

StMungo's

Ending homelessness.
Rebuilding lives.

Annual Impact Report 2024-25



Introduction from Mike Adamson and Emma Haddad

St Mungo's is a special organisation – we're working on one of the most important and most complex issues facing us as a society.



Mike Adamson
Chair of Trustees



Emma Haddad
Chief Executive

Homelessness ought to have no place in 21st century Britain but sadly, the statistics show that numbers continue to rise. It is shocking that rough sleeping is still getting worse year on year and has increased 58% in the last decade. The impact of homelessness continues to be devastating.

We are an organisation that rolls up its sleeves and works on the frontline, directly with people at risk of, and experiencing, homelessness.

Whether on an outreach shift late at night or early in the morning, speaking with people sleeping on

“We are an organisation that rolls up its sleeves and works on the frontline.”

the streets, building their trust and finding the best way to support them; seeing the support provided to clients living in our hostels; talking to clients engaging with our courses on construction skills, gardening and digital inclusion; or any number of other interventions, it is clear

that our message in our recent campaigns is absolutely true: We were there.

Not only were we there, we provided the life changing, life-saving support that our clients need. St Mungo's supported over 26,000 people last year and provided accommodation and support to more than 2,000 clients each and every night.

But we can't end homelessness quickly enough just working with one person at a time; we need to change the system.

Over the last year, St Mungo's has continued its work to influence those in power to step up their focus on ending homelessness, and to encourage interventions that prevent homelessness occurring in the first place and better support people to minimise the harmful effects of homelessness when it does occur.

In the run up to the General Election, our successful campaign to ensure an extension of funding for supporting rough sleepers gained the support of more than 50,000 people, showing how much this issue matters to people.

We are part of the Expert Group to help input into the Government's much anticipated, and much needed, Homelessness

Strategy and we have worked with organisations across the sector to campaign on issues to press for system change.

We need to continue this work and bring together like minded organisations to bring cohesive and constructive challenge that will bring about the level of change required.

“We can't end homelessness quickly enough just working one person at a time; we need to change the system.”

There is more to do, but we are confident that St Mungo's is well positioned to tackle the challenges ahead, thanks to our strong foundations and dedicated teams.

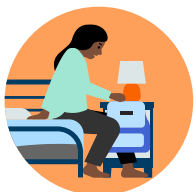
We would, as always, like to say a huge thank you to our very generous supporters, and to all the colleagues and volunteers who have worked so hard to run our services, support our clients and make ending homelessness a possibility.

Our year in numbers

We are on the ground every day and every night, supporting people to recover from homelessness and advocating for change.



We supported
26,015
people experiencing, or at risk of, homelessness.



Every night, we provided safe accommodation for
2,183
people.



10,242
people were supported by one of our **14 outreach services**.



80%
of people we helped off the streets did not return to rough sleeping.



We delivered
138
frontline services across London and the South of England.



We supported
427
people into safe, emergency accommodation during severe weather.

Influencing change

One year on from the General Election, St Mungo's Policy team has continued to influence the Government's approach to ending homelessness in the following ways:

- Our CEO, Emma Haddad, was chosen to be part of The Government's Homelessness and Rough Sleepers Expert Working group. As well as attending meetings chaired by the Homelessness Minister, we also contributed recommendations for their upcoming strategy, on how we think we can collectively end homelessness for good.
- Emma hosted the Deputy Prime Minister (DPM), Angela Rayner MP and Mayor of London, Sadiq Khan at our No Second Night Out service in London Bridge. We used this opportunity to brief the DPM on our views on how to end homelessness.
- Our Executive Director, Sean Palmer, spoke to the Minister for Social Security and Disability, Stephen Timms MP, about the barriers and disincentives faced by our clients when trying to get back into work. The Minister visited our Endsleigh Gardens service to participate in a construction skills workshop alongside our clients.
- As a direct result of collaborative campaigning over the last year, we welcomed the long overdue repeal of the Vagrancy Act - an inhumane law that criminalised people for sleeping rough. The Government is now amending legislation to ensure the Act is fully repealed by spring next year.
- We continue to shape Government policy through expert advice, influenced and evidenced by our clients' experiences. Most recently, we've submitted responses to consultations on the new supported housing regulations and pathways to work, advocating for fairer and more inclusive systems.



On the frontline: protecting lives in extreme weather



When temperatures reach freezing point, or hit extreme highs, sleeping rough becomes life threatening, and Severe Weather Emergency Protocol – better known as SWEP – is activated.

Hannah, Head of Rough Sleeping Services, explains how we respond, to act fast and save lives.

“I oversee St Mungo’s rough sleeping services in Greater London, but we work in other areas of England too.

Our frontline and hub teams are out there throughout the year, looking to bring people off the streets and into our safe spaces.

We act urgently when SWEP kicks in, helping people out of the freezing cold and sweltering heat. People who desperately need help, who can’t sleep in those conditions any longer.

Each day, we see the kindness our staff show towards clients. During SWEP, this certainly isn’t lost.

We treat SWEP as a golden opportunity to reach people

“We’re like an A&E for people sleeping rough. We work to prevent long term homelessness and offer solutions towards ending it for good.”

**Hannah,
Head of Rough Sleeping Services**



who are hard to engage throughout the year. Our teams see people coming in who, for different reasons, have been reluctant or scared to accept support.

When they’re with us, we can provide reassurance, find



“We know that sleeping rough is incredibly dangerous. Even more so when temperatures reach freezing point – people can die on the streets.”

accommodation and end their homelessness for good.

We’re not only giving them a warm drink and food. We’re acting fast to assess their needs and make an offer of accommodation – so the end result isn’t a return to street homelessness.



We have safe spaces for anyone sleeping rough and welcome their pets in too.

Fatima's story

"I grew up in Glasgow and worked for trade unions, charities and in hospitality over the years. I love to travel and have visited countries like South Africa, Pakistan, Italy and lots more. But things changed in my life, and I became homeless for seven years.

I was sleeping rough in London and the North East. In the winter it was really difficult – especially around Christmas, feeling alienated with nowhere to go. It opens your eyes that the world is dangerous and to me, being inside always felt safer.

But a St Mungo's frontline worker spoke to me on the street around a

"I felt so happy to be here and have my own room.

A lounge to watch TV, a bathroom and kitchen to cook in. I went from being in the extreme cold – which I hated, to here. It's so cosy!"

**Fatima,
St Mungo's client**



year ago. I was admitted to hospital and then referred to a St Mungo's accommodation, where I am today.

When I was out on the streets I'd heard lots of good things about St Mungo's, so I was really happy to be here. I was given tea, something to eat, someone to chat to – it was the winter period. There is such good hospitality here and you have your own room, somewhere to watch TV, a bathroom and kitchen to use too if you want to cook.

St Mungo's has provided me with opportunities and helps people realise their potential. It has given me the chance to do things I was always looking to do – things we have inside of us. St Mungo's give you something to aim for, which helps build your self-esteem.

They helped me join courses in fine art and sketchbook drawing. It really helps my mental health, overcomes blockages and brings out the best in what I do. I also started an acting course – I've not done theatre since school! I'm excited for it.

When you come to St Mungo's, it's for a better life and you can access opportunities which weren't there before – bringing happiness to people's lives."

"St Mungo's has helped me join courses in fine art, sketchbook drawing and acting."

**Fatima,
St Mungo's client**



Complex needs: supporting recovery through specialist care



People experiencing homelessness often have complex needs relating to mental and physical health or substance use, which can make long term recovery more difficult. Our Complex Needs Team – made possible thanks to the support of our donors and partners - offers specialist support to help clients navigate these challenges. Andy, Complex Needs Team Manager, explains more.

“I’ve been part of the St Mungo’s team for 25 years and first joined as a substance use worker.

Now, I lead a team who specialise in supporting clients through mental health challenges, palliative care, bereavement care and more.

For many people, we see how drugs work as a coping mechanism to block out feelings associated with trauma, relationship breakdowns and other problems.

They start as a ‘friend’ to someone. The one that’s reliable and makes them feel like a different person. Eventually, that friend can’t help anymore. But St Mungo’s can be the friend our

clients need to help begin their recovery.

Recovery is also about accepting U-turns and forks in the road. It’s our job to be there when they happen and identify why.

A specific date could bring up traumatic memories and a relapse. We take note of this and ask, “how can we avoid that happening again?”. By working together, we help people to maintain changes they’ve made.

All the time, we see small steps lead to bigger, long lasting changes within our clients. I’ve seen people grow in confidence, get healthy and reconnect with their family. It’s a great feeling.”

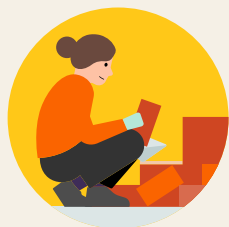


“I’ve seen people grow in confidence, get healthy and reconnect with their family. It’s a great feeling.”
Andy,
Complex Needs Team Manager

Between April 2024 and March 2025, the Complex Needs Team:



Skills for life: building confidence through construction training



Our Construction Skills programme helps break the cycle of homelessness by equipping our clients with the skills, structure, and support they need to rebuild their lives and achieve long term independence.

At our specialist training hubs, clients can learn practical skills like painting, plumbing and electrics – but it's about much more than qualifications. Steve, who leads the programme, explains how the work – made possible through philanthropic donations – helps people rebuild their confidence and their futures.

"I manage St Mungo's training hubs. We have two hubs in London and another opening in Bristol – training clients to industry standards in things like decorating, electrical, plumbing and more.

A lot of people come here in their worst states, who have an armour up after years of being separate from society. Many who have never known unconditional love.

But we begin the gradual process of unravelling that hard exterior. When people come to us, our

"We're genuine in supporting people to change their lives – something we do every day."

Steve,
Construction Skills Manager



specialists make a commitment to work at a speed that suits our clients.

We're genuine in supporting people to change their lives – something we do every day.

Our teams show people that they are enough. We help them gain skills, build confidence, and remind them they can achieve great things."



With your support, between April 2024 and March 2025:

98

clients took part in our Construction Skills programme.

34

clients gained a qualification.

15

clients secured a job.

Working in partnership to end homelessness



We build strong relationships with the business community to support our mission of ending homelessness. Every corporate partner brings unique expertise to our bespoke partnerships, supporting our most vital services.

We were delighted when Thomas Miller employees voted to support St Mungo's in 2024. Since then, they have generously contributed time, energy and compassion to support our clients and services. Between 2024 and 2025, their volunteers contributed an impressive **200 hours**, engaging in diverse, impactful activities - from transforming outdoor spaces and redecorating our services, to offering leadership mentoring to clients and supporting our period product initiative for International Women's Day.

In 2024, Thomas Miller donated a remarkable **£78,866** to St Mungo's - a £50,000 company donation, alongside additional employee fundraising. Colleagues undertook the **Extra Mile for Mungo's** fitness challenge, completed a 160ft freefall abseil, and joined our dog

walking initiative, **Take the Lead**. Thomas Miller aims to raise a further £75,000 in 2025, and we are thrilled that the partnership will continue into a third year in 2026. Thomas Miller normally change their charity partnerships on a two-year cycle, but due to the positive engagement from staff and the support of St Mungo's, they have committed to an additional year.

We are incredibly grateful for Thomas Miller's commitment to their local communities. Their hands-on support for St Mungo's is a clear reflection of their ESG ambition: "Be the Difference. Be the Impact."

THOMAS MILLER



"Thomas Miller employees have actively engaged with the partnership, which has facilitated a variety of fundraising and volunteering activities across the globe. Working with St Mungo's has enabled internal and external stakeholders to truly understand where Thomas Miller's funding and time has benefited the charity, and we are delighted to have extended our partnership for another year so that we can further support St Mungo's services."

Immi Anderson-Stern Senior ESG, CSR and Communications Executive, Thomas Miller

Sinclair's story

"I was using drugs and started selling them when I was 22. It all started to go wrong, and I was stealing money from my mum. She asked me to leave and I became homeless.

People would let me sleep on their sofas, but one day my dad found me on the streets. He said 'get in the car, you're coming home.'

My mum had passed away by this point, so I only had him left. By looking in his eyes, it was clear that seeing me like that was ripping him to pieces.



"My mental health's improved a lot and I feel like a millionaire when I'm here – always listening to feedback, becoming independent and respecting boundaries."

**Sinclair,
St Mungo's client**

I went to rehab and then was referred to a St Mungo's hostel and psychiatrist to make sure I had the support I needed, and started dealing with my emotions.

My counsellor introduced me to St Mungo's employment team, who helped me secure a voluntary position at a dog daycare. We feed, wash and play with them, as if they were our own.

My mental health's improved a lot and I feel like a millionaire when I'm here – always listening to feedback, becoming independent and respecting boundaries."



"My counsellor introduced me to St Mungo's employment team, who helped me secure a voluntary position at a dog daycare. We feed, wash and play with them, as if they were our own."

**Sinclair,
St Mungo's client**

Our finances

Like many charities, we have faced another financially challenging year due to the broader economic climate. Higher costs across all areas in which we work have continued to increase pressure.

Despite this, we have made strong progress in stabilising our financial position. We completed our planned exit from a substantial part of our non-social housing portfolio, Real Lettings, where we did not own the properties. We also delivered a full review of our operations through a cost saving programme to ensure we are working as efficiently as possible behind the scenes.

As a result of this work, and a continued focus on careful budget management, we reduced our overall operating deficit to £0.5m this year – a significant improvement on last year’s £3.0m. Planned property sales have increased cash and reserves balances which, together with an improved pension position, has improved our net surplus significantly.

We anticipate 2025/26 will be another challenging year financially. The macro-economic context remains uncertain,

with global trade negotiations potentially affecting supply chains and utility costs. Local authorities – our key commissioning partners – continue to experience pressure on their budgets, which in turn creates pressure for us to reduce costs whilst maintaining high quality services for our clients.

The fundraising environment is also difficult, with ongoing cost of living pressures making it harder to attract regular donors.

But we are starting the new financial year on stronger ground, with cautious optimism and a continued commitment to delivering high quality support for our clients.

We are incredibly grateful to our donors and funders, whose generosity ensures we can continue offering vital recovery services that would not be possible through statutory funding alone.

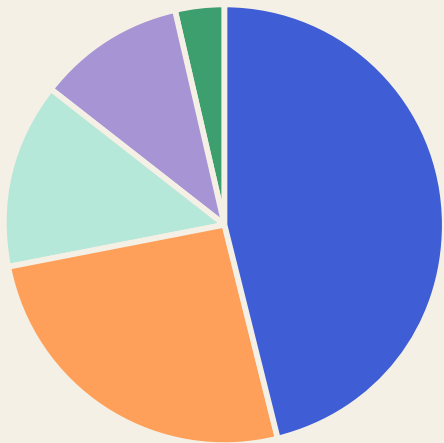


Our fundraised income

The generosity of our supporters makes it possible for us to deliver the wraparound recovery services that set St Mungo’s apart. Important services featured in this report – like our Construction Skills programme and Complex Needs Team – are only possible thanks to fundraised income.

In 2024-25, we received support from a wide range of donors, including individuals, companies, charitable trusts and foundations, and those who chose to leave a gift in their will. Their contributions directly fund services that go beyond the basics and help people to rebuild their lives after homelessness.

Our fundraised income by source



- Individuals (46.2%)
- Philanthropy and Trusts (26%)
- Companies (13.6%)
- Gifts in Wills (10.6%)
- Challenge events and community groups (3.6%)

Income and expenditure review

For the year ended 31 March 2025

	Unrestricted £m	Restricted £m	2025 Total £m	2024 Total £m
Rent and service charges	47.0	-	47.0	46.4
Government and local authority contracts	62.3	-	62.3	63.8
Fundraising	11.3	2.9	14.2	13.5
Total income	120.6	2.9	123.5	123.7
Operating expenditure	(121.1)	(2.9)	(124.0)	(126.7)
Operating surplus / (deficit)	(0.5)	-	(0.5)	(3.0)
Non-operating items	9.8	-	9.8	2.3
Total surplus / (deficit) for the year	9.3	-	9.3	(5.3)

Balance sheet review

For the year ended 31 March 2025

	2025 Total £m	2024 Total £m
Fixed assets		
Intangible assets	2.5	1.8
Housing properties	75.8	80.1
Other fixed assets	0.9	1.0
	79.2	82.9
Current assets		
Trade and other debtors	11.5	11.6
Cash and cash equivalents	25.5	14.4
	37.0	26.0
Current liabilities		
Creditors falling due within one year	(21.2)	(19.9)
Net current assets	15.8	6.1
Total assets less current liabilities	95.0	89.0
Non-current liabilities		
Creditors falling due after more than one year	(70.5)	(71.0)
Retirement benefit obligations	(5.2)	(7.7)
Provisions for liabilities	(2.8)	(3.2)
	(78.5)	(81.9)
Total net assets	16.5	7.1
Reserves		
Restricted reserves	2.1	2.0
Unrestricted reserves	14.4	5.1
Total reserves	16.5	7.1



Thank you

To everyone who gave their time, energy, expertise or financial support during 2024-25, including those who generously left a gift in their will – thank you. St Mungo's is here to end homelessness and rebuild lives, but we couldn't do it without you.

Our Trustees

Mike Adamson CBE – Chair
Alexandra Beidas (Vice Chair)
Daniel Corry
Darren Johnson
Helen Walters
John Watts
Lorraine Mealings
Philip Moore
Rob Bradshaw
Stephen Smith
Teddy Nyahasha
Jane Cunliffe
Edwin Ndlovu

Lynda Martin Alegi
Mackie Foundation
Malcolm and Rosalind Gammie
Mary Winch and John Gillman
Milton Damerel Trust
Nick Montagu
Nisbet Trust
Paul Mans
Paul Weller
Rob and Carina Sewell
Rob Collinge
ShareGift
Sir Simon Campbell FRS and Lady Jill Campbell
St Andrew Holborn Charity
The Alan Brentnall Charitable Trust
The Caerlow Trust
The Cleopatra Trust
The Dorus Trust
The Dyers' Company Charitable Trust
The Elizabeth Frankland Moore and Star Foundation
The Hodge Foundation
The Ingram Trust
The John Horseman Charitable Trust
The Krystyna and Dan Houser Foundation
The Mackintosh Foundation
The Margaret and David Walker Charitable Trust
The Mrs Smith and Mount Trust
The Raindance Charitable Trust
The Swire Charitable Trust
The Trillium Trust
The White Company
Wogen Anniversary Trust

Individuals and trusts

29th May 1961 Charitable Trust
Alexander Amos
Ben Wynne-Simmons
Bernard & Georgina David Charitable Fund
Carlo Chiomenti
City Bridge Foundation
Cloudesley
David Essex
Hollick Family Foundation
James Cochrane
James Hill
John Innes
Jane Jewell
John James Bristol Foundation
Johnny Harris
Julian and Susie Knott
Lucrezia Millarini

Corporate partners and supporters

Ashfords
Baker Hughes
Bloomberg
Cardano Risk Management
Clarion Housing
Colliers International
Curzon Cinemas
Deposit Protection Service (DPS)
Epic
Eschler Asset Management
Evercore
Heka
Howard de Walden Estate
Kaizen
Kennedy Wilson Europe
Leyland SDM & AkzoNobel
Loaf (Really Comfy Beds Limited)
Mace Group & Mace Foundation
Mediobanca
Premier Comms
Queensway Group
Regular Cleaning
Robert Bion & Co Ltd
Rontec Roadside Retail
Shaftesbury Capital PLC
Sopra Banking Software (was Apak Group)
Stanhope Plc
Stewarts Law LLP
Taylor Wimpey plc
Terra Firma Capital Partners Limited
Thomas Miller
Tresidor
TT Group
Warburg Pincus International LLC

Community groups

Bath Rotary Club
Eglwys Y Tabernacl, Llundain (rhan o Eglwys Gymraeg Canol Llundain)
Legends of Rock Festival Great Yarmouth

Local authority partners and commissioners

Bournemouth, Christchurch and Poole Council
Brighton and Hove City Council
Bristol City Council
Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group
City of London Corporation
Greater London Authority
Her Majesty's Prison and Probation Service
Islington London Borough Council
Lewisham Council
London Borough of Brent
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 Lambeth
London Borough of Tower Hamlets
Mayor's Office for Policing And Crime (MOPAC)
Ministry of Justice
Oxford City Council
Oxfordshire County Council
Reading Borough Council
Royal Borough of Kensington and Chelsea
Second Step
South London and Maudsley NHS Foundation Trust
Southwark Council
St Giles Trust
Sutton Council
West London Housing Partnership
Westminster City Council



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

© St Mungo's 2025

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

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

Email: info@mungos.org mungos.org



StMungo's

**Ending homelessness.
Rebuilding lives.**

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