YOUTH
HOMELESSNESS**

The Rowe
59-63 Whitechapel High Street
London E1 7PF

0800 587 5158
centrepoin.org.uk

Centrepoin 2025.
Centrepoin Soho,
trading as Centrepoin

Patron HRH The Prince of Wales
Registered charity number 292411
VAT number 649345018
Company registration number 01929421
Housing association number H1869