

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 April and June, we received **154** complaints, including:

139

Stage 1 complaints

15

Stage 2 complaints

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

- **61%** (85) 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 complaints were responded to within the agreed timescale.



Outcomes

27%

Upheld

33%

Partially upheld

33%

Not upheld

7%

had insufficient information to reach a decision.

Your feedback continues to guide improvements across our services.

Fire safety incidents

There were **334** fire related incidents this quarter.

- During Q1, the number of fire-related incidents increased, although the number of actual fires remained similar to previous quarters.
- Most fires were caused by smoking materials and unattended cooking, which continue to be the biggest fire risk across our services.
- We also saw an increase in concerns about fire-setting behaviour and residents who may be at greater risk of fire. Clients can keep themselves and others safe by following smoking rules, disposing of cigarettes safely, never leaving cooking unattended, and reporting fire safety concerns to staff.



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 Q1:

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



Emergency repairs (within 24 hours)

April
95.71%

May
94.91%

June: Figures not available

Routine repairs (within 20 working days)

April
95.96%

May
95.16%

June: Figures not available

Complex repairs (within 60 working days)

April
91.67%

May
66.67%

June: Figures not available

Overall repairs completed

April
95.74%

May
94.27%

June: Figures not available

Spotlight: Client Advisory Board

The Client Advisory Board (CAB) brings together people with lived experience of St Mungo's services to help shape how we work. CAB members work alongside staff and leaders to share ideas, raise concerns, and influence decisions that affect clients across the organisation.

By listening to client voices and acting on feedback, the Board helps ensure that services remain responsive, inclusive, and focused on what matters most to the people who use them. This quarter, CAB members have continued to play an important role in reviewing key Board papers, highlighting client priorities, inputting in to helping us make positive changes across St Mungo's.

Their insight and commitment are helping us build better services together.



Interested in joining?

The meetings take place at our Head Office in Farringdon in London and you can join remotely. You would need to make a commitment of up to 4 hours a month for 2 years.

We are always looking for new members, and you can find more information out here www.mungos.org/clients/get-involved-clients, you can also email clientinvolvement@mungos.org or speak to your support worker.