

ANNUAL REPORT FOR TENANTS



April 2025 - March 2026

A yearly update for young people staying with and supported by Centrepoint.

Centrepoint and its partners supported 15,107 young people across the country in a range of different services. We support young people aged 16-25 directly across the country in London, Bournemouth, Manchester, Yorkshire and the North East of England.

Of those, 1,013 were provided with housing in properties owned, leased or managed by Centrepoint. This includes supported housing, independent living schemes and other housing pathways.

Supported housing	883
Independent living	80
Young people street-to-home initiative	50
Total	1,013



655 young people moved on from Centrepoint services in 2025-2026, of these **463** moved into independent accommodation and **370** left whilst in employment, education or training.

751 young people received work and learning advice from Centrepoint Works and **133** were supported to obtain a certificate or formal qualification.

351 young people attended sessions with our psychotherapy or psychology team to support with health and wellbeing.

331 bursaries were awarded to support young people with the costs of education, training and employment.

REPAIRS & MAINTENANCE



Centrepoint completed **2,280** repairs in young people's homes.

85% were carried out on time.

We want to continue to improve our service to you over the next year. We are committed to ensuring more repairs are completed on time to a high standard.

SATISFACTION

We sent satisfaction surveys to **896** young people we support and **25.8%** were completed. The results were:

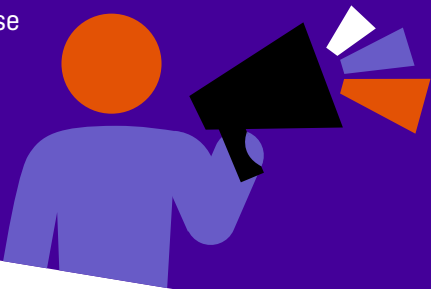
-  **86%** felt satisfied with the service Centrepoint delivers
-  **77%** were satisfied with maintenance and repairs
-  **74%** were satisfied with the time taken for repairs
-  **84%** believe the home is well maintained
-  **84%** felt Centrepoint provide a safe environment
-  **81%** felt that we listen and act on their views
-  **79%** were satisfied that we keep them informed
-  **89%** felt we treat them fairly and with respect
-  **49%** were satisfied with the way we handle complaints
-  **86%** felt properties were clean and well maintained
-  **82%** felt we make a positive contribution to the neighbourhood
-  **82%** were satisfied with the approach to anti-social behaviour



COMPLAINTS

In 25/26 we resolved **83%** of complaints within the agreed timeframe. We want to improve our performance in this area so please let us know your views.

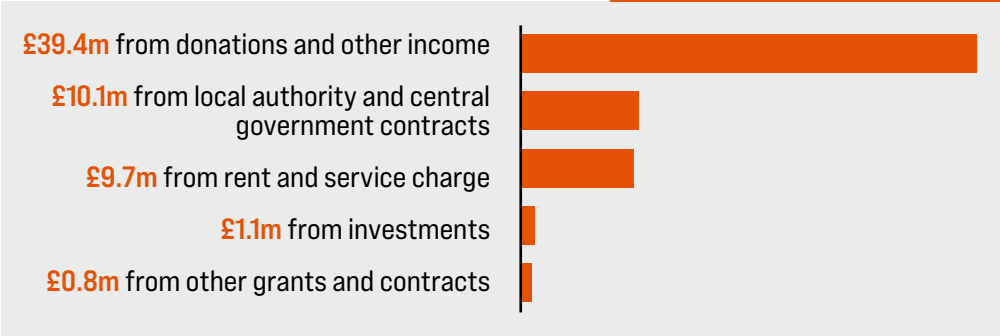
If you want to complain about a poor experience, please contact your Support and Progression Officer in the first instance or email: complaints@centrepoin.org



FINANCES

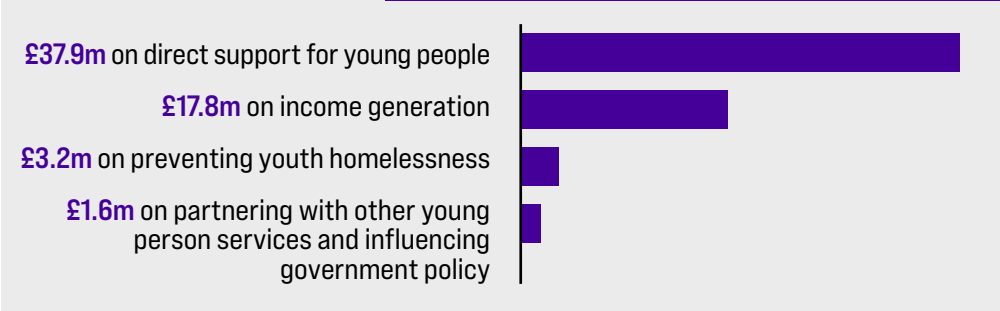
Where Centrepoin's money came from

Total income: £61.1 million



And where it was spent

Total charitable expenditure: £60.5 million



WHAT YOU SHOULD EXPECT FROM CENTREPOINT

We are committed to do everything we can to make sure young people we support and who live in our accommodation feel safe, secure and fulfilled. We want to give you a home, not just a place to stay. We try to ensure that your accommodation is safe and of a good quality, that it's easy for you to report issues to us.



All young people will have the opportunity and are encouraged to take part in education, employment and training with support from our teams.

We can only improve if we listen to the young people we support. If you ever have any questions about the home you live in or the support you receive, please let us know. We welcome complaints and feedback and are keen to hear your views on:

- **Value for money**
- **Your rent**
- **Your tenancy or licence**
- **Being involved in decisions**
- **Your local neighbourhood**



LIVED EXPERIENCE ADVISORY BOARD

This year we created a Lived Experience Advisory Board (LEAB) made up of 20 'Lived Experience Experts' who are current and former Centrepont residents. The LEAB has a direct connection to the Centrepont Board of Trustees.

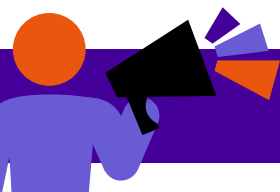
Members attended and contributed to each meeting of the Board of Trustees, represented Centrepont at fundraising and external events and provided insight and guidance on organisation-wide reviews. They participated in campaigns, fundraising and media activity, training sessions and conferences; advised on recruitment, research and consultation work; and undertook creative projects.

One of the LEAB's most significant achievements this year was their contribution to reviewing and redesigning Centrepont's support model framework. LEAB members worked collaboratively with staff to ensure that systems intended to support young people were accessible, understandable, and genuinely centred around lived experience. Alongside this, the LEAB co-designed our Young Person's Support Standards and you can read more about this below.

LEAB members also contributed to our Make Work Pay campaign. This sought to address a major flaw in the benefits system meaning young people facing homelessness were worse off the more they worked. The lived experience of young people was central to the campaign which was successful, with the government committing to making changes to the benefits system which will be implemented this year.

Across all activity, the LEAB strengthened our accountability, improved project quality, and helped embed a deeper culture of participation and co-production across Centrepont. Alongside organisational impact, members made significant personal progress as emerging leaders. Through experience in governance, campaigning, public speaking and co-production, they developed confidence, communication skills, professional experience and leadership capability.

"One of the biggest things I've gained from LEAB is confidence. At first, even saying a few words felt like a big step. But gradually, with support from the group, I started to speak more, share my ideas and take part in discussions. Now, I feel much more confident talking to others and expressing my opinions. Being part of LEAB has helped me grow in ways I didn't expect. Not just in confidence, but in communication, teamwork and believing that my voice matters." — Lived Experience Expert



If you are interested in joining or contributing to the LEAB, please speak to your Support and Progression Officer

YOUNG PEOPLE'S SUPPORT STANDARDS

Centrepoint has agreed Support Standards and Property Standards as part of our commitment to deliver safe and effective services to young people. We have invested in many of our properties and are committed to embedding these standards across all the areas we work.

This year we worked with young people in our services and the LEAB to co-design the 'Young People's Support Standards'. These standards outline Young People's expectations for how colleagues should support them day to day.

- 1. We are safe** - we are protected from harm, violence and intimidation. Staff prioritise safeguarding, set clear boundaries, and make sure we feel emotionally and physically safe.
- 2. We are respected as individuals** - we are seen and heard for who we are. Our culture, religion, identity, and voice are recognised and valued.
- 3. We come first and lead the process** - staff focus on supporting us to have success on our terms.
- 4. We are supported with respect and compassion** - staff treat us with empathy, care, and professionalism. We are guided and advised to make our own decisions.
- 5. We can speak up and be heard** - we are encouraged to share our suggestions, feedback, difficulties, or complaints. Staff listen, respond, and follow up so we understand the outcome.
- 6. We have opportunities to grow** - services help us develop skills, education, and confidence so we are ready to move-on and live independently.
- 7. We have the basics to thrive** - we have access to a safe, well-maintained space. We are given the resources that support our wellbeing and independence.
- 8. We have access to the right support at the right time** - whether that's mental health care, financial advice, or employment support, staff help us connect to the support we need.
- 9. We are supported in our mental health and wellbeing** - staff are trained to understand mental health, and we are supported to meet mental health professionals when we need them.
- 10. We build trusting relationships** - staff are reliable, consistent and personable. They support us with transparency, empower us, and walk alongside us as we work towards our goals.



We measure the quality of our support against these standards so please let us know if you feel they are not being met.

CENTREPOINT'S WORK AND LEARNING OFFER

Our 'Centrepont Works' services are here to help you access Education, Employment and Training EET. This includes:

- **JET Workers** – Our Jobs & Education team (JET) Workers around the country can support you to review your skills, ambitions, interests around work and learning to guide and support you into work, into college and formal education, to access a range of training offer both within and outside Centrepont.
- **Essential Skills Training** – Our experienced tutors are all proficient in working with you to achieve qualifications at a range of levels in areas such as maths, English and IT.
- **Vocational Skills** – We also offer skills and experience in work-related skills such as hospitality, construction and horticulture.
- **Lifewise** – Within our services we also offer training in lifeskills, helping you have all the skills needed to move on into more independent accommodation.

If you are interested in any of these services, talk to your Support and Progression Officer. They will be able to support you and refer you to the Centrepont Works team.

CENTREPOINT'S OTHER OFFERS TO YOU

- **Psychotherapy** - an opportunity to meet with a qualified psychotherapist to talk about anything that might be impacting your wellbeing
- **Activities** - create an exciting and inspiring menu of creative and sporting participation opportunities for you to take part in.
- **Legal Clinics** - offer you access to free, independent legal advice on a wide range of issues through our external partnerships.
- **Debt & Money** - our Moneywise service provides financial support via one-to-one sessions and workshops to resolve financial concerns and help you manage your money better. You can also access support with education, training and employment costs and support if you are in financial difficulty.

If you are interested in any of these services, talk to your Support and Progression Officer. They will be able to support you and refer you to these services.

WHAT CENTREPOINT EXPECTS FROM YOU

We want you to receive the support you need and to successfully move on into independent accommodation with either a job or in education. We also want you to feel safe, secure and fulfilled. To help make that happen, there are a few things we ask from you:

- **Treat staff and other residents with respect and patience**
- **Engage with the programmes Centrepoint has to offer**
- **Let us know if you're struggling with anything**
- **Help us make your service a friendly and welcoming place**
- **Respect the rules of your service and the law**

The Centrepoint logo consists of an orange circle containing the words "CENTRE" and "POINT" in white, bold, sans-serif capital letters, stacked one above the other.

**CENTRE
POINT**

Registered Charity No. 292411. Registered as Centrepoint Soho.

A company limited by guarantee registered in England and Wales.
Registered office address: The Rowe, 59-63 Whitechapel High Street, London E1 7PF.