



Report to Residents **2019-20**



St Mungo's
Ending homelessness
Rebuilding lives

Welcome

We provide services to, on average, 30,000 people every year. It's important to us to report to you on how well we have done on our services, on repairs, and responding to complaints. But this report is more than that. Designed with and for clients, I hope it shows you what else we do across our services. From Outside In to Recovery College courses, we aim to provide a chance for you to fulfil your hopes and ambitions. My special thanks to James, for helping pull this together, and to our many clients for their contributions throughout the year.



Steve Douglas CBE,
Chief Executive

Hi! I'm James, a Client Volunteer and a member of the St Mungo's client representative group, Outside In. I have been involved in many client involvement areas from Housing Services, Outside In peer support, Client Festival and the Recovery College.



I've learnt a lot about myself, met a diverse group of people with different backgrounds, learnt to understand different points of view and issues facing others. I've also seen at first hand the talent and sincerity that the St Mungo's community has. It's been truly inspiring for me and I encourage everybody to grow, learn more, and get involved with St Mungo's through Client Involvement.

James Ryan
Client Volunteer

What you said about our services

In 2018-19, we asked clients about our services. **963 (31%)** of you who were living in our accommodation at that time completed the survey and told us that:

93%

were satisfied with the service provided by St Mungo's overall

95%

said staff are caring, compassionate and respectful

92% +

agree that St Mungo's services are helping them make positive changes in their life

83%

of women and **90%** of men feel safe in their home/service

Making things right, learning from complaints

Two key commitments we make are to listen to, understand and value your unique individual experience as well as ensuring that you have a safe place to live.

We encourage our residents to make complaints as we strive to make sure that the accommodation or service you are living in is the best it can be.

When responding to complaints, staff are asked to reflect on the learning from the complaint and record any changes made. We regularly review these ideas and share across the organisation, where relevant, so we can continuously improve.

In 2019-20, we received 886 complaints, 420 of which were informal complaints raised with staff directly and managed quickly. You can choose to make a stage one complaint instead, when a manager will investigate and respond within 15 working days.

There is also a stage two complaint process where an independent manager will investigate and a director will respond to you within 30 working days. We want to ensure everyone gets a fair response and issues are put right.

Stage one:

We received **455** formal complaints, with **126** upheld and **134** partially upheld.

Stage two:

Of the **10** appeals received at stage two, **two** were accepted for further investigation and **one** of these was upheld.

One complaint was escalated after stage two but was not accepted for further investigation. The most common reasons for complaints were **anti-social behaviour** and **quality of support/service**.

To make a complaint:



Call: **020 3856 6068** Email: **complaints@mungos.org** – or write to us.

Compliments and suggestions welcome too!

We also want to hear the good stuff! Please do let your project worker or manager know of any good experiences or improvement ideas. Otherwise email **info@mungos.org**

Maintenance and repairs

Our commitment to you is that maintenance problems are responded to and dealt with promptly.

St Mungo's is an active member of a benchmarking group with other homelessness organisations who provide social housing. Housing management data is benchmarked every year.

95.7%

In 2019-20 we completed
95.7%
of repairs to deadline
(96% in 2018-19).
The group median is 85%.

98% of emergency repairs were completed within 24 hours, up from 97% in 2018-19

95% of urgent repairs were completed within five days, the same as in 2018-19

97% of routine repairs were completed within a month, up from 96% in 2018-19

Most repairs were for plumbing and drainage issues, electrical works, carpentry and heating problems.



Opportunities to get involved

Outside In

Outside In is the Client Representative Group and the voice of St Mungo's clients. Anyone who is a client can join Outside In to help shape the way St Mungo's is run plus impact and influence positive change.

Every Tuesday, Outside In hosts a check in call at **1pm** on Google Meet and everybody is welcome. It is a safe space for the St Mungo's community to come together and connect through peer support, get involved in organisational work and take part in social activities such as topical discussions and quizzes. Also, any member can email contributions such as creative writing and art work to be included in publications such as the national monthly newsletter. Outside In aids personal development through helping and training clients to facilitate their own peer support groups and initiatives. It is all inclusive, non-judgmental and open to everybody.

Get in touch at outsidein@mungos.org if you're interested in being part of it.

Outside In
The voice of St Mungo's clients



Clients enjoying the tie-dye event at Hope Gardens



Client festival

Our 2019 Client Festival, held in Camden, saw **more than 300** people attend. Clients designed, planned, organised and ran parts of the festival on the day, which contributed hugely to its success. It continues to be one of the highlights of the year.



Recovery College

The St Mungo's Recovery College is a pioneering, inclusive learning programme, based on the principle that learning can be a transformative experience. At Recovery College we want to Grow, Learn, Inspire.

The Recovery College learning experience is based on principles of co-production. Courses are designed, delivered and attended by St Mungo's clients, staff and volunteers, and they are also open to the general public. All our courses are free.

We run four Recovery Colleges across the country designed to enable those who are homeless, or at risk of homelessness, to fulfil their potential – in London, Bristol, Reading and Leicester.

270
students
attended activities



112
courses
delivered




For courses, how to enrol and how to get involved, visit:
www.mungos.org/recoverycollege

Apprenticeships

St Mungo's award winning Apprenticeship Scheme offers a 15 month intense comprehensive training programme and the opportunity to gain Adult Care Worker qualifications. This is ideal for people who have used mental health, substance use, alcohol or criminal justice services and have volunteered for around six to 12 months with St Mungo's or a similar organisation.

Contact: apprenticeship.scheme@mungos.org

Client Advisory Board (CAB)

The CAB is a team of 10 clients who work in partnership with the Board of Trustees. This makes sure clients are involved in high-level decision making at St Mungo's, impacting on a diverse range of issues including new strategies, safeguarding, health and safety, plus measuring St Mungo's performance.

4 Jobs
CAB members went on to paid work this year



We are looking for more clients to join the Client Advisory Board – if you're interested, please let your keyworker know or get in touch via outsidein@mungos.org

Notes for myself

James' top tip: fill this section in pencil, so you can re-use again!

What interests me within St Mungo's?

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My keyworker's details:

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.....

Who do I contact out of hours?

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You said...

Here are some quotes from clients

"Without the Recovery College, I would not be where I am today. Last year, employment was the last thing on my mind. But I've gained strength, and it's helped me to do stuff I never thought I'd do and given me a sense of achievement and fulfilment. It's been a godsend."

St Mungo's client

"I have got so much respect and admiration for everything that St Mungo's has helped me to achieve. Life long respect."
Mary, St Mungo's resident

For more information please contact:

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Email: info@mungos.org

www.mungos.org

St Mungo Community Housing Association, a company limited by guarantee
Charity No. 1149085 • Company No. 8225808 (England and Wales) • Housing Association No. LH0279

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