Centrepoint Support Standards - Services

Centrepoint is the leading homelessness charity for young people in the country and is one of the leading providers of support and housing services to vulnerable people nationally. We strive to offer exemplar services and set an example of best practice which we can share with others in our pursuit to end youth homelessness by 2037.

These standards for our services sit alongside the Centrepoint Property Standards and the Centrepoint Spot Purchasing Standards as our commitment to deliver the very best of practice in all the work we do to support Young People. Underpinning these standards is Centrepoint's commitment to work in a psychologically and trauma-informed way to ensure that the environment we deliver our services from is as positive as we can make it. Whether it is the building and physical environment, the relationships we build, the tools we use, or the staff we train, we aspire that every interaction a young person has with our services continually reinforces the journey towards independence and a successful adult life, acknowledging the trauma and negative experiences they have had along the way.

The Centrepoint Support Standards for Services:

1. We commit to a maximum ratio of **seven** 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.

2. Our work, our polices and our practice will be person-centred and psychologically-informed. We will continually review our policy and practice to ensure that it continually promotes and reinforces the journey towards independence for the young person.

3. We commit to best practice standards in support and keyworking. We will continually review support needs and action plans to ensure progress and maintain a dynamic risk management plan to inform our decisions for every young person.

4. We will seek service user representation to inform our services and hold regular service meetings with young people. We will promote the use of complaints as a way of learning and improving and use multiple mechanisms such as exit interviews, pulse surveys and peer audits to record and respond to satisfaction information.

5. All our staff will carry out compulsory training in key compliance areas. All staff who keywork will carry out the full staff induction (including training around psychologically and trauma-informed approaches, a range of keyworking approaches, safeguarding and use of all our systems). All our staff, irrespective of role, will have access to a wide range of supplementary training to develop continually in their roles.

6. In line with our Centrepoint Property Standards, we will strive to co-produce the physical environment of services with young people so that they reinforce

the effective support relationships we build and provide a genuinely homely feel.

7. We will only provide a temporary or supported accommodation service with a clear accommodation pathway into a permanent home.

8. We will monitor and deliver above-sector average performance in all our core housing management functions such as arrears, repairs and void turnaround, or take immediate action to resolve the issue in the rare moments this doesn't occur.

9. We will only deliver a service where we can forge local partnerships and deliver holistic support interventions which meet the physical, intellectual, emotional, social, cultural and spiritual needs of young people.

10. We will not deliver a service unless we believe that we can make a life-changing positive impact on the journey of every young person who enters the service. If the commissioned service does not guarantee this, we will either not bid for the service, or subsidise the service to a level where it is likely to be effective for all the young people who use it.

11. We will strive to meet or exceed the requirements of any contract we form with commissioners, including performance, staffing, quality, and reporting standards. We will ensure that all service staff have a clear understanding of their role in delivering the contract requirements.

12. We commit to meet – and usually exceed - all national standards and quality frameworks in the areas we work, including safeguarding, building safety, the Housing Regulator, GDPR and OFTSED.

13. All services will be staffed by permanent employees and we will only use non-permanent staff to fill a temporary gap in staffing.

14. We commit to continuous improvement of our services using a range of mechanisms including; annual internal quality reviews of all our services / a rolling internal audit function of all our services / benchmarking of all our performance data against similar organisation / annual review against regulatory compliance.