CENTREPOINT

CENTRE POINT ENDING YOUTH HOMELESSNESS

Statement of Purpose
16 & 17 year-olds Statement of Purpose for Supported Accommodation

Reviewed by:	Ed Tytherleigh, Director of Services
Version:	6
Completed:	09/02/2026
Next Review:	09/05/2026

The Rowe Building
59-63 Whitechapel High Street
London
E1 7PL

Registered Charity No.	292411
Company No.	01929421
Registered Provider No.	H1869

Accommodation for Ofsted Regulation

1. Introduction

This Statement of Purpose is the document which outlines how and why Centrepoint delivers its services for young people and, for the purposes of Ofsted regulation, for the support we offer to 16 and 17 year old Looked After Children (LAC) accessing Centrepoint supported accommodation services.

It will cover:

- Key information about Centrepoint
- Our ethos and key aims
- Our history
- Governance
- The types and standard of accommodation we offer
- Our approach to working with young people
- The services that we offer young people
- Who we provider services to
- Our approach to safeguarding
- How we ensure that children and young people's rights can be met and upheld
- How we can meet cultural and diversity needs and promote diversity within our services
- The resources and support available to services, staff and young people
- The skills and strengths of Centrepoint staff
- Our organisational structure

2. Key information

Name of organisation:	Centrepoint Soho, operating as Centrepoint.
Charity Number:	292411
Registered Provider:	H1869
Head/Principal Office:	Centrepoint, The Rowe, 59-63 Whitechapel High St, London, E1 7PF
Registered Persons:	Ed Tytherleigh, Director of Services. e.tytherleigh@centrepoint.org

Insurance coverage:

Employers Liability

Insurer: Royal & Sun Alliance Insurance Limited - AJG Charities via Royal & Sun Alliance Insurance Ltd Policy number: RKL23407/12/771
Cover period: 1st December 2024 to 30th November 2025
Indemnity limit: £10,000,000

Public Liability
Insurer: Royal & Sun Alliance Insurance Limited - AJG Charities via Royal & Sun Alliance Insurance Ltd Policy number: RKL23407/12/771
Cover period: 1st December 2024 to 30th November 2025
Indemnity limit: £10,000,000

Products Liability

Insurer: Royal & Sun Alliance Insurance Limited - AJG Charities via Royal & Sun Alliance Insurance Ltd Policy number: RKL23407/12/771
Cover period: 1st December 2024 to 30th November 2025
Indemnity limit: £10,000,000

Professional Indemnity

Insurer: Royal & Sun Alliance Insurance Limited - AJG Charities via Royal & Sun Alliance Insurance Ltd Policy number: RKL23407/12/771
Cover period: 1st December 2024 to 30th November 2025
Indemnity limit: £5,000,000
Basis of Limit: In the aggregate

Insurance Certificates are available upon Request

3. About Us

History:

Centrepoint was formed in 1969 and has over 53 years' experience providing housing related support services exclusively to vulnerable young people. We work with 18 local authorities in London, Yorkshire, Manchester, the south of England and the North East of England, directly supporting more than 1,700 young people each year in our supported accommodation and through our range of preventative interventions. Beyond our supported accommodation, we also run move-on accommodation for working young people and a range of services including work and learning, psychotherapy and health services, bursaries, legal clinics and financial support. We also operate a national telephone helpline and have a growing role in the policy and campaigning arena as part of our mission to end youth homelessness.

Ethos:

Our ethos is to work in partnership with vulnerable young people and partner organisations to provide the best possible support to empower vulnerable young people to develop the skills they require to lead fulfilling lives, aiming for every child to have a sustainable home and job by the time they leave supported housing. All of what we do is psychologically-informed, placing young people at the heart of our service delivery and providing them with opportunities to shape and influence the services they receive.

Our Values:

Focus

Ensure you stay on top of your responsibilities whilst keeping our young people a priority

Entrepreneurship

Always think about how you can improve and make the work that you do better

Humility

Offer your support and be a helping hand to others

Energy

Be determined to do the best you can for the young people we support

Accountability

Take personal ownership for your responsibilities and actions

Integrity

Always maintain professionalism and do the right thing for the right reason

Our values are fundamental to our future success – they underpin the culture needed to enable us to achieve our key goal of ending youth homelessness by 2037. They set out what we expect from our staff and volunteers and what our young people and all Centrepoint stakeholders can expect from each and every one of us. Our values need to influence our behaviour, and to do this, we need to be able to define and articulate clearly the behaviours we want to find, cultivate and support in our staff and young people. We need to understand the importance of us all living our values, and how they translate into our day-to-day behaviour and work.

4. Our Services

Centrepoint is the leading national charity supporting 16 to 25 year-olds at risk of homelessness. We run a range of services around the country for young people including:

- Supported Accommodation
- Floating Support
- Housing first
- Outreach
- Rent Deposit
- Complex Needs Work
- Psychotherapy
- Psychological interventions
- Information, Advice and Guidance
- Learning
- Lifeskills training
- Legal clinics
- Money advice
- Bursaries
- General Needs accommodation for working young people
- Preventative work with households contains a young person under the age of 16.

We work hard to deliver a universal offer so every single young person entering Centrepoint services can access every single aspect of our service delivery. This means we ensure every young people using our services can access; psychotherapy, mental health crisis support, small grants, money advice, legal advice, activities, independent living skills, information, advice and guidance linked to work and training, and structured learning in areas such English, maths, and IT. There can be slight variation in this due to local commissioning arrangements or local provision and partnerships. Access to all aspects of the 'universal offer' can be found in the Location Risk Assessment for each service.

Referral Criteria

We specialise in supporting young people on a pathway to securing their own (or more independent) housing and a job. The young people referred to our services have varying needs, and these are assessed at the point of referral to consider suitability for our services. Our PIE approach recognises that a majority of Looked After Children and care leavers have experienced adverse life experiences. We place importance on considering these effects in all aspects of our support. We accept referrals for young people who have experienced the following (noting that this is not an exhaustive list):

- Experience or have been diagnosed with mental health illness
- Are diagnosed with mild learning difficulties
- Are seeking asylum
- Have a history of involvement in crime
- Are at risk of varying degrees of exploitation
- Exhibit challenging behaviour
- Experience alcohol or substance misuse issues

Matching

When we assess each referral, we carefully consider the impact on our current resident population and any possible matching issues. When assessing matching, we consider the risks and vulnerabilities of all young people and ensure, to the best of our ability, that the additional resident does not exacerbate these

or vice versa. The placing authorities play a crucial role in supporting us with this, providing us with the pertinent information needed and conducting their own risk assessment regarding the matching suitability amongst their other young people in the service.

The full list of our Ofsted registered services and key information such as supported accommodation type, staffing, referrals routes, access, key demographic information can be found in Appendix 1.

5. Our Governance

Centrepoint is a Registered Charity, Registered Provider and a Company Limited by Guarantee. Centrepoint is led by a Board of Trustees who delegate the day-to-day running of the organisation to the Chief Executive and Senior Executive Team.

Responsibility for the delivery of our supported accommodation services for 16 and 17 year-old Looked After Children ultimately lies with the Nominated Individual as well as the Registered Service Manager. The full structure for the responsibility in delivering our compliance with the Regulations can be found in Appendix 3 to 5. As Centrepoint is a relatively large organisation we have clear lines of delegation and authority to meet every aspect of the regulations and the four standards. These delegated authorities are outlined in Appendix 6.

As well as the delegated authorities and rolling Ofsted review processes we have put in place we also carry out the following activities through the year to ensure ongoing improvement and robust quality frameworks:

- Monthly file audits and case reviews by service managers
- Internal Service Reviews focused on quality of delivery delivered by peers annually across all our services.
- A rolling Internal Audit process ensuring compliance against policy, regulatory compliance and internal quality standards.
- Compliance checks against regulatory inspection frameworks. Six-monthly Strategic Review of services against our internal Service Standards and Property Standards looking at performance and strategic relevance
- Annual Practice Review looking at overall performance in key compliance areas and Equality, Diversity and Inclusion.

For our 24-hour staffed services, outlined in Appendix 1, we operate a tailored staffing structure, depending on the needs of the young people in conjunction with the commissioning Local Authority. In any event, we ensure all 24-hour homes are always staffed and, wherever possible, provide flexibility to the varying needs of the young people in our services. We commit to a maximum ratio of six young people per full-time support worker in our medium and high support services and ten young people per support worker in lower support services.

6. Our Approach

Everything that we do is informed by our psychologically informed framework, led by a Clinical and Forensic Psychologist. This ensures that every aspect of our service delivery is psychologically informed, and that our staff are supported through training and Reflective Practice to deliver support as effectively as possible. Our framework ensures that our offer and services are co-produced with young people.

Support Model:

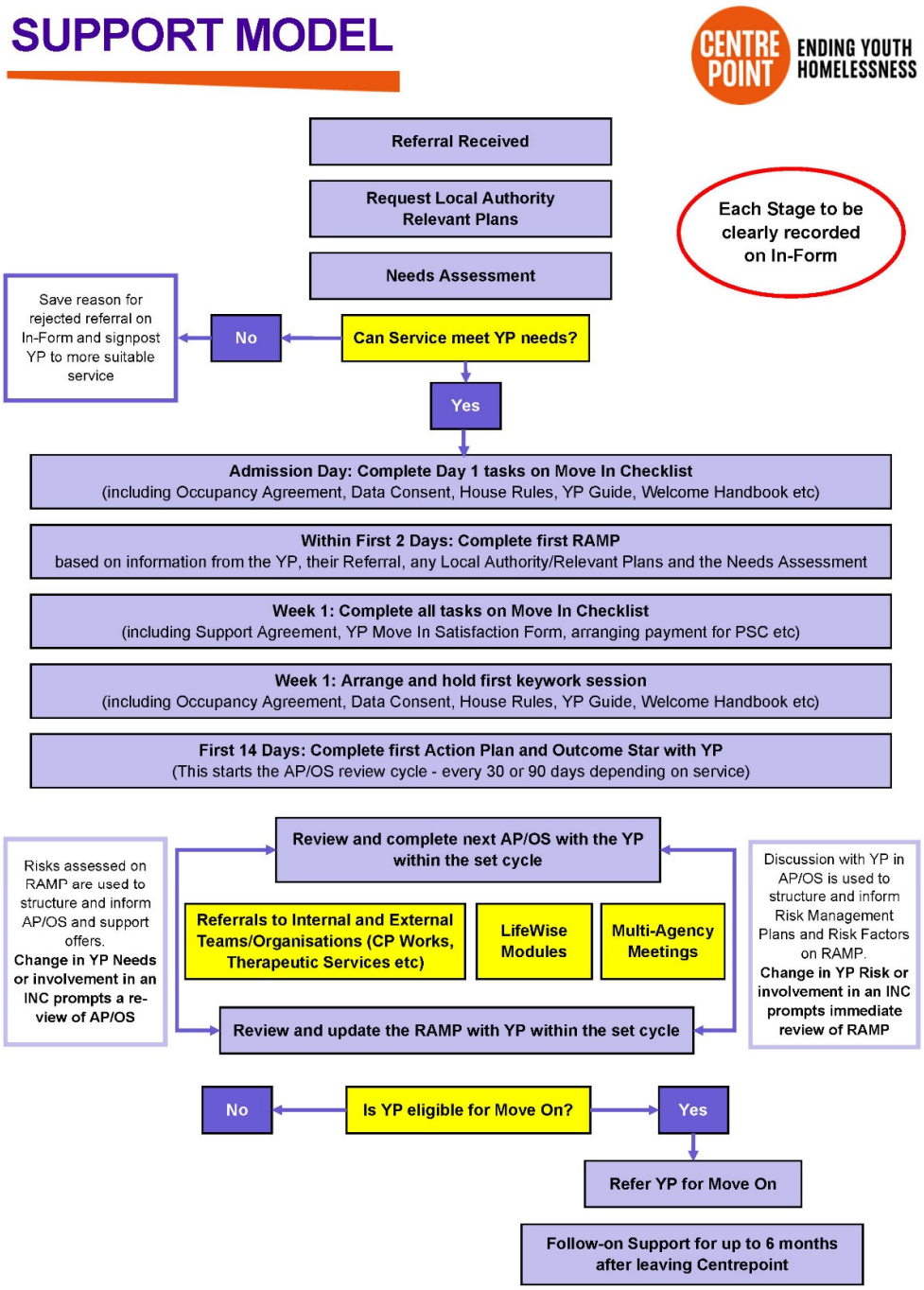
We co-designed our support model with young people to ensure its relevance and accessibility. The model incorporates the 'team-around-the-young-person' approach, with keyworkers leading and coordinating community-based professionals in regular case-review meetings, risk assessing and finding solutions.

Keyworkers are trained to develop support packages that are shaped by the child and will typically be a mixture of practical and personal development activities to maximise engagement, increase self awareness, keep them safe and focus on life skills development.

Our approach is asset-based and designed to maximise engagement enabling support to be preventative and proactive. Starting by developing the relationship with each child, incorporating an individual's needs, experiences, talents and aspirations as the foundation of support, we then build a support package and network around them.

Through a comprehensive assessment and planning process, our model builds resilience in young people, empowering them to take positive risks to learn relevant skills, secure employment or education and transition into independence having demonstrated their ability to sustain independent accommodation.

The flowchart below gives an overview of our support model process:



Assessment:

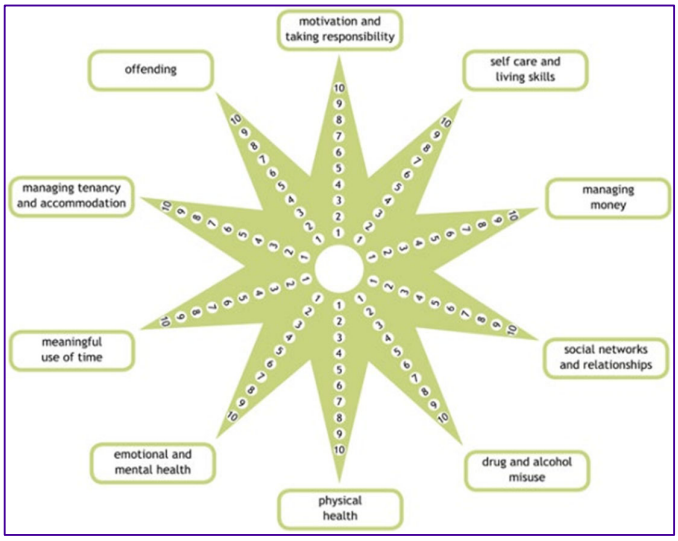
We collate and incorporate all known information about the child prior to assessment, including relevant development plans extrapolating information and targets set out in young people's pathway plans for example, or from any former professionals the child has worked with. This is to avoid the need for young people to continuously repeat their stories to professionals.

Our assessment provides short, targeted reflections in each of the key areas of a child's life: housing, independent living, health and employability skills. We then incorporate the appropriate agency into the child's support package whether this is an external service or Centrepoint's added value provision. These professionals come together in case reviews to discuss perceptions of needs and risks and then agree an order and structure that best suits the child that shapes the child's support package.

Assessment is then continuous and follows every subsequent interaction, with the 'team around the child' being updated if there are any significant changes in need or risk through circulation of a standardized short summary. We quantify and grade risk, enabling changes to be clearly indicated.

Centrepoint also uses the **Outcomes Star** (right), a self-assessment tool designed to measure progress. At every third or fourth keywork session, the child and their keyworker will use the Outcomes Star to quantify the child's skills and confidence in the following 10 areas:

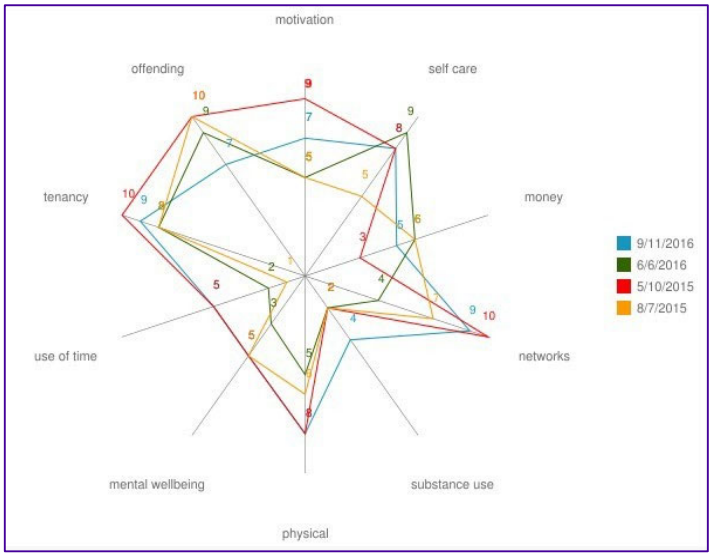
- Motivation
- Self-care
- Money
- Networks
- Substance use
- Physical
- Mental wellbeing
- Use of time
- Tenancy
- Offending



This produces a record of progress over time, both as a visual representation (below) and through notes of the discussion that are produced alongside the Outcomes Star.

The Outcomes Star encourages reflection, assesses progress and shows the distance the child has travelled. The keyworker and the child use the descriptor indicators to negotiate where the child is and they chart progress and outcomes pictorially over time.

Before every Outcomes Star session, the child's keyworker will arrange a multi-agency case review and integrate the support network working with the child. These reviews are an opportunity for these professionals to update each other on progress, issues, concerns and other developments. We will review risk and vulnerability rating scores and draw up a plan to mitigate concerns and encourage progress, which will feed into risk assessment and management plans, support plans and service work plans.



Our Specialist Services: Independent Living, EET, Health and AIM:

Young people's individual needs in each of these areas will be identified through the assessment and support planning processes above. To support young people to develop these skills Centrepoint takes the following approach:

- Independent Living Skills - in addition to day-to-day practical support Centrepoint has codesigned and delivers AQA-accredited modules covering a wide range of topics including key independent living skills. These include Managing Your Home, Bill Payment, Budgeting and Money Management. We taper support over time to increase young people's sense of ownership and responsibility, and to give them practical experience in a controlled environment.
- Education, Employment and Training (EET) Skills - We work closely with education and training providers through our Team Around the Child approach. Centrepoint also incorporates a dedicated skills and employability arm, CP Works. CP Works is an accredited training and education provider, , and delivers a range of targeted interventions including through our Jobs & Education Team and :
    - Completing Skills Mapper/Student Star (learning assessments) with NEET young people
    - Individual and group Information Advice and Guidance sessions
    - Small group lessons, with qualifications offered from entry level 1 up to a level 2, includes NOCN in Functional Skills Maths and English (equivalent to a GCSE)
    - Get Set Go and Get Set Go Plus, a vocational programme, a 2-4 week programme for NEET young people to develop the knowledge, understanding and essential skills employers look for in employees in sectors such as, Construction, Tech, Hospitality, Warehousing and Customer Services. Our Plus programme has work experience included as part of the programme outcome.
    - Get Set Go and Get Set Go Plus, our vocational programme runs for 2–6 weeks and is designed for NEET young people to build the knowledge, understanding, and essential skills employers value. We focus on sectors such as Construction, Tech, Hospitality, Warehousing, and Customer Service. Our Plus programme goes a step further by including work experience as part of the programme outcome.
    - NCFE Award in Employability Skills at Level 1 or Entry Level 3
    - Includes NOCN Digital Functional Skills
    - NCFE ICT for Employment, Cyber security
    - Bursaries covering EET costs and University costs
    - Providing travel for short-term EET opportunities including job interviews
    - Job brokerage and in work / placement support
- Health Services – Centrepoint employs a team of in-house psychotherapists to ensure that every single child we work with has access to a flexible therapy offer if needed. We also employ specialist Complex Case Workers to train staff and support services with mental health crisis support and complex cases. We also employ a specialist in domestic and relationship abuse. Through this approach, not only do we have specialist support for the most complex cases, but it also means that all our staff receive ongoing training and support around mental health and psychological wellbeing. Our team of psychologists also support staff through Reflective Practice and case formulation.
- Furthermore, all of Centrepoint's support staff are trained in supporting young people's health needs, including modules on Mental Health Awareness, Neurodiversity, Managing difficult emotions (including self-harm), Basic Counselling Skills, Anger Management for young people, and Drug and Alcohol Awareness. This equips staff to provide some support where appropriate, and to liaise, advocate and coordinate effectively with services in the community focused on young people's health. As per our Substance Use Policy, staff provide lockboxes or personal safes for young people for them to securely store their medication in their room/ flat. Further than this, staff do not deal with any medication handling, recording and safekeeping.

- Our AIM team (Advice, Information and Money) provides young people across the country with access to:
    - Legal advice in a range of relevant areas including housing, immigration, welfare, consumer issue and much more.
    - Financial health clinics and one-to-one support for budgeting and debt support.
    - Grants and welfare funds for young people facing particular hardship.

Safeguarding

At recruitment all new staff undergo our bespoke safeguarding training irrespective of their role, covering our Safeguarding Policy and Procedure, which they are then required to refresh every three years, or sooner where needed. Mandatory safeguarding training is repeated every 3 years for all staff and every 2 years for managers, covering:

- Safeguarding Introduction and Awareness (half day course)
- Safeguarding Refresher (half day course)
- Safeguarding for Designated Persons: for staff that have responsibility for the welfare of staff, young people and visitors. (half day course)

We have a Designated Safeguarding Lead (DSL) for the whole organisation, who is responsible for designing and delivering all safeguarding training, reviewing practice and processes, and reporting to the Registered Service Manager. There are three deputy DSLs and a number of designated persons within services to support the DSL.

Our Safeguarding policy and procedure is reviewed annually and may also be updated sooner in order to accommodate changes to legislation, government guidance, or to reflect lessons learnt from a serious incident. The policy and supporting documents highlight the process needed to follow in the event of a concern, including that relating to a member of staff. These policies have been reviewed by our young people and our PIE team, ensuring further still that they are fit for purpose.

Our safeguarding policy and supporting safeguarding procedure are based on principles of best practice and on current research, legislation, government and local authority guidance. The purpose is to provide all personnel i.e. staff, trustees, volunteers and students, as well as third party staff such as concierge/security, locums, cleaners and maintenance with a framework and process for recognising, responding, reporting and recording any concerns about a child or adult.

Centrepoint's Board of Trustees has a safeguarding champion to lead and inform safeguarding discussion and planning with Board meetings and act as a link between the Designated Safeguarding Lead (DSL) and the Board.

We also ensure that safe, appropriate and accessible means of reporting safeguarding concerns are made available to all Centrepoint personnel, who are given appropriate training on induction with regular refreshers and one-to-one support as and when required. We will also accept concerns from external sources such as members of the public, partners and official bodies and work with other agencies in order to safeguard and protect children. This is in line with legislation and government guidance such as Working Together to Safeguard Children (2018).

Emergencies

Our full policy and procedures of actions to carry in an emergency can be found in our Business Continuity Plan, and local emergency plans. This includes our out of hours on-call manager facility around the country; specific telephone numbers for non-24-hour staffed services so all young people can access support in an emergency; and our business continuity protocols, both nationally and locally. These cover safeguarding, welfare, repairs and any other emergencies.

Children's Case Records

We keep all children's case records on our integrated client database, In-Form, which includes the following information, in compliance with the regulations:

- Personal details in relation to the child
- Contact details of certain persons in relation to the child
- Information relating to the care, protection or safety of the child
- Plans or reports relating to the child
- Health matters in relation to the child

7. Our Accommodation

The objective of Centrepoint's supported accommodation services is to ensure that every child leaves our services into a home and a job and, longer-term, that we support every single young people to achieve lifelong independence and wellbeing. We hope that all the young people we work with will develop the skills they need to sustain a home and meaningful employment, through tailored holistic support delivered in through a Psychologically-Informed Environment (PIE). Our support model recognises the range of services that young people require and will meet these through a 'team around the child' approach utilising our own specialist wraparound services or through partnering with the wider support network.

Operating a PIE means that co-production with young people is central to the delivery of services and our offer to ensure our offer is relevant, accessible and gives young people control of their support. It's this approach that enables young people to develop the maturity, confidence, skills and experience they need to live full, fulfilling lives.

Categories of supported accommodation:

Centrepoint offers supported accommodation in categories 1, 2 and 3 - self-contained units with support; shared or group living services that support only looked after children and care leavers; and shared or group living services that support looked after children, care leavers and other young people.

Working with the landlord:

We work to a schedule of planned maintenance, whether by ordering works directly or by liaising with landlord contacts. Staff will report landlord-responsible maintenance as outlined in Housing Management Agreements or Leases and update our Property Officers to allow us to track/follow up on these jobs.

The Property Team will monitor work being carried out by landlords in the same way that we would works for which we are responsible. This includes pre- and post-inspection of works, including joint inspections with the landlord where necessary.

We meet with landlords at the start of any new relationship, such as delivering services from a new building, to agree an escalation process for any issues. We also favour and advocate regular liaison meetings to discuss ongoing issues and proposed changes to procedures.

Centrepoint's Accommodation Standards:

Centrepoint's mission is that every child should have a home and a job. In line with Centrepoint's psychologically-informed approach to working with Young People, Centrepoint believe that a key part of the process towards living independently in their own home is setting the standard of what Independent Living means while they live in our supported accommodation schemes. The safety and condition of each service is assessed and monitored using our internal checklists (daily, weekly and monthly), ensuring we capture any property or maintenance issues and formulate an appropriate plan to deal with them. In addition, every seven years, we carry out a more detailed and thorough assessment and review of our building stock to consider longer-term refurbishment needs. This includes the internal common areas and externals of all buildings, including the condition of roofs, windows, wall finish, internal communal decorations, internal flooring, kitchens, bathrooms, gutters and doors & windows. We then design a Cyclical Maintenance Programme to deliver the work required to achieve this.

The condition of each young person's bedroom is assessed at regular intervals using our internal health and safety checklists, located on In Form. These checklists cover a range of areas and monitor the following:

- Overall cleanliness and hygiene
- Fire safety
- Floor and window coverings
- Electrical safety
- Waste disposal

Each young person's need level is assessed at placement commencement which determines the regularity of the checks. Subject to the needs assessment the service will make reasonable adaptations to meet the needs of the young person e.g. a fire alarm for a deaf person.

On average, these checks take place weekly, but this varies on a case-by-case basis. We adapt our approach in response to support needs and ensure the checks are adequate, proportionate, and suitable to each young person's relevant plans.

Each health and safety check is used to inform our support plans to ensure each young person is adequately supported to address any concerns necessary and to ensure we take action where appropriate.

We commit to accomplish the following for all our services, in line with the *Accommodation Standard* within the Ofsted supported Accommodation Regulations:

(i) provide stability and consistency of accommodation for children;

(ii) enable children to have consistent and continuous access to local services, including education and healthcare;

(iii) promote children's positive self-esteem and sense of belonging within the local community, and discourage stigmatisation of children;

(iv) are located so as to enable children to actively participate and form relationships in the local community;

(v) are designed and furnished so as to meet the needs of each child individually and all children collectively;

(vi) are suitable for the purposes of supported accommodation and are accessible, safe, secure and well-maintained;

(vii) offer a comfortable, positive and nurturing environment, while respecting children's need for privacy;

(viii) are adequately maintained so as to provide a welcoming and homely environment within both individual and shared living spaces;

(ix) are designed, furnished and maintained to remove avoidable hazards which could pose a health and safety risk to children;

(x) comply with all relevant health and safety and fire safety legislation, that being any statutory provision dealing with health and safety or fire safety matters;

We also need to ensure that the location is safe and appropriate to deliver the supported housing scheme. This is why we carry out a *Location Risk Assessment* for each and every service that we offer. These can be viewed on the Ofsted page on Central Point (internal Intranet).

The *Centrepoint Property Standards* outline the standard that every single child living in one of our supported housing properties should expect from their accommodation. It sets the standard for what living independently in the future might look like, as well as being safe and well-maintained.

Every seven years we will carry out assessments and reviews of the internal common areas and externals of all buildings to understand the condition. This means assessing the condition of roofs, windows, wall finish, internal communal decorations, internal flooring, kitchens, bathrooms, gutters and doors & windows. We will then design a Cyclical Maintenance Programme to deliver the investment needed to meet this Standard. The full standards can be seen in Appendix 7.

8. Inclusivity and Upholding Children's Rights

Service Offer

Our service offer is based on our Psychologically-Informed Environment (PIE) framework, which is entirely co-produced with young people to ensure its relevance and focus. A group of young people calling themselves PIEoneers co-produced its creation and development. Additionally, we operate a Lived Experience Advisory Board which meets regularly, and different members of the Board are engaged in co-production work with colleagues in different departments across the organisation, including our provision for Looked After Children. Two members of Centrepoint's Board of Trustees are former residents of our services, which ensures lived experience influences decisions at the most strategic level.

We aim to make it as easy and accessible as possible for young people to tell us what they think about our services. For example:

- Annual Service and Organisational Satisfaction Surveys enable us to identify areas of Centrepoint that young people want to change or develop. Following the survey, we draw up an action plan which is monitored at Board quarterly. Results are filterable by region, borough and service level, allowing us to identify services that are working well/less well for young people and make adjustments through increased monitoring/auditing, sharing of best practice and performance management. These feed into our Annual Practice Review which is shared with Influencers and board alike.
- Young people can feed back outside of formal settings in a multitude of ways catering to individual preference. These include face-to-face, through drop-boxes in services, by email and via social-media.
- Rolling residents meetings with specific agenda items with minutes and records kept on our central In-Form database.

Recruitment

We ensure that young people are part of the recruitment process, from reviewing applications to sitting on the interview panel.

Young People's Guide

Each child will receive and have access to their individualised Young People's Guide, which details:

- Service Information:
  Key information including contact details and property facilities of the service the child is residing in.
- Support Model:
  Overview of the support offered at the provision, including staffing structure of individual service
- Key-work:
  Details of the child's key point of contact, their role in supporting them, level of support, and details of action and risk planning.
- Lifewise:
  Overview of Centrepoint's AQA accredited independent living skills programme.
- Opportunities at Centrepoint:
  Information about the additional internal support provision available to the child including access to Education, Employment and Training (EET), Advice, Information & Money (AIM), Health and Wellbeing, Activities, and CP Influencers.
- Rights and Responsibilities:
  The child's right and responsibilities regarding their Looked After or Leaving Care status, accommodation tenure, support offer, complaints procedure, access to advocacy, and information about their local authority.
- Additional Information:

Overview of useful information for the child including Centrepoint's online portal, safeguarding policy, fire safety policy, security and safety within the accommodation, maintenance and repairs, personal information and confidentiality, key contact information of facilities within the local area.

Complaints Procedure

Our Complaints & Feedback policy and procedure outlines our approach to managing complaints. Each stage of our 4-stage process has a defined lead and target response time in which to identify a resolution, empowering the young people to escalate their complaint to Centrepoint's senior management if they are not satisfied with the resolution offered at service and regional levels. This process is made available to all young people within their young people's guides and is displayed within services. As detailed in the policy, they can do this verbally or in writing with staff or use the YP Portal to provide information digitally. All complaints and responses are recorded on our client management system and reported to our Board.

Accommodation

Every child will receive a written agreement in an accessible format that clearly sets out their rights and responsibility in a transparent and easy to read format. Each written agreement will be accompanied by a guide outlining:

- Your Tenancy: Clear explanation of tenancy arrangements.
- Paying you rent: Details of amount, date of payments, and source of payment.
- What we must do as a Landlord: Our legal obligations
- What you must do as a Tenant: The child's legal obligations
- Being a Good Neighbour and Respect for others: Responsibility under anti-social behaviour laws.
- Your Repair Rights: The child's rights when it comes to repairs and maintenance of the property.
- Complaints: Process of raising complaints.
- Moving out: Process when a child moves out.
- If the agreement is broken: Process when agreement is broken.
- Ending the agreement: process when agreement ends.
- How to contact us: Key contact information.
- Keywords and Terminology Glossary: Explanation of keywords and terminology within tenancy agreement.

9. Cultural Needs and Equality

Equality is at the heart of everything Centrepoint does, Centrepoint's overarching Equality and Diversity Strategy and Policy document informs every aspect of our work from how we recruit, manage and develop staff through to all aspects of our operational practice. We work with children and young people from a hugely diverse range of backgrounds and with a wide range of needs and characteristics within our services. Services access translator support and some written materials are translated to meet the linguistic needs of young people. Further to this our Inform system is able to capture linguistic needs. We constantly review and update our practice through monitoring of trends and outcomes to ensure our practice is equitable and redresses the inequalities that the young people we support have typically encountered.

We monitor equality in our interventions and practice through outcomes monitoring. Our integrated client database, In-Form allows us to monitor access/move-on outcomes, evictions/abandonments, engagement, EET achievement, wellbeing and satisfaction across each of the protected characteristics. This information is reported to and monitored by our Board and Senior Executive Team, through an Annual Practice Review, where trends identified are collated into an action plan.

We also run specialist groups as part of our Equity Network: BAME Group, Disability Working Group, LGBTQ+ Group and Inclusion Group. These are formed of staff who work to improve inclusion and equality, for example:

- Updating policies
- Running webinars on topics such as Unconscious Bias and Health Inequality
- Reviewing training on Equality and Diversity, Unconscious Bias and Cultural Diversity
- Contributing to Centrepoint-wide communications
- Consulting on policy work and campaigns by our Policy Team

Young people accessing Centrepoint services will also co-deliver residents meetings where they will create the agendas and also have a budget to make the meetings engaging. Young people in our services often choose to cook or buy-in food from their cultures, particularly Unaccompanied Asylum Seeking Children (UASC) and refugees. We use group activities so that young people benefit from peer support and the healing power of community. We celebrate refugee awareness week or significant dates relating to each child's culture/religion. The picture (right) shows coffee and cakes that an Eritrean UASC was supported to buy for a recent resident's meeting. In our latest survey 94% were satisfied/very satisfied with our support with cultural/ religious needs.

We support many young people seeking asylum and have put measures in place to support specific needs experienced by these young people, for example our Immigration Legal Clinic delivered in partnership with a specialist immigration advice and support organisation. Staff are trained in working with unaccompanied minors and asylum seekers to improve their awareness of the issues faced by young people seeking asylum.

Centrepoint's approach to religious observance is to support young people's choices in this area. We will plan keyworking sessions to avoid clashes with religious requirements and will proactively support young people to participate in their religion. An example of this approach comes from a Centrepoint service working predominately with young people seeking asylum; in a residents meeting the young people decided that they wanted a dedicated space in service to pray so we developed a communal lounge into a prayer room.

10. Access to Resources

At Centrepoint, we believe in transparency and ensuring that our policies and procedures are easily accessible to all those involved in the support or protection of a child. Centrepoint also understands the importance of having clear guidelines, protocols and processes. To this end, we have established an efficient process for accessing such policies below:

Centralised policy repository:

Centrepoint uses the digital platform, SharePoint, know internally as Central Point to store all companywide policies. Staff can access Central Point via a desktop link situated on the homepage once logged into Centrepoint's systems. Having this dedicated central repository where staff can access all policies and procedures ensures consistency and avoids confusion caused by outdated information. A full list of Policies can be found in Appendix 2.

Clear Organisation and Search functionality:

Our policies are grouped by categories, using clear and consistent labelling and naming conventions. Additionally, our central repository also facilitates a quick access toolbar search functionality. This feature is useful to staff who need to refer to specific documents, such as our safeguarding and whistleblowing polices, frequently.

Training and Communication:

At Centrepoint we conduct comprehensive training sessions on policies and procedures to familiarise staff with our policies and explain how to access key documents. We have also identified nine essential documents known internally as core policies. All new starters are required to sign that they have read and understood these policies. Our safeguarding policies are named amongst the nine core policies and all staff involved in the support or protection of a child are required to read them. These core policies are regularly communicated and can be accessed via several platforms including our weekly policy and procedure bulletins. These bulletins are used to promote and communicate core policies and encourage

open communication channels where staff can ask questions or seek clarification regarding any of the policies published therein.

All of the above is covered in induction and ongoing communication with staff.

Appendix 1 – Centrepoint's Ofsted-Registered Services

Centrepoint Services

Name of Service/Property	Bed Spaces	Supported Accommodation Type as per DfE categories	Staffed Service	24 hour staffing	Address	Will this premises be single sex?	Accessibility information	Age range of young people	Referral Route	Purpose of Service	Service Status
Avonmore Road	7	Shared accommodation (non-ring-fenced provision)	Yes	No	10 Avonmore Road London W14 8RL	no	No - not suitable for those with mobility issues	16-18	Local Authority – Hammersmith & Fulham	Support & Housing	Live
Barnet Foyer	24	Shared Accommodation (non-ring-fenced provision)	Yes	No	1 Handley Grove Cricklewood London NW2 1TD	no	Step free access into buildings with lifts with disabled bathrooms available	16-21	Local Authority - Barnet	Support & Housing	Live
Berwick Street	17	Shared Accommodation (non-ring-fenced provision)	Yes	Yes	25 Berwick Street Soho London W1F 8RF	no	Step free access to the building to access the ground floor. Not step free to access the rooms in the building.	16-25	Local Authority - Westminster	Support & Housing	Live
Bloomsbury Street	8	Shared Accommodation (non-ring-fenced provision)	Yes	Yes	50 Bloomsbury Street London WC1B 3QT	no	Step access to building no access to building	16-25	Local Authority - Camden	Support & Housing	Live
Buffy House	12	Shared Accommodation (non-ring-fenced provision)	Yes	Yes	14 Sinclair Road Kensington Olympia London W14 0NH	no	No step free access to the property.	16-25	Local Authority - Hammersmith & Fulham	Support & Housing	Live

Camden Young Parent Visiting Support Service	5	Single Occupancy	Yes	Visiting Support	Hazelnut House 56 Fairhazel Gdns London NW6 3SL	yes	Step free access into service but no disabled access flats	16-25	Local Authority - Camden	Support & Housing young parents	Live
Cecil House	21	Shared Accommodation (non-ring-fenced provision)	Yes	Yes	102- 104 Albert Street Camden London NW1 7NE	yes	Porch step to access building has ground floor disabled access	16-25	Local Authority - Camden	Support & Housing	Live
Cressy Road	10	Shared Accommodation (non-ring-fenced provision)	Yes	Yes	2 - 4 Cressy Road Hampstead London NW3 2NA	yes	Step free access to the main entrance access to the ground floor No ground floor rooms and steps up to the bedrooms	16-25	Local Authority - Camden	Support & Housing	Live
Dawes Road	5	Shared accommodation (non-ring-fenced)	Yes	Yes	28 Dawes Road London SW6 7EN	No	No - not suitable for those with mobility issues	16-18	Local Authority – Hammersmith & Fulham	Support & Housing	Live
Ealing Service	17	Shared Accommodation (non-ring-fenced provision)	Yes	Yes	1-3 The Heights London UB5 4BW	no	Step free access to building but no access to any flats due to only step access	16-25	Local Authority - Ealing	Support & Housing	Live
Heather Court	15	Single Occupancy	Yes	Yes	31 Station Road Harold Wood Romford Essex RM3 0BP	no	Step free access to main entrance. Access to ground floor of the building Steps to access 1st and 2nd floors.	16-25	Local Authority - Havering	Support & Housing	Live
Highfield Terrace	6	Single Occupancy	Yes	Yes	16 Churchfield Highfield Terrace Barnsley South Yorks S70 2DQ	no	Yes	16-18	Local Authority - Barnsley	Support & Housing	Live

Laitwood Road (1)	7	Shared Accommodation (non-ring-fenced provision)	Yes	Yes	1 Laitwood Road Balham London SW12 9QN	no	No step free access to the property and no disability access within the building	16-25	Local Authority - Wandsworth	Support & Housing	Live
Laitwood Road (3)	9	Shared Accommodation (non-ring-fenced provision)	Yes	Yes	3 Laitwood Road Balham London SW12 9QN	no	No step free access to the property and no disability access within the building	16-25	Local Authority - Wandsworth	Support & Housing	Live
Lewis Crescent	8	Single Occupancy	Yes	Visiting Support	31 Lewis Crescent Hendon Sunderland SR2 8NQ	no	Yes	16-25	Direct Referral if young person has Sunderland Children's Services involvement	Support & Housing young parents	Live
Oak House	19	Shared Accommodation (non-ring-fenced provision)	Yes	Yes	170 Malden Road Wendling Estate Gospel Oak London NW5 4QY	yes	Not accessible	16-25	Local Authority - Camden	Support & Housing	Live
Oakley Square	9	Shared Accommodation (non-ring-fenced provision)	Yes	Yes	76 Oakley Square Mornington Square London NW1 1NH	no	No step free access to the property.	16-25	Local Authority - Camden	Support & Housing	Live
Park End Road	6	Shared Accommodation (ring-fenced provision)	Yes	Yes	20-22 Park End Road Romford Essex RM1 4AU	no	Not suitable for someone in a wheelchair. Has a flat on the ground floor but with a bath.	16-25	Local Authority - Havering	Support & Housing	Live
Paulet Road	6	Shared Accommodation (ring-fenced provision)	Yes	Yes	11 Paulet Road London SE5 9HP	no	Steps at front and back of building, and steps and stairs inside the building and up to rooms. 16-21	16-21	Local Authority - Lambeth	Support & Housing	Live

Pembury Close	7	Single Occupancy	Yes	Yes	1-7 Pembry Close Hillyard Street London SW9 0PL	no	Yes Flat 1 and Flat 2 have step free access from the road outside	16-21	Local Authority - Lambeth	Support & Housing	Live
Rendon Lodge	16	Shared Accommodation (single occupancy)	Yes	Yes	14-16 Queen's Road London E11 1BB	no	Step free access to the main entrance. Access to the ground floor area of the building Steps to access 1st and 2nd floor.	16-25	Local Authority - Waltham Forest	Support & Housing	Live
Weltje Road	6	Shared Accommodation (non-ring-fenced)	Yes	Yes	15 Weltje Road, London W6 9TG	no	Step free access from main street. Stairs to access 1st and 2nd floor.	16-25	Local Authority - Hammersmith & Fulham	Support & Housing	Live
Woodstock Grove (5 flats single occupancy / 1,3,5,7,13 & 8 non-ring-fenced)	12	Shared Accommodation (non-ring-fenced provision	Yes	Yes	48/49 Woodstock Grove Shepherds Bush London W12 8LG	no	Steps at the front of the building. No bedrooms are available without steps.	16-25	Local Authority - Hammersmith & Fulham	Support & Housing	Live

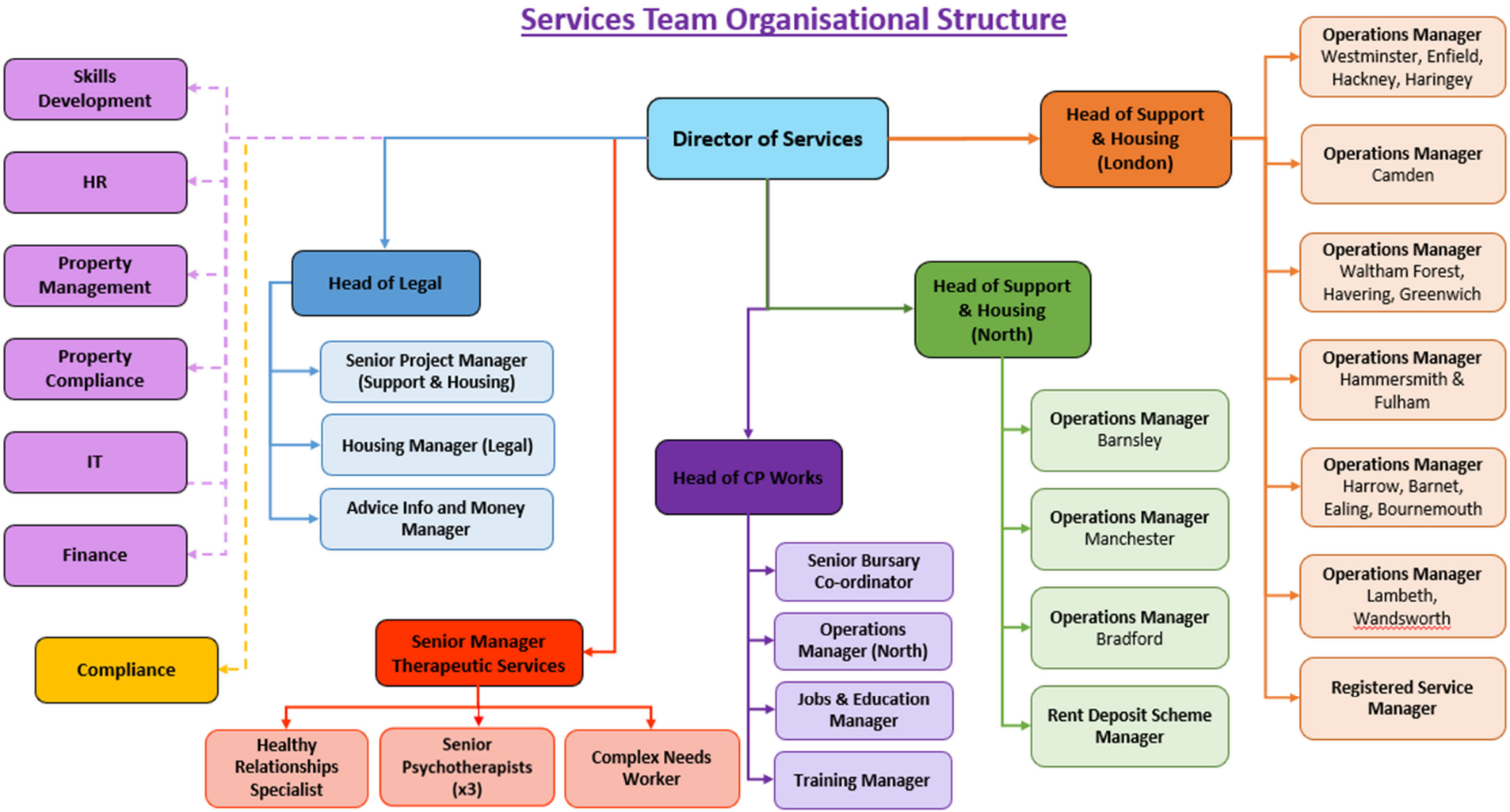
Appendix 2 – Centrepoint's Policies and Procedures

Name	Policy Area	Policy Code	Director	Policy Lead
1. Risk Assessment Management Plan (RAMP) Policy	Support Policies	CP22	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
2. Moving In, Moving On Policy and Procedure	Support Policies	TBC	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
3. Referrals and Lettings	Support Policies	SP6	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
4. Rent Arrears policy and procedure (AST)	Support Policies	SP8	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
5. Temporary Absence (Voluntary and Involuntary)	Support Policies	SP9	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
6. Warnings, notices and evictions	Support Policies	SP10	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
7. Possession Proceedings (Ending a Tenancy by Use of Section 21)	Support Policies	SP11	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
8. Abandonment	Support Policies	SP12	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
9. Rent Collection & Payments	Support Policies	SP14	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
10. Building & Room Checks	Support Policies	SP17	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
11. Equality & Diversity for Young People & Learners	YP Working with Young People	W3	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
12. Managing and Reporting Incidents	YP Working with Young People	W5	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
13. Self Harm	YP Working with Young People	W7	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects

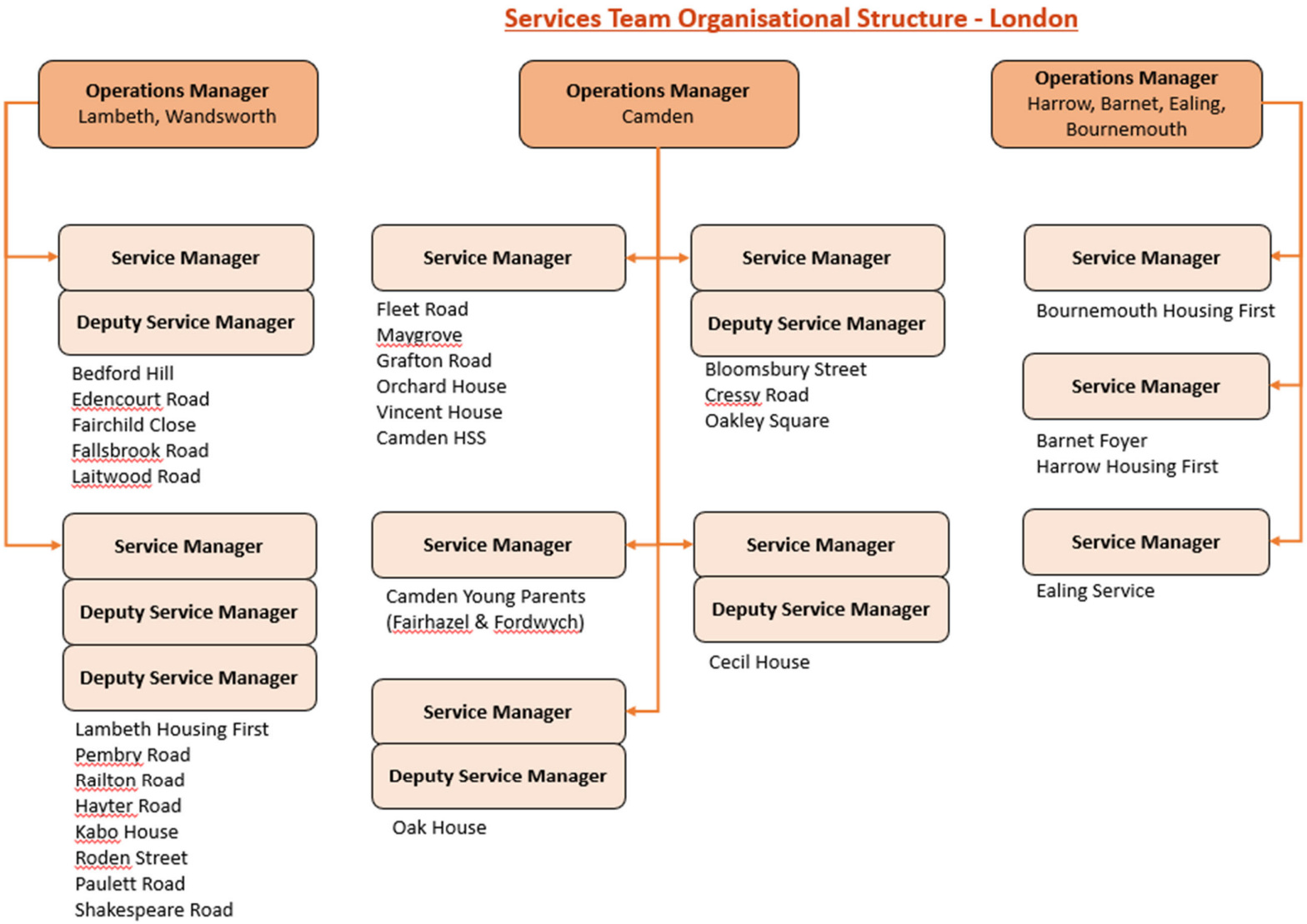
14. Substance Misuse Policy	YP Working with Young People	W8	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
15. In the event that a young person is `Missing`	YP Working with Young People	W9	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
16. In the event of a young person`s death	YP Working with Young People	W10	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
17. Complaints and Feedback Policy and Procedure	YP Working with Young People	W13	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
18. Behaviour Management Policy	YP Working with Young People	W16	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
19. Voids Policy	Housing Policies	AC1	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
20. Compensating Young People	Housing Policies	AC2	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
21. Bad Debts & Write Offs	Housing Policies	AC4	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
22. Former Young Persons Arrears	Housing Policies	AC5	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
23. On Call Policy	Housing Policies	AC6	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
24. Tenure Policy	Housing Policies	H8	Dir of Services (Registered Service Manager)	Compliance Team and Head of Legal & Projects
25. Food Voucher Policy	Finance	F17	Dir of Finance and Corporate	Compliance Team and Director of Finance
26. Social Media Policy	Communication and Marketing Policies	CM1	Dir of Policy and Communications	Compliance Team and Head of Communications and Marketing
27. Infectious Diseases Policy	Health and Safety Policies	HS7	Dir of People, Property and Independent Living	Compliance Team and Health and Safety Manager

28. Energy Policy	Property Management & Facilities Policies	CP23	Dir of People, Property and Independent Living	Compliance Team and Head of Facilities and Building Safety
29. Safeguarding Young People and Adults Policy	Safeguarding Policies	S2	Dir of Finance and Compliance	Compliance Team and Specialist Safeguarding Manager
30. Learning Point External User Policy	Skills Development Policies	SDV2	Dir of Services (Registered Service Manager)	Compliance Team and Skills Development Manager
31. Complaints & Feedback Policy and Procedure - General	Whole Business Policies	CP7	Chief Executive Officer	Compliance Team and Personal Assistant to CEO
32. Visitors Policy	TBC	TBC	TBC	TBC

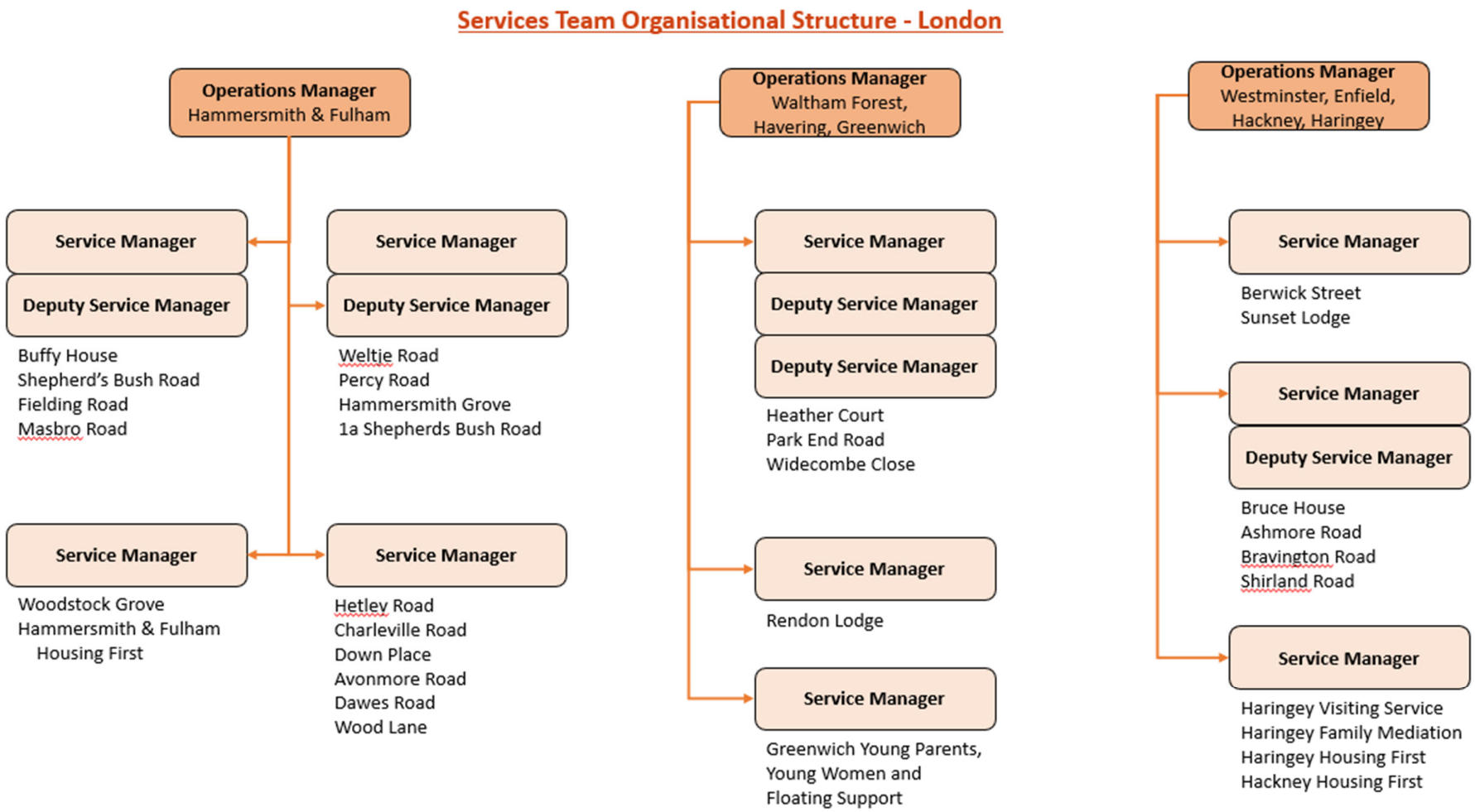
Appendix 3 – Service Team Structure



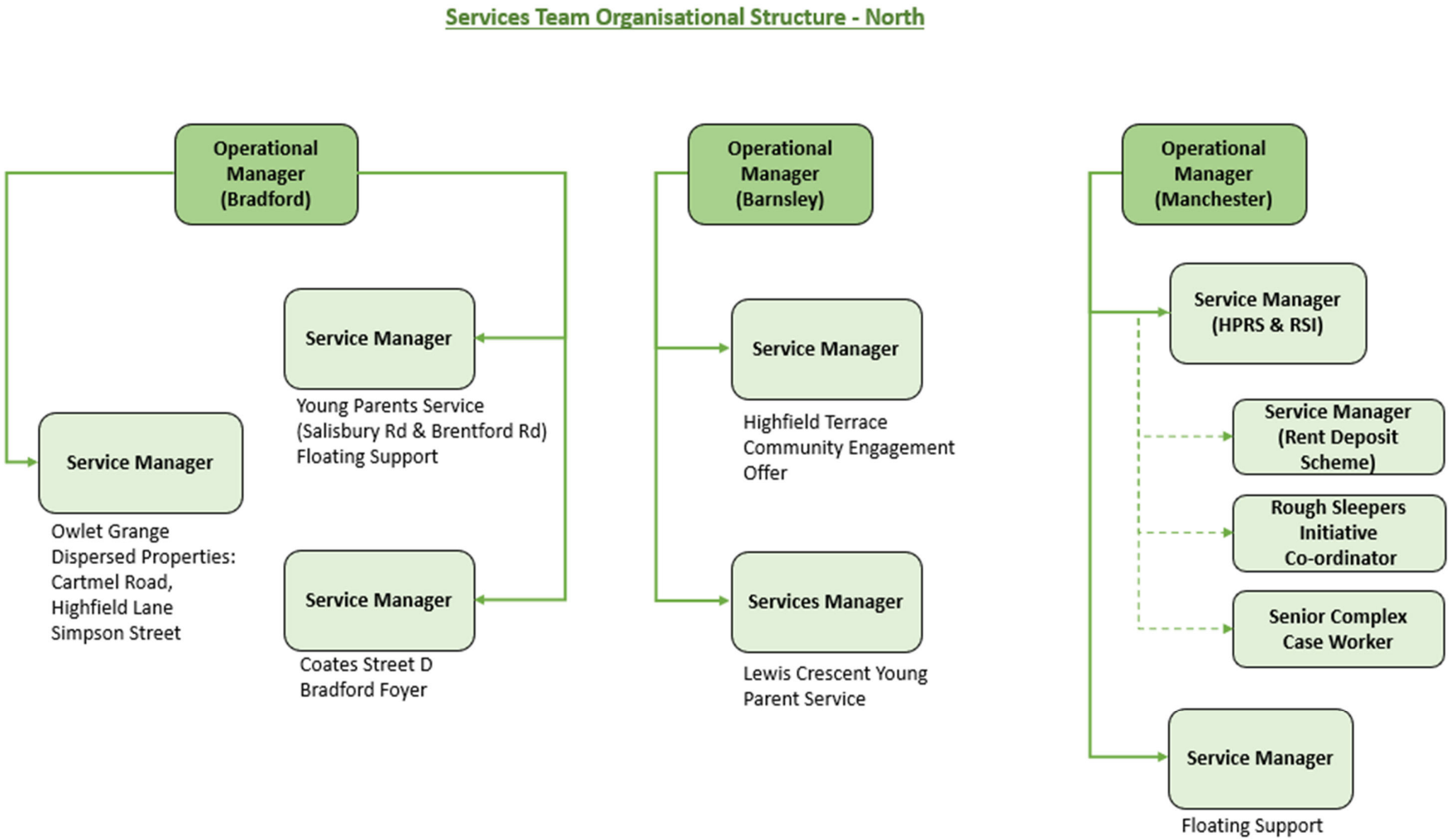
Appendix 4 – Services Team Organisational Structure – London



Appendix 4 (cont.) - Services Team Organisational Structure – London (cont.)



Appendix 5 - Services Team Organisational Structure – North



Appendix 6 – Centrepoint's Delegated Authority for delivery of the four Quality Standards

The Director of the Services is the Registered Service Manager and retains direct oversight of our compliance through monitoring frameworks and ongoing review. Coupled with this, the Registered Service Manager delegates day-to-day delivery and responsibility of compliance with the Standards as follows:

Leadership and Management Standard	
(a) lead and manage the supported accommodation undertaking in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the undertaking's statement of purpose;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(b) ensure that staff work effectively as a team, where appropriate, to meet the needs of children;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(c) ensure that staff have the experience, qualifications and skills appropriate for the work that they are to perform;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Head of HR and HR Manager.
(d) ensure that the supported accommodation undertaking has sufficient staff to support and accommodate children safely and effectively;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Head of HR and HR Manager.
(e) implement recruitment practices that ensure staff are suitable to work with children and to keep them safe from harm(1);	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Head of HR and HR Manager.
(f) ensure that arrangements are in place to manage referrals of children to the supported accommodation undertaking and admissions of children to premises used as supported accommodation, including, where relevant, emergency referrals and admissions;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(g) ensure that arrangements are in place for the supervision, training and development of staff;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Head of HR and HR Manager.

(h) ensure that each child is fully aware of their entitlements throughout the duration of their placement in supported accommodation, including— (i) what they can expect from the provision of supported accommodation, (ii) their entitlement to education, (iii) where relevant, their entitlements as a looked after child(1), (iv) where relevant, their entitlements as a care leaver(1), and where necessary, support each child to access those entitlements;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers. Support will come from the Legal team, Projects team and the Skills Development Team.
(i) ensure that staff have the skills necessary to support children to identify, access and receive their entitlements in a way that helps them to learn to identify, access and receive their entitlements independently in the future;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers. Support will come from the Legal team, Projects team and the Skills Development Team.
(j) ensure that a workforce plan (see regulation 10) for the supported accommodation undertaking is in place;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Head of HR and HR Manager.
(k) ensure that a business continuity plan is in place, covering all areas, including staffing, premises, emergency scenarios and closure of the supported accommodation undertaking.	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Compliance Team.

The Protection Standard	
(a) ensure that children— (i) are protected from harm; (ii) are enabled to keep themselves safe; (iii) have their individual needs met; (iv) have 24-hour access to help in a crisis or emergency situation;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with Compliance, Property Compliance, Property Management, the Projects Team, the Legal Team and the IT Team.
(b) prepare and implement child protection policies;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with Compliance and the Legal Team.
(c) ensure that the effectiveness of child protection policies is kept under review and ensure that, where appropriate, those policies are revised;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with Compliance and the Legal Team.
(d) comply with requests from a local authority to provide it with information relating to a child for which it is the accommodating authority;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with Compliance and the Legal Team.

(e) ensure that there is a suitable person representing the supported accommodation undertaking available to attend any meeting the accommodating authority may hold about a child;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(e) ensure that there is a suitable person representing the supported accommodation undertaking available to attend any meeting the accommodating authority may hold about a child;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(f) ensure that staff— (i) are familiar and act in accordance with child protection policies; (ii) have the skills to identify and act upon signs that a child is at risk of abuse, neglect, exploitation or any other harm, and act to reduce such risk; (iii) work collaboratively with children to help them understand how to keep safe, by offering guidance and support on how to minimise any potential risk of harm; (iv) work collaboratively with other professionals and agencies, and share information where relevant to keep children safe; (v) support children to maintain appropriate and safe relationships with family, friends and other people who are important to them; (vi) understand the relevant roles and responsibilities assigned to them by the registered person in relation to protecting children.	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with Compliance, Projects Team, Skills Development and the Legal Team.

Accommodation Standard	
(a) ensure that the location of the premises used as supported accommodation is suitable for the category or categories of supported accommodation provided, by— (i) reviewing the appropriateness and suitability of the location of each of the premises used as supported accommodation ("a location assessment"), and in doing so, consult and take into account the views of each relevant person; (ii) carrying out a location assessment of each of the premises used as supported accommodation at least once in each calendar year;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Projects Team.
(b) ensure that the premises used as supported accommodation— (i) provide stability and consistency of accommodation for children; (ii) enable children to have consistent and continuous access to local services, including education and healthcare; (iii) promote children's positive self-esteem and sense of belonging within the local community, and discourage stigmatisation of children; (iv) are located so as to enable children to actively participate and form relationships in the local community; (v) are designed and furnished so as to meet the needs of each child individually and all children collectively; (vi) are suitable for the purposes of supported accommodation and are accessible, safe, secure and well-maintained; (vii) offer a comfortable, positive and nurturing environment, while respecting children's need for privacy; (viii) are adequately maintained so as to provide a	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Property Management, Property Compliance and Compliance teams.

welcoming and homely environment within both individual and shared living spaces; (ix) are designed, furnished and maintained to remove avoidable hazards which could pose a health and safety risk to children; (x) comply with all relevant health and safety and fire safety legislation, that being any statutory provision dealing with health and safety or fire safety matters;	
(c) only use devices for monitoring or surveillance in communal areas and then only if— (i) the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of children; (ii) each child's accommodating authority consents to the monitoring or surveillance; (iii) children are informed in advance of the intention to carry out monitoring or surveillance; 27 Explanation of terms in the regulation 'adequately maintained' Includes but is not limited to, a clean environment with continuous access to drinking water and hot water. 'basic items' Includes but is not limited to, access to a welcome pack of toiletries, period products, adequate clothing, bedding, towels, personal hygiene products, kitchen equipment and so on. Guidance Location assessments The location assessment should inform decisions to accommodate a young person based on the extent to which it can meet their individual needs. Settings should be located in an area that supports young people's safety, wellbeing and personal development, which takes into consideration young people's social, educational, employment and training needs. The location of a setting should offer stability and consistency and should support the service's aims, objectives and ethos, as described in the Statement of Purpose. When establishing a setting, the registered person must ensure that it is suitably located so that young people are effectively safeguarded and can access services to meet needs identified in their relevant plans. (iv) the monitoring or surveillance is no more intrusive than necessary, having regard to each child's need for privacy;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Property Compliance team.
(d) ensure that each child is provided with a private bedroom— (i) with sufficient space to accommodate a reasonable number of personal possessions; (ii) which is equipped to meet the child's individual needs; (iii) which has sufficient telephone or internet connectivity in order to enable the child to maintain relationships and feel connected; (iv) which is physically secure;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Property Management and IT.
(e) ensure that children are provided with basic items such as bedding, towels, personal hygiene products and kitchen equipment, where a child does not have access to such items;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(f) provide children with a written agreement, in an accessible format, which outlines their rights, the terms and conditions of the supported accommodation, and how they can raise concerns about the provision of supported accommodation;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Legal Team.

(g) ensure that the supported accommodation undertaking has adequate levels of insurance to cover all aspects of the provision of supported accommodation.	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Finance Team.

Support Standard	
(a) ensure that children are encouraged and enabled to take a lead role in determining the support they receive and to participate in and influence how the supported accommodation operates;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with the Property Team.
(b) ensure that plans for support are based on initial referral information, are meaningful and are created in full consultation with the child, taking account of relevant plans for the child;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(c) keep the child's support under review, taking into consideration the plans for support, and relevant plans, to ensure that the child's needs continue to be met and that the child is kept safe;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(d) co-operate with the child's accommodating authority in agreeing the child's placement plan or, as the case may be, pathway plan;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(e) comply with requests by the child's accommodating authority to provide— (i) the accommodating authority with information relating to the child; (ii) a suitable representative to attend any meeting the accommodating authority may hold about the child;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers shared with Compliance.
(f) engage and work with the accommodating authority if the registered person has concerns or if the child's support needs to be changed, including where that change may mean that the child requires more intensive support;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(g) ensure that processes are in place to enable children to access support from other organisations and community services, such that they are encouraged and enabled to access a range of services, including those offered by advocacy organisations and training providers;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(h) in the event that the registered person or a member of staff considers that an accommodating authority or a relevant person is failing to provide the support set out in a child's relevant plans, make representations, or, as the case may be, enable staff to make representations, to the accommodating authority or relevant person with a view to ensuring that the child's needs are met;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers shared with the Legal Team.

(i) ensure that staff seek to develop and maintain effective professional relationships with such persons, bodies or organisations that the registered person considers appropriate, having regard to the range of needs of children for whom it is intended the supported accommodation undertaking is to provide support and accommodation;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(j) before a child arrives or upon a child's arrival, ensure that the child is given a written guide, in an accessible format, containing information about— (i) the support and accommodation provided by the supported accommodation undertaking; 33 (ii) what advocacy support or services are available, how the child may access that support or those services, and any entitlement the child may have to independent advocacy; (iii) how to make a complaint or representations in relation to the support and accommodation provided and how any such complaint will be dealt with; (iv) what services and facilities are available that take account of children's needs arising as a result of cultural differences or disability; and which the registered person must keep under review, seeking children's comments before revising the written guide;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers shared with the Projects Team.
(k) ensure a plan for support is in place to support the child to develop the resilience and skills required to transition out of supported accommodation when the child is ready to live more independently;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(l) ensure that an adequate level of support is available to the child to assist with the transition out of supported accommodation;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(m) ensure that children are supported to access education, training or employment;	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers.
(n) ensure that children are supported to understand and manage the impact of any experience of abuse or neglect.	Cascaded through the management structure via Heads of Support & Housing; Operations Managers and Service Managers and shared with Compliance.

Appendix 7 – Centrepoint's Property Standards

1. Setting the standard

As well as ensuring that the property is both safe, and well-maintained, Centrepoint commits to providing an environment that a Young Person should be proud and happy to live in. This goes beyond maintenance and is about the feel of the supported housing scheme where they live. We want to create a 'home from home' that reflects our will and commitment to deliver psychologically-informed environments that give momentum to the process of a marginalised Young Person moving onto a Home and a Job. We also commit that, when developing these psychologically-informed environments, that they will be *coproduced* with young people to ensure that we create a space that inspires our young people and develops their own skills and sense if independence.

We carry out daily, weekly, and monthly property checks in all our accommodation buildings, ensuring that properties are safe, compliant, and meet our standards. In setting the standard for a Young Person to go on and live independently after Centrepoint, we commit to achieve the following:

1.1 Reception

Reception spaces must feel welcoming and reduce a sense of institutionalisation. For larger projects, this might be akin to a hotel chain or other public space. For smaller projects, it should feel like a residential property, while also complying with high standards of safety and service information. Specifically, Centrepoint will:

- Ensure it is well lit
- Ensure that is decorated aesthetically
- Ensure that paint work and wallpaper is in good condition
- Ensure that there is aesthetic artwork on the wall that improves the environment
- Safety and service information is clearly displayed but neatly giving an air of professionalism. Leaflets and posters are in dispensers or on boards.
- Provide comfortable and good-repair soft furnishings in larger projects.
- Blinds and curtains are provided on windows that add to the psychologically-informed environments.
- Personal touches such as plants, features, photos, artwork and collectables are provided to give a professional and homely feel.
- Wi-Fi and digital access must be provided for Young People who need it.
- There will be no clutter and spaces will be kept clear and tidy as required, conforming to best practice around infection control.

1.2 Communal Areas

As with the Reception Space, they must provide a homely and professional feel depending upon their usage and/or size. Specifically, Centrepoint will commit to:

- Ensure it is well lit
- Ensure that is decorated aesthetically
- Ensure that paint work and wall paper is in good condition
- Ensure that there is aesthetic art work on the wall that improves the environment
- Safety and service information is clearly displayed but neatly giving an air of professionalism.
- Leaflets and posters are in dispensers or on boards.
- Provide comfortable and good-repair soft furnishings, including sofas, coffee tables and, where appropriate, communal tables.
- Blinds and curtains are provided on windows that add to the psychologically-informed environments.
- Adequate and aesthetic storage solutions must be provided for equipment and communal possessions.
- Wi-Fi and digital access must be provided for Young People who need it.
- Provide TV, game and audio-visual access as per a standard family home.

- Books, games and other learning/cultural information must be provided.
- Personal touches such as plants, features, photos, artwork and collectables are provided to give a professional and homely feel.

1.3 Training and Activity Spaces

Training spaces should be dynamic and psychologically-informed environments that motivate Young People to engage, take part and excel at a given activity or skill. This means that they must all be:

- Well lit
- Decorated aesthetically
- Have paint work and wallpaper that is in good condition
- Have artwork and wall coverings that are conducive to the activity and provides imagery of the expected behaviours and achievements from the space (e.g. physical activity for a gym, or academic achievement for learning).
- It must not contain clutter or storage for items or equipment that do not reinforce the learning environment.
- Safety and service information is clearly displayed but neatly giving an air of professionalism. Leaflets and posters are in dispensers or on boards.
- Provide appropriate and comfortable furnishings for the activity.
- Must include adequate and appropriate storage space for all equipment.
- Blinds and curtains are provided on windows that add to the psychologically-informed environments.
- Wi-Fi and digital access must be provided for Young People who need it.
- Include all the equipment expected for an external place of learning (e.g. white boards, display screens etc.).
- Personal touches such as plants, features, photos, artwork and collectables are provided to give a professional and homely feel.

1.4 Offices

In the same manner in which the environment from which we offer our services positively affects the impact of our offer to young people, the environment that our staff work within has a significant impact in their approach to their work. We also want to make sure that our frontline staff have offices of a comparable level to those colleagues who do not work in services every day. To that end, we will ensure that all our offices are:

- Well lit, especially for working at a desk.
- Decorated aesthetically
- Paint work and wallpaper in good condition
- Walls provide a positive, tidy and professional working environment that reinforces the professionalism that we ask of our staff. Safety and service information is clearly displayed, and leaflets and posters are in dispensers or on boards.
- The same safety standards are met and equipment provided as per a Home Working Risk Assessment.
- All office furniture is in good repair and meets ergonomic standards and adaptions are provided as needed to ensure a safe working environment.
- Where possible (acknowledging this is not always the case) we will provide 10ft2 for each desk and adequate space for social distancing in each office.
- We do not provide desks for every single member of staff on shift because we do not anticipate that all staff will be working at desks at any one time but instead spending time in communal areas to engage with young people and feed into psychologically-informed environments with services.
- Adequate and appropriate storage is provided for files, equipment donations as appropriate.
- Where we can provide them, rest areas are provided that meet the same PIE standards of communal areas for young people.

- Provided with access to appropriate access to toilet and hot drink making facilities.
- Appropriate ventilation.
- Cleaned on a regular basis.
- We provide technology aligned to the most positive outcome for the service. By default, this includes PCs in the office and mobile devices to aid keyworking, mobile working within the service and to reduce time for staff spent at desks.

1.5 Corridors and access spaces

All corridors and access spaces must be/have:

- Well lit
- Decorated aesthetically
- Paint work and wallpaper in good condition
- Aesthetic art work on the wall that improves the environment
- Safety and service information is clearly and neatly displayed to give an air of professionalism. Leaflets and posters are in dispensers or on boards.

1.6 Kitchens and Utility Spaces

Kitchens and utility spaces will be inspected by staff daily. If they identify works that need to be done, this should be referred to the Repairs service.

All kitchens will offer:

- Fridge and freezer space with adequate for the number of residents.
- Functioning cooking facilities including hob, oven, grill and microwave.
- Storage adequate for the number of residents to have their own space for dry goods.
- All plumbing should be free from leaks and taps in working order.
- Non-slip floor covering fitted.
- Humidistat fan
- A well-lit environment
- Safety and service information clearly displayed, but neatly giving an air of professionalism. Leaflets and posters are in dispensers or on boards.
- Cupboard doors are attached and in good condition
- Paint work and wallpaper in good condition
- Personal touches such as plants, features, photos, artwork and collectables are provided to give a professional and homely feel.

We will utilise repairs visits and stock surveys to identify any kitchen renewals. We will replace based on one of the following criteria:

- The kitchen is considered beyond repair or uneconomical to repair (over 50% of the carcass needs repair)
- Renewal is required to comply with Health & Safety regulations
- The kitchen has been damaged as a result of:
  - Water leaks
  - Dry Rot / damp affecting adjoining wall, ceilings and floors
  - Fire
  - Misuse / vandalism by a tenant or licensee.

Where there is a boiler within the kitchen area, we will review the condition of the boiler to confirm if this should be replaced at the same time as the kitchen.

1.7 Bathrooms

Bathrooms will be inspected by staff daily. If they identify works to be done, then this should be reported to the Repairs service.

We expect all bathrooms in supported housing schemes to be in the following condition:

- All fittings should be operable and in good condition.
- All plumbing should be free from leaks and taps in working order.
- Matching white sanitary in place
- Hand-basins installed where there is a separate WC.
- Non-slip flooring will be fitted.
- Humidistat fan
- Shower curtains and compartments are in good condition
- Well lit
- Cupboard doors are attached and in good condition
- Ensure that tiling and paint work is in good condition, with no mould or discoloration.

We will utilise repairs visits and stock surveys to identify any bathroom renewals. We will replace based on one of the following criteria:

- The bathroom is considered beyond repair or uneconomical to repair (over 50% of the carcass needs repair)
- Renewal is required to comply with Health & Safety regulations
- The bathroom has been damaged as a result of:
  - Water leaks
  - Dry Rot / Damp affecting adjoining wall, ceilings and floors
  - Fire
  - Misuse / vandalism by a tenant or licensee.

1.8 Bedrooms

The Ofsted Supported Accommodation Regulations state that all bedrooms should be provided:

(i) with sufficient space to accommodate a reasonable number of personal possessions;

(ii) which is equipped to meet the child's individual needs;

(iii) which has sufficient telephone or internet connectivity in order to enable the child to maintain relationships and feel connected;

(iv) which is physically secure;

Through this Statement of Purpose we commit to meet these Standards. This means that every single bedroom we provide for a child will be:

- of sufficient size
- clean and welcoming
- have the option to be personalised to create a welcoming space
- be safe from external access and create a sense of security
- have access to Wi-Fi in both bedrooms and access to IT and Wi-Fi in communal areas.
- provide appropriate furnishings for a bedroom including a bed, storage for clothes, a bed side table
- Plugs
- Functioning lighting
- include a starter pack with a minimum of:
  - New bedding
  - Towel
  - Kitchen and cooking pack
  - Personal Hygiene products and toiletries
  - Access to Food Vouchers, and clothing where appropriate.

During our daily, weekly and monthly property checks, we will also ensure that as a minimum standard each and every bedroom provides a safe and secure environment for young people which promotes a high standard of independent living. For those young people with specific needs that might vary how we carry out the room check, this will be covered in the individual risk assessment. These checks can be found on our In-Form database.

1.9 Gardens

A garden is as much a part of the psychologically-informed environment as the building and it not acceptable for Centrepoint to provide a supported housing environment with a garden that is not enjoyable to spend time in. Specifically, this means:

- Grass must be cut on a rolling basis to ensure it is in good repair.
- Weeding and pruning must occur on a rolling basis to ensure it is in good repair.
- Outdoor lighting is provided to ensure a safe environment at night.
- Robust and aesthetic garden furniture must be provided.
- Hard landscaping must be trip-hazard free and free of weeds.
- Fencing and walls must be kept in good repair and damage should be reported to the Repairs Team.
- Personal touches such as pot plants, features etc. should be provided to give a homely and relaxing feel.

1.10 External Decorations

For a vulnerable person visiting a home for the first time, the external environment is vital in providing a first impression that sets the bar and provides emotional security. For this reason, the Centrepoint Property Standard means that for all supported housing schemes:

- External doors, fascias and windows will be kept in good repairs including paint work.
- Pathways and any paving must be kept in good repair, with no cracks or trip hazards.
- Fencing must also be in good repair with no broken panels or holes.
- Aesthetic and professional signage will be provided.
- Personal and homely touches such as house numbers/names, plants, art installations or ironmongery are encouraged.
- Windows must be kept clean and free of clutter.
- The external environment must be kept clean and welcoming.

2. Safe

The safety of our residents, employees and contractors is paramount to the organisation. As duty holders, Centrepoint will carry out regular assessments of our buildings to ensure any risks are managed and kept to a minimum. Many of our young people have also experienced abuse, trauma and deeply unsettling periods in their life; therefore, our supported housing properties must *feel* safe as well.

2.1 Fire Safety

Communal areas are assessed every 12 months. From these assessments we receive a number of property-related and people-related actions that we must carry out. With this standard, Centrepoint will proactively test and/or fit (building standard approved) fire safety measures to ensure adequate fire prevention and management, including the following:

- An up-to-date and available-to-read Fire Risk Assessment
- Compliant fire signage according to the site Fire Risk assessment
- Instructions of what to do in the case of a fire in each property/room and in communal areas as per the fire risk assessment.
- Automatic Fire Detection
    - Heat detectors (reviewed annually) and sounders (reviewed monthly)
    - Smoke alarm systems with annual checks

- Fire-fighting Equipment
  - Appropriate and checked Fire Extinguishers
  - Fire blankets and other fire-fighting equipment

- Fire Doors
  - Ensure all doors, door closers and door furniture (including locks, hinges and letterboxes) as well as doorframes meet building standards, are installed correctly and comply with fire safety standards.
  - Remove key locks to internal communal doorways
  - Intumescent strips are fitted around doors and cupboards
  - Where there are self-closing doors, ensure these are fully- operational.

- Daily checks of all fire escapes and communal spaces for trip hazards.

By carrying these out proactively during cyclical programmes rather than waiting for fire risk actions, we can reduce the number of reactive actions that come out of fire risk assessments, and in turn reduce spend.

2.2 Electrical safety

All homes are tested every 5 years for electrical safety, unless the property has been built in the past 10 years, in which case testing is not required in the first 10 years. All void properties will have an electrical test prior to letting (not including single rooms in shared accommodation).

Our priority is to ensure that all electrical installations are safe and comply with current legislation. We will strictly adhere to testing programmes and implement recommendations from the tests.

2.3 Water quality

Centrepoint are responsible for ensuring that the risk of exposure to legionella in residential premises is properly assessed and controlled. All water systems require a risk assessment and management plan which must be available upon request. We are also required to ensure drinking water is not contaminated or wasted and have a duty to reduce the risks of scalding, particularly for vulnerable residents.

In order to ensure supported housing schemes are suitable for habitation, we will implement the following control measures in hot and cold water systems:

- Avoiding debris getting into the system (e.g. ensure any cold water tanks, where installed, have a
- tight fitting lid)
- Setting control parameters (e.g. setting the temperature of the hot water cylinder or calorifier to ensure water is stored at 60°C)
- Advising tenants to regularly clean and disinfect showerheads.

2.4 Asbestos management

Centrepoint must ensure any maintained asbestos within homes are not disturbed during investment works, or will be removed prior to any capital works by a specialist provider. Centrepoint will hold records of asbestos held within all our supported housing properties and certificates confirming non-presence for all supported housing schemes which do not contain asbestos.

The decision to remove or manage asbestos materials in place is based upon an assessment of risk by competent person. In line with current HSE guidance it is considered reasonable to manage in place, if asbestos containing materials are in good condition & unlikely to be disturbed.

2.5 Door entry systems and Surveillance

Door entry systems are the gateway to giving and refusing access to the outside world. If this gateway fails, it opens several risks to the security of our residents. It is also vital to the sense of safety and security for resident Young People and staff. A compromised door entry system is an emergency repair and Centrepoint will arrange to make it safe within 24 hours of receiving notification that it is unsafe.

We will also provide RIPA compliant CCTV for safety and security to cover service entrances and Reception areas (as a minimum). This will be done in accordance with our GDPR compliance and done in conjunction with Young People. Our CCTV Policy meets the legislative requirements set out in the Surveillance Camera Code of Guidance developed by the Home Office.

In line with the Ofsted Supported Accommodation Regulations:

(i) the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of children;

(ii) each child's accommodating authority consents to the monitoring or surveillance;

(iii) children are informed in advance of the intention to carry out monitoring or surveillance.

(iv) the monitoring or surveillance is no more intrusive than necessary, having regard to each child's need for privacy;

Our full approach to CCTV can be found in our CCTV Policy.

2.6 Windows and doors

All windows must be:

- Secure
- Weathertight
- Fully operational
- In good condition
- Easy to maintain

With existing windows, these must be easy to adjust, open and close, whilst remaining secure. Replacement windows must confirm to high standards of insulation and energy efficiency.

Fire doors are covered in Section 3.1. All doors, whether they are fire doors or not, must be:

- Secure
- Fully operational
- In good condition

2.7 Communal lighting

For internal communal areas, emergency lighting is required by British Standards. The lighting is tested frequently, including drain-down checks to ensure the battery is in order.

As part of any cyclical works, Centrepoint will replace all communal lighting with LED lighting, to improve performance, to provide savings and reduce our carbon footprint. For larger schemes, with communal external areas, Centrepoint must ensure adequate landscape lighting to make the area feel safer.

2.8 Disability Access

Any property that we provide must be compliant with the Equality Act 2010 and when considering major works, we must consider whether we go above minimum standards and pre-empt possible disability access issues by offering a higher level of accessibility and proportionate levels of disability-friendly accommodation. We carry out Equality Impact Assessment at all properties. New-build social housing developments must have 10% disability accessible accommodation, and this would be an appropriate ratio for our supported housing.

3. Well-Maintained

3.1 Heating

Both excessive heat and excessive cold within homes can have health effects to our residents. All our supported housing schemes must provide quality homes that can maintain comfortable temperatures, whilst also minimising carbon emissions to reduce our impact on the environment.

Homes must have effective heating. The current minimum standard regulations for energy efficiency only apply to private rented properties, which is for a minimum EPC rating of E. To ensure our residents are in homes with effective heating, we aspire to an EPC rating of D across all our supported housing properties and will ensure this when renovating properties or building new ones.

3.2 Heating Systems

To raise temperatures all services must have effective heating systems. Where there is gas central heating, the preferred option is to have condensing combination boilers, with consideration for the size of dwelling and tenant preference.

We will provide comprehensive gas servicing for all gas boilers. The life of boilers and sub-components will be reviewed during annual services. Replacements of heating systems will be based on the following criteria:

- Whether a modern and adequate heating system is in place (for example, gas fires with back boilers are prioritised for renewal)
- Health and safety risks
- Cost of repair against cost of replacement
- Age and condition of boiler / system
- Overall energy performance of home

The criteria for replacing communal heating systems are in line with the criteria for domestic heating above. There is more emphasis on the condition of sub-components within the communal heating systems, which our specialist consultants assess.

We will ensure that heating controls are easily operable by residents. Where there is a risk of mould to homes, we will include in a program for smart thermostats to monitor and manage the risk of mould.

Where there is electric heating such as storage heaters, these will be assessed for energy performance. Traditionally electric heating is costlier to run in comparison to gas heating. Electric heating will be replaced based on criteria of either condition, or energy performance.

3.3 Heat distribution (radiators)

Effective heating requires effective distribution of heat. For most homes this means the use of radiators. All radiators should be steel panel type, and where possible, fitted under windows.

3.4 Water penetration and rising damp

All homes must be free from having rising damp and water penetration. Our standard is to ensure all properties have adequate thermal comfort, ventilation that reduces the risk of mould growth. Some actions to consider if this is not the case are:

- Insulation (cavity wall, loft, floor, internal wall, solid wall)
- Ventilation (trickle vents, external vents)
- Extractor fans
- Window and door upgrades (subject to planning permission and restrictions)

3.5 Roofing

Roofs have varied lifecycles based on the type of roof and the material. Roofs will be inspected when required to confirm the condition. The following criteria are used when assessing roof replacements:

- Age and condition of the component against life-cycle expectancy of the material
- Structural / Load issues (i.e., previous replacement of roof covering in unsuitable material)
- Performance (water-tightness) of the roof
- Detailed history of repairs over a three year period
- Potential to improve design to secure better performance (flat to pitch)
- Vandalism.

Roof replacements will take place as part of external envelope works for each building.

3.6 Gutter clearances

Gutter clearances will be included as part of external cyclical programs. There will be some instances where more frequent gutter clearances are required to the building. The criteria for this will be based on:

- Property archetype
- Roof type and condition
- Location and proximity of trees
- Repairs and leaks history

3.7 Windows and Doors

A common cause for draught conditions and build-up of mould is due to windows and doors not being effective at keeping out moisture and air. The expected life of windows and doors vary greatly dependent on the material. The following criteria are considered when assessing window or door renewals:

- Whether whole service / building window renewal is required
- Age and condition against life-cycle expectancy of the material
- Security
- Location and position of the property (orientation, weathering, proximity to motorways, major roads, railways or flight paths)
- Planning and conservation requirements
- Access to building (scaffolding)
- Renewal is required to comply with Health & Safety regulations (including FRA recommendations
- Damage due to
  - Water penetration
  - Dry Rot / Damp
  - Fire
  - Misuse / vandalism.

Window and door replacements will take place as part of external envelope works for each building.

3.8 Environmental Standards

Centrepoint is committed to reducing its consumption of resources by monitoring usage and adapting working practices where necessary, including but not limited to the following:

- Electricity
- Gas
- Lighting
- Water
- Oil and other fuels
- Building and Property Materials

Centrepoint will monitor its consumption of energy to ensure that it complies with the terms of the Carbon Reduction Commitment Scheme as appropriate. We will also comply with requirements to carry out an assessment of building efficiency under the Energy Savings Opportunity Scheme (ESOS) and Streamlined Energy and Carbon Reporting (SECR).

We will require contractors on any internal procurement framework to make similar commitments around environmental efficiency. We will also explore green solutions whenever offered to us in the light of resource and suitability requirements, especially in terms of:

- Materials
- Lighting solutions
- Use of renewable energy solutions
- Electrical products

Major works, where appropriate, will be done to the equivalent of Code for Sustainable Homes Level 4 as a minimum.

The Statement of Purpose will be reviewed every 3 months by the Registered Service Manager and any other person delegated to do so. Ofsted will be notified of any changes within 28 days.

The Statement of Purpose is available on the Centrepoint website and is available for translation if requested.