



Client Feedback Survey 2023-24 Results Snapshot



Policy & Research Team

The survey has 4 main aims

1



Provide an opportunity for clients to give detailed feedback on their service

2



Understand what we are doing well as an organisation and where we need to improve

3



Report to the Regulator for Social Housing who will publish and compare results with other providers

4



Ensure we are delivering a great service to everyone by continuing to monitor responses between client groups

731 clients were supported to complete the survey



Residential
e.g. hostels, semi-independent

506 (69% total)



Floating support
e.g. Housing First

87 (12% total)



Temporary
e.g. NSNO

54 (7% total)



Outreach
e.g. street teams

84 (12% total)

- Some services were excluded from the survey because they do not work with clients in the same way for the questions to be suitable
- Clients had the choice to complete either a paper or an online survey and were urged to do this independently if possible - Translated versions were made available for the most common language needs
- The demographic profile of clients who took part was compared and is representative of the wider client group as a whole

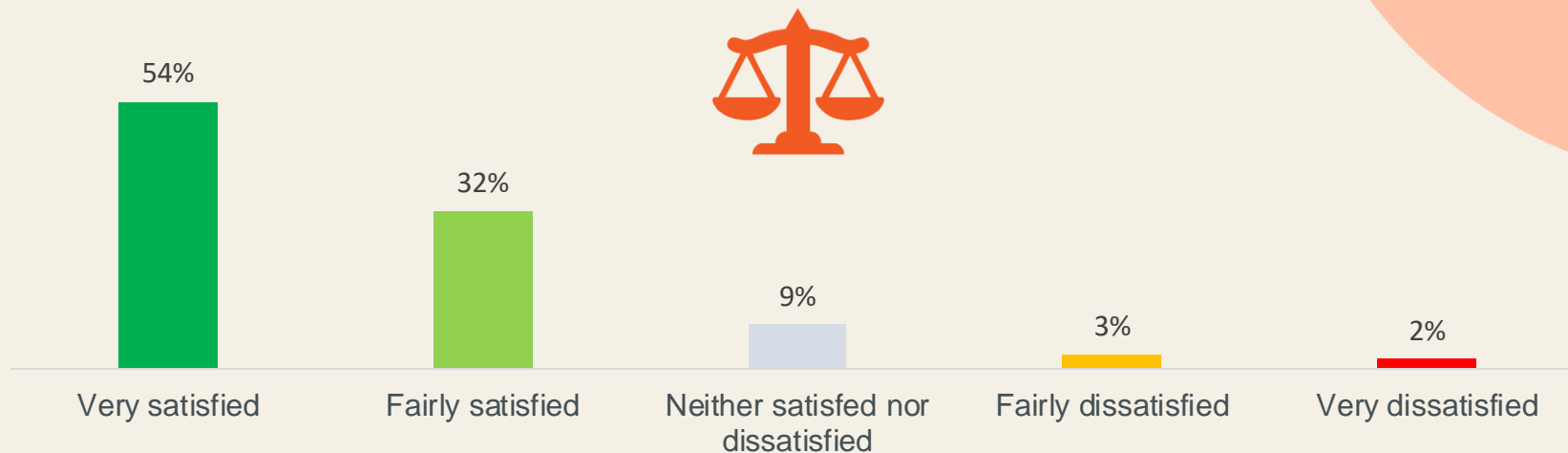
StMungo's

"Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Mungo's?"

86%

**of clients
satisfied**

from 729 responses



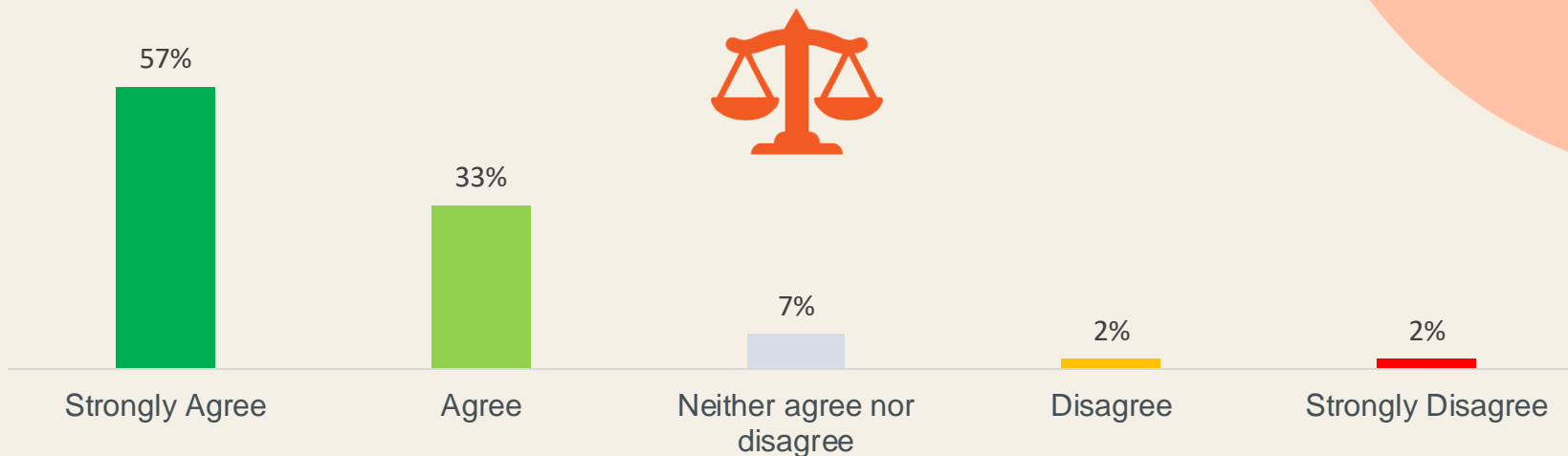
[Base: Residential, Floating, Temporary, Outreach (n = 729)]

StMungo's

"To what extent do you agree or disagree with the following 'St Mungo's treats me fairly and with respect'?"

90%
of clients
agree

from 708 responses



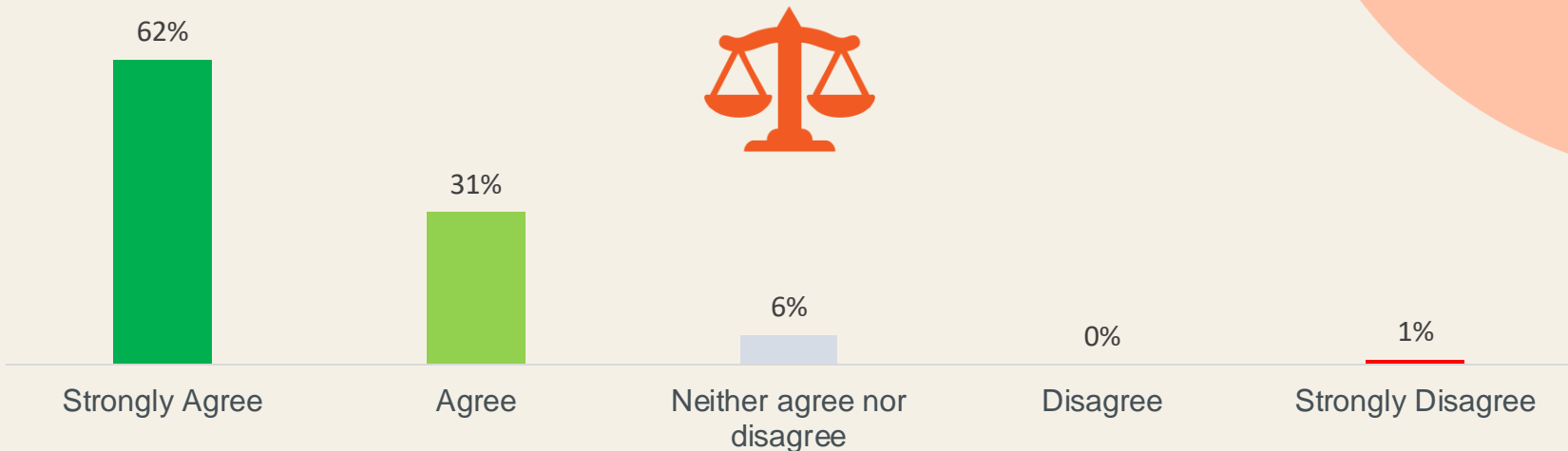
[Base: Residential, Floating , Temporary, Outreach (n = 708)]

"Are staff caring, compassionate and respectful?"

93%

of clients agree

from 682 responses



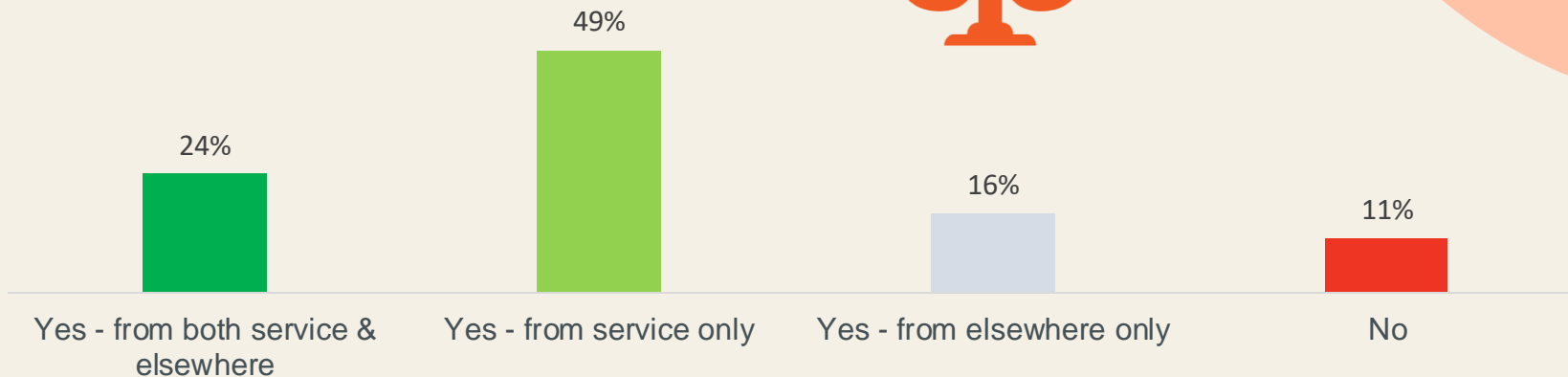
[Base: Residential, Floating , Temporary, Outreach (n = 682)]

"Do you get the support you need to manage your physical health?"

89%

of clients agree

from 592 responses



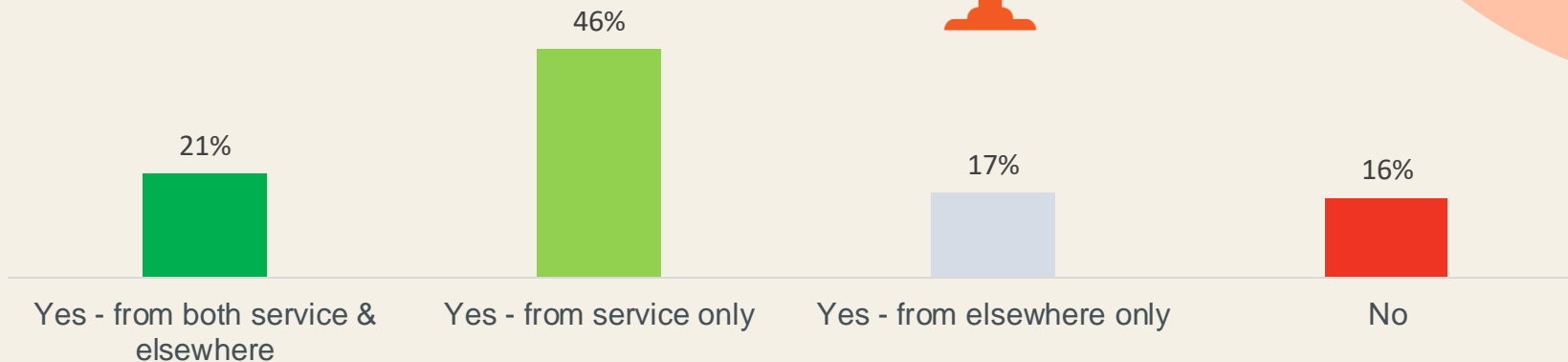
[Base: Residential, Floating , Temporary, Outreach (n = 592)]

"Do you get the support you need to manage your mental health?"

84%

of clients agree

from 600 responses



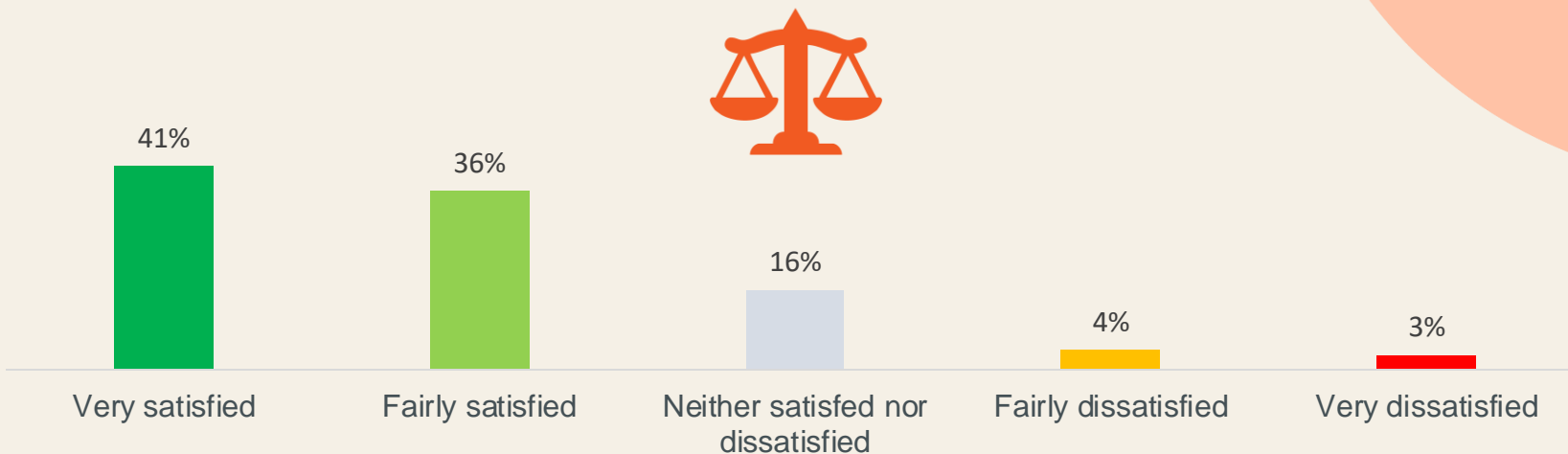
[Base: Residential, Floating , Temporary, Outreach (n = 600)]

"Do you feel St Mungo's supports you to access the information and training you need to move-on?"

77%

**of clients
satisfied**

from 450 responses



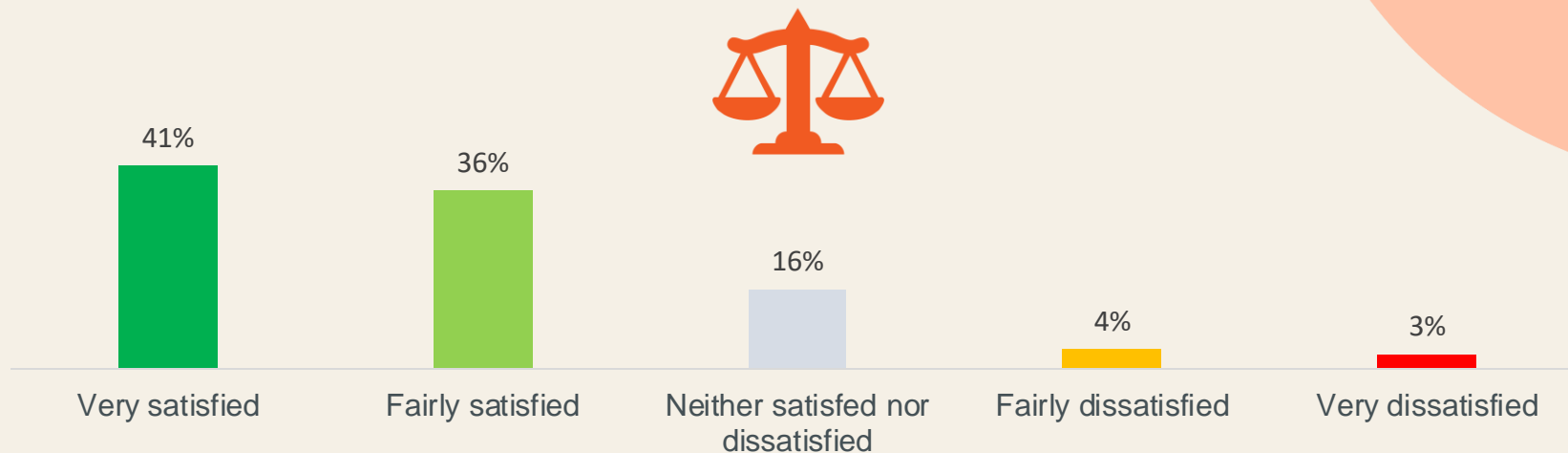
[Base: Residential, Floating (n = 450)]

"How satisfied or dissatisfied are you that St Mungo's provides a home that is well maintained?"

82%

**of clients
satisfied**

from 472 responses



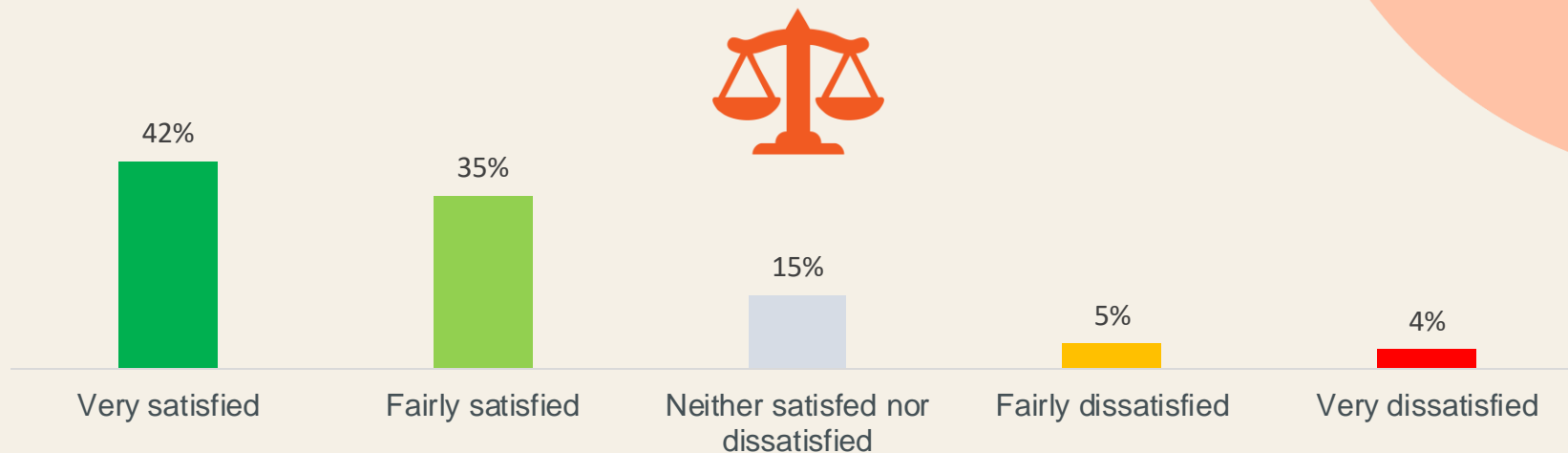
[Base: Residential (n = 472)]

"How satisfied or dissatisfied are you with the overall repairs service from St Mungo's over the last 12 months?"

77%

of clients satisfied

from 291 responses



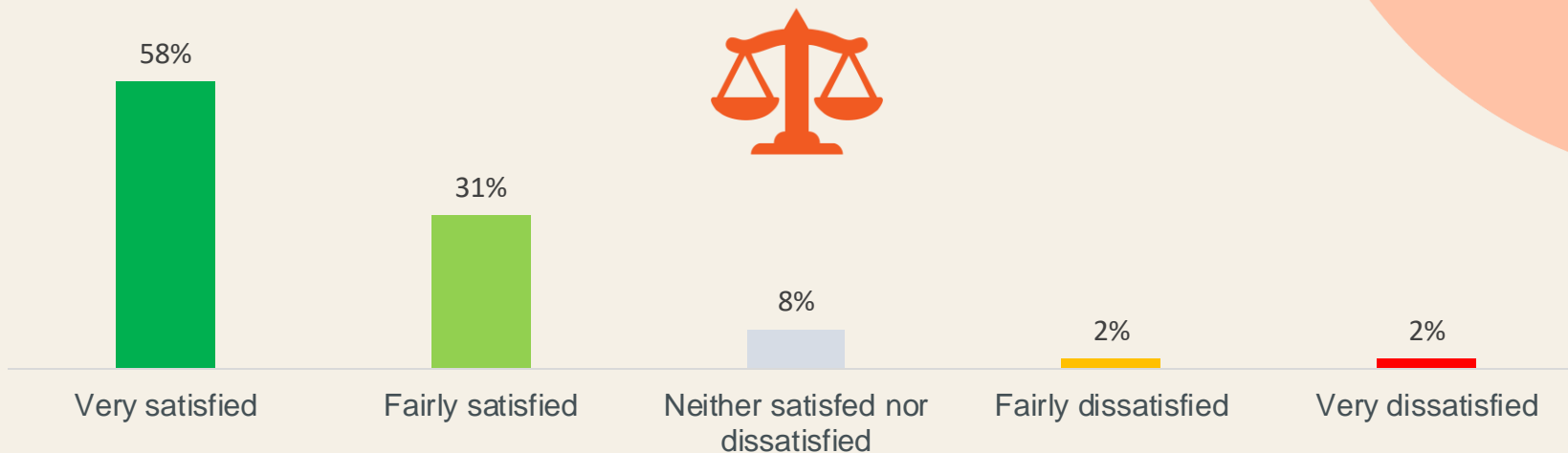
[Base: Residential (n = 291)]

"How satisfied or dissatisfied are you that St Mungo's provides a service that helps you feel safe?"

89%

of clients satisfied

from 622 responses



[Base: Residential, Temporary (n = 622)]

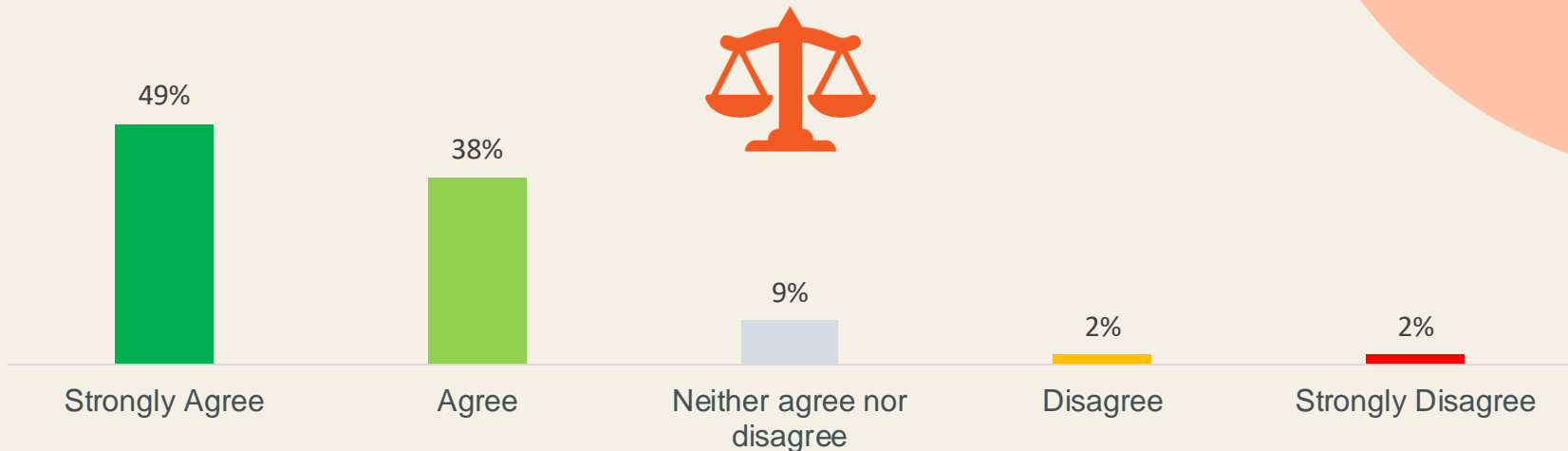
StMungo's

"How much do you agree or disagree that St Mungo's services are helping you make positive changes in your life?"

87%

of clients agree

from 684 responses



[Base: Residential, Floating, Temporary, Outreach (n = 684)]

Some examples of positive feedback

"I feel overall that St Mungo's is a brilliant service which I strongly like and I feel very safe here. Especially with the development of my mental health and wellbeing. The staff are brilliant, friendly and nice which I like and enjoy being around."

(Residential Client)

"Great communication. I always feel heard. Staff are consistent and reliable. Staff fight for my rights. No improvements needed.

Progress has been much faster since I began working with St Mungo's than in my previous six years with my previous local authority."

(Floating Support Client)

"I think that St Mungo's help and go out their way to get things done. I am feeling a lot better since I came to NSNO. Thank you so much. My confidence is improving and I feel a lot happier. God Bless."

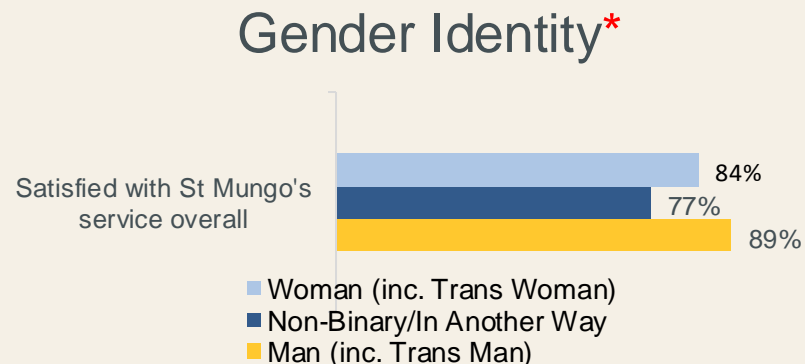
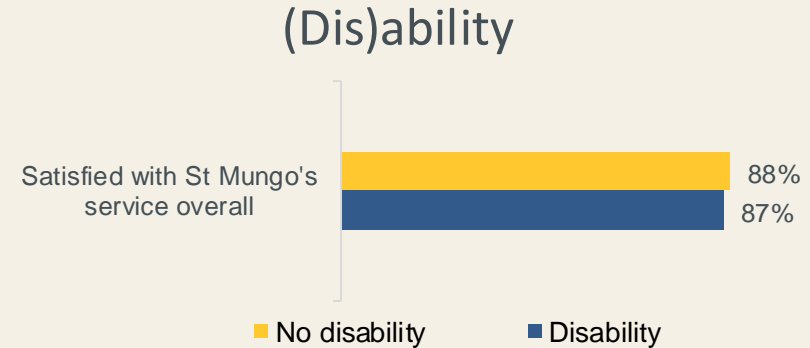
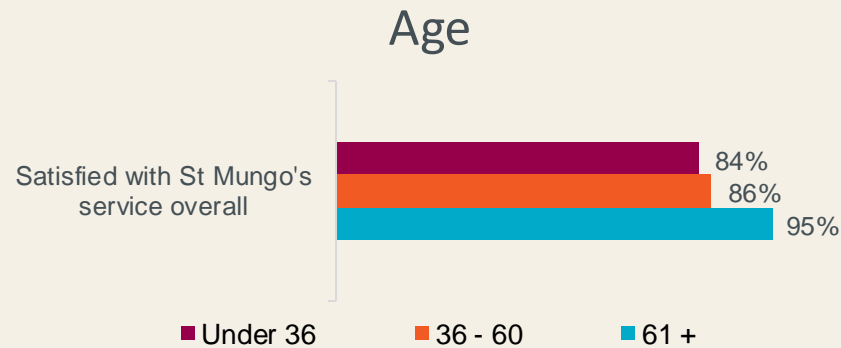
(Temporary Client)

"Staff are first class people; patient, non-judgemental, resilient, fair, composed, professional, aligned, high level... St Mungo's care and have proven to go the extra mile in times of specific needs i.e. with supplying food, phones etc."

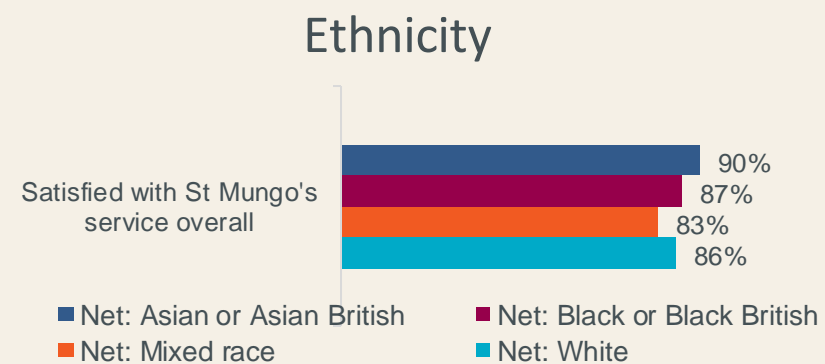
(Outreach Client)

Client Group Comparisons

Looking at this snapshot of clients' satisfaction with overall support, compared across demographics, those with protected characteristics or considered more vulnerable did not have a significantly lower score, with the exception of non-binary clients (from a very small sample of 13 clients only, with none choosing a dissatisfied answer).



*Non-binary/Another way clients N=13

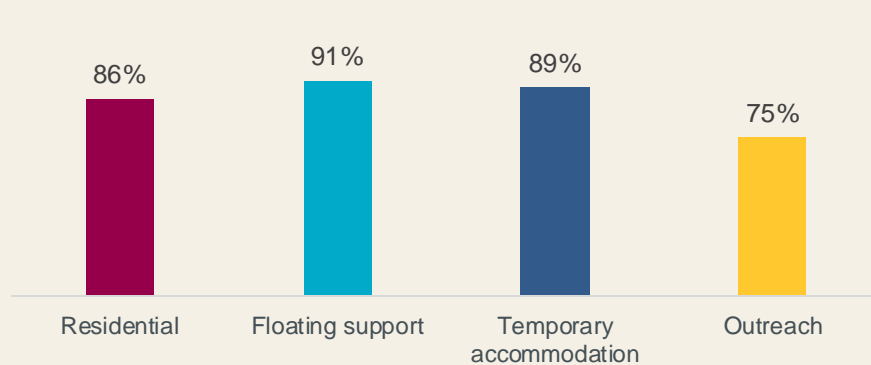


Service Group Comparisons

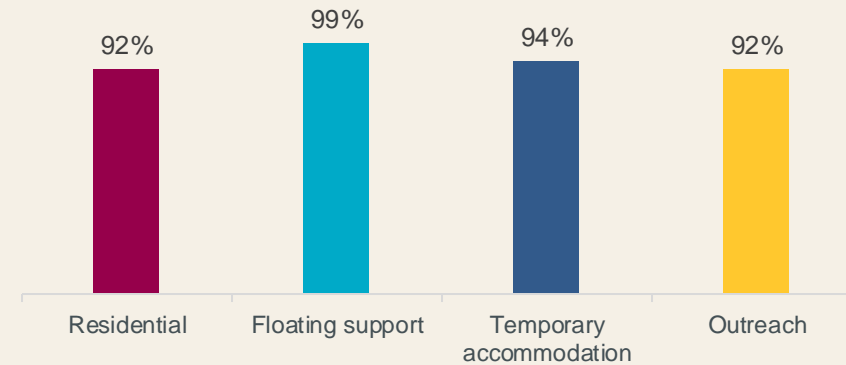
Performance is consistently high across service types when looking at how caring staff are. However, with overall support, those living with other clients or seen on the street have lower satisfaction rates.



Overall Support Satisfaction



Respectful & Caring Staff



Next Steps

- Communicate the findings
 - This is only a snapshot of the results. An in-depth report with a detailed explanation of the process, full set of results, and further themes from feedback is also available for staff and clients
- Follow up actions
 - An initial organisation-wide action plan outlining specific improvements to Repairs, Safety, Client Engagement, ASB, and Complaints has already been published in detail via the 'Tenant Satisfaction Measures' performance report on Mungos.org
 - Further breakdowns of client feedback and demographic, service, and regional data are provided to staff and steering groups to guide further investigation and interventions
- Further Client Feedback
 - Moving forward we will look to improve client participation and monitor performance in relation to this new baseline of results - with the next organisation-wide survey to take place during 2025-2026 and Annual Tenant Satisfaction measure survey to be rolled out in Autumn 2024

St Mungo's in a nutshell

Our purpose is to end homelessness and rebuild lives.

- Last year we supported more than **28,300 people** experiencing or at risk of homelessness
- We provided **2,700 people** with somewhere with housing and support on any given night
- We ran more than **160 services** across London, the South East and the South West of England.