



Opening doors...
Annual Review 2009/10

Chief Executive's introduction



Too many doors are closed if you're homeless. You are more likely to have multiple illnesses, more likely to be long-term unemployed and more likely to be functionally illiterate. Overtuning these probabilities and opening doors to a future is what St Mungo's wants to do.

Some doors we open ourselves. We have radically improved almost all our hostels thanks to the Homes and Communities Agency. During the year we opened Spring Gardens in Lewisham, and the Lodge in Camden – the latter is a particularly striking example of how to meet intractable needs with low levels of formal support. We also radically refurbished and reopened a hostel in Kings Cross. In all our developments we have combined design creativity with service excellence thereby supporting towards recovery.

Some doors we open with others. We are particularly pleased to have a strategic alliance with Crisis whereby we come together to share expertise. We have also established 'Homeless Healthcare' as a Community Interest Company with the GPs at Great Chapel Street walk-in centre, which allows us a vehicle for future joint working. We have extended our services outside London, and look forward to consolidating our presence as we believe benefits flow both ways.

Some doors remain resolutely shut. It is a continuing frustration that government cannot, or will not, accept that "you cannot treat unequal groups equally" – those who are already disadvantaged need special measures to help them back onto a level playing field, especially in the areas of chronic ill-health and long-term unemployment. We believe that homelessness is an issue of such acute deprivation that only targeted services will do.

We know there are dark clouds ahead; an annual report however is a celebration of what has been achieved, and I would like to record my gratitude to our staff and volunteers for their commitment and dedication, as well as to our funders and supporters. Together we can ensure that the doors are kept open.

Charles Fraser CBE
Chief Executive, St Mungo's

Chair's message



Last year I called on the then-government not to penalise homeless people in the impending cuts – it seemed then, and it seems now, grossly unfair for people who did not share in the economic good times to share

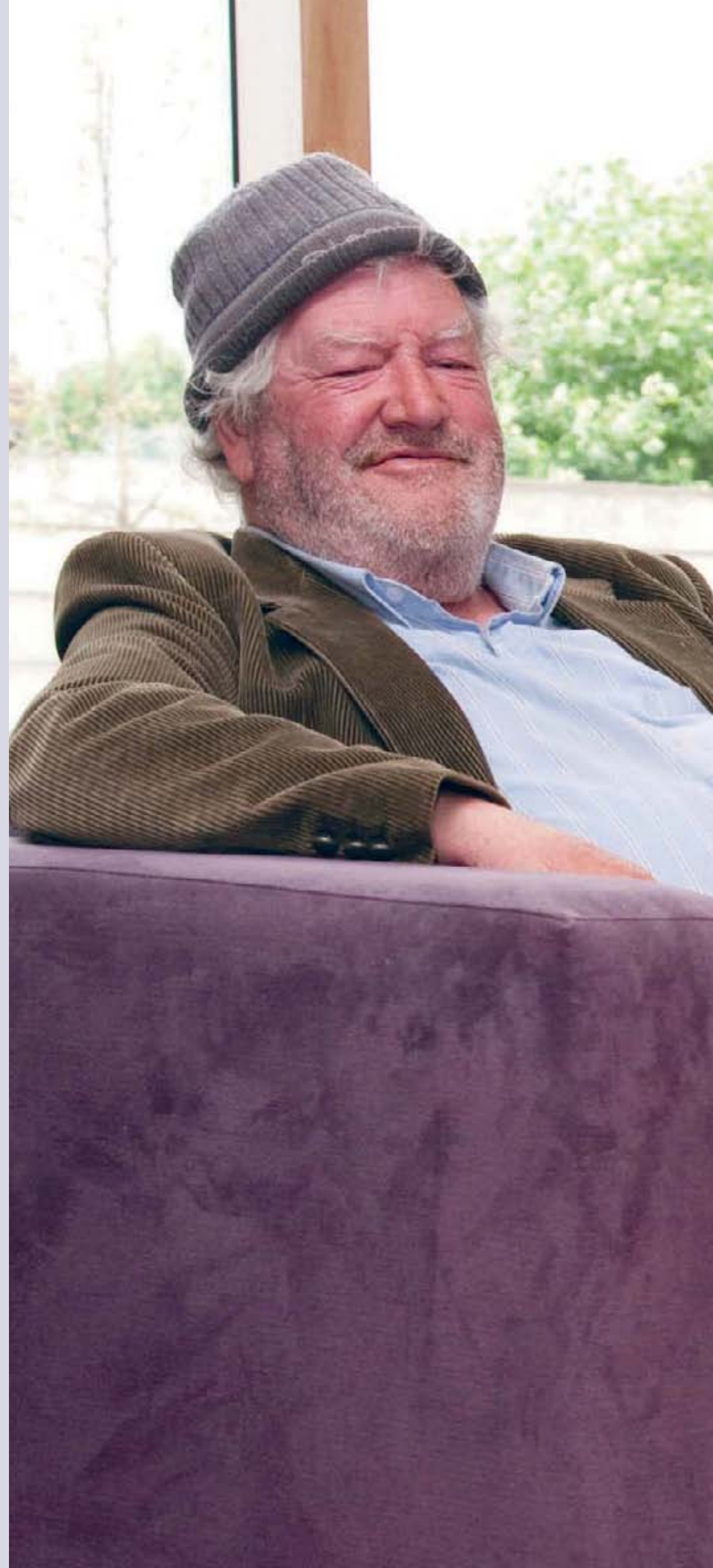
disproportionately in the bad times. Perhaps predictably, government did not listen and current spending cuts are once again hitting hardest those who have least.

At St Mungo's we do not believe we are the centre of the universe, but we do believe that our work matters – for homeless people, for the communities in which we are active and for society as a whole.

It has been instructive to hear government officials from tell us, after they have visited, that they "did not realise homelessness was like that". It cannot be because we have not told them. Rather, it must be that our policy-makers understand "the big picture" as necessarily excluding the telling detail. What we strive for at St Mungo's is for the big picture to include the small one, for "intelligent design" to guide the way public services are constructed for people on the margins. In this annual report you will find examples of where, despite everything, this has happened, and the differences which this has made to people's lives.

As always, I am especially grateful to Charles and the staff and volunteers for their tireless work. I also want to express my gratitude to my colleagues on the Board for their energy and support. This is my last year as Chair, and I shall be standing down from St Mungo's Board altogether, having completed my term. It has been a pleasure and privilege to have been involved in this tremendous organisation, and I wish everyone connected with it continued success in the future – homeless people deserve nothing less.

Wendy Morris
Chair, St Mungo's



Our key successes in 2009/10

- Our outreach teams helped 526 people off the streets
- We provided accommodation for 1,600 homeless people a night
- Our Skills and Employment team supported 1,005 people in finding employment, training, further education and taking up a range of other activities
- We supported over 1,000 clients with their mental health and substance use needs
- We helped 703 of our residents make positive accommodation moves.

Opening doors....

Street outreach in 2009/10 - Key facts:

- We helped 526 people off the streets
- We provided emergency cold weather accommodation for over 150 people
- We also ran two emergency shelters throughout the year
- We ran five outreach teams across London, in Reading and Bristol.

....to a life off the streets

Reaching out to rough sleepers and helping them off the streets is a vital part of St Mungo's work; it is where we started out 40 years ago and is still a challenge today.



Outreach workers build relationships with rough sleepers, encouraging them off the streets and into an emergency shelter

3,673 people slept rough on the streets of London in 2009/10 - up 6% on the previous 12 months. 60% of these were people seen sleeping rough for the first time and an increasing proportion of new arrivals on the street have no access to many publicly funded services because of their country of origin.

Our outreach teams are on the frontline of work with rough sleepers, building relationships and trust, opening doors for them to a life off the streets for good. Last year we helped 526 people make the first step in their recovery, coming off the streets and into appropriate accommodation. Our experience and innovative solutions played a huge part in helping over three quarters of the 205 people identified as London's most entrenched rough sleepers off the streets.

We opened a severe weather shelter four times during the especially cold and snowy winter. This allowed over 150 rough sleepers to come inside and find out more about the services and opportunities available. This was in addition to the two emergency shelters we run throughout the year.

In 2009/10 we continued to expand our services out of London, starting to run an outreach team in Bristol, adding to the one in Reading, in addition to those established in Southwark, Westminster and Ealing.

Our outreach services reach the broader street population. As well as our work with rough sleepers, we provide practical solutions to issues such as street drinking, begging, sex work and other issues of community concern.

Opening doors....

*Spring Gardens in Lewisham,
fresh thinking in hostel design*



Accommodation in 2009/10 - Key facts

- We provided accommodation for 3,108 people
- A breakdown of our accommodation:
 - Almost 70 beds in our two emergency shelters
 - 780 beds in our 15 hostels
 - Beds for 340 people in semi-independent housing
 - 450 beds in complex needs (including registered care) accommodation.

....to 21st century accommodation

St Mungo's accommodation provides a safe place for homeless people to rebuild their lives. We run temporary accommodation, such as emergency shelters and hostels, through to semi independent housing and care homes.



High quality housing and support is crucial to our clients' recovery

Every night over 1,600 people sleep in a St Mungo's bed in London and the south. Last year we housed a total of 3,108 people in our range of accommodation, including emergency shelters. Every resident has a keyworker and together they create a highly personalised, holistic support and action plan, to aid each resident's recovery. This draws on the wealth of opportunities from within St Mungo's range of services and also the local community.

In 2009/10 we continued to develop and improve the quality of the housing we provide, opening the door to 21st century accommodation for homeless people.

In the summer of 2009 we opened a groundbreaking hostel, Spring Gardens in Lewisham. It is a completely new building which provides en-suite rooms for 40 homeless people. The modern, innovative design includes IT areas, a library, and meeting rooms for activities, education and training. Spring Gardens is fresh thinking in hostel design which we hope will stimulate transformation in the lives of those who live there.

In spring 2010 we opened a contrasting but equally innovative accommodation project. The Lodge at St Ursula's provides B&B-style accommodation specifically aimed at helping long term, older rough sleepers. We know this group are some of the most resistant to the usual routes away from the streets, often very independent, self-sufficient people used to their own patterns of daily life. Our challenge is to provide a better alternative to sleeping on the streets that appeals to them directly. The Lodge is positioned as a hotel rather than a hostel, with less formal support services, but with staff on hand to signpost guests towards the opportunities available to them around health, work and finding accommodation.

Opening doors....

Good health is a vital part of homeless people's recovery - a visiting GP at our Cedars Road hostel

Health in 2009/10 - Key facts

- 91% of our hostel residents are registered with a local GP
- 100% of clients in our projects with health support have undergone a health check, most have gone on to be screened for TB and sexually transmitted infections
- Our innovative ACE funded LifeWorks service provided 100 hours of psychotherapy per week, bringing effective 'talking treatment' to those traditionally excluded
 - Outcomes for those involved include an increase in skills and employment activity, improvement in physical health, mental well being and substance use.

....to a healthy future

Homelessness is often viewed as a housing problem, but increasingly we see that helping people to deal with their health problems is key to their recovery.



Our Down & Out? report; a major piece of research into the links between poor mental health and rough sleeping

The people that St Mungo's work with often have complex and challenging long term health problems. 64% of our clients have a significant physical health condition, 70% have a mental health issue and 64% have a problem with alcohol or drug use. We work hard to develop and deliver solutions and support that meets their specific needs around physical health, mental health, substance use and wellbeing.

2009/10 saw significant success in a pilot 'hospital at home' project being run in our largest hostel. The groundbreaking project, run in partnership with Three Boroughs Primary Health Care Team, provides a specialist nurse and a health support worker on-site five days a week, with the support of a visiting GP. The projects helps residents to engage with the specialist services that they need, prevents unnecessary admission to hospital and arranges discharge from hospital when the time is right. In the year before the pilot seven hostel residents died, the average age of death was just 37; during the first year of the pilot there were no deaths, something generally attributed to the project. There was also a 77% reduction in hospital admissions and a 52% reduction in Accident and Emergency attendances in the hostel population.

To bring a better understanding of health issues to project staff, we run bi-monthly Health Champions Days. These days have included workshops on food and mood, sexual health, complex brain trauma, bowel cancer, harm minimisation, palliative care and draw on expertise within St Mungo's and also from external, statutory services.

Our experience is that homeless people with mental health problems do not get the services they need. In the summer of 2009 we launched a major study into the links between mental health and street homelessness, collecting evidence from more than 90 expert organisations and individuals, and used peer research to gather the experiences of over 100 homeless people. The report, Down and Out?, called for the Department of Health to tackle rough sleeping as a public health problem and to appoint a lead minister on health and homelessness. This work was recognised with a nomination in the Chartered Institute for Public Relations Excellence Awards.

Opening doors....

Skills and employment in 2009/10 - Key facts:

- Our programmes helped 120 people into work, 700 into training, with 705 people taking part in structured activities
- We run vocational schemes for homeless people in gardening, wood work, bricklaying and plastering, catering, sound recording, and painting and decorating.

....to skills, training and employment

With a difficult economy and unemployment at a 15 year high, the challenges facing long term unemployed and vulnerable people are stark.



Our Putting Down Roots gardening project can help people's confidence, physical and mental health as well as building skills

Over half of our clients can not read and write to a functional level, 24% have not worked in the last 10 years and 12% have never worked. But 80% say that it is their goal to get a job.

St Mungo's opens the door to skills, training and employment, providing tailored employability support that successfully meets the needs of homeless people.

Our pioneering Pathways to Employment scheme is an intensive hostel based programme of 'progress towards and into work' activities that provides focused support to move homeless people closer to the labour market and into work. An evaluation in 2009 found that of those in the scheme for nine months or longer, 13% had gone into a full or part-time job, 17% were taking a further education course, 14% were completing a training course.

St Mungo's runs a number of vocational training projects which give homeless people the opportunity to get hands on experience, developing not only practical skills but also their own confidence and self-esteem.

In December 2009 our wood workshop, WoodWorks, was reopened by DWP minister Angela Eagle after a complete refurbishment, and started selling products to the public from a new online shop.

In 2009/10 Putting Down Roots, our gardening programme, celebrated its tenth anniversary, helped create an award winning garden at the Chelsea Flower Show, and secured funding to enable a specific focus on mental health support within the team.

In September 2009 the second year of St Mungo's Apprenticeship Scheme kicked off with 17 new starters. The scheme is a paid and supported programme that offers people who have used homelessness services the skills and experience needed to equip them to work in front-line services. Of the 12 people from the 2008 intake, nine went on to secure permanent roles within St Mungo's during 2009.

Opening doors....

Every year we help hundreds of people to move into a place of their own, and enjoy staying there

Independent living in 2009/10 - Key facts:

- We helped over 460 people to move on positively from St Mungo's accommodation
- Every day we provide accommodation for 340 people in semi-independent housing, helping them towards a life away from our services.

....to independent living

St Mungo's has a range of holistic and personalised services that support people to live independently. These include life skills training and move-on planning, and supporting people living in their own homes, including older people and people with mental health issues.



Our work supporting vulnerable older people helps them keep their homes

The majority of our hostels are designed so that residents progress through the accommodation, living in different parts of the project with gradually lessening levels of support. This may see them moving from having daily meals provided, through to a room with a shared kitchen, then into a self contained studio flat, all within the same hostel. This pathway fosters ambition and allows people to take more responsibility as they are able.

Staff help clients plan for moving into suitable independent accommodation and run pre-tenancy training. For example, our two-day Skills for Living course is run by staff and peer volunteers, building on clients' life skills, knowledge and experience to help them move successfully into their own accommodation. The course also looks at how to get involved with what's going on in the local community and provides an opportunity to meet people who have already moved.

September 2009 saw the launch of Supporting Together, a partnership between St Mungo's, Willow and Elders Voice, which is supporting older people in Brent. The scheme gives housing-related assistance to vulnerable adults, helping them to stay living independently in their own home. Workers help arrange GP and hospital appointments, offer benefits advice, help with housing-related difficulties and put older people in touch with community activities.

We run a wide range of services for ex-offenders and people in prison, including seven prison-based housing brokerage services and six offender specific supported housing projects. Some services are tailored for specialist groups, including young people, women, those with mental health and/or substance use problems, and Muslim people.

Opening doors....

Our outreach team in Bristol, working out of the Compass Centre, is bringing hope to homeless people

Our work outside London in 2009/10 - Key facts

- Our two supported housing projects in Oxford provide accommodation for 14 people a history of drug use
- The Compass Centre in Bristol provides a range of health, education, employment and housing access services, activities and courses
- Outreach teams in Reading and Bristol work with people in need on the streets
- Our Voicemail4All service provides free voicemail numbers for over 2,000 homeless people, and in 2010 extended its service to Leeds and Brighton & Hove.

....outside London

Since St Mungo's started in a house in Battersea in 1969 we have been supporting the homeless men and women of London. In the last couple of years we have taken steps further afield, and in 2009/10 saw real success, spreading to some key areas of the south of England.

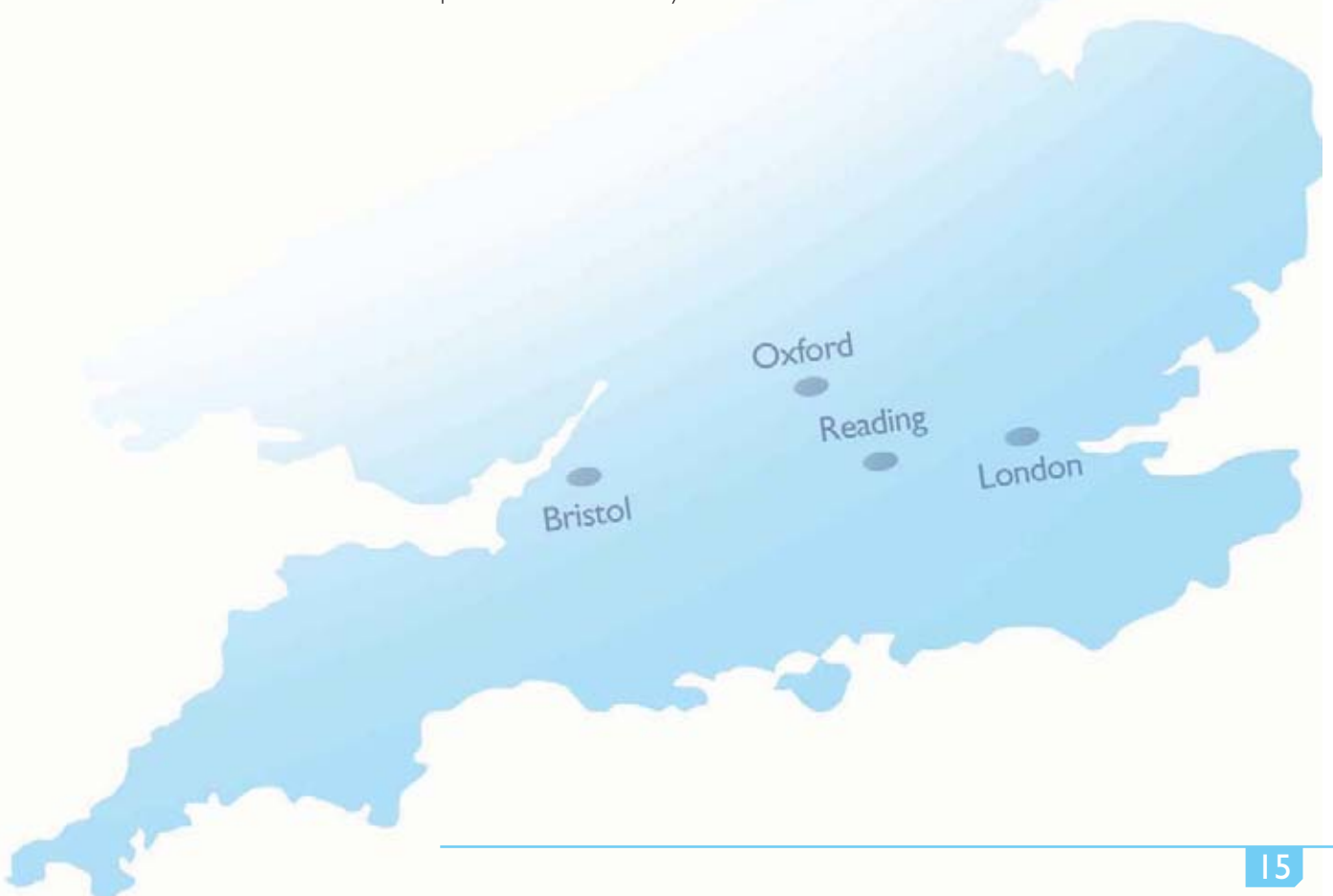


St Mungo's Community Choir, Bristol

Building on the outreach services we have operated in Reading since 2008, in 2009/10 we started running a centre for homeless people in Bristol, and two supported housing projects in Oxford.

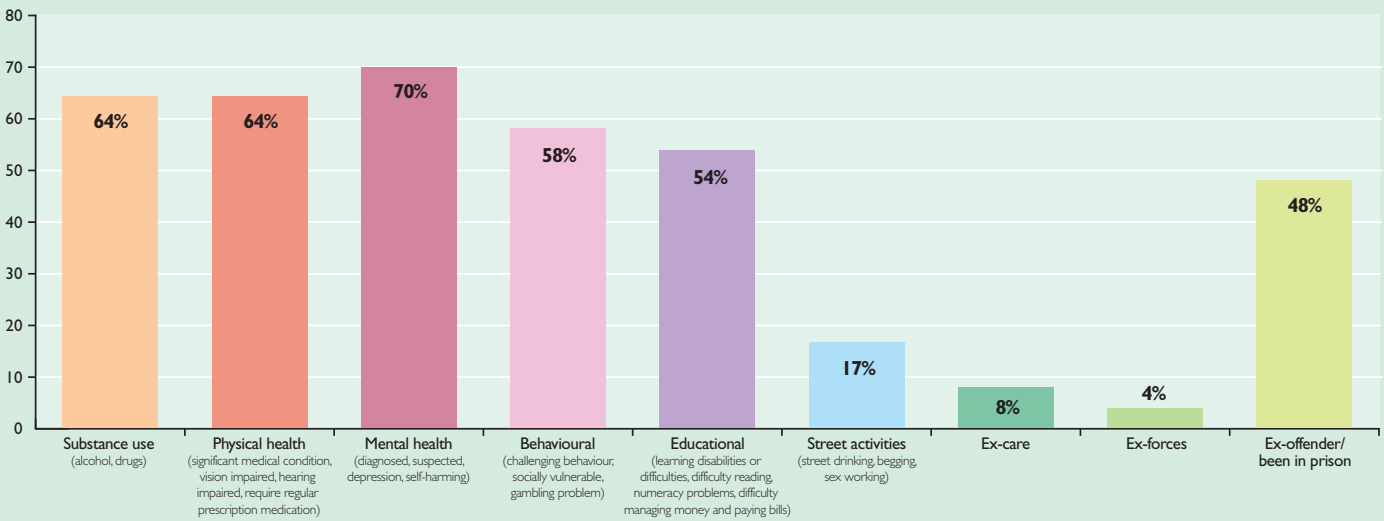
The Compass Centre provides services for homeless people in the Stokes Croft area of Bristol. St Mungo's has reinvigorated the services and introduced new activities to meet the needs of as many homeless people in Bristol as possible. The centre provides education and training programmes, a health centre with a GP service, and a café run by homeless people. It is the base that our Bristol outreach team works from, and where we manage access to emergency accommodation.

A choir made up of staff, supporters and clients was formed towards the end of 2009 and has started performing at local events; a great example of a creative approach to St Mungo's commitment to building satisfying relationships between people involved in our work, and being a positive part of the community.

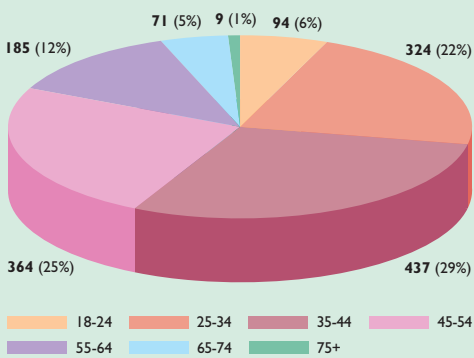


Opening doors....

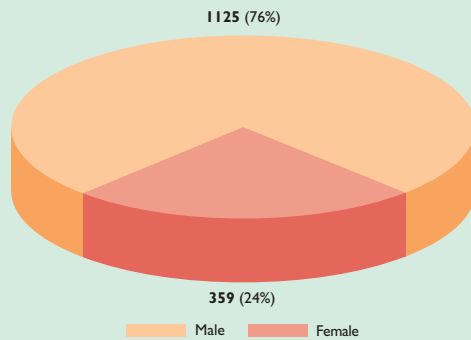
Client needs



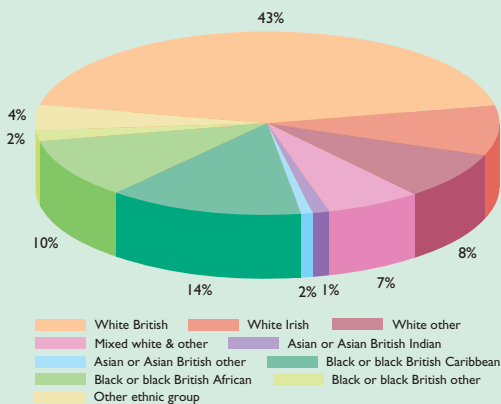
Age of clients



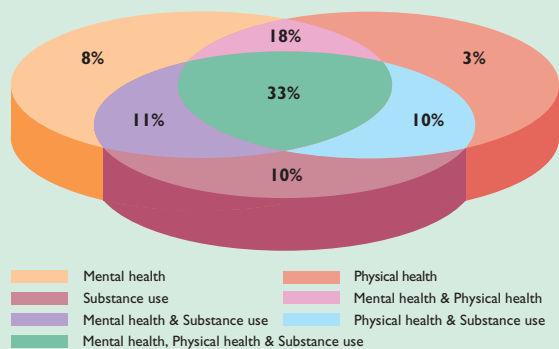
Gender of clients



Ethnicity of clients



Multiple needs



None: 5% Unknown: 2%

....to my recovery

Our dedication to improving the services we provide means we work hard to find out about the people we work with; their backgrounds, their needs and their ambitions. We have a hugely varied group of people to support, but we are committed to providing the holistic and personalised support they need for their recovery.



Where possible we use peer research to find out about our clients, their experience and their needs

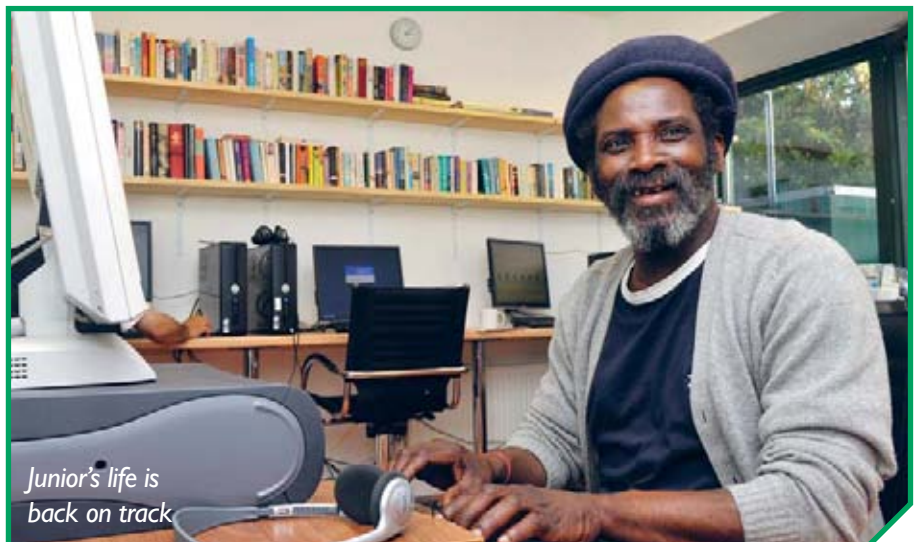
Junior's story

Before coming to St Mungo's, Junior slept rough ***“all over the place in south London”***. Prior to this he had a job, a car and somewhere to live, but when his work contract finished, he lost his flat and ended up sleeping in his car, and eventually on the streets. Fortunately he started attending a drugs support service where a project worker referred him to St Mungo's. He moved in to our Cedars Road hostel in February 2009.

Within a couple of months of arriving, Junior had started on our Pathways to Employment programme. Initially, he attended computer classes and began learning basic IT skills. Soon he began to participate in training opportunities, including our painting and decorating programme.

Junior worked closely with the Pathways to Employment team. ***“Everything was a problem. But everything is coming together now. If you work hard you get results. I know what I want now. I've learnt a lot, it's giving me freedom; things are starting to open up.”***

Junior says that joining the Pathways to Employment programme ***“changed my life”***, he now lives in his own flat in South London and recently got a job in the construction industry.



Junior's life is back on track

Opening doors....

Our Action week walk was a great success with over 160 supporters, clients and staff hitting the streets



....so that things change for the better

Despite the continuing economic recession, it is heartening to know that so many of our supporters have remained very loyal to our cause.



Apprentice Project Worker and homeless peer researcher Martyn Warr speaks at St Mungo's Parliamentary reception

We are, as ever, indebted to all the individuals, groups, organisations and charitable trusts that enabled us to reach our fundraising income needs during 2009/10.

We believe our supporters recognise the increasing importance of our work in these challenging times, so a big thank you. Your support has inspired us to continue to deepen our ambitions for one of the most vulnerable groups of people in our society today.

If you have any questions or need further information, you can get in touch with the fundraising team by emailing donorrelations@mungos.org

At St Mungo's we believe that no one with a mental illness should be sleeping rough.

During our Action Week in June 2009, we launched St Mungo's £1m mental health appeal, aiming to raise funds to support our work around mental ill health.

We continue to work hard to raise the often forgotten voice of homeless people in the 'corridors of power' - both in Westminster and locally. As part of Action Week we launched *Down & Out?*, a major piece of national policy research which explored the links between mental ill health and rough sleeping. Its launch was attended by the homeless leads from all three major political parties.



Outside In is an independent group run by and for St Mungo's clients. The group help to ensure St Mungo's policies, decisions and services are informed by the views of people who have experienced homelessness



INVESTOR IN PEOPLE



Thank you to our partners and supporters

Brent Primary Care Trust
 Bristol City Council
 City of London Corporation
 Department for Work & Pensions
 Department of Communities and Local Government
 Department of Health
 Dion Fund
 European Social Fund
 Home Office
 Homes and Communities Agency
 Lambeth Primary Care Trust
 Learning and Skills Council
 London Borough of Brent
 London Borough of Camden
 London Borough of Ealing
 London Borough of Enfield
 London Borough of Hackney
 London Borough of Haringey
 London Borough of Harrow
 London Borough of Hillingdon
 London Borough of Islington
 London Borough of Lambeth
 London Borough of Lewisham
 London Borough of Redbridge
 London Borough of Southwark
 London Borough of Tower Hamlets
 London Borough of Waltham Forest
 London Councils
 London Development Agency

Off the Streets and into Work
 Oxford County Council
 Reading Borough Council
 Regenesis
 Royal Borough of Kensington & Chelsea
 Westminster City Council

We are extremely grateful for the support we received from members of the public, companies and trusts during 2009/10. Here we acknowledge just some of our loyal supporters.

Corporate Supporters

Baring Asset Management Ltd
 British American Tobacco PLC
 Dwell Retail Ltd
 JP Morgan Cazenove
 Miller Insurance
 Pfizer Foundation
 Quinn London
 Rolls-Royce
 RNR London Ltd
 Taylor Wessing

Trusts

City of Westminster
 Voluntary Sector Funding Programme
 Wyseliot Charitable Trust
 Santander Foundation
 The Eranda Foundation
 Cripplegate Foundation
 The Cadbury Foundation
 The H B Allen Charitable Trust
 The Indigo Trust
 The Jane Durell Charitable Trust
 The Zochonis Charitable Trust

The Fresh Hope Trust
 George John and Sheilah Livanos Charitable Trust
 Donald Forrester Trust
 Merchant Taylors' Company Livery and Freemen Fund
 The Peter Cruddas Foundation
 Land Aid Charitable Trust
 Adint Charitable Trust
 Big Lottery Fund,
 Ecominds, Changing Spaces Initiative
 The French Huguenot Church of London Trust
 The Bay Tree Charitable Trust
 The 29th May 1961 Charitable Trust
 Henry Smith Charity
 The Lloyds TSB Foundation for England & Wales
 Mercers' Company Charitable Trust
 Charles Hayward Foundation
 Yorkshire Building Society Charitable Foundation
 The Coltstaple Trust
 The Ingram Trust
 Milton Damerel Trust

Individuals

Patricia Bishop
 The Conneely Family
 Simon and Caroline Davis
 Julian and Susie Knott
 David Mayhew
 Richard Norton
 Tom Rob Smith
 Michael and Ruth West
 Brian Worth

....thanks to St Mungo's staff and volunteers

St Mungo's continues to help homeless people rebuild their lives thanks to a team of dedicated, professional staff and volunteers. In 2009/10 we exceeded our target of 5% of staff having experience of homelessness services.



Building positive relationships is the basis of everything our staff and volunteers do

The organisation has a deep commitment to equipping staff both personally and professionally, through formal training, e-learning, coaching and mentoring. Volunteers play a significant part in clients' recovery. Whether it's running a music group, a cookery class or a film night, their energy and enthusiasm is highly valued.

Our five staff diversity groups are a dynamic part of the life of the organisation. The Black & Minority Ethnic Group, Lesbian, Gay, Bisexual & Transgender Group, Women's Focus Group, Irish Focus Group and Disability Focus Group welcome anyone who identify with, support or want to find out more about their particular focus.

St Mungo's are proud to have Investors in People status, to be a Stonewall Diversity Champion, and to be part of the Positive About Disability scheme in our recruitment.

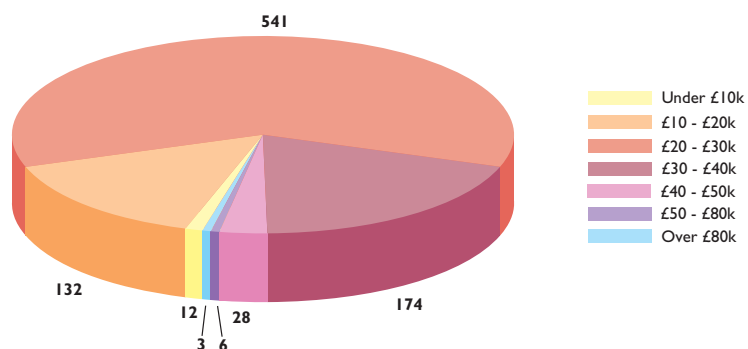
Staff structure



Board members as at 31 March 2010

- Wendy Morris (Chair)
- Paul Doe (Vice Chair)
- Bernard Tominey (Hon. Treasurer)
- Dennis King
- John Perry
- Terry Price
- Julian Coningham
- Dharshini Wilkinson
- Mandy Perrin
- Shola Ajayi
- Gillian Charlesworth
- Edwin Hilliard

Staff salary breakdown



Income and Expenditure account

for the year ended 31 March 2010

	2010 £000	2009 £000
Turnover	47,436	42,558
Operating costs	(46,930)	(42,690)
Operating surplus/(deficit)	506	(132)
Interest receivable	189	716
Interest payable	(7)	(8)
Surplus for the year	688	576
Net transfer to designated reserves	(380)	(449)
Net transfer from/(to) restricted reserves	458	(141)
Retained revenue surplus/(deficit) for the year after reserve transfers	766	(14)

All amounts relate to continuing activities. All recognised surpluses and deficits are included on the Income and Expenditure account. In view of the constitution of the Association, all shareholdings relate to non-equity interests.

These financial statements were approved by the Board on 20 July 2010 and signed on its behalf by:

WENDY MORRIS Chair
BERNARD TOMINEY Hon Treasurer
CHARLES FRASER CBE Chief Executive and Secretary

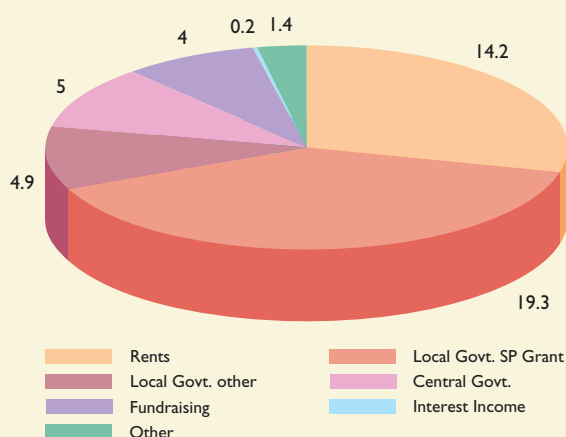
St Mungo's full audited financial statements, including the Board's report, are available from the Secretary on request at St Mungo's, Griffin House, 161 Hammersmith Road, London W6 8BS. The financial statements have received an unqualified audit report from Nexia, Smith & Williamson.

Balance sheet

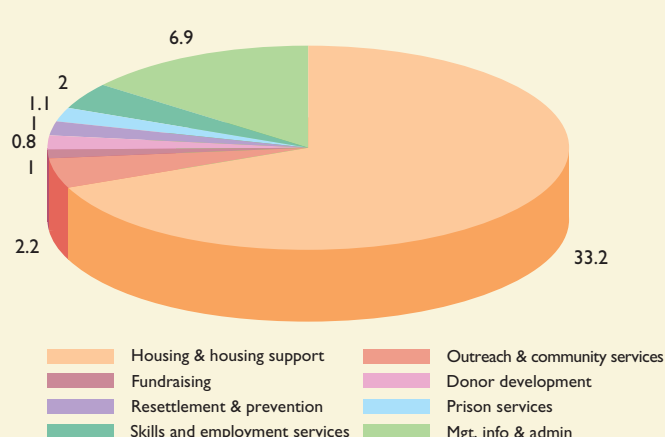
as at 31 March 2010

	2010 £000	2009 £000
Tangible fixed assets		
Housing properties	88,031	76,890
Social housing grants	(72,837)	(62,600)
Charitable & other grants	(9,289)	(9,148)
Accumulated depreciation	(446)	(334)
	5,459	4,808
Other fixed assets	242	284
Investments in subsidiaries	-	-
	5,701	5,092
Current assets		
Debtors	3,648	4,524
Cash at bank and in hand	11,256	14,163
	14,904	18,687
Creditors		
Amount falling due within one year	(6,666)	(10,521)
Net current assets	8,238	8,166
Total assets less current liabilities	13,939	13,258
Creditors		
Amount falling due after more than one year	66	73
Capital and reserves		
Share capital	-	-
Revenue reserves	5,311	4,545
Designated reserves	7,665	7,285
Restricted reserves	897	1,355
	13,939	13,258

Income 2009/10 by type (£) (totalling £49m)



Expenditure by activity (£) (totalling £48.2m)



Our finances



We work in seven prisons and also support many ex-offenders to rebuild their lives

Our funding opens a lot of doors, so it was pleasing to see income increase by 11% to £47.4m in 2009/10. A large part of the increase came from the reopening of two hostels following redevelopment in Camden and Lewisham paid for with Places of Change grants from the Homes and Community Agency and Communities and Local Government. We also purchased accommodation that we had previously rented in Southwark and towards the end of the year opened the Lodge in Camden and our new Brent hostel was handed back to us following development. Our capital spend on accommodation during the year was £11.1m as our supported housing bedspaces increased by 136 to 1,656 at the end of the year.

The surplus for the year was a modest £0.7m which was slightly up on last year. During the year we faced continuous pressure to reduce costs in order to retain contracts and succeed with new bids. That success has been evident by the expansion of our work outside London winning contracts in Bristol and Oxford and extending our provision of services in Brent and Haringey. Cash balances did not reduce by as much as we anticipated last year and continue to be healthy. However, falling rates have meant that interest was less than £200k this year compared to over £700k in the previous year. We have £14m in reserves, just over half of which is designated. £5m of the £7m designated has been earmarked for major repairs and maintenance of our housing stock.

Most of our Central and Local Government funders are asking for significant reductions in the grants that they give us. We have been addressing these requests by reviewing the services that we deliver and the way we deliver them to our clients. The changes that we make will reduce costs, but we are concerned that this should not impact on the quality of the service that we provide.

David Evans, B.Sc., F.C.A.
Executive Director of Finance and Information



Our vision is that everyone should have a decent place to live, enjoy good health, and have something meaningful to do – and also have satisfying relationships.

Our mission is to house, support and care for vulnerable and excluded people who either have been, or are at risk of, sleeping rough and homelessness.

Our aim is to make sure that homeless and excluded people can improve their quality of life.

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

Tel: 020 8762 5500 Fax: 020 8762 5501

E-mail: info@mungos.org

www.mungos.org

Registered under the Industrial & Provident Society Act No. 20598R.
Registered with the Tenants Services Authority No. LH0279

Cover image: St Mungo's new painting and decorating course helps with practical skills and boosts clients' confidence and self-esteem
Thank you to all the St Mungo's residents, volunteers and staff whose photographs and histories appear in this publication.
Photographers: Jonathan Richards, Polly Hancock, Richard Bailey, Amy Scaife, Marcus Rose, Alex Griffiths, Morley von Sternberg
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St Mungo's 
Opening doors for homeless people