

Our strategy 2024–2030

Like all organisations, it's important that St Mungo's continues to transform to meet the needs of our clients in an ever-changing world. Over recent years the aftermath of the Covid pandemic, the cost of living crisis, the terrible and dramatic increases in homelessness and the changing nature and expectations of work in modern Britain have become key external drives for change. These are matched by our internal drive to have an even greater positive impact on our clients and on ending homelessness.

In the past year we have published our Organisational Strategy, which covers the period until 2030. The strategy was developed with colleagues, clients and partners, and provides a clear direction to help us move forward.

We've set out two powerful missions: delivering services that support people impacted by homelessness; and using our clients' experiences to influence positive system change.

We've given ourselves **five key priorities** to help us achieve those missions:

1. Keeping clients at the centre of our work
2. Focusing on our expertise and developing our practice
3. Collaborating to continuously improve our work and increase our reach
4. Being impactful and influencing change
5. Ensuring St Mungo's is a great place to work

Over this year we will deliver a range of work across those priorities to put in place the foundations to grow our impact.

Looking forward, we are determined to make changes that increase our capability as an organisation and work together with others to build a stronger sector to fulfil our purpose of ending homelessness and rebuilding lives.