

Statement of Purpose Ofsted-Regulated Supported Accommodation 16 & 17-year-olds



Reviewed by: Matt Bawden,
Interim Director of
Services

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

Registered Charity No. 292411

Company No. 01929421

Registered Provider No. H1869

Statement of Purpose: Ofsted-Regulated Supported Accommodation

1. Key information

Name of organisation	Centrepont Soho, operating as Centrepont.
Charity number	292411
Registered Provider	H1869
Head/principal office	Centrepont, The Rowe, 59-63 Whitechapel High St, London, E1 7PF
Interim Nominated Individual	Matt Bawden, Interim Director of Progression Housing M.Bawden@centrepont.org
Regulator	Ofsted Telephone: 0300 123 1231 Email: enquiries@ofsted.gov.uk

Insurance type	Insurer	Policy number	Cover period	Indemnity limit / basis
Employers Liability	Intact Insurance UK Limited - AJG Charities via Royal & Sun Alliance Insurance Ltd	RKL23407/12/771	1st December 2025 to 30th November 2026	£5,000,000 Terrorism
Public Liability	Intact Insurance UK Limited - AJG Charities via Royal & Sun Alliance Insurance Ltd	RKL23407/12/771	1st December 2025 to 30th November 2026	£10,000,000; any one event
Products Liability	Intact Insurance UK Limited - AJG Charities via Royal & Sun Alliance Insurance Ltd	RKL23407/12/771	1st December 2025 to 30th November 2026	£10,000,000; in the aggregate
Professional Indemnity	Intact Insurance UK Limited - AJG Charities via Royal & Sun Alliance Insurance Ltd	RKL23407/12/771	1st December 2025 to 30th November 2026	£5,000,000; 16- & 17-year-olds in the aggregate
Public and Products Liability (Excess Layer)	American International Group UK Limited	0021906135	1st December 2025 to 30th November 2026	Excess layer: £5,000,000; primary layer: £10,000,000; total Public & Products Liability: £15,000,000; any one occurrence

Insurance certificates are available upon request.

2. Introduction

This Statement of Purpose explains how Centrepont delivers supported accommodation services for young people. For Ofsted regulation, it outlines the support offered to 16 & 17-year-old Looked After Children accessing Centrepont's supported accommodation services.

Centrepont aims to provide young people with safe, welcoming and supportive accommodation where they feel respected, listened to and able to build the skills, confidence and relationships needed for greater independence. Staff work alongside young people, placing authorities and partner agencies to provide practical, strengths-based and psychologically informed support.

Document	Statement of Purpose: Ofsted-Regulated Supported Accommodation
Purpose	Explains how Centrepont delivers supported accommodation services and outlines the support offered to 16 & 17-year-old Looked After Children accessing Centrepont's Ofsted-registered supported accommodation.
Who this is for	Placing authorities, partners, regulators, Centrepont staff and other stakeholders.
Geography and scale	Centrepont provides Ofsted-registered supported accommodation across a range of local authority areas. Service-level information is set out in Appendix 1.
Service categories	Ofsted-registered supported accommodation, including single-occupancy provision, ring-fenced and non-ring-fenced services.
How support is delivered	Support includes keywork, needs assessment, support planning, Action Plans and Outcomes Stars, risk assessing, access to appropriate specialist support and partners, keeping young people safe. Support will be delivered by assessed need, service arrangements and the commissioned pathway model.
Key records and documents	In-Form case records, safeguarding records, RAMPs, property checks, complaints, feedback, audits and review activity, policy and procedure, standard operation practices manual, health and safety policy.
Governance and assurance	Accountability is held by the NI, the RSM, the CEO and the board of Trustees, with delegated operational delivery and quality assurance activity described in the main document and appendices.
Appendix signposts	Appendix 1: Services; Appendix 2: Policies; Appendix 3: Governance Appendix 4: Delegated Authority; Appendix 5: Property Standards Appendix 6: Support Model Flowchart Appendix 7: Progression Housing Organisational Chart

Acronyms and key terminology

Term	Meaning
AIM	Advice, Information and Money support.
AP/OS	Action Planning and Outcomes Star.
Central Point	Centrepont's intranet and resource repository.
DSL	Designated Safeguarding Lead.
EET	Education, employment and training.
In-Form	Centrepont's client and case recording system.
LAP	London Accommodation Pathfinder.

LEAB	Lived Experience Advisory Board.
NI	Nominated Individual.
PIE	Psychologically Informed Environment.
RAMP	Risk Assessment & Management Plan.
RSM	Registered Service Manager.
YJS	Youth Justice Service.
Child / young person	Throughout this document, the terms “child” and “young person” will be used interchangeably. Centrepont commonly uses “young person” to describe people living in our services, while recognising that, in law, anyone under the age of 18 is defined as a child.

3. Governance and accountability

Responsibility for delivering supported accommodation services for 16 & 17 year-old Looked After Children is held by the Nominated Individual and Registered Service Manager. Appendix 3 sets out the governance and accountability summary. Appendix 4 outlines delegated authority for delivery against the Regulations and the four quality standards.

Compliance with the Supported Accommodation Regulations is monitored through first-line operational oversight, second-line compliance and safeguarding assurance activity, and third-line independent audit and review. Performance, incidents, safeguarding themes, complaints, audit outcomes and regulatory compliance are reported through governance arrangements up to the Board of Trustees.

Lead: Nominated Individual and Registered Service Manager.

Deputy/cover: delegated through Head of Progression Housing, Operations Managers and Service Managers.

Escalation: concerns or compliance issues are escalated through the operational management line to the Registered Service Manager, Nominated Individual and relevant governance routes as required such as Specialist Safeguarding Manager or Head of Compliance.

Quality assurance and review activities support improvement, management oversight and impact insight. These include monthly file audits and case reviews, Internal Service Reviews, internal audit activity, compliance checks and other periodic practice review activity.

4. About us

History:

Centrepont was formed in 1969 and provides housing-related support services for young people at risk of or are experiencing homelessness, across multiple local authority areas. Our supported accommodation offer is focused on helping young people move towards independence, safety and positive outcomes.

Ethos:

Our ethos is to work in partnership with young people and partner organisations to provide effective, strengths-based support. Our psychologically informed approach aims to help young people develop the skills, confidence and support networks they need to move towards suitable accommodation, education, employment or training, and greater independence, with the overarching aim of securing each young person a job and a home upon departure.

5. Who we support and how referrals work

Referral Criteria

Most referrals are received from local authority commissioning teams.

Referrals are considered individually, taking account of the young person's strengths, needs, risks, vulnerabilities, aspirations, suitability for the service and the service's ability to provide appropriate support. If the referred young person has support needs that are considered too high for the service, additional information will be requested to ensure thorough matching, and if it is deemed the service cannot fully meet these needs safely, the referral will be rejected.

Matching

Referral decisions consider the young person's needs, risks, vulnerabilities and strengths alongside the current service environment and resident group. Matching considers any known risks, vulnerabilities, peer dynamics or placement factors that may affect the young person or others living in the service. Relevant information and local authority relevant plans are requested to support safe and appropriate matching decision-making.

Service-level risks, location, local arrangements and accommodation suitability are also considered through information recorded in the relevant Location Risk Assessments.

The London Accommodation Pathfinder (LAP), operates specialist referral and suitability arrangements linked to their commissioned purpose. LAP referrals are identified through Youth Justice Services and placements are subject to judicial decision-making by the court. Placement decisions consider the young person's needs, strengths, risks, legal requirements, contextual safeguarding considerations, pathway criteria, bail, licence or court-ordered requirements, local risk factors, youth justice requirements and partnership arrangements.

LAP referrals may include young people who are remanded in custody but assessed as suitable for LAP; young people facing a custodial sentence where LAP may provide a suitable alternative; young people at first court appearance where LAP may prevent custodial remand; and young people where LAP forms part of a resettlement package or licence condition following release. The pathway is not offence-specific and assessment focuses on whether the child's needs, risks, motivation for change, legal requirements and local contextual safeguarding considerations can be safely managed within the LAP model.

For LAP, pre-placement planning involves the child's professional network wherever possible, including Youth Justice Services, social workers, placing authorities and other relevant people. These discussions support early coordination of interventions, transition planning, contextual safeguarding, placement suitability and risk management before the young person moves in.

The full list of Ofsted-registered services and key information, including supported accommodation type, staffing, referral routes, access and key demographic information, can be found in Appendix 1.

Emergency Bedspaces

The placing authority should provide relevant care, pathway, risk, health, education and safeguarding information as soon as possible with emergency admissions.

Emergency placements are considered in relation to immediate need, known risk, staffing arrangements, service suitability and the impact on other young people in the service.

Relevant documentation should be reviewed and recorded before any transition decision. Any decision to offer an emergency placement must be authorised by the Registered Service Manager or second on-call manager if out of hours.

A young person will only move from an emergency bed placement to a longer-term bed space if a full needs assessment and risk assessment & management plan have been completed, and all supporting local authority relevant documentation has been received from Children's Services.

The support model flowchart in Appendix 6 shows how referral, assessment, support and review stages connect.

6. How we work: support offer and model

Centrepoint's support model is intended to help young people feel safe, understand their rights, build independence, access relevant specialist support and prepare for their next stage of accommodation, education, employment or training.

The table below summarises the core support offer for young people.

For specialist pathways, including the London Accommodation Pathfinder (LAP), the support offer may be adapted to reflect the commissioned model, referral route, risk arrangements and partnership requirements.

Young people can expect	What this means
A safe place to live	Accommodation that is maintained and reviewed through property, health and safety, repairs, maintenance and local risk processes.
A named keyworker	Support from staff who help identify needs, strengths, goals, risks and next steps. Regular psychologically and trauma informed support sessions.
A personalised support plan	Support planning based on assessment, Action planning and Outcome Star tools, risk assessments and management plans and regular review.
Help to build independence	Practical support to increase knowledge and skills for living independently, finances, education, employment, training, health and wellbeing, culture, relationships and identity.
Safeguarding and emergency support	Clear routes for raising concerns, responding to incidents and accessing emergency arrangements.
A voice in their support and service	Opportunities to give feedback, raise complaints, influence service development and understand their rights. Participation in annual and 6 monthly LAC surveys.
Support that recognises identity and culture	Cultural, linguistic, religious, access, immigration/asylum and identity-related needs considered throughout assessment and review.

Support Model:

Keyworkers develop support packages with young people. Support typically combines practical support, personal development, risk reduction, safety planning and life skills.

The approach is psychologically informed, recognising that relationships, environment, safety and consistency are central to how young people engage with support.

Support planning draws on each young person's needs, strengths and aspirations to identify practical goals and relevant support networks. Support is young person-led whenever possible and the voice and opinions of young people are represented in their plans.

Where appropriate and safe, staff support young people to maintain positive relationships with family, friends, carers and other people who are important to them.

Staff use strengths-based, trauma-informed and de-escalation approaches to support young people where behaviour, distress or conflict occurs. Incidents are recorded, reviewed and used to inform support planning, risk management and learning that shapes change or improvements.

A visual overview of the support model is included in Appendix 6.

Needs Assessment:

The Needs Assessment is psychologically informed and completed as part of the referral and admission process, wherever possible before a young person moves into a service. It helps staff and the young person understand presenting needs, priorities, strengths, support requirements and whether the service can safely and appropriately meet those needs.

The assessment should be inclusive, accessible and transparent. It should help the young person understand the service, the locality, expectations, house rules, support agreement and their route towards independence. Staff should consider the young person's views, relevant referral information, Local Authority plans, health or education information, previous experiences of services and any reasonable adjustments needed for communication, language or neurodivergence.

The Needs Assessment forms a baseline for support planning, RAMP and AP/OS work.

Where there are changes to identified needs, these should be recorded and kept up to date so staff can reprioritise support, make appropriate internal or external referrals and record how the young person's support is adapted over time.

Risk Assessment and Management Plans:

Risk assessing is undertaken through Centrepoint's Risk Assessment and Management Plan (RAMP) process. It draws on referral information, the completed Needs Assessment, Local Authority plans, safeguarding information and ongoing support work to identify and manage risks to the young person, other young people, staff, the wider community and the placement.

RAMPs record identified current risks, risk-increasing factors, strengths and protective factors, agreed actions with the Young Person, safety measures, escalation routes and review arrangements. The process should be collaborative with the young person wherever possible, strengths-based and psychologically informed, treating risk management as a way to support safer independence rather than as a barrier to support.

The first RAMP should be completed within 48 hours of move-in, or earlier where possible.

RAMPs are reviewed regularly in line with the review cycle set by commissioners and updated sooner when risks change, incidents occur, new information is received or a support plan needs to be adjusted. RAMP information should inform AP/OS reviews, keywork, safeguarding actions and multi-agency planning.

Action Planning and Outcomes Star (AP/OS)

The AP/OS is the main progression and support planning tool used to agree goals, actions and review progress with the young person. It is completed collaboratively and should reflect the young person's own views, strengths, aspirations, barriers, support needs and agreed next steps.

AP/OS records show clear links between assessed needs, identified risks, agreed support actions and the young person's longer-term goals. Tasks should be meaningful, realistic and written in a way that helps the young person and staff understand what will happen, who is responsible and what progress or change is being worked towards.

Specialist services: independent living, EET, health and AIM

Young people can be supported to access Centrepoint's internal specialist teams and offers where relevant. These services are used to reduce barriers, strengthen independence, improve wellbeing and support progress towards education, employment, training and suitable move-on.

LifeWise: LifeWise is Centrepoint's AQA-accredited independent living skills programme. It can be used in keywork, informal support and planned sessions to help young people build practical skills, confidence and knowledge linked to living independently, keeping safe, managing accommodation and preparing for move-on.

CP Works, JET and Bursary support: CP Works and the Jobs and Education Team support young people to access education, employment and training through impartial CEIAG (careers education, information, advice and guidance) skills development, accredited learning, employability support and progression planning. Bursary support may help remove financial barriers to education, training or employment, such as travel, identification, clothing, childcare, equipment or course-related costs.

Therapeutic and PIE support: Centrepoint's therapeutic and psychologically informed support offer may include clinical psychology, psychotherapy, complex case consultation, reflective practice, formulation, crisis support, neurodiversity advice or assessment, and support for staff to understand and respond to young people's emotional wellbeing and mental health needs.

AIM and Moneywise: The Advice, Information and Money offer supports young people to access practical advice, legal advice routes, hardship support, emergency food voucher support, financial education and Moneywise sessions. This may help young people understand their rights, manage money, address debt or benefit issues, access essential items and make informed decisions about their next steps.

Health and medication: Young people are supported to access relevant health services, including GP, dental, mental health, sexual health, substance use and other specialist services where needed. Centrepont does not administer or handle young people's medication. Where medication needs or concerns are identified, staff support young people to seek appropriate advice from health professionals, record relevant information and escalate any safeguarding or welfare concerns in line with Centrepont's policy.

Referrals, actions and outcomes from specialist support are recorded and linked to the young person's support plan, AP/OS, RAMP or keywork where relevant.

London Accommodation Pathfinder (LAP)

The London Accommodation Pathfinder is a specialist pan-London pathway for 16 & 17-year-old boys who require an alternative to custody. It provides up to five placements and is designed to reduce the number of young people entering custody, shorten time spent on remand where appropriate, support positive identity change and improve longer-term outcomes.

The pathway also contributes to wider anti-discrimination aims by seeking to address disproportionality in the youth justice system, including the over-representation of boys from ethnic minorities in custody and remand pathways.

LAP support is structured around multi-agency planning, youth justice requirements and the young person's individual needs, strengths and risks. Where a young person moves into LAP, an initial support and planning meeting should be convened within 72 hours wherever possible, with the integrated support plan reviewed monthly. Support may include structured keywork, independent living skills, EET activity, emotional wellbeing input, pro-social identity work, risk planning and preparation for the young person's next stage.

The service is staffed 24 hours a day, including overnight waking staff, and is delivered by a specialist team with access to education, clinical psychology, management oversight and wider Centrepont specialist input where required. Staff use psychologically informed, relationship-based and trauma-informed approaches. The service does not use physical restraint; any restriction on a young person's liberty arises from court-imposed conditions, bail requirements or licence conditions.

LAP safeguarding, missing-from-service and risk arrangements are supported by 24-hour staffing, controlled access, visitor management, daily monitoring, incident reporting, multi-agency escalation, the LAP Location Risk Assessment and individual RAMPs.

7. Safeguarding, emergencies and case records

What	Safeguarding, emergency response and case recording arrangements support young people's safety and continuity of support.
How	Concerns are recorded, responded to and escalated through safeguarding, operational and statutory routes as required.
Additional Information	Safeguarding records, incident reports, RAMPs, case reviews, training records, Business Continuity Plan and local emergency plans.

Safeguarding Oversight and Escalation

Safeguarding oversight is led by the organisational Specialist Safeguarding Manager and Designated safeguarding lead, and the Registered Service Manager, supported by Designated Safeguarding Persons (Head of compliance/Deputy Designated safeguarding lead, Interim Director of Progression Housing, Assistant Director of Progression Housing, Head of Progression Housing, supported by Operations Managers, Service Managers and Deputy Service Managers).

Operations Managers and Service Managers have direct responsibility for safeguarding delivery within their services, including ensuring concerns are acted upon promptly, safeguarding practice is effectively monitored, staff are appropriately supported and supervised, and safeguarding risks are identified, managed and escalated. They provide management oversight of safeguarding records,

incidents, Risk Assessment & Management Plans (RAMPs) and case reviews and are accountable for ensuring safeguarding actions are completed and learning is embedded into practice. Concerns are escalated through senior operational management and statutory safeguarding partners as required. Safeguarding records, incident reports, RAMPs, case reviews and training records are used to evidence practice, management oversight and accountability.

Further information on safeguarding roles, responsibilities and procedures is set out in Centrepont's Safeguarding Policy and Procedure.

Lead: Specialist Safeguarding Manager and Registered Service Manager.

Cover Arrangements for absence and out of hours: Director of Progression Housing, Assistant Director Progression Housing, Head of Progression Housing, all Operations Managers, all Service Managers and Deputy Service Managers.

Escalation: statutory safeguarding partners, placing authorities, emergency services, Ofsted and senior management where required.

Staff are able to raise concerns regarding safeguarding, practice, conduct or compliance through Centrepont's Whistleblowing Policy.

Notifiable Events and Regulatory Reporting

Centrepont recognises its responsibility to notify Ofsted of notifiable events in accordance with the Supported Accommodation (England) Regulations and associated guidance. Where required, notifiable events will be reported to Ofsted without delay and include serious incidents affecting the safety or welfare of a young person, serious safeguarding concerns, allegations against staff, deaths, significant police involvement, and other events that meet regulatory notification thresholds.

All incidents are reviewed through safeguarding, operational and governance processes to ensure appropriate action is taken, risks are managed, lessons are identified and statutory reporting requirements are met. Notifications are made alongside any required referrals to placing authorities, safeguarding partners, the police or other relevant agencies.

Safeguarding Governance and Culture

Staff complete safeguarding training on induction and refresher training at intervals appropriate to their role. Additional training is provided for staff with designated safeguarding responsibilities. Centrepont also offers a range of PIE-informed training and development opportunities covering relevant safeguarding and support topics, including exploitation, domestic abuse, mental health, substance use, self-harm, trauma-informed practice and Prevent (anti-radicalisation).

Our safeguarding policy and procedure are reviewed annually and may be updated sooner where required by changes in legislation, guidance or learning from incidents. The policy sets out how concerns should be recognised, reported, recorded and responded to, including concerns involving members of staff. Information about protection from abuse and safeguarding is made available to young people, including through Centrepont's website and Young People's Guide.

Emergencies

Emergency arrangements are set out in our Business Continuity Plan and individual service emergency plans. These include out-of-hours escalation, local contact routes for services without 24-hour staffing, and procedures for safeguarding, welfare, repairs and other urgent issues.

Case Records

Case records on In-Form include personal details, key contacts, support information, risk and safeguarding records, health information, plans and reports.

Records are used to evidence decision-making, support planning, safeguarding, risk management and review.

Keyword, review activity and relevant professional contact are recorded on In-Form to support continuity, oversight and record of practice.

Managers review case records through supervision, file audits, case reviews and quality assurance activity.

Centrepoint processes personal information in accordance with UK GDPR and the Data Protection Act 2018. Information is recorded, shared and retained in line with organisational policies, legal obligations and safeguarding requirements.

8. Accommodation offer and standards

As part of our commitment to a psychologically informed environment, services aim to provide a welcoming, homely and non-institutional, with young people supported via our Style Your Space bursary to personalise their rooms in line with the accommodation agreement.

What	Centrepoint provides Ofsted-registered supported accommodation across a range of accommodation models and staffing arrangements.
How	Accommodation suitability, repairs, safety and standards are monitored through local processes, landlord arrangements and property oversight.
Additional Information	Appendix 1 service list, Location Risk Assessments, property checks, repairs records and Appendix 5 property standards summary.

Categories of supported accommodation:

Centrepoint provides Ofsted-registered supported accommodation across three of the Ofsted categories. These are single-occupancy accommodation, ring-fenced accommodation and non-ring-fenced accommodation services. Service-level details are set out in Appendix 1.

Layout may vary by service but will always include furnished bedrooms, kitchens and bathrooms. Accommodation will also provide communal spaces, laundry facilities, Wi-Fi access and a staff office or support space. Service-specific facilities are explained to young people during referral, assessment, induction and through the Young People's Guide.

Working with the landlord:

Centrepoint manages repairs and maintenance either directly or through landlord arrangements, depending on the property agreement. Staff record and follow up landlord-responsible repairs through local housing management arrangements and property oversight processes.

Centrepoint's Accommodation Standards:

The safety and condition of services are monitored through internal property and health and safety checks, which help identify maintenance issues and inform follow-up actions.

Young people are supported to report repairs or accommodation concerns, and staff follow these up through an internal maintenance process.

Where actions, risks or repairs cannot be resolved locally, staff escalate these through operational management, property or safeguarding routes as appropriate.

The *Centrepoint Property Standards* describe the accommodation standards young people should expect in Centrepoint supported housing. A summary is included in Appendix 5.

Security arrangements vary by service and may include controlled access (such as for the LAP service), night staff presence, visitor arrangements, CCTV, local safety procedures and emergency escalation routes. Where reasonable and practicable, accommodation and support arrangements are considered in relation to individual access, communication, health, mobility, neurodiversity, cultural or religious needs.

9. Young people's rights, participation and complaints

Service Offer

Young people are supported to understand their rights, give feedback and influence service development. Feedback and participation routes include formal annual and 6 monthly surveys, residents' meetings, informal discussion, suggestion routes, complaints or feedback processes, and opportunities for co-production. Centrepont also draws on the insight of its Lived Experience Advisory Board (LEAB), which brings lived experience into the development, review and improvement of services, policy and procedure, resources and organisational practice.

Young people may authorise another person to raise a complaint on their behalf. This may include a parent, advocate, social worker, solicitor or other representative. Staff support young people to understand these routes and to raise issues in a way that feels accessible and safe for them.

Complaints Procedure

Our Complaints & Feedback policy and procedure set out how complaints are managed, including escalation routes and response times. Information about complaints is made available to young people through the Young People's Guide and within services.

Young people can raise complaints verbally, in writing or with staff support, and staff will help them access the complaints process where needed.

Young people are supported to access advocacy or independent support where this would help them raise a concern, make a complaint or understand their rights.

Complaints can be raised with any member of service staff, the Service Manager or through Centrepont's Complaints & Feedback process, which includes in person, in writing and through MyPoint (YP online portal).

Support agreement, Privacy Notice and Young People's Guide

Each young person is provided with a support agreement, tenancy or licence agreement, a privacy statement and an individualised Young People's Guide. These set out key service information, living arrangements, rights and responsibilities, complaints information, safeguarding, repairs, safety, confidentiality and local contacts. Translated versions of the Young People's Guide and the Privacy Notice are available in Amharic, Arabic, Kurdish Sorani, Oromo, Pashto and Tigrayan.

Additional Interpreter and translation support is available where a young person's preferred language is not available through existing translated materials, and staff can access this on the behalf of young people through Central point (internal intranet)

Staff use induction, keywork, review meetings and external resources where necessary, to help young people understand their rights, responsibilities, entitlements, complaints routes, support offer and any local authority or care leaver support available to them.

10. Equality, diversity and cultural needs

Centrepont's equality, diversity and inclusion approach informs staff practice and service delivery. We aim to respond to individual cultural, linguistic and access needs, including through translator support and translated materials where appropriate.

Cultural, linguistic, religious, access and identity-related needs are considered through assessment, support planning and review processes in consultation with the young person.

Where young people have immigration, asylum or cultural support needs, staff seek to identify appropriate advice, interpretation and specialist support routes.

Equality and diversity information, outcomes, complaints, feedback and service access data are reviewed through quality assurance and practice review activity to help identify and respond to patterns, barriers or inequalities.

Centrepont is committed to maintaining an inclusive and non-discriminatory environment for staff and young people. Our practices, policies and procedures are aligned with the Equality Act 2010, including consideration of the protected characteristics it sets out. We consider individual needs through assessment, support planning, service delivery and employment practice, and make reasonable adjustments where appropriate.

11. Access to policies and resources

Centrepont makes relevant policies and procedures accessible to staff and others involved in supporting or protecting young people.

Centralised policy repository:

Centrepont stores companywide policies on SharePoint, known internally as Central Point. Staff can access current policies through this central repository. A list of key policies can be found in Appendix 2.

Professionals involved in the support or protection of a young person can request access to relevant safeguarding and child protection policies through the Service Manager, Registered Service Manager or Centrepont's Compliance Team.

Training and Communication:

Staff receive information and training on relevant policies and procedures, including how to access key documents. New starters are required to read and confirm understanding of identified core policies, including safeguarding policies and all others that are relevant to their role.

12. Review and availability

This Statement of Purpose is reviewed every three months by the Registered Service Manager, or a person delegated by the Registered Service Manager. Any changes will be approved by the Nominated Individual and Ofsted will be notified of any changes within 28 days.

The Statement of Purpose is available to;

- Young people,
- Parents and carers,
- placing authorities,
- Relevant professionals,
- Ofsted.

It can be accessed through our website and can be translated if requested.

Appendix 1 – Centrepoint's Ofsted Registered Services

Centrepoint Services

Access codes: Y = step-free or accessible provision identified; P = partial access or limited step-free access; N = not suitable for mobility needs.

Service/property	Beds	Accommodation model	Gender	Staffing model	Age	Borough / area	Access	Status
Avonmore Road	7	Shared accommodation; non-ring-fenced	Mixed	Staffed service; not 24-hour	16–18	Hammersmith & Fulham	N	Live
Barnet Foyer	24	Shared accommodation; non-ring-fenced	Mixed	Staffed service; not 24-hour	16–21	Barnet	Y	Live
Berwick Street	17	Shared accommodation; non-ring-fenced	Mixed	Staffed service; 24-hour	16–25	Westminster	P	Live
Buffy House	12	Shared accommodation; non-ring-fenced	Mixed	Staffed service; 24-hour	16–25	Hammersmith & Fulham	N	Live
Camden Young Parent Visiting Support Service	5	Single occupancy	Mixed	Visiting support	16–25	Camden	P	Live
Cecil House	21	Shared accommodation; non-ring-fenced	Mixed	Staffed service; 24-hour	16–25	Camden	P	Live
Dawes Road	5	Shared accommodation; non-ring-fenced	Mixed	Staffed service; 24-hour	16–18	Hammersmith & Fulham	N	Live
Ealing Service	17	Shared accommodation; non-ring-fenced	Mixed	Staffed service; 24-hour	16–25	Ealing	P	Live
Highfield Terrace	6	Single occupancy	Mixed	Staffed service; 24-hour	16–18	Barnsley	P	Live

Laitwood Road (1)	7	Shared accommodation; non-ring-fenced	Mixed	Staffed service; 24-hour	16–25	Wandsworth	N	Live
Laitwood Road (3)	9	Shared accommodation; non-ring-fenced	Mixed	Staffed service; 24-hour	16–25	Wandsworth	N	Live
Lewis Crescent	8	Single occupancy	Mixed	Visiting support	16–25	Sunderland	Y	Live
London Accommodation Pathfinder (LAP)	Up to 5	Specialist alternative-to-custody pathway; ring-fenced provision	Male	Dedicated LAP staff team; 24-hour on-site staffing including waking night staff.	16–17	Barnet; referrals come from multiple Local Authorities	P	Live
Park End Road	6	Shared accommodation; ring-fenced	Mixed	Staffed service; 24-hour	16–25	Havering	P	Live
Paulet Road	6	Shared accommodation; ring-fenced	Mixed	Staffed service; 24-hour	16–21	Lambeth	N	Live
Rendon Lodge	16	Single occupancy	Mixed	Staffed service; 24-hour	16–25	Waltham Forest	P	Live
Weltje Road	6	Shared accommodation; non-ring-fenced	Mixed	Staffed service; 24-hour	16–25	Hammersmith & Fulham	P	Live

Appendix 2 – Centrepoint's Policies and Procedures

Policy area	Key policies/procedures	What to do	Where held
Safeguarding and protection	Safeguarding Young People and Adults; Safeguarding Young People and Adults Policy; Domestic Abuse; In the event that a young person is missing; Self-Harm; Substance Misuse Policy (Previously -Drugs Policy for YP); Managing & reporting Incidents; Weapons Policy.	Recognise, record, report and escalate safeguarding concerns, incidents and risks in line with policy and procedure.	Central Point
Support, risk and placement	Risk Assessment & Management Plan; Referrals and Lettings; Moving In/ Out Policy & Procedure; Behaviour Management Policy; Service of Concern Policy & Procedure, On Call Policy	Use referral, risk assessment, placement and support processes to evidence suitability, planning and review.	Central Point
Housing management	Tenure Policy; Rent Collection & Payments; Rent Arrears policy and procedure; Warnings, notices and evictions; Abandonment Policy; Voids Policy; Building & Room Checks.	Follow occupancy, rent, arrears, voids, checks and escalation processes relevant to the service.	Central Point
Participation, complaints and rights	Complaints and Feedback Policy and Procedure; Equality & Diversity for Young People & Learners; Whistleblowing Policy; Lived Experience Experts Policy.	Make complaints, feedback, rights and participation routes accessible to young people.	Central Point
Health, safety and property	Health and Safety Policy; Fire Safety Management Policy and Procedure; Fire Safety & Awareness Procedures; Electrical Safety Policy and Procedure; Gas Safety Policy and Procedure; Asbestos Policy and Procedure; Legionella Policy and Procedure; Reactive Maintenance Policy; Lifts Policy; No Access Policy; Infectious Diseases Policy; Food Safety; Safer Sleep; Sharps and BBVs; Lone working.	Follow health, safety, property, repairs, compliance and local risk processes relevant to the accommodation.	Central Point
Finance and practical support	Food Voucher Policy; Aim Fund Procedure; Compensating Young People; Rent Setting; Income Procedures.	Use agreed financial and practical support procedures where young people need money, food or other practical assistance.	Central Point

Appendix 3 – Governance and accountability summary

Area	Responsible role/function
Registered provider oversight	Board of Trustees
Nominated Individual	Director of Progression Housing
Registered Service Manager	Registered Service Manager
Operational delivery	Director of Progression Housing, Assistant Director of Progression Housing, Head of Progression Housing, Operations Managers and Service Managers
Day-to-day support practice	Service Managers, Deputy Service Managers and Support & Progression Officers
London Accommodation Pathfinder service oversight	Service Manager (Registered Service Manager LAP), reporting to Senior Operations Manager Regulated Services (16/17-year-olds)
Safeguarding oversight	Specialist Safeguarding Manager, Designated Safeguarding Persons
Quality assurance and compliance	Compliance Team, Projects Team, Internal Audit, Complaints handling, Property, Property Compliance, HR, Data protection and relevant specialist teams

Appendix 4 – Delegated authority for delivery of the four Quality Standards

The Registered Service Manager retains oversight of compliance with the Supported Accommodation Regulations and delegates day-to-day delivery through Centrepoint's management structure and specialist support teams. The matrix below summarises lead accountability, operational delivery and key evidence.

Quality standard	Lead accountability	Operational delivery	Supporting teams	Typical evidence
Leadership and Management	Nominated Individual and Registered Service Manager	Director of Progression Housing, Assistant Director of Progression Housing, Head of Progression Housing, Operations Managers and Service Managers	HR, Property Compliance Team, People Compliance Team, Projects Team and Finance where relevant	Governance records, workforce planning, supervision, training, audits and review activity
Protection	Registered Service Manager	Operations Managers, Service Managers, Deputy Service Managers designated safeguarding persons, Support & Progression Officers and Night Support Assistants	Safeguarding, Compliance, Legal, Property, IT and Projects	Safeguarding records, RAMPs, incident reports, missing records, case reviews and business continuity arrangements
Accommodation	Registered Service Manager	Operations Managers, Service Managers and Deputy Service Managers	Property, Property Compliance, Facilities, Compliance and Projects Team	Location risk assessments, property checks, repairs records, health and safety records and accommodation standards reviews
Support	Registered Service Manager	Service Managers, Deputy Service Managers, Support & Progression Officers and Night Support Assistants	Skills Development, AIM, Health, Legal, Projects Team and external partners	Action Planning and Outcomes Star records, keywork notes, Young People's Guides, feedback, complaints and participation records

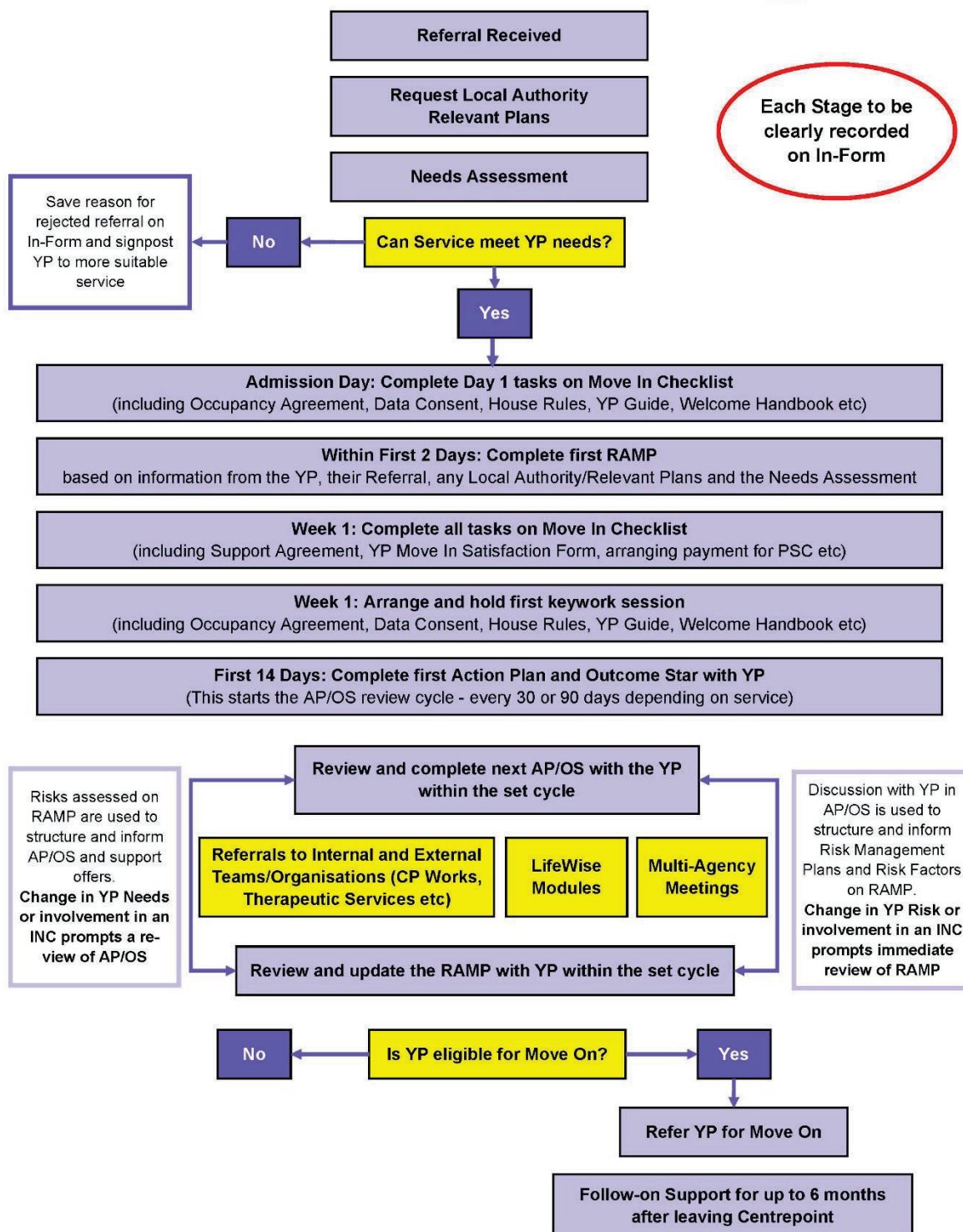
Appendix 5 – Property standards summary

Centrepoint's property standards are held as a separate operational document and are reviewed through property, health and safety, repairs and quality assurance processes. This appendix summarises the accommodation standard expected in supported housing and signposts to the operational records that evidence delivery.

Standard	Summary expectation	Evidence / review method	Assurance check
Safe	Accommodation should be safe, secure and supported by appropriate fire, electrical, water, asbestos, access and health and safety arrangements.	Fire risk assessments, health and safety checks, property compliance records, repairs records, location risk assessments and routine checks.	Confirm checks are in date, actions are recorded, and unresolved risks are escalated.
Clean and well maintained	Shared spaces, bedrooms, kitchens, bathrooms, access areas and external areas should be kept clean, functional and maintained through routine checks and repairs processes.	Daily, weekly and monthly checks, repairs logs, void records, local service checks, repairs monitoring and property review activity.	Confirm routine checks, repairs, void actions and cleaning arrangements are complete and followed up.
Suitable and accessible	Accommodation suitability, accessibility and matching are considered through referral, location and risk assessment processes.	Referral records, matching considerations, location risk assessments, accessibility information, referral review and matching decisions.	Confirm access information, location risk information and matching rationale are current.
Homely and psychologically informed	Services aim to provide welcoming, respectful and non-institutional environments that support independence, privacy and young people's sense of belonging.	Service reviews, young person feedback, resident meetings, improvement action plans and service improvement planning.	Confirm young person feedback and PIE-informed review are used to inform improvement.
Reviewed and improved	Property condition and investment needs are reviewed through operational checks, stock information and periodic building condition review.	Property standards reviews, stock condition information, cyclical maintenance planning, periodic building condition review and strategic planning.	Confirm property actions are reviewed through operational governance and service improvement planning.

Appendix 6 – Support model flowchart

SUPPORT MODEL



Appendix 7 – Progression Housing Organisational Structure

