



Report to Residents

2020-21

St Mungo's
Ending homelessness
Rebuilding lives

Welcome

We are proud to provide services to over 31,000 people every year. So it's important to us to report to you, our clients, on how we have done within our services, on repairs, and responding to your complaints.

But this report is more than that. I hope it shows you some of the many things we do across our services and in our accommodation and how our clients can get involved. From Outside In to the Recovery Colleges, we aim to provide a chance for you to fulfil your hopes and ambitions.

**Steve Douglas CBE,
Chief Executive**



What you said about our services

In 2020-21, we asked clients about our services and **592** of you told us that:

93%



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

94%



said staff are caring, compassionate and respectful

91%



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

86%

of women and

89% 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 2020-21, we received **1,072** complaints, **469** 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 **10 working days**.

There is also a stage two complaint process where an independent manager will investigate and a director will respond to you within **20 working days**. We want to ensure everyone gets a fair response and issues are put right.

Stage one:

We received **583** formal complaints, with **133** upheld and **183** partially upheld.

Stage two:

Of the **20** appeals received at stage two, **six** were accepted for further investigation and **two** of these was upheld.

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.

97%

In 2020-21 we completed

97%

of repairs to deadline
(95.7% in 2019-20).

The group median is 85%.

98% of emergency repairs were completed within 24 hours, the same as in 2019-20

96% of urgent repairs were completed within five days, up from 95% in 2019-20

98% of routine repairs were completed within 20 working days, up from 97% in 2019-20

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



To raise
a repair

Complete a resident repair form
online [www.mungos.org/clients/
report-a-repair-form/](http://www.mungos.org/clients/report-a-repair-form/)



Email

repair.requests@mungos.org



Call the repairs helpdesk on

0333 050 2167



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. There are two client groups, one in London and another in Bristol/Bath, which meet regularly. People can get involved with a range of things through Outside In, such as:

- Having a say – consulting with other St Mungo's teams such as Fundraising and Communications and with external partners and providers.
- Organising fun and engaging events, including client festivals and walks.

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 Outside In.

Outside In
The voice of St Mungo's clients



Client Advisory Board (CAB)

The CAB is a team of 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.



If you're interested in joining the Client Advisory Board – please let your keyworker know or get in touch via outsidein@mungos.org

Peer facilitation course

The Involvement and Inclusion team run a peer facilitation course for clients who want to build their skills around facilitating groups. Through this course, you can:

- Learn to run groups and deliver presentations
- Build skills and confidence
- Open up doors to volunteering opportunities

Get in touch at involvementandinclusionteam@mungos.org if you're interested in taking part.

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 to find out more.

Recovery College

Due to the Covid-19 pandemic, the Recovery College transformed itself to offer its range of learning activities online and became the St Mungo's Digital Recovery College. This pioneering approach meant that St Mungo's could continue to offer Recovery College classes throughout the pandemic, even during lockdowns.

The Recovery College has since returned to providing a limited range of in-person activity whilst maintaining the online offer.

We believe learning new skills can be a transformative experience, no matter your past experience of school. All courses are free and there is range of activities to choose from across the following curriculum areas:

- Digital Skills
- Creativity, Arts and Music
- Maths, English and ESOL
- Health, Wellbeing and Personal Development

770

St Mungo's
clients got involved in the



928

courses we delivered



To get involved, speak to a St Mungo's staff member or visit:

www.mungos.org/recoverycollege



You said...

Here are some quotes from clients

“Outside In provides a great opportunity to get involved with St Mungo’s. The weekly online meetings are a good chance to talk with other clients about current affairs and issues important to us. It’s relaxed and good fun. Outside In has enabled me to become a volunteer and work on multiple client focused projects.”

St Mungo’s client

“Been given a warm quiet home, with welcoming staff that are always really helpful. Best I’ve ever felt and most at ease.”

**St Mungo’s client
at Bristol Women’s
Service**

“I always know I can ask for anything I need; support, repairs, cleaning etc. I feel safe and comfortable. My needs are met and know if I need anything, all I need is to ask and that is reassuring.”

**St Mungo’s client
in Southwark semi-
independent housing**

“Outside In has literally been a life line for me. Not only did it get me through the pandemic but also got me through my cancer journey. I’ve made such strong friendships with volunteers and my peers. St Mungo’s you’re the greatest friend I could ask for.”

**Tracy, St Mungo’s client and
Outside In member**

“The Digital Recovery College kept me occupied and kept me interacting with people. I was doing meditation, I hadn’t done that before lockdown. Afterwards you can feel the benefits of it, you feel calmer.”

**Charles. St Mungo’s client and Digital
Recovery College student**

For more information please contact:

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Tel: 020 3856 6000 Fax: 020 3856 6001

Email: info@mungos.org

www.mungos.org

St Mungo Community Housing Association, a company limited by guarantee
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