

## A message for our clients

At St Mungo's, your experience, your safety, and your wellbeing 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.

These numbers reflect your feedback and the day-to-day reality in our services, and they help us make things better together.



## Quarterly highlights

### Complaints and feedback

Between January and March, we received **154** complaints, including:

**139**

Stage 1 complaints

**19**

Stage 2 complaints

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

- **69%** (93) of complaints were raised by people using our services.
- **41%** were about the behaviour or conduct of staff – a reminder of how important respectful, supportive relationships are.
- **79%** of all complaints were responded to within the agreed timescale.



### Outcomes

**24%**

upheld

**45%**

partially upheld

**21%**

not upheld

**10%**

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:

- Leaving cooking unattended.
- Smoking safely not being followed, such as cigarettes not being put out properly.
- There was also one very serious incident involving an **e-bike battery**, which exploded and caused a fire.
- 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 repairs went across Q3:**

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



## Emergency repairs (within 24 hours)

January: **93.22%**

February: **92.71%**

March: **93.40%**

## Routine repairs (within 20 working days)

January: **88.92%**

February: **97.95%**

March: **95.05%**

## Complex repairs (within 60 working days)

January: **93.33%**

February: **100%**

March: **70.00%**

## Overall repairs completed

January: **90.17%**

February: **97.13%**

March: **94.79%**

## Spotlight: Tenant Satisfaction survey results

Every year, if you're living in our accommodation, you can share your views through our Tenant Satisfaction Survey. This helps us understand what is working well and where we need to improve.

### Overall satisfaction

This year, **80% of you said that you are satisfied with the service they receive.** This is higher than the average for similar organisations, but we recognise there is more we can do to improve your experience.

### Repairs

- **73% satisfied with the overall repairs service**
- **72% satisfied with how quickly repairs are completed**

We know this needs to improve. We are working to **reduce waiting times, improve the quality of repairs**, and ensure issues are fixed properly the first time.

### Communication

- **82% informed about things that matter**
- **77% their views are listened to and acted on**

To improve this, we have made our communications more consistent and clearer, and we are strengthening how feedback is acted on while exploring new ways to keep you better updated.

### Complaints handling

**Complaints handling is an area for improvement, with 57% satisfaction.** We are working to **respond more quickly, improve how complaints are handled**, and better understand root causes so we can fix problems earlier.

"Thank you to everyone who responded. Your feedback makes a difference and helps us improve our services, homes and communication across St Mungo's so we can deliver the best possible support for you."