



# Report to Residents

## 2021-22

**St Mungo's**  
Ending homelessness  
Rebuilding lives

# Welcome



I am writing for the first time in our Report to Residents as the new Chief Executive at St Mungo's, a position that I am delighted to have taken up since 2022. In 2021-22, we supported almost 25,000 people who are experiencing or are at risk of homelessness. Our accommodation services provided a safe place to stay for an average of **2,888** people every night and we ran **1,317** projects delivering a range of services, from outreach, all the way through to recovery, skills and education.


This report is a chance for us to let you know how we have handled and dealt with maintenance problems, repairs and responded to complaints in our accommodation services specifically, and to highlight opportunities for you to get involved and have your voice heard on what matters to you.


I want to say thank you to everyone who lives at our services, for contributing to St Mungo's. Whether you have volunteered your time formally or have got involved with activities in your service, you are what make St Mungo's a place where everyone is welcome, can work on their recovery from homelessness and feel at home.

**Emma Haddad**  
Chief Executive


## What you said about our services


In 2021-22, we asked clients about our services and **592** of you told us that:

**91%**   
were satisfied that their views are taken into account

**91%**   
agree that staff are reliable and do what they say they will

**90%**   
feel supported to take part in activities that interest them

**92%**   
were satisfied that St Mungo's acknowledges different cultures, identities, and experiences

**88%**   
satisfied with how well staff deal with accidents, incidents and other health and safety issues

## Complaints

Two key commitments we make are to listen to, understand and value your unique individual experience as well as ensuring that you have a safe place to live.

We encourage our residents to ask us to put things right, as we strive to make sure that the accommodation or service you are living in is the best it can be.

In 2021-22, we received **917** complaints, **320** of which were informal complaints, raised with staff directly and managed quickly. You can choose to make a Stage One complaint instead, when a manager will investigate and respond within **10 working days**. In this period, we received **566** formal Stage One complaints.

When we are unable to resolve a complaint to your satisfaction at Stage One, there is also the option to escalate this to a Stage Two complaint. This process involves

a review of whether there are any grounds of your complaint have not been properly examined at Stage One and to determine if the complaint is eligible for Stage Two. Following this, a Director will respond to you within **20 working days**. We want to ensure everyone gets a fair response and issues are put right. Of the **31** appeals received at Stage Two, **15** were accepted for further investigation.

When responding to requests or complaints, staff are asked to reflect on the learning from the complaint and record any changes made. We regularly share learning across the organisation via quarterly Complaints Learning updates so that we can continuously improve. For example, in this period, we improved the way we responded to complaints from neighbours, including being mindful of the information we shared.

Call: **020 3856 6068**

Email: [complaints@mungos.org](mailto:complaints@mungos.org) – or write to us.

You can read about more about our complaints procedure, including how we comply with the Housing Ombudsman's Complaints Handling Code here

[www.mungos.org/contact-us/complaints-suggestions-and-comments](http://www.mungos.org/contact-us/complaints-suggestions-and-comments)

**Compliments and suggestions welcome too!**

We also want to hear the good stuff! Please do let your project worker or manager know of any good experiences or improvement ideas.

Otherwise email [info@mungos.org](mailto:info@mungos.org)



# Maintenance and repairs

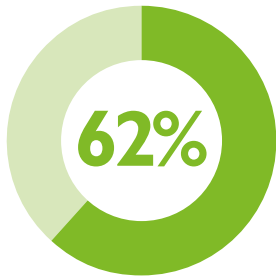
Our commitment to you is that we provide a high quality and prompt repairs and maintenance service.



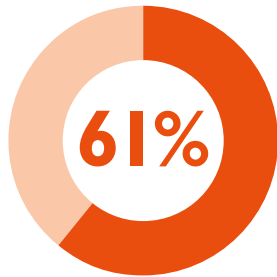
You can report a repair as follows:

- [www.mungos.org/clients/report-a-repair-form](http://www.mungos.org/clients/report-a-repair-form)
- [repair.requests@mungos.org](mailto:repair.requests@mungos.org)
- 0333 050 2167

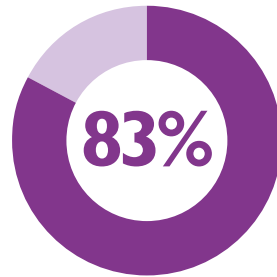
During the year 21/22 our performance was as follows:



of emergency repairs were completed within 24 hours.



of urgent repairs were completed within five working days.



of non urgent repairs were completed within 20 working days.

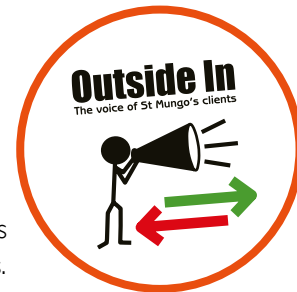


At St Mungos we are reviewing our repairs service during 2023-24 as our existing contracts come to an end. We also recognise that significant improvements are needed to the service we provide to our clients and customers. Our plans will include procuring new contracts and updating our internal processes and IT systems. We expect to have our new service in place during 2024-25 but we will of course keep you updated as this project progresses.



## Opportunities to get involved

- The **Outside In Network** is the Client Representative Group. It is all inclusive, non judgmental and open to all St Mungo's clients.
- The **Client Advisory Board (CAB)** is a group of clients actively involved in high level decision making at St Mungo's.



Client Involvement is now a part of the Volunteering, Apprenticeships and Involvement Team and while some involvement opportunities may not be available at the moment, we'd love to hear from you and receive your feedback and also explore the available involvement options. To find out more contact us at [clientinvolvement@mungos.org](mailto:clientinvolvement@mungos.org).

### Walking Groups

Regular walking groups take place in Bristol, Bournemouth and London each month. These walks are an opportunity to get outdoors, build fitness and meet other clients. Each year, clients have the opportunity to take part in a Client Challenge – a walking challenge somewhere in the country. For more information, please speak with a member of staff or contact [clientchallenge@mungos.org](mailto:clientchallenge@mungos.org)



## You said...

“St Mungo’s do amazing things and are well rounded in assisting rough sleepers and do whatever is possible to end homelessness, or at least making their lives better and be all ears and be there at every step on the way.”

**Outreach client**

“Service was well run and organised, staff were excellent with support and encouragement, it’s like a five star organisation.”

**Residential client**

“The biggest credit to the service is the wonderful and kind, helpful staff I interact with daily. I have never met an unkind staff member. I feel I am always listened to and problems are always addressed, even when they can’t be fixed quickly.”

**Semi independent accommodation – residential client**

“You guys are very welcoming, friendly, professional. You’ve made me feel very welcomed, cared for, and given me a great opportunity to get back on my feet. Thank you so much.”

**Temporary accommodation client**

## How giving back led to a new career for Nizar

Nizar became homeless after the death of his friend, who owned the house he lived in. After St Mungo’s Outreach team helped Nizar off the streets and into stable accommodation, he decided to give back by becoming a volunteer.

Fast forward two and a half years, and Nizar has used his volunteering experience to secure a job working as a Care Assistant at one of St Mungo’s care homes for the elderly. He shares his success story.

## Starting over

“I became homeless after my friend passed away. We’d lived together for many years in the house she owned, but when she died, I lost everything. I tried to fight to keep my home and it even went to court, but eventually, I had to leave. I was so stressed out that I even lost my job.

I had no idea what to do, because I’d never had an experience like this before. I spent a few nights sleeping on night buses and benches – it was horrible.

Luckily, it wasn’t long before I met St Mungo’s Outreach team. They approached me whilst I was sleeping rough in Trafalgar Square, and found me a bed for the night.

From then on, St Mungo’s have had my back. They provided me with a safe place to stay and helped me get a place of my own through the Housing First scheme. It’s given me a firm foundation to start getting back on track.”

*For more information please contact:*

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

**Tel: 020 3856 6000 Fax: 020 3856 6001**

**Email: [info@mungos.org](mailto:info@mungos.org)**

**[www.mungos.org](http://www.mungos.org)**



St Mungo Community Housing Association, a company limited by guarantee  
Charity No. 1149085 • Company No. 8225808 (England and Wales) •  
Housing Association No. LH0279

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