

Foreword from Robert Napier CBE, Chair of Trustees, and Steve Douglas CBE, Chief Executive



St Mungo's is no stranger to innovating and adapting when facing adversity. For over 50 years we have fought to end homelessness in England and to support people who have experienced it to rebuild their lives.

This year has been one of the most challenging years in our history as we responded to the coronavirus pandemic (Covid-19) and its fallout. Our clients, staff, volunteers, supporters and partners have all shown integrity, innovation and grit, in what has been a difficult and emotional 12 months for many.

Shortly after our country entered the first national lockdown in March 2020, the Government initiated what has become known as the 'Everyone In' decree, which called for local authorities to support people rough sleeping to isolate safely in secure accommodation.

An impressive cross sectoral effort followed, with thousands of people housed in emergency accommodation, including hotels. St Mungo's played a key role, supporting more than 4,000 people throughout the initiative.

Our regular service provision also had to adapt rapidly, some moved into hotels and others created virtual support offers. We are proud to have kept 99% of our services running, despite the pandemic. We operated 207 client facing services in total across London, the South East and the South West of England last year, and even expanded some, including our Housing First services.

Our work and our people has ensured that the organisation has been able to run efficiently, despite the challenging environment of the last year. The nature of the pandemic has meant developing new ways of working at a rapid pace to keep clients and staff safe. Our cross-organisational Covid Guidance Group was set up in order to meet this demand. The Group provided vital updates on guidance for clients and staff and was viewed 26,000 times during the year.

The connection between homelessness and health has also been brought into sharp focus. Covid-19 exposed, and in some cases exacerbated, existing health inequalities in the UK. Our Health and

Homelessness report, published January 2021, made clear and practical recommendations.

We launched our Race Action Plan this year, building upon our existing strategy to introduce greater accountability to improve BAME representation, especially at senior management level, and to create safe spaces for staff and clients.

Despite a turbulent year staff satisfaction remained high. Our staff survey, which was conducted in February 2021, revealed an engaged workforce with 93% caring about the future of St Mungo's and 88% being proud of the work we do. 90% of staff who responded also agreed that St Mungo's has a positive approach to diversity.

Financially, this has been a tough year. We have continued to deliver services when, at times, statutory or contract funding has not been in place. Fortunately we exceeded our fundraising targets and we thank all our supporters and donors who gave so generously.

As we embark on our new strategic plan in 2021, a key task for us will be to ensure our financial resilience. In order to meet the ambitious goals set out in our new strategy, the Senior Leadership Team implemented an organisational restructure at the start of 2021, to allocate the right resources and to protect services for our clients.

While there is much to celebrate this year, our work is far from done and our services remain vital. The pandemic response demonstrates what can be achieved when there is a singular shared goal of saving lives. We must now build on what we have learned and ensure that the principles of joint working become the norm, as we face a once in a generation chance to end rough sleeping.

Robert Napier CBE Chair of Trustees
Steve Douglas CBE Chief Executive

At a glance

At St Mungo's we continue to work harder than ever to end homelessness and rough sleeping and change lives for the better.

Join us as we take you through 2020-21 at St Mungo's.

A special message from Robert Napier CBE



"After six years, in September 2021 I will be stepping down as Chair of Trustees. I welcome my successor, Joanna Killian, who brings a wealth of experience not least from her time on St Mungo's Board of Trustees. It is with pride that I say, for the last time, a huge thank you to all our staff and volunteers, who have worked tirelessly to maintain our services and to keep our clients safe. I also thank Steve Douglas and the Executive team for their exemplary leadership in a year which has demanded vision, clarity, and strategic agility."

Diversity and Inclusion at St Mungo's

We have
nine

staff diversity networks, including BAME (Black, Asian and Minority Ethnic), Disability Awareness, Carers and Parents, Women's Action, Lived Experience, LGBTQIA+, Irish Focus Group, South West Diversity and Inclusion and European Employees.

We have
178

Diversity and Inclusion allies across our organisation who champion diversity and inclusion in their teams.

