

A message for our clients

At St Mungo's, we want your experience, your safety, and your wellbeing to shape everything we do. This update shares what we've learned over the last quarter — including what's working well, where we need to improve, and what we're doing next.

The following numbers show our current performance in key areas that we measure and we are sharing to help us be accountable and improve.



Staffing

We closely monitor our staffing because we recognise how vital a stable workforce is in providing consistent, high-quality support to all clients. Over the past year, staff retention at St Mungo's has improved significantly, meaning clients should now experience greater continuity in their support. In the last 12 months, staff turnover has decreased to 12%, compared with a rate, of staff leaving voluntarily, of 21% in 2023.

Quarterly highlights

Complaints and feedback

Between October and December, we received **154** complaints, including:

129

Stage 1 complaints

15

Stage 2 complaints

The majority of feedback came directly from you, our clients:

- **71%** (109) of complaints were raised by people using our services.
- **43%** were about the behaviour or conduct of staff – a reminder of how important respectful, supportive relationships are.
- **81%** of all complaints were responded to within the agreed timescale.



Outcomes

18%

Upheld

37%

Partially upheld

30%

Not upheld

15%

had insufficient information to reach a decision.

Your feedback continues to guide improvements across our services.

Fire safety incidents

There were **286** fire related incidents this quarter.

The most common causes were:

- Cooking left unattended
- Dirty appliances (ovens, microwaves, toasters)
- Smoking and vaping
- Overheating mobile phones (occasionally causing minor explosions)
- Clothes/items placed on heaters

We're using this information to update safety reminders and support safer use of communal spaces and personal equipment.



Repairs and maintenance

We know how important it is to have any issues fixed quickly and reliably.

Here's how long repairs took to fix across Q3:

(the below information shows the percentage of repairs completed within agreed timescales)



Emergency repairs (within 24 hours)

October
87.37%

November
91.54%

December
96.18%

Routine repairs (within 20 working days)

October
97.09%

November
90.91%

December
91.03%

Complex repairs (within 60 working days)

October
100%

November
100%

December
100%

Overall repairs completed

October
95.3%

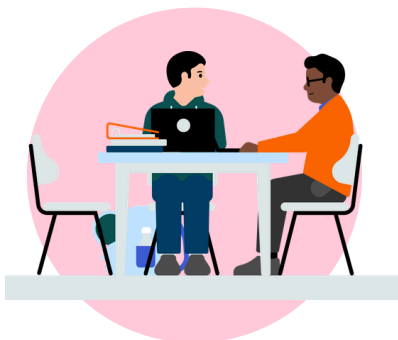
November
96%

December
92.68%

These results show steady performance, with some dips and peaks — all of which help us target resources where they're needed most.

Spotlight: Client involvement/client voice

There are a number of ways to develop your skills and experience and ensure that your voice shapes how we run St Mungo's:



Established opportunities such as attending **client/resident meetings** and becoming a **Client Representative** on a service level or such as **joining the Client Advisory Board (CAB)** are still on offer and ensure you have a constant, direct voice in decisions affecting client experience at St Mungo's.

Opportunities for clients to use their creativity and take care of their wellbeing have relaunched with more structured support mechanisms - these include **joining local walks and contributing to Homeless Diamonds magazine** so that you get to use your skills and express your identities.

We offer opportunities with more specific focus such as **becoming a Health and Safety Inspection Volunteer** or a **Client Insight Volunteer** which help clients learn how rights, responsibilities, and procedures are defined as well as **becoming a Procurement Volunteer** and even a **guest editor for The Bulletin**.

Our organisation-wide roles now use a more tailored approach so that when a client decides to **become a Client Ambassador**, or **do a Client Placement**, they do in their own terms and gradually get to build their confidence and independence.

Other opportunities are also provided for clients to **attend a Client Involvement Forum**, **join the Client Involvement Steering Group**, **give feedback through workshops and surveys** or join events throughout the year such as the **Client Challenge and Client Involvement Week**.