

Taking action to end rough sleeping

Foreword



St Mungo's has never been an organisation to shy away from a challenge and this year has been no different. April 2021 saw us embark on the first year of our new five-year strategic plan, with our key ambition to end rough sleeping in England by 2026.

Our ambition to end rough sleeping is being delivered through three strands of overarching work: delivering services; creating public empathy and understanding, and influencing policy. Our services help thousands of people every year; working with those already experiencing homelessness, those at risk of homelessness and those who are on their journey of recovery from homelessness. Despite 2021 being another challenging year as we moved through the phases of the coronavirus pandemic (Covid-19), we have made great progress in each of these areas.

Our projects and services, which range from outreach, accommodation and floating support services, to skills, employment and care, help people to become housed, healthier and more hopeful.

While our services are starting to return to their normal activities following the pandemic, last year remained an exceptional time, requiring agility and determination from our staff.

Last year, our outreach teams were on the ground, even in extreme weather – including Storm Eunice – identifying and helping those sleeping rough. Our hard working and dedicated volunteers continued to provide support in our emergency accommodation and at our Digital Recovery College. And with Covid-19 exposing the existing health inequalities in the UK, the work of our mental health service, LifeWorks and our Hepatitis C Coordinator were even more important in supporting our clients with their varying health needs.

We believe that policies can be implemented to end homelessness for good in this country, and this remained a focus. St Mungo's acted as secretariat for the Kerslake Commission, which examined the lessons from the emergency response which supported people sleeping rough during the Covid-19 pandemic. The commission published two reports which achieved broad reach and awareness, engaging Local Authorities,

health, housing and the homelessness sectors, and achieving engagement from ministers and civil servants. This is a huge testament to the work of the commission, but in particular to St Mungo's late CEO, Steve Douglas CBE, who was a driving force behind this work. Sadly he died unexpectedly in May 2022 and never got to see the full impact of his hard work. We talk more about Steve's lasting legacy on the next page.

We must ensure the general public know who we are and the positive impact we can have in empowering people to transform their lives. We cannot achieve our vision alone. We need the support of many people, including the public, to deliver our work. This is why our work to raise St Mungo's profile, and to increase public empathy and understanding of homelessness, is so vital.

Although we have made progress in the past year, we are facing challenges in the year ahead. We are in the middle of an escalating cost of living crisis, which we know will hit the most vulnerable people in our communities the hardest, and there will no doubt be other emerging issues for us to respond to. But we would like to give a huge thank you to all staff and volunteers, who have gone above and beyond to continue our services, keep our clients safe and drive our organisational strategy forward. We would also like to extend a special thank you to Robert Napier, who stepped down as Chair in September after serving six years on the board.

Guided by our strategy, St Mungo's will continue to act as an agile, resilient organisation so we can cope with whatever is thrown at us. Whatever we face, St Mungo's will continue to be here and do what we can, 365 days a year, to support those who are homeless or at risk of homelessness. And to end homelessness. For good.

Joanna Killian,
Chair of Trustees

Rebecca Sycamore,
Interim 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 2021-22 at St Mungo's.



We supported
24,935
people who were
homeless, or at risk
of homelessness.



2,888
people were provided
with housing and support
on any given night.



We ran
1,317
projects, managed by
180

services, including advocacy and advice for people facing homelessness; services for people experiencing rough sleeping; plus accommodation, support, and skills and training services for people who have experienced homelessness.



Our clients made
2,744
planned moves from our residential
services.



We achieved an average success rate of
86%
of our clients leaving our
accommodation services and not
being seen rough sleeping again.

Diversity and Inclusion at St Mungo's

We have
eight

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

We have
176

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

Lasting legacy

Steve Douglas, St Mungo's Chief Executive Officer sadly died on Sunday 8 May 2022, leaving behind his family, including four children, and a career spanning over 25 years in the housing sector.

A champion of diversity and inclusion, Steve was a driving force for change within St Mungo's, and instrumental in the formation of The Kerslake Commission on Homelessness and Rough Sleeping. The Commission examined the lessons from the emergency response which supported people sleeping rough during the Covid-19 pandemic.

Steve was awarded a CBE in the 2019 Queen's honours list for services to housing. His list of roles and achievements in the housing sector are unmatched. Prior to joining St Mungo's he was Chief Executive at the Housing Corporation regulating England's 1,500 housing associations. He was then Co-Founder and Group Chief Executive of Altair, a housing and regeneration consultancy group. He was extremely passionate about the sector he worked in, his family and Arsenal Football Club.

We know that Steve's family have been moved by the many tributes received since his death. We will continue to build on the outstanding achievements that Steve made since joining us in 2020.

Steve would be so thankful to everyone who has played a part in making our work to end rough sleeping possible.

Rebecca Sycamore,
Interim Chief Executive



We are all very saddened about Steve's untimely death. He had worked tirelessly in the housing and homelessness sector for many years and was deeply committed to St Mungo's in the short time he had been working with us."

Joanna Killian,
Chair of Trustees

Contents

Page 4:
Lasting legacy

Page 7:
Magdalena's story

Page 8:
Bournemouth outreach:
Providing support in
extreme weather

Page 10:
Supported
accommodation: Sutton
Vulnerable Adults

Page 12:
Health support:
Eliminating Hepatitis C
in our hostels

Page 14:
Housing First:
A powerful way to end
homelessness

Page 16:
The Kerslake
Commission: Ending
rough sleeping together

Page 18:
Supporting clients:
Volunteering during and
after the pandemic

Page 22:
Skills and training:
Helping clients in
their recovery from
homelessness

Page 20:
LifeWorks:
Life changing mental
health support

Page 24:
Ending homelessness
and rebuilding lives
through shared purpose

Page 26:
Look forward:
Ending homelessness
together

Page 28:
Our finances

Page 30:
Thank you

Magdalena's story



People become homeless for multiple and complex reasons and their journeys out of homelessness are just as unique. This is just one story from the 24,935 people St Mungo's supported last year.

Magdalena had a stable job and home, but struggles with her mental health left her facing homelessness. She shares how St Mungo's helped her to regain her independence.

St Mungo's gave me a chance to turn my life around. Before I arrived here, I was suicidal. On the outside, it seemed like I was doing well – I was working in hospitality and had been offered a promotion to General Manager. But inside, I was feeling really bad, and soon enough, I just broke down.

After spending a week in hospital, it was clear that I needed extra support. I couldn't look after myself, and it wasn't realistic to stay in the accommodation I shared with my landlord. I needed a safe space to get back on my feet. That's when the council introduced me to St Mungo's. They showed me around one of their women only mental health services, and as soon as I walked in and met the staff, I knew this was the place for me.

The service I'm staying at is designed especially to help women move back into the wider community. Every resident has their

own issues, but the staff work so hard to make sure they're looked after. When I first arrived, they helped me take my medication regularly, and introduced me to lots of different activities to keep my mind occupied. We do all sorts – from art class, to meditation, to women's group, where we discuss the issues affecting the women here.

I've been staying here for almost two years now, and a lot's changed in that time. Through art class, I've discovered my talent for painting, and St Mungo's has been a huge encouragement. They've provided me with paint supplies and proudly displayed my paintings in their hostels.

With their help, I've recently started Cognitive Behaviour Therapy – a type of talking therapy that helps you to identify negative patterns and break your problems into smaller, manageable parts. I want to be independent again, and I've decided I'm going to fight for myself.



Bournemouth outreach:

Providing support in extreme weather



SWEP in February 2022 was two of the toughest days of my working life, it was also the most rewarding. Even though the weather was challenging, it never crossed any of our minds not to go out in it.”

Lexi, Bournemouth, Christchurch and Poole Street Outreach Service

St Mungo's 17 outreach teams work day and night to support people who are sleeping rough, supporting them to take their first steps away from homelessness.

Some of the biggest challenges people who are sleeping rough face are during extreme weather, which makes being on the streets even more dangerous.

Sleeping rough is harmful and dangerous at any time of year but can be even more life threatening in extreme weather.

Andrew, Service Manager at Bournemouth, Christchurch and Poole Street Outreach Service, shares how his team reacted quickly to bring people off the streets when Storm Eunice hit.

The Severe Weather Emergency Protocol (SWEP) is an emergency response to help get people off the street immediately in periods of extreme weather. Most people associate it with cold temperatures, but SWEP can be activated in any type of dangerous weather. And this is what happened when Storm Eunice battered the coast with strong winds back in February. An amber weather warning quickly turned to red and SWEP was activated. So, while most people were staying inside as the Met Office had advised, my outreach teams were out finding people who were sleeping rough and supporting them to come inside from the storm. It was an emergency and we were out there literally saving lives. Our seven hour shifts turned to 14, but we didn't even question it because it

Our impact in 2021-22

Bournemouth Outreach is one of our 14 outreach services.

Last year,

5,490

people were supported by our outreach teams.

42

people sleeping rough were offered accommodation during SWEP for Storm Eunice in Bournemouth (17-18 February 2022).

was unimaginable for someone to stay outdoors in that kind of weather. We found someone sleeping in a tent in a wood, branches were falling down around us and a tree split right by us. We quickly got the individual out and to safety, and they were so grateful.

SWEP can be a great opportunity to get people inside and taking their first steps towards a life away from the streets, especially those who might have previously said no to us. But not everyone we approached over the two days of the storm wanted to come inside. It was challenging and the reality did sink in for the team – they'd done everything they could but some people still refused to accept shelter – taking the first step off the streets can sometimes be daunting for people.

In two days we supported over 25 people inside, but our work didn't stop there. We looked at their mental and physical health needs and next steps for them in terms of more long term accommodation. During SWEP, it's all hands on deck – it's challenging but the team are amazing and it's all worth it to see someone start engaging with us and take steps towards a life away from the streets.

Housing First:

A powerful way to end homelessness

Housing First is one of a number of powerful ways we can end homelessness. St Mungo's is one of the largest providers of Housing First services in England, each year supporting almost 350 people across different locations.

Housing First is an innovative programme that provides housing 'first' as a platform for change and for someone moving away from a life on the streets. Everyone we support has different reasons that led to them facing homelessness or sleeping rough. And while each person's story is unique, at St Mungo's, we recognise how important it is for everyone to have a stable base and place to call home during their recovery. This is why with Housing First, we empower people to choose their own accommodation. There are no conditions to being considered 'housing ready'. A tenancy is offered first, with intensive and flexible support provided afterwards. This allows people to address their needs for recovery from homelessness at their own pace.

Housing First is one of a number of solutions that can help to end homelessness. It can be particularly useful for people who have a long history of sleeping rough and may have been unable to hold down other types of accommodation and would benefit from intensive support. Building honest and nurturing relationships is integral to Housing First. We work in partnership with housing providers, landlords and importantly, the clients to ensure they are safe and that all teams know how to support them effectively. At St Mungo's, our Housing First workers provide tailored support to each resident, ensuring the property they move into meets their needs. Our staff take time to get to know each individual to understand what they want out of the Housing First service and how they'd like to be supported.

Our impact in 2021-22

St Mungo's currently runs

12

Housing First services, for a total of

349

clients, with capacity to support

90

people in Brighton

42

in Bournemouth

5

in Reading

72

in Camden (London)

It can take resilience and patience to build trust with a person. We work together with our clients to make sure they are happy with their housing, so they maintain their tenancy and engage with our support, to help them with their next steps in their recovery. Housing First can be an opportunity for them to break their cycle of rough sleeping as it can empower them to make change, with the choice of where to live and how, being firmly put in their hands.

“

I feel ecstatic now. I honestly didn't think I'd last it out. I didn't think I would be able to pay my bills but I do. I feel supported but I also feel independent.”

St Mungo's Housing First resident

Health support:

Eliminating Hepatitis C in our hostels

People experiencing homelessness are at a higher risk of contracting Hepatitis C, a blood-borne virus which – if left untreated – can cause potentially life threatening damage to the liver. Sara, our Hepatitis C Coordinator, shares how she's supporting clients to get screened and tested for the virus.

Last year, the NHS signed up to the goal of eliminating Hepatitis C within the general population of England, by 2025. A crucial factor of reaching this goal is ensuring that people who may not have access to healthcare as easily, such as people sleeping rough, are tested and provided with treatment. I joined St Mungo's in November 2021 in an entirely new role as Hepatitis C Coordinator to help support this, with the aim to remove Hepatitis C from St Mungo's hostels.

People who've experienced homelessness are at a higher risk of contracting Hepatitis C. This can be due to substance use but also sharing toothbrushes, razors and other general lifestyle factors associated with sleeping rough. As Hepatitis C Coordinator, my focus is to increase screening and treatment of Hepatitis C in St Mungo's clients across London. We have a van which enables us to provide same day screenings at our services, and we also offer clinics which clients can attend more regularly. It can sometimes be hard to get clients to engage with us and it can take time to build rapport and trust with them. But the service teams are incredible and know how to work with individual clients to support their health needs. And with treatment for Hepatitis C now less invasive – a course of medication for 12 weeks – we've seen an uptake in people responding to our screening services. We provide an

integrated healthcare approach, so we screen for other conditions at the same time to identify clients that might need extra health support.

I work closely with partners, for example Find & Treat and Hepatitis C Trust, but equally with St Mungo's staff teams. I'm starting to train up and empower staff members to complete screenings and we've been putting in processes to track and monitor clients' treatment. It has its challenges but it's an incredibly rewarding role. It's encouraging to see the positive impact of work and amazing to see a client complete their course of treatment for Hepatitis C and know we are a small step closer to achieving eliminating Hepatitis C.



Our impact in 2021-22

Almost

50%

of the clients we assessed in our housing related services had a physical health support need.

Between November 2021 and April 2022, we visited

33

different services in London and completed

326

Hepatitis C screenings.

Improving our clients' health and wellbeing is key to ending homelessness and rebuilding lives. This is why we have a dedicated Client Health Strategy that supports our strategic objectives in relation to health. Our Hepatitis C screenings are just one of the ways we're improving health outcomes for our clients.



Having a direct link into the St Mungo's hostels has really supported me with gaining contacts and access to fast track testing for residents and getting them support. I look forward to continuing to work in partnership with Sara and testing and supporting clients in need living in St Mungo's accommodation."

Faye Martin, West London Peer Support Lead, Hepatitis C Trust

At St Mungo's, we work around the clock to make sure that people who are experiencing homelessness have a safe and secure place to sleep. Sonia, Senior Service Manager at our Sutton Vulnerable Adults (SVA) service, shares how we provide housing and support to meet the needs of our clients.

At SVA we have a range of supported accommodation options to help people with different backgrounds and needs. Our aim is to ensure that our clients can move through the different levels of support within our pathway. We provide a hub that offers 24 hour intensive support to people who've been sleeping rough and have more complex needs. We also have semi-independent accommodation, which means that people have their own flat onsite but receive regular visits from service staff throughout the week.

It's extremely rewarding to see people move through the service; from having intensive support to being able to support themselves in a place of their own. At the service, we have a focus on 'move on', which means supporting people to eventually be able to live independently away from the street. But we know recovery isn't linear and our pathway isn't either. A client could first arrive and go into semi-independent accommodation onsite but then move to our intensive support hub or external support, such as rehab or a mental health hospice, because their needs require more tailored support.

At SVA, our clients are at the centre of our work. We focus on each client's recovery, helping them build the skills to recover from being homeless and the experiences that potentially caused them to be facing homelessness. We identify areas for their development based on their strengths and

Our impact in 2021-22

We ran

861

housing related projects and supported

11,215

people to have a home away from the streets.

The Sutton Vulnerable Adults (SVA) service worked with

159

people in supported accommodation.

aspirations. This could mean getting them involved in wellbeing courses or connecting them with staff at the St Mungo's Digital Recovery College and Putting Down Roots programme. Recovery can look very different to each individual – for some it might be they grab every opportunity available to them and complete qualifications that allow them to move into employment. For others, it could be something less tangible, a change in mindset and them simply finding the courage to ask for help and to imagine what their future away from the streets could look like.

“

I have never met an unkind staff member. I feel I am always listened to and problems are always addressed, even when they can't be fixed quickly.”

St Mungo's client, semi-independent accommodation

**Supported accommodation:
Sutton Vulnerable Adults**



The Kerslake Commission on Homelessness and Rough Sleeping was launched in March 2021 and was chaired by the former head of the civil service, Lord Bob Kerslake with St Mungo's providing secretariat support. Its aim was to examine and learn from the emergency response which supported people sleeping rough during the Covid-19 pandemic.

The work of The Kerslake Commission was based upon an extensive consultation. More than 100 submissions of evidence were sent to the Advisory Board of the Kerslake Commission. These came from local authorities, people with experience of homelessness, including St Mungo's clients, and health and housing organisations. Based on this, the Board, an influential group of experts and people with lived experience, analysed the cross sector response to Covid-19 and the Government's 'Everyone In' initiative. The Commission subsequently produced two reports. An interim report outlined findings and a final report set out recommendations on how the good work done during the pandemic could be embedded, in order to end rough sleeping.

Key recommendations made included:

- Increasing joint working by agencies and organisations involved with homelessness,
- Ensuring higher quality accommodation is made available,
- Reducing the reliance on communal shelters
- Helping to ensure non-UK nationals who are sleeping rough, or at risk of doing so, are protected from destitution.

Our impact in 2021-22

More than

100

submissions of evidence were sent to the Kerslake Commission.

12

recommendations have been achieved in the last year including for longer term funding. A three year funding settlement to tackle homelessness and rough sleeping was announced in the Chancellor's Spending Review in October 2021 which will help local authorities to plan longer term services for people experiencing homelessness.

Of the 48 recommendations made by the Kerslake Commission, 12 were achieved in the last year. For St Mungo's, the recommendations put forward by the Kerslake Commission represent a genuine opportunity to help end rough sleeping for good and demonstrate that working together can make a real difference.

The Kerslake Commission is now focusing on getting further action on the key recommendations, including through the Government's refreshed rough sleeping strategy. In September 2022, the Kerslake Commission will publish a year on report, which will assess the progress made in ending rough sleeping.

The Kerslake Commission:

Ending rough sleeping together



Lord Bob Kerslake,
Chair of the Kerslake Commission



The work the Commission did to include and reflect the experience of people who have been homeless was so important. There's nothing better than hearing the human experiences of people that go through this every single day."

Taishon Jones, St Mungo's client and member of the Kerslake Commission's Advisory Board



When we work together we can make a real difference, and this report and its recommendations represent a genuine opportunity to help end rough sleeping for good."

**The late Steve Douglas
CBE, St Mungo's CEO
2020-2022**

Supporting clients: Volunteering during and after the pandemic

Volunteers are an integral part of St Mungo's. From teaching art classes to providing psychotherapy, our volunteers are vital in supporting people in their recovery from homelessness. But in the aftermath of the pandemic we had to rethink how our volunteers engaged with us and the people we support. Iver, Head of Volunteering, shares how we adapted and how important it was to get back to offering volunteer opportunities face to face.

The last couple of years have been a challenging time for volunteering at St Mungo's. We shifted our activities to be reactive to Covid-19 and our general face to face volunteering activities were put on hold. We continued to have opportunities in our Outreach and First Response teams to support with helping people to move into emergency accommodation. And more than 50 volunteers supported the St Mungo's Digital Recovery College, helping clients access learning, training and employment opportunities while face to face classes weren't running.

But our focus as a Volunteering team was on supporting people inside into emergency accommodation through the Government's 'Everyone In' initiative, which housed people sleeping rough in emergency hotels. More than 450 volunteers supported people in hotels, helping prepare food for clients and deliver it to their rooms, and providing vital welfare checks while they were isolating. I'm extremely proud of what the team achieved under unprecedented circumstances. But when restrictions began to ease towards the end 2021, I was excited to offer our variety of face to face opportunities again.

Unfortunately the transition out of lockdown wasn't as straightforward as we had expected. The impact and uncertainty of the pandemic could be seen in people's anxiety to volunteer in group settings again, and we struggled to recruit volunteers. This was made worse when the Omicron variant hit – our

Our impact in 2021-22

More than

450

volunteers supported clients in our emergency hotels and other frontline services.

We supported

1,253

people in emergency accommodation.



I began volunteering when I was a client. St Mungo's had given me a lot of support, and I wanted to give something back. During the pandemic, I had a role helping out at the emergency hotels in Waterloo and Camden, where I made sure residents had everything they needed, and delivered meals to their rooms."

Nizar, Former St Mungo's client and volunteer

volunteer applications went from 80-100 people each month to only 10-15.

But the beginning of 2022 brought a new start. As life opened up a little, it was encouraging to see our volunteering activities return to some level of normality! It had been tough seeing the impact the pandemic had on our volunteers and the people we support. We were of course all deprived of human interaction during the lockdowns, but it's been heart-warming to see our services more lively and people socialising again. Social interaction is so important for someone's recovery and our volunteers do an incredible job of making our clients feel supported and realise their potential.

LifeWorks:

Life changing mental health support



Our recent research has shown that 69% of the people we work with experience issues with their mental health. LifeWorks Service Manager, Theo, shares how St Mungo's is providing life changing mental health support to people who have experienced homelessness, through our psychotherapy service: LifeWorks.

The majority of the people St Mungo's work with have experienced some kind of trauma in their life, quite often from their childhood. This unresolved trauma can lead to homelessness and can also be a huge barrier to rebuilding a life away from it. This is where LifeWorks comes in. Since 2008, we have offered St Mungo's clients psychological support, in the form of weekly sessions with qualified psychotherapists and psychotherapy students, both in person and remote.

LifeWorks is a small team but we're growing and we're now diversifying our therapy offering from just talking therapies to include creative therapies too – a Drama Therapist has started and we plan to recruit an Art Therapist. Offering a range of therapies will help us to help more

St Mungo's clients. Funded entirely by our generous supporters, LifeWorks is designed with people who've experienced homelessness and complex trauma in mind. A lot of other mental health services aren't available to the people we work with, as they're often inaccessible to people who are actively using substances. But, we know that reducing the barriers to accessing therapy is vital for our clients. By meeting our clients where they are rather than where we want them to be aids their recovery. Essentially, LifeWorks bridges the gap between other mental health services.

It can sometimes be challenging for our clients to engage with the service and it can take time for them to feel ready to open up, but once they do, we find that they really invest in it and I think the key aspect for them is that the sessions they have with a psychotherapist are a space for self-reflection. A lot of trauma stems

from abandonment but every week someone is seeing the value and potential in our clients, their experiences and their time. Our therapists are turning up for them – and this encourages them to turn up for themselves.

“

It gives me a peace of mind to speak with someone who understands my struggles and can offer coping strategies. My therapist has a great knowledge and it's invaluable to others.”

Hafiz, St Mungo's LifeWorks client

Our impact in 2021-22

70%

of the clients we assessed in our housing related services had a mental health support need.

At our LifeWorks service

1,195

therapy sessions were held.

Our LifeWorks service is one of the ways to support people who've experienced homelessness with their mental health.

At St Mungo's, we provide a variety of ways to support people who've experienced homelessness to gain skills and help them rebuild their lives away from the streets, for good. Gavin, Head of Learning, Training and Employment Services, shares how our learning and training services supported people as we transitioned away from the pandemic.

With Covid-19 restrictions still in place for half of last year, many of our skills and training services were still adapting to the effects of the pandemic. But our teams worked incredibly hard to continue to provide lessons and workshops to our clients. For example, our construction skills services, Bricks & Mortar and Multi-skills, continued to run but, due to Covid-19 restrictions, at half capacity. And our Digital Recovery College provided courses remotely, so clients could maintain their learning online.

April 2022 marked two years of the St Mungo's Digital Recovery College. Last year, the Digital Recovery College delivered more than 70 different courses during 680 online sessions. We increased our capacity to offer more classes in English, Maths, ESOL (English for Speakers of Other Languages) and digital skills and we were pleased to be able to welcome back more volunteers for our health and wellbeing classes. It was also great to see clients enjoying our more creative classes, such as art and photography.

For the face to face training activity in our construction skills programme and our horticulture skills programme, 'Putting Down Roots' (PDR), we were looking forward to opening up to more people when restrictions began to ease. However our clients were initially slow to return to face to face classes, after such a long time under restrictions they were especially nervous about travelling and

Our impact in 2021-22

95

clients engaged with over

1,900

guided learning hours at our Constructions Skills service.

143

clients got involved with Putting Down Roots.

Our Gardener Trainers provided

6,346

hours of gardening learning hours.

343

clients attended classes at the Digital Recovery College.

51

have gone on to do an external qualification and

28

have started a job.

being in a classroom setting. The teams spent time nurturing relationships with clients and keyworkers, to encourage referrals. It is promising and encouraging to see that our construction skills workshops are expected to be at full capacity. And PDR had an exciting year. The PDR team and clients started working with Cityscapes on the PDR Garden to be featured at the RHS Chelsea Flower Show in May 2022 as well as preparing for PDR's expansion to a new city with an allotment in Leicester. It's always so rewarding to see new opportunities arising for our clients to develop their skills and helping them in their recovery from homelessness.

These innovative services are fully funded by individual donors, trusts and corporate partners. We would like to thank them for their support.

Skills and training: Helping clients in their recovery from homelessness



Every person attending the classes and contributing is outstanding. It's good to meet people I see on other courses, it's got a community feel, I feel like we are going somewhere, progressing, there's something positive about it."

St Mungo's client at the Digital Recovery College



Jo Malone London staff volunteering with PDR



The Quiet Garden in London



Ending homelessness and rebuilding lives through shared purpose



Our impact in 2021-22

We worked with

23

corporate partners across a variety of sectors to end homelessness and rebuild lives. Our corporate partners contributed

312

impactful volunteering hours to enhance our vital services.

St Mungo's is proud to partner with companies who share our ambition, commitment and determination to end homelessness, for good. Our corporate partners support our emergency accommodation and recovery work by providing vital funds, which mean we can continue to support people at every step of their journey, from homelessness to hopefulness.

Our partnership with The White Company, a lifestyle brand, focuses on our dedicated frontline services for people who are sleeping rough. Between March 2021 and April 2022 in London, 8,329 people were seen sleeping rough by outreach teams. The White Company supports the work of two of our essential outreach teams in the London boroughs of Tower Hamlets and Westminster. These teams provide crucial, life-changing support to people who are sleeping rough, helping them to become housed, healthier and more hopeful.

US basics apparel retailer Bombas helps support the needs of people experiencing homelessness. In 2021, they selected St Mungo's as their first UK-based Giving Partner, and has focused their partnership support on our frontline work, allowing us to be agile in our response to homelessness. Furthermore, they amplified St Mungo's mission to their customers and donated Bombas products to provide warmth and comfort to the thousands of people we support across our accommodation services.

Jo Malone London, a fragrance and lifestyle brand, is a long term partner of St Mungo's, who support our horticultural skills programme, Putting Down Roots (PDR). This programme uses gardening as a therapeutic tool to aid recovery from homelessness and enhance mental health and wellbeing. Jo Malone London fund the Quiet Garden in London and the Physic Garden in Bristol through their charity candle collection, which shines a light on mental health.

They equally participate in gardening volunteering to make an extra difference to our clients.

Thank you to The White Company, Bombas, Jo Malone London and our other corporate partners for their continued support and for using their platforms to increase public understanding and empathy towards homelessness, engage their staff and customers and share the stories and voices of St Mungo's clients. We look forward to continuing our vital partnerships and making a difference to the lives of our clients.

“

The spaces created by the Putting Down Roots (PDR) team in partnership with Jo Malone London are more than just a garden. These are safe places to reconnect, recover and grow that are therapeutic in the short term and life changing in the long term. Through the cultivation and care of the PDR team, together we are creating gardens for individuals and communities to both enjoy and benefit from.”

Melissa Mullen, VP/General Manager UK & IRL Jo Malone London

Look forward:

Ending homelessness together



Our commitment to diversity and inclusion

At St Mungo's, **90%** of our staff agree that we have a positive approach to diversity and inclusion. This is something that we are looking to build upon both for our staff and our clients.

We want to meet our targets for representation of BAME staff at senior levels, to reflect the diversity of the communities with which we work. We will achieve this through our Race Action Plan for staff and have published measures around race for transparency and accountability. We are also developing a toolkit to help our staff work with clients through issues around bullying, discrimination and harassment. Our current Race Action Plan runs until 2023, at which point we will develop an updated plan.



It is our responsibility to do our utmost to ensure that every voice matters, and as inclusive organisation, our clients and colleagues should feel that is the case."

**The late Steve Douglas CBE,
St Mungo's CEO 2020-2022**

Continuing our ambition to end rough sleeping

In April 2021 we launched a new strategic plan, with the ambition of ending rough sleeping in England within the next five years. Looking back on its first year, we are making progress:

- We **supported 5,490 people** who were sleeping rough through our outreach teams
- We achieved an average **success rate of 86%** of our clients leaving our accommodation services and not being seen rough sleeping again
- The number of people seen rough sleeping decreased in all the areas we work in, a further reduction from the year before. The biggest change was in London, where rough sleeping **decreased by 10%**.

We will continue our work to end rough sleeping in the areas where we work in 2022-23, piloting approaches to prevention that build on the learning from our existing service models, such as Somewhere Safe to Stay and No First Night Out. And we will focus on getting further action on the key recommendations from the Kerslake Commission, including through the Government's refreshed rough sleeping strategy.

Our efforts show that rough sleeping is not inevitable in this country. Yet we are concerned that our progress will be overwhelmed by external challenges, such as the cost of living crisis, which are already impacting the people we support.



A challenging environment

Though we are moving on from the Covid-19 pandemic, there are challenging times ahead as we face a less certain and secure world.

We face a once in a generation cost of living crisis, with food and fuel costs rising dramatically. For people on the sharp end of inequalities, it will become even more difficult to stay housed, warm and fed. Whether people are on the streets, in supported accommodation, or in some form of independent living, affordability has long been a major problem. As the crisis sweeps the nation it will bring this to the fore. There is a risk that more people will sleep rough for the first time, as well as threatening the progress of those who have rebuilt their lives after homelessness.

We also face an increasingly turbulent international situation, including the war in Ukraine, which could fuel a rise in homelessness as vulnerable people enter the country, into unstable housing situations. For people with limited and unclear entitlements due to their immigration status, the pandemic offered greater opportunities for support and accommodation. But with the closure of the hotels that were opened during the pandemic to keep people safe, concerted efforts must be made to protect people with limited or unclear entitlements, from destitution.

The Government has made a commitment to end rough sleeping within this parliamentary session, and this deadline is now fast approaching. We must now act decisively and collectively with our partners and Government, as we stand on the precipice of a new emergency. St Mungo's is prepared for the challenges ahead and we will advocate for the needs of our clients in order to end rough sleeping for good.



Our finances

After a very strong year in 2021, driven by the impact of the pandemic, income has reduced by 2.7% to £118.7m. The previous year our income totalled £122.0m and was driven in part by exceptional levels of donations, as well as our pandemic related activity, which consisted of providing emergency accommodation to support people experiencing homelessness to isolate safely.

As we return to business as usual after our response to the pandemic, the closure of our three emergency hotels contributed to a decline in support income of 4.2%, to £61.6m. Despite seeing an overall decline, St Mungo's secured £6m incremental income through new services and improving service contracts.

We expected and planned for a reduction in restricted fundraising income this year, as amounts received in 2020/21 reflected our supporters' very generous response to the Covid-19 pandemic. In total, we received £12.9m in 2021-22, a 19.9% reduction on the previous year. We are incredibly grateful for all the support we received during the crisis.

We continue to receive strong support from both individual and corporate donors. Major donations enabled St Mungo's to support a number of activities that would otherwise not have funding such as the St Mungo's Recovery Colleges and the Putting Down Roots programme.

In 2021-22, our total expenditure fell by 3.6% to £118.6m from £123m, reflecting in part the fall in our income. A restructure within central office roles was also conducted, resulting in a reduction in 30 posts. In addition, a further reduction in staff costs is due to increased vacancies reflecting current challenges in the labour market. As a result of all these factors total staff costs reduced by 5.8% to £68.6m, representing 58% of our total cost base.

An unrestricted surplus of £1.7m, higher than in 2021, is partly as a consequence of actuarial gains in respect of pension schemes of £1.2m but also a result of unrestricted fundraising income. This came in stronger and more than offset the impact of the reduced allocation of spend to the restricted income and expenditure.

Net assets for 2021-22 are 8% above the last financial year, driven by the pension credit. Fixed assets show a marginal decrease with new investment and

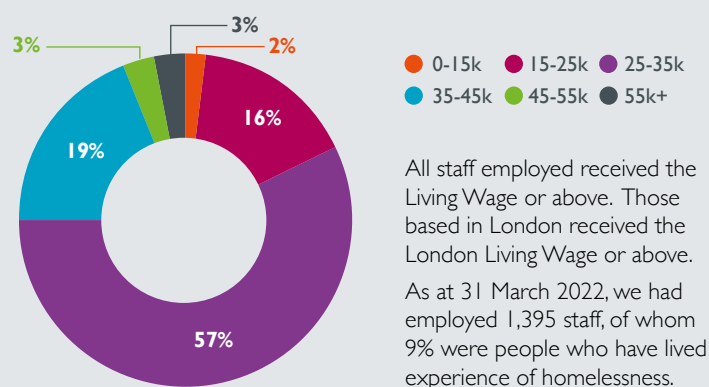
depreciation largely offsetting. Capital spend includes a £0.4m increase in intangible assets representing further investment in a new rent and repairs management system. Debtors increased by 4% to £19.6m with the implementation of the new rents system causing an interim increase in the net rent debtor position. Current creditors increased by 8% to £26.9m, largely due to an increase in rents paid in advance.

As a charity, cash is our primary financial indicator. At £22.5m for 2021-22, we remain above the Trustee set range of £14m -£18m and only marginally below the balance at 31 March 2021. Operating cash is positive as a result of higher creditors, while capital investment reflects the acquisition of move on accommodation, works to existing properties, and investment in the rents and repairs management system.

The macro economic environment means that the outlook for the new financial year is challenging but we will endeavour to manage our finances such that we can continue our work supporting thousands of people at risk of homelessness.

Jonathan Manuel Executive Director of Finance

Staff salary breakdown 2021-22



Total Income 2021-22 For the year ended 31 March 2022

	2022 £m	2021 £m	Variance
Rent & Service Charge	44.2	41.6	6.3%
Support	61.6	64.3	-4.2%
Fundraising	12.9	16.1	-19.9%
Total Income	118.7	122.0	-2.7%

Income and expenditure review

For the year ended 31 March 2022

Group	2022 Unrestricted £million	2022 Restricted £million	2022 Total £million	2021 Total £million
Income	116.0	2.7	118.7	122.0
Operating expenditure	(115.3)	(3.3)	(118.6)	(123.0)
Operating surplus / (deficit)	0.7	(0.6)	0.1	(1.0)
Interest payable and similar charges	(0.2)	-	(0.2)	(0.2)
(Deficit) / surplus before tax	0.5	(0.6)	(0.1)	(1.2)
Pension	1.2	-	1.2	(1.6)
Total comprehensive income / (loss) for the year	1.7	(0.6)	1.1	(2.8)

Balance sheet review

For the year ended 31 March 2022

	2022 Total £million	2021 Total £million
Fixed Assets	83.7	84.3
Trade and other debtors	19.6	18.9
Cash and cash equivalents	22.5	22.9
Creditors falling due within one year	(26.9)	(25.0)
Total Net Assets Less Current Liabilities	98.9	101.1
Creditors falling due within one year	(72.0)	(73.3)
Retirement benefit obligations	(8.1)	(10.6)
Provisions for Liabilities	(4.0)	(3.5)
Total Net Assets Less Current Liabilities	14.8	13.7
Restricted reserves	1.8	2.4
Unrestricted reserves	13.0	11.3
Total Reserves	14.8	13.7

Cash review

For the year ended 31 March 2022

	Total £million	Total £million
Net cash generated from operations	2.1	4.5
Purchase of fixed assets	(3.1)	(3.8)
Grants received	0.6	1.6
Loan Finance	-	(0.3)
Net cash movement	(0.4)	2.0
Cash at the beginning of the year	22.9	20.9
Cash at the end of the year	22.5	22.9

Thank you

Our Trustees

Joanna Killian
(Appointed Chair in September 2021)
Tracy Allison
Rolande Anderson MA FRSA
Alexandra Beidas
Dan Corry

Tim Gadd
Darren Johnson
Robert Napier
(Stepped down as Chair in September 2021)
Teddy Nyahasha

Mark Pears
Bontle Senne
Stephen Smith
Dr Helen Walters
John Watts

Every donation we receive is greatly appreciated. We wish to say a thank you to all our supporters who made donations of their time and energy or gave financial support to St Mungo's during 2021-22, including those who left us a special gift in their will.

We would like to say a particular thanks to:

29th May 1961 Charitable Trust
3Ts Charitable Trust
Adint Charitable Trust
Albert Hunt Trust
Amanda and Martyn Hole Ambris LLP
Andrew Foyle
Anne Holmes
B & CE Charitable Trust
B & Q Foundation
Barratt Developments PLC
Ben Hockley
Bernard & Georgina David Charitable Fund
Bloomberg L.P.
Bombas
Brian Hornsby
Buxted Construction Ltd
Canongate Books
Chestertons Foundation
Chris and Liz S
City of Westminster Charitable Trust
Clarion Housing Group
Claudia and Sam Wordsworth
Cleopatra Trust
Clouesley
Coco Joelle Foundation
Comic Relief and Homeless Link – Housing First Fund
David and Sandra

Brierwood
Dr. Peter Cole
Dr. Vivian Child Charitable Trust
Fieldfisher LLP
Freddie Popplewell
Freshfield Foundation
Galliard Homes
Garfield Weston Foundation
Greater London Authority and Homeless Link – Immigration Advice for Rough Sleepers Fund
Helen and Robert Pratten
Henry Denman and Agneta Mary Cook Charity
Hyde Park Place Estate Charity
Inner London Magistrates' Court's Poor Box & Feeder Charity
Investigo
Jo Malone London
John Gillman and Mary Winch
John Snook
Julian and Susie Knott
Kaizen Reporting Limited
Kathleen Beryl Sleight Charitable Trust
Liberty Specialty Markets

Linklaters LLP
Loaf
London Councils
London Homelessness Awards 2021
Lynda Martin Alegi
Mace Foundation
Margaret & David Walker Charitable Trust
Marie Helen Luen Charitable Trust
Miller Insurance
Milton Damerel Trust
Mirella Gilpin
Mishcon de Reya LLP
Mrs Smith and Mount Trust
mSix&Partners
Museum of the Moon – Luke Jerram and Bristol Cathedral
Nationwide Building Society
Nisbet Trust
Ofenheim Charitable Trust
R. D. Macleod
Richard Keers
Rob and Carina Sewell
Rob Collinge
Robert Bion & Co Ltd
Sir Simon and Lady Jill Campbell
Squire Patton Boggs
St Andrew Holborn Charity
Stanhope Foundation
Stewarts Foundation

Strand Parishes Trust
Taylor Wimpey plc
Telereal Trillium
The Austin and Hope Pilkington Charitable Trust
The Beeching Trust
The Britford Bridge Trust
The Elizabeth Frankland Moore and Star Foundation
The February Foundation
The Ingram Trust
The Jectus Charitable Foundation
The John Swire 1989 Charitable Trust
The London School of Economics and Political Science
The Murray Family
The Pomphrett Family
The Raindance Charitable Trust
The Story of Christmas Appeal
The Zochonis Charitable Trust
Tokio Marine HCC
Tony and Audrey Watson Charitable Trust
Ufi VocTech Trust
Welsh Church of Central London

We would like to acknowledge the partners and commissioners we worked with:

Bournemouth, Christchurch and Poole
Brighton and Hove City Council
Bristol City Council
Bristol, North Somerset and South Gloucestershire CCG
Cherwell District Council
City of London Corporation
Greater London Authority
Groundswell
London Borough of Brent
London Borough of Camden
London Borough of Ealing
London Borough of Hackney
London Borough of Hammersmith and Fulham
London Borough of Haringey
London Borough of Hounslow
London Borough of Islington
London Borough of Lambeth
London Borough of Lewisham
London Borough of Southwark
London Borough of Sutton
London Borough of Tower Hamlets
London Councils

Ministry of Justice
NHS Camden Clinical Commissioning Group
NHS Bath and North East Somerset
Swindon and Wiltshire Clinical Commissioning Group
Oxford City Council
Oxfordshire County Council
Pathway
Praxis
Office for Health Improvement and Disparities
Reading Borough Council
Richmond and Wandsworth Councils
Royal Borough of Kensington and Chelsea
Seraphus
South London and Maudsley NHS Foundation Trust
South Oxfordshire and Vale of White Horse District Council
Westminster City Council
West London Housing Partnership
West Oxfordshire District Council
Wilsons Solicitors



We are pleased to have worked with The National Lottery Community Fund through their Help Through Crisis programme, Reaching Communities programme and Wildlife Trusts – Our Brighter Future programme.

Artwork by Deon, St Mungo's client



INVESTORS IN PEOPLE™
We invest in people Gold



Thank you to all the St Mungo's clients, volunteers, and staff whose photographs and stories appear in this publication.
A special thank you to the clients who supported us to develop and review the content and design of this annual review.
© St Mungo's 2022

St Mungo's, Fifth Floor, 3 Thomas More Square, London E1W 1YW

Tel: 020 3856 6000 **Donations:** 020 8600 3000

Email: info@mungos.org

www.mungos.org



St Mungo Community Housing Association, a company limited by guarantee
Registered and Head Office: Fifth Floor, 3 Thomas More Square, London E1W 1YW
Patron HRH The Duke of Kent, KG • Interim Chief Executive Rebecca Sycamore
Charity No. 1149085 • Company No. 8225808 (England and Wales) • Housing Association No. LH0279

St Mungo's
Ending homelessness
Rebuilding lives