

# Centrepoint Annual Report for Tenants 2010



## **Contents**

- 1. What is an annual report for?**
- 2. How we produced this report**
- 3. How we are doing and how we will improve**
- 4. Conclusion**

# 1. What is an annual report for?

Centrepoint is a registered charity and a housing association. Every year, we will produce an annual report for you, our tenants. It will tell you:

- How we are doing (measured against six key standards)
- What you think about us
- How we will improve

This is our first report to tenants and we would like to thank everyone who contributed to it. We would also like to know what else you want to see in future.

## 2. How we produced this report

We used the information we collect about the things we do. We also used the feedback you gave us in different ways, for example:

- *Speak Out* events
- Annual surveys
- Feedback you gave about your service

We also presented the draft report to the Centrepoint Parliament, a group of young people from our services who you elected, to check that everyone would understand it.

From the information you gave, us we could see what was important to you. We used it to come up with some ways we will improve.

Finally, we showed the report to our senior staff to make sure they agreed with it.

## 3. How we are doing and how we will improve

### Standard one: Your involvement and empowerment

**Areas we focussed on:**

1. The service we offer and how we answer your complaints
2. Your involvement and empowerment
3. Understanding and responding to your needs

#### Our service and recent achievements

We value your feedback to help us improve the service we provide. This feedback includes:

- The annual satisfaction survey
- Feedback forms at services to make suggestions
- The Centrepoint Parliament where 20 young people influence how we make decisions
- Two *Speak Out* events in 2009/10 allowing you to raise issues directly with our senior management

*93% of you are satisfied with the support you receive*

## The facts

- You are now involved in recruiting our staff
- *Speak Out* events will be held locally so more of you can attend and have a say
- We deal with complaints more quickly and a volunteer will now call you directly to follow it up
- You are now involved in the training our staff to make sure we know what you need
- The Centrepont Parliament acts as a voice for you, particularly those of you who have English as a second language
- We have set up a group of you to find out why lesbian, bi-sexual, gay and transsexual young people are less satisfied with our services

*35% of you aren't satisfied with the time taken to respond to your complaint*

## We will improve by:

- Making more improvements to our response to complaints
- Supporting the Centrepont Parliament in taking control of tenant meetings to improve the quality and feedback from them
- Increasing the range of activities provided locally at your services

## Standard two: Accommodation

### Areas we focussed on:

1. Quality of accommodation
2. Repairs and maintenance

### Our service and recent achievements

- Our properties meet the standards set out by the Decent Homes Standard (DHS)
- We regularly carry out Health and Safety checks, e.g. gas and fire risk assessments
- We are improving our maintenance and repair services by doing them ourselves instead of using other companies

*75% of you are happy with your accommodation*

### The facts

- 67% of you are happy with the maintenance and repairs service
- *But...* 44% of you are not happy with the time taken to make repairs
- We installed CCTV at Vauxhall Cross to make you feel safer
- Following feedback we received about our Sunderland service, we redecorated it including a new TV, computers and furniture

*30% of you think there should be better facilities*

**We will improve by:**

- Continuing to improve the quality and speed of maintenance and repairs
- Improving facilities using feedback from the Centrepoint Parliament

## Standard three: Tenancy

### Areas we focussed on:

1. How we allocate rooms
2. Rent
3. Length of stay

### Our service and recent achievements

- We receive most of our referrals from local authorities and assess every case individually so we can meet your needs
- We prepare our rooms as soon as they become available so we can take as many new tenants as possible
- We use Assured short hold tenancies which give you more stability

*92% of you are happy with the help you receive to sort out benefits and rent*

### The facts

- 76% of you are satisfied with the way we allocate rooms
- 83% of you are satisfied with the help you receive to find other accommodation
- Some services weren't allocating rooms quickly enough, so we worked with local authorities to improve the number of referrals we receive
- We did not raise rents in 2010, in line with Tenant Services Authority (TSA) guidelines

- We started a scheme in Vauxhall Cross to reduce evictions for not paying rent

## *88% of you understand our occupancy agreement*

### **We will improve by:**

- Reviewing each stay so they are the right type for the service
- Reducing the time rooms empty inbetween tenants moving in and out

## Standard four: Neighbourhood and community

### Areas we focussed on:

1. Neighbourhood management
2. Co-operation with the local area
3. Anti-social behaviour

### The facts

- We work in partnership with anti-social behaviour teams, safer neighbourhood teams and local police to reduce anti-social behaviour
- We make sure you are aware of your responsibility to behave sociably through your induction and the *Life Wise* training programme
- We started a programme to improve gardens and public spaces in Westminster, Lewisham, Camden, Hackney, Ealing and Newham
- We develop partnerships with other agencies to help you contribute to the local community by taking part in education, employment, training and volunteering

*90% of you at Camberwell take part in the Work Wise programme, which helps you get a job*

**We will improve by:**

- Reviewing our harassment and anti-social behaviour policies to make sure they are up to the latest standards
- Holding at least one open day a year in each service to build relationships with neighbours

## Standard five: Value for money

### The facts

- We reviewed how we buy things to get better deals and we made £100k of savings over the last 18 months
- We reduced the number of staff in our main office and will carry on reviewing it to make sure we can support you properly
- We have installed a new computer network to make us more efficient, which you will also have access to

### We will improve by:

- Continuing to review what we do to make sure it's cost-effective, while allowing us to provide you with an excellent service

# Standard six: Our governance and financial security

## Areas we focussed on:

1. How we are governed
2. Our financial security

## Governance facts

- We are governed by a Board of Directors who are all volunteers
- Our Directors come from diverse backgrounds and have vast experience and expertise
- The Board help us set the overall goals we want to achieve
- The Board regularly reviews our progress using input from groups like the Centrepoint Parliament
- Seyi Obakin is our Chief Executive Officer (CEO) and is responsible for implementing plans to achieve our goals
- You can get more information on our board and management teams are available at <http://www.centrepoin.org.uk/be-informed/about-centrepoint/who-we-are/who-we-are>

## Financial security facts

- We make thorough financial plans to make sure we can continue to offer you our services
- To make sure we are financially secure, we have set aside some money in case of emergencies
- Our financial plans and are reviewed and approved by the Finance and Audit Committee and our board

## 4. Conclusion

Overall, we are doing well. We are meeting the aims set against most of the standards but there is still room for improvement.

The Centrepoint Parliament will give you the opportunity to influence change across Centrepoint and help us improve in 2011.