

**StMungo's**

# Annual report to residents 2023-24



# Welcome

It's been another busy year for St Mungo's. At a time when homelessness has continued to get worse, our teams have had their work cut out – more people losing their homes and more people sleeping rough, but a severe lack of affordable and appropriate housing to help people out of homelessness. Despite this, our teams have pushed on, their dedication helping people get the support they need.

---

With so much change in the external economic environment, we felt it important to reset our strategy. Launched in April 2024, our new strategy reconfirms our core purpose of ending homelessness and rebuilding lives [mungos.org/2024-2030-strategy](https://mungos.org/2024-2030-strategy). We have two key missions: delivery of services that support people who are experiencing or at risk of homelessness; and using our clients' experiences to influence system change.

Our first priority for the strategy is to keep clients at the heart of our work. A new client involvement strategy, a refreshed Client Advisory Board and better communication with clients are all early actions to make progress on this priority.

This report is a chance, in one place, to let you know how we have handled and dealt with maintenance problems and repairs and responded to complaints in our accommodation services specifically. More information about this and how you can get more involved with St Mungo's and have your voice heard on the issues that matter to you is available on the client pages of our website [mungos.org/clients](https://mungos.org/clients).

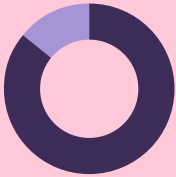


I want to say thank you to everyone who lives at our services for contributing to St Mungo's. You are why we exist and the reason why St Mungo's is able to provide the services we do, where everyone is welcome and where we are determined to end homelessness and rebuild lives.

**Emma Haddad**

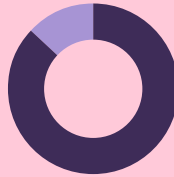
# What you said about us

In 2023-24, we asked clients about our services. 731 clients replied, of which 506 (69%) were clients in residential services. Of all the clients that responded to each question:



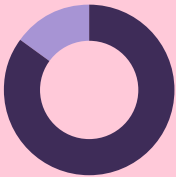
**86%**

were satisfied with the overall service received.



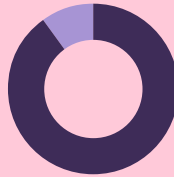
**87%**

were satisfied that St Mungo's helps them make positive changes in their lives.



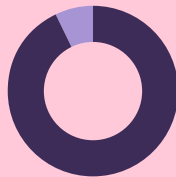
**85%**

were satisfied that St Mungo's keeps them informed about things that matter to them.



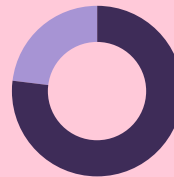
**90%**

agreed that St Mungo's treats them fairly and with respect.



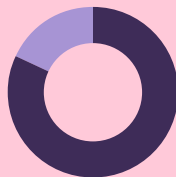
**93%**

agree that staff are caring, compassionate and respectful.



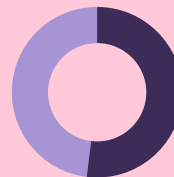
**77%**

are satisfied with the overall repairs service over the last 12 months.



**82%**

are satisfied that St Mungo's provides a home that is well maintained.



**52%**

were satisfied with St Mungo's approach to complaints.

The full results from the 2023-24 client survey, including those relating to tenant satisfaction measures are available on [our website](#). This also shows how we are using your feedback to improve the service we provide to clients.

# Complaints

At St Mungo's, we positively encourage complaints as it ensures we remain accountable to clients, as well as others who may wish to complain, such as neighbours to our services. We are committed to listening to complainants, understanding concerns, completing thorough investigations and promptly putting things right. We use complaints to identify learning and continuously improve our services and the wider organisation.

---

## In 2023-24 we:

- **Received 648 complaints;**
  - **589 (91%)** were new complaints at 'level 1', with **59 (9%)** of the total proceeding to 'level 2' in the year
- **Of the complaints closed in the period:**
  - **31%** were upheld
  - **34%** were partially upheld
  - **23%** were not upheld
  - the remaining **12%** was a combination of ones without enough information to make a decision (**6%**) or which were 'not eligible to proceed' (**6%**)
- **At the end of the financial year, the:**
  - proportion of complaints completed within agreed timescales was **69%**
  - proportion of complaints acknowledged within agreed timescales was **51%**

We recognise there is more we need to do to ensure that all complaints are dealt with swiftly and have a programme of work to improve how quickly we respond to complaints in this financial year.

We are continually learning from complaints and using them to improve how we do things. Some of the improvements we have made arising from complaints includes:

- Reducing the amount of paperwork clients need to read when booking into a new service
- Reviewing and improving our process for managing pest control
- Providing staff with more guidance on when they can or cannot share information with a client's next of kin.

**If you want to make a complaint or know more about our approach to complaints, please see here: [mungos.org/contact-us/complaints](https://mungos.org/contact-us/complaints)**



“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 council.”

“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.”

# Maintenance and repairs

Our commitment to you is that we provide a high quality and prompt repairs and maintenance service.

You can report a repair as follows:

- [mungos.org/clients/report-a-repair-form](https://mungos.org/clients/report-a-repair-form)
- [repair.requests@mungos.org](mailto:repair.requests@mungos.org)
- 0333 050 2167



**During 2023-24, 8,223 repairs orders were raised, of which:**

- **1,408 (17%)** were emergency repairs orders
- **4,503 (55%)** were urgent repairs orders
- **2,313 (28%)** were non urgent repairs orders
- **Repairs performance:**
  - Emergency repairs resolved within target: **78%**
  - Urgent repairs resolved within target: **77%**
  - Non urgent repairs resolved within target: **87%**
- **It took us on average:**
  - **8 weekdays** to complete an emergency repair
  - **6 weekdays** to complete an 'urgent' repair
  - **12 weekdays** to complete an 'non urgent' repair

We recognised, as was picked up in the client survey, that there were improvements we needed to make to our repairs service.

Throughout the first six months in 2024, we reprocured all of our Tier 1 contracts as part of a plan to implement a new repairs service, which ensured that we are more responsive to the needs of our clients. Ten new contractors are in place delivering responsive repairs, planned and cyclical maintenance and compliance work streams.

"I think you run the house well, repairs and fixing things and construction well you do that very very very well."

Two contractors, KBH Haus (London) and MD (outer London) have been appointed to deliver the responsive repairs service. Alongside the new contracts and contractors, our responsive repairs offer has been improved with agreed appointment dates to carry out the work, simplified priority levels for repairs categorised into 24 hour and 20 working day timescales, with a 60 working day timescale for complex repairs.

We have upgraded our repairs reporting system, so we can record and report on repairs progress more easily. Contractor performance management meetings are being held each month with the contractors and we have recruited a panel of Repair Champions from Client Services to provide us with feedback and suggestions for improvements on the repairs service. Our next step is to recruit residents onto the Repair Champion panel.

Bell Group have been appointed as our planned and cyclical maintenance contractor across all of our stock. They are going to work with us for five years, so we have shared our five year planned and cyclical maintenance programme with them, so that they can plan their workload in advance. This five year plan will also be given to scheme staff, so that they and residents are kept informed on the programme of works relating to their scheme.

Our Asset Delivery Manager carries out pre contract meetings with the contractor and scheme staff before each job starts and staff and residents are involved in the planning of the work and in choosing colour choices and finishes for the works.

The remainder of the new contracts are split between our compliance contracts delivering gas servicing and maintenance, electrical checks, water hygiene testing, asbestos inspections, fire risk assessments and lift maintenance. We have procured new contracts to carry out inspections and remedial works in our high rise buildings affected by the Building Safety Act. Improved notification of appointments has been included in these contracts.

The performance of the repairs service is reported to the Executive Team and the Board, and we want to extend these reports to the Client Advisory Board during this year.



# Opportunities to get involved

Clients are at the heart what we do. When we say clients, we mean you, the people we work with. It's always tricky to come up with the right term. Whether it is residents, tenants, customers, you are all individuals, with a voice and your story is unique to you. Our role at St Mungo's is to ensure that you are able that you can use that voice to tell us your experiences and that we listen to you.

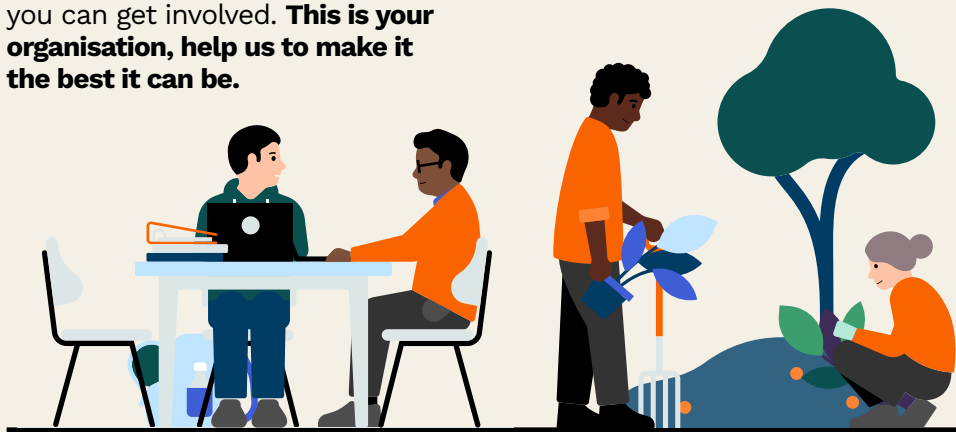
We want you to be involved in your own support, the service that you live in or are supported by, the wider organisation and the community that you live in.

Over the last year, we have been working to develop our approach to involvement, most recently with our client involvement week where we launched our new Client Involvement and Engagement Strategy and our new client information portal [mungos.org/clients](https://mungos.org/clients).

The strategy, supported by the website, sets our commitment to you and the ways in which you can get involved. **This is your organisation, help us to make it the best it can be.**

Hear from Costin about his reasons for getting involved and the difference it made.

“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.”





# Costin's story

Costin moved to the UK from Romania in 2013. He was homeless for seven years before he came to St Mungo's. Now, he's moved into his own place and he uses his lived experience to help others as a member of our Client Advisory Board.

---

After a few months in the UK, I started working in construction. I was in a good circle of people, I had very good friends. But time passed. I was in my 20s, so I was just wanting to chill on the weekends. Unfortunately, I got hooked on class A drugs.

Before I realised, I was already in a mess. Like in a proper mess. I started missing days from work, started lying to my friends, borrowing money and stuff like that. Eventually, I ended up losing my job and lost my place to live. My life just was upside down. I lived on the streets for about seven years.

I self isolated a lot, just keeping myself to myself until two years ago when a Navigator from St Mungo's approached me, offered me help and explained to me all the beneficial things I could get if I accepted help. I tried to see a friend in that person.

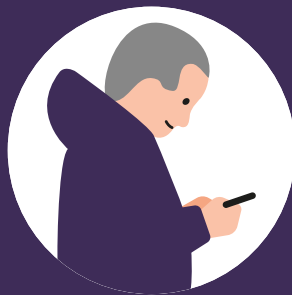


It was really hard for me to trust people because of what I've been through. Even if I said no the first time, she didn't just walk away. She made sure I was okay, she made sure I got all my paperwork.

After several months in a St Mungo's hostel, I got my own place to live. Once I was in my own flat, my life turned back on track. I became sober about eight months ago now.

**Life in my own apartment is wonderful. Now, I just want to use my lived experience of homelessness to help other people.**

Being a member of the Client Advisory Board is a great opportunity for me to find out more about the help that's provided. **Hopefully I will make an impact.**



## More information

More information about St Mungo's is available on our website [mungos.org](https://mungos.org), including information about our trustees and executive team.

Information about our finances and our annual review are published here: [mungos.org/about-us/our-finances](https://mungos.org/about-us/our-finances) and information for you, our clients, is here: [mungos.org/clients](https://mungos.org/clients)



Thank you to all the St Mungo's clients, volunteers and staff whose photographs and stories appear in this publication.

© St Mungo's 2024

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

Tel: 020 3856 6000

Email: [info@mungos.org](mailto:info@mungos.org) [mungos.org](https://mungos.org)



# stMungo's

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 • Chief Executive Dr Emma Haddad. Charity No. 1149085 • Company No. 8225808 (England and Wales) • Housing Association No. LH0279