

StMungo's

Client Engagement and Involvement Strategy

2024-2030

mungos.org



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1. Introduction

Clients need to be at the heart of what we do. So, our Involvement and engagement strategy had to reflect our ambitions and the importance of our ethos. Our Client Advisory Board members were asked what the new strategy meant and here is what they said:

“I am involved in a variety of ways at St Mungos, and this is strategy helps show a process and an environment whereby leadership, trustees and the organisation are kept informed by what it is like to be or have been, a client on the front line something that more charities are learning from.”

“Being Involved and contributing, as a former client has significant meaning for me. Aside from the fact of how St Mungo’s was so helpful to me, and how now I am wanting to be helpful to St Mungo’s. The strategy allows me to see how that work can continue for others who need it and how it can be, and is, being improved over time with the input of individuals who have lived experience.”

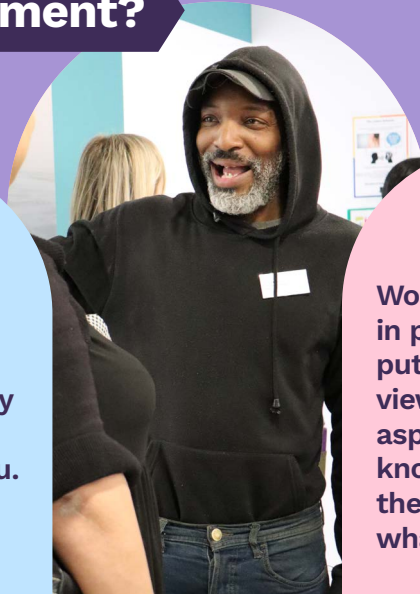
“This new strategy will help St Mungo’s ensure Client engagement and involvement is at the heart of what they do. Providing Clients with a voice, and that they may have confidence, will be listened to and their experiences understood.”

What is client involvement?

Actively involving you in all aspects of St Mungo’s work.

Ensuring you have a meaningful say in decisions that affect you.

Working with you in partnership, putting put your views, needs, aspirations and knowledge at the heart of what we do.



We want you to be involved in:



Your own support



Your service



The organisation



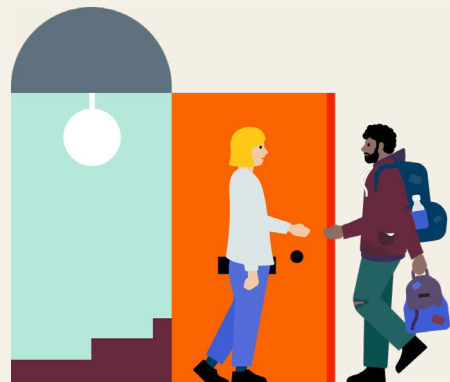
The community

2. Our commitment to you

We aim to support you to live a fulfilling life with purpose and meaning, helping you to connect with friends, family and community.

We will:

- Work with you to secure a safe place to live.
- Listen to, understand and value your individual experience.
- Focus on your strengths and support you to take practical steps towards achieving your goals.
- Support you to build and enjoy positive, supportive relationships.
- Create opportunities that empower you to learn, thrive and contribute to your community.



Your support

Your recovery journey is unique to you. From the moment you begin to work with us, we will support you.

We want you to grow, using your own strengths and following your own aspirations. We will work in partnership with you to make this happen.

We will support you to learn new skills and empower you to forge your own path.

We do things
‘with you’,
not **‘to you’.**



Using your experiences, and the experiences of your fellow clients, we shape our services informed by your emotional and psychological needs.



For me, it is of the utmost importance that all voices and opinions are heard – even those that conflict with my own. It is only through honest discussion that we can seek to achieve outcomes that benefit the majority. In my experience, St Mungo's has always listened to us and acted, where possible, to make improvements or plan services. I have always felt supported and heard and will continue to advocate for others so that they can get the best out of their St Mungo's experience.

Deon, Client Advisory Board member

3. Get involved

We want you, when you feel able, to become involved with the opportunities on to you. Getting involved at St Mungo's starts with your individual support. The first step is building a strong working relationship with your support worker. This will help to open up the many opportunities that are available to you.



In your service

- Take part in **staff interviews** or **inductions**.
- Fill out **feedback cards**.
- Join **residents' meetings**.
- Get involved in our **Pride in our Places** initiative to ensure that where you live is well looked after and a place you can call home.
- Become a **client rep** to help your fellow clients feed back to the service.
- Taking part in **activities** like book clubs, art groups, film nights – and anything else you can think of! Staff in the service will be keen to hear if you have ideas or skills you want to share.
- If you're not currently accommodated, ask your outreach/support worker if there are any local services where you can get involved.

In our organisation

- Become a **Client Ambassador** to share your story and help raise public awareness of homelessness.
- Join the **Client Advisory Board** to help influence strategic decision making across St Mungo's.
- Get involved in helping shape our services and structures through our **Service User Design** groups.
- Join the **Client Challenge** to meet clients and staff from across the organisation and explore the outdoors.
- **Engage in activities** provided by the learning, training and employment team, such as construction skills or our Putting Down Roots gardening project.
- Volunteering on a **client placement** in one of our central teams, working on things like fundraising, communications, or developing policies.
- Providing feedback including filling out our **Client Survey**.

In the community

- **Join activities or groups** at places like gyms, libraries, or community centres to help build your local network and gain new experiences.
- **Connect with local centres** to find out about local volunteering opportunities.
- Engage where necessary with **other groups or agencies** to aid your recovery.
- If you are working with our outreach services, in temporary accommodation, semi independent or independent accommodation, **getting involved in your local community** is a good way to build connections and overcome isolation.

All our opportunities can be found on our website [here](#), or you can email clientinvolvement@mungos.org to find out more.

4. Keeping healthy and active

Keeping active and healthy – whatever that might look like for you – is really important for recovery.

If you aren't registered already, your support worker will help you to connect with local health provision, including the GP and the dentist.

There may be activities in your service, like exercise or cooking groups, which can help you to build a healthy lifestyle.

If you aren't living in one of our services, speak to your support worker about any local community centres where you can access healthy, balanced meals, or if you are able to, explore resources online to help you create balanced meals of your own:

www.bbcgoodfood.com/recipes/collection/quick-and-healthy-recipes

There are also regular walking groups where you can join others from across St Mungo's. Speak to your support worker for more information.



5. Where you live

If you live in St Mungo's accommodation, there are systems to help you feel safe in your home and make sure that we can respond quickly if things need to be repaired.



Look out for the yearly Tenant Satisfaction Survey where you can provide feedback on St Mungo's and where you live.



You can view our latest performance here: www.mungos.org/wp-content/uploads/2024/06/Tenants-Satisfaction-Measures-Performance-2023-24.pdf



Repairs:

To report repairs you can:

- Complete the repairs form on our website: www.mungos.org/clients/report-a-repair-form
- Phone the Repairs Helpdesk: **0333 050 2167** (between 9am and 5pm)
- Email repairs@mungos.org. Please provide full details of the issue and include photos if possible.
- Write a letter to St Mungo's Property Services Team, 3 Thomas More Square, London E1W 1YW.

Alternatively, you can speak to your support worker or any member of staff at your accommodation who will be able to help.

Paying your rent:

There are different ways you can pay your rent such as via your bank account or at the post office. Your support worker will help you to set this up when you move in, ensuring you receive the benefits you are entitled to. St Mungo's also has a central rent team who can support you. Speak to your support worker for details, or visit the client page on our website www.mungos.org/clients

Like all housing providers, we adhere to five key commitments set by Consumer Standards:

- Ensure our tenants are safe in their homes.
- Listen to our tenants' complaints and respond promptly to put things right.
- Be accountable to our tenants and treat them with fairness and respect.
- Know more about the condition of every home and the needs of the people who live in them.
- Collect and use data effectively across a range of areas, including repairs.

6. Your voice

There are lots of ways to have your voice heard and have your say in decisions that affect you, both in your services, and across St Mungo's – find out more under 'Get involved'.

**You have
a voice at
St Mungo's.**

We want you to speak up when you want to celebrate something, when you have an idea, or when things don't go well.

We know that things don't always go right, and our complaints process helps us to put things right and improve the services we provide. Complaints can be resolved most quickly by contacting staff in your service. To do this, you can:

- Speak to a staff member face to face or by phone
- Fill in a complaints form, with the help of staff if needed, and give it to a member of staff or put it in a feedback box

if you prefer to talk to someone outside of your service you can contact the Complaints Team:

complaints@mungos.org or call Tel: **020 3856 6068**

Other ways to feedback

You can fill out feedback cards in your service to comment on experience. Always ask for feedback on what you have suggested or commented on. You can also respond more formally through our yearly tenant satisfaction survey and our bi yearly Client Survey.



7. Appendix



Governance

How we're regulated and our governing bodies.

For more information, please visit: mungos.org/about-us/governance



Client data

St Mungo's is committed to keeping your data safe. We're also committed to being up front and honest about what information we're collecting, why we do this, and how we use it.

For more information, please visit: mungos.org/privacy-policy/projects-and-services



StMungo's

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Email: info@mungos.org

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Chief Executive: Dr Emma Haddad

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