

- We have set a target to have 5% of ex-clients as part of our workforce by March 2008. We believe that experience of being homeless can add value and knowledge to the St Mungo's workforce. To this end, we are establishing traineeships in project work. We also have ex-clients working on the building sites of our remodelled hostels
- We are exploring client involvement in the staff appraisal process, so that clients are able to give positive feedback to staff, as well as constructive criticism to help staff develop.



Conclusion

Client involvement places St Mungo's clients at the centre of everything we do, by inviting them to tell us what we do well and what we could do better. By involving our clients in this process, we are also helping to develop their skills and confidence, leading to greater independence.

To find out more about Client Involvement at St Mungo's, please contact Andy Williams, Client Involvement Co-ordinator, on 020 8762 5692.

St Mungo's is opening doors for London's homeless. Every year we help more than 10,000 homeless and vulnerable people find responsive and integrated solutions for problems with housing, employment, training and health.

We offer pioneering services to men and women who have complex and overlapping needs that often exclude them from mainstream services. Our work is essential for preparing people with mental health, substance use, alcohol and housing problems to move on.

And to constantly improve the quality of our services we welcome diversity and build partnerships so that we reflect and help our local communities across London.

For information on subscribing to 'Briefings', please call 020 8762 5569

Dissemination of our good practice is funded by charitable voluntary income.
We are grateful to our donors whose support enables us to share this information briefing.

St Mungo's, Griffin House,
161 Hammersmith Road, London W6 8BS

Tel: 020 8762 5500

Fax: 020 8762 5501

www.mungos.org

Charity exempt from registration
I&P Society No. 20598R Housing Association No. LH0279

St Mungo's 
Opening doors for London's homeless

CLIENT INVOLVEMENT AT ST MUNGO'S

St Mungo's is committed to making sure the needs and wants of our clients are at the heart of everything we do. Our client involvement programme makes sure that the people who use our services have a genuine opportunity to have a say in how those services develop.

"St Mungo's clients have a right to be involved in how our services are run and the changes that are made. For clients, involvement is also a real opportunity to develop skills and confidence. It's about having a say about where you live and the services you use."

Andy Williams, Client Involvement Co-ordinator



Listening to our clients

To make their voices heard, St Mungo's clients set up their own group, Outside In, in 2005.

"Client involvement is important because it makes service provision better. It's about understanding people's needs and how to support them. Being involved with Outside In has made me aware of the opportunities available to me. I now feel able to master my destiny."

Mark Slocombe, Outside In Member

St Mungo's 
Opening doors for London's homeless

Outside In achievements

Outside In meet regularly with senior staff to raise issues that affect clients.

- St Mungo's worked in partnership with Outside In on the remodelling and development of many of our housing projects
- Outside In have made presentations at inductions, staff away days, and to St Mungo's Board, to promote client involvement and the part we all have to play in its development.



Creating new opportunities

- Outside In secured £20,000 of funding for a new peer facilitators scheme to train St Mungo's clients to run residents' meetings in projects. The course is accredited and helps to build confidence, assertiveness and communication skills
- St Mungo's has established an annual client involvement conference to bring clients and staff together to talk about the way St Mungo's should be run. Our second annual client involvement conference was held this year, where we celebrated our client involvement successes to date and came up with new ideas on how to involve clients in every aspect of our work
- The first client-led Lesbian, Gay, Bisexual and Transgender Group (LGBTG) had its first meeting this year
- Edwin Hilliard, a core member of Outside In, will visit Madrid in June as part of an international Client Involvement Conference hosted by Off the Streets and Into Work (OSW). Edwin will represent client involvement at St Mungo's, and will meet other client involvement representatives from across Europe.



Client Involvement for all

As part of St Mungo's 2007-2010 Client Involvement strategy every project/service has to have a client involvement action plan.

The action plan will enable clients to:

- influence the business plan
- have a greater say in the day-to-day running of the service
- form a partnership with staff
- have new opportunities.



“St Mungo's prides itself on the pioneering nature of our work. By listening to and respecting our clients, we have the opportunity to understand their needs better and to work towards more creative and effective solutions.”

Charles Fraser, Chief Executive

Developing Client Involvement for the future

St Mungo's has developed the following aims and objectives to further expand and build on the good work we have already achieved:

- From May 2007, two members of St Mungo's Board will attend Outside In meetings twice a year. This will ensure client involvement in decisions about the development of St Mungo's
- From Summer 2007 we will train clients to help audit the effectiveness of our work, alongside members of staff
- More client diversity groups will be set up including a Black and Minority Ethnic Group (BME) and a Women's Group
- We will apply for more funding this year for Client Involvement, for training and staff support, so that the membership of Outside In can grow.