



Foreword



This year 26% more people found themselves rough sleeping in England, which means the resilience, knowledge and drive of all colleagues across St Mungo's is needed more than ever.

I am incredibly proud to have been part of this organisation for five years, first as a trustee and now in my second year as Chair. One of the things I am always impressed by is the breadth of what we do, and last year we ran 161 services; from our 13 outreach teams to our supported accommodation services and our recovery services, we help people off the streets and into their own homes.

In 2022-23, we worked with 28,359 people facing homelessness, about 12% more than the year before. This illustrates the ongoing and significant demand for us to support people to find safe, secure and affordable places to live. In 2022 we also welcomed Emma Haddad as our new Chief Executive. She has offered inspirational leadership to the organisation and beyond.

Our clients are some of the most vulnerable people in our communities, and in 2022-23, the cost of living crisis only heightened this. It increased the number of people at risk of

homelessness, and the number of people who found themselves homeless for the first time. I am incredibly proud of our staff and volunteers who work tirelessly to support our clients. The cost of living crisis has taken a toll and I know the empathetic, kind and caring response of our teams has made a huge difference.

Working with government is critical to ending homelessness and last year we worked closely with our partners to influence change. We will continue to do so in the run up to the next general election, making sure homelessness is high on the agenda and a priority for any future government.

Thank you finally to our supporters, donors, corporate partners and the many trusts, foundations and philanthropists who make our work possible. The difference you make to thousands of lives every year is invaluable.

**Joanna Killian,
Chair of Trustees**



It has been inspiring to see how our dedicated, compassionate and expert colleagues transform lives each day as we pursue our hugely important mission of ending homelessness.

It was a real privilege to become Chief Executive of St Mungo's in 2022.

I have been humbled by the time I've spent meeting our clients. I've had the opportunity to meet residents in our supported accommodation services, seen our training programmes first hand and spent time on the streets with our outreach teams.

It has been inspiring to see how our dedicated, compassionate and expert colleagues transform lives each day as we pursue our hugely important mission of ending homelessness.

I've been struck by the enormous generosity of our donors, partners and supporters, without whom we could not support people in the way we do. For St Mungo's, it is not just about providing a bed, but a whole recovery approach that centres around each individual.

It is great that we are a respected voice in the sector. We use our expertise as a leading provider of homelessness services to influence government policy. Together with partners across the sector we will continue to push for change to prevent people from falling into

homelessness, and help those who do to recover from it for good.

In July 2023 we were very sad to lose Lord Bob Kerslake, who was a strong advocate of the homelessness sector for many years. Since 2021, Bob chaired the Kerslake Commission on Homelessness and Rough Sleeping, for which St Mungo's is the Secretariat. We will continue his legacy and take forward the important work of the Commission.

St Mungo's has been through significant shocks in recent years, with the Covid-19 pandemic quickly followed by the cost of living crisis. These events have made our work more challenging, but all the more vital. 79,840 households faced homelessness in England between January and March 2023 – the highest number on record. We will endeavour to continue to be there for the people who need our support, while striving for a future without homelessness.

Emma Haddad,
Chief Executive

Our impact

At St Mungo's we continue to work tirelessly to end homelessness and change lives for the better. Join us as we take you through what 2022-23 looked like for us.



We supported
28,359
people who were
homeless, or at risk
of homelessness.



7,274
people were
supported by our
13 outreach teams.



On average,
2,735
people were provided
with housing and support
on any given night.



Last year, our Criminal Justice
in-custody services
supported over
3,480
people.



We know that
homelessness
and health are
closely linked.
We supported
96%
of our clients
to be registered
with a GP last year.



Housing First is a
powerful way to
end homelessness.
Last year, we supported
369
clients through
12
Housing First services.

Vision, mission and values

Our vision is that everyone has a place to call home and can fulfil their hopes and ambitions.

Our mission

To do this we:

- Provide support directly to our clients, either to prevent them becoming homeless, or to respond to it and help them recover;
- Build relationships with communities and the wider public, aiming to increase understanding of homelessness and empathy towards the people who experience it;
- Advocate for policy change by combining our clients' voices with the experience we have about what works.

Our values

Empowering, Inclusive, Creative,
Committed, Accountable



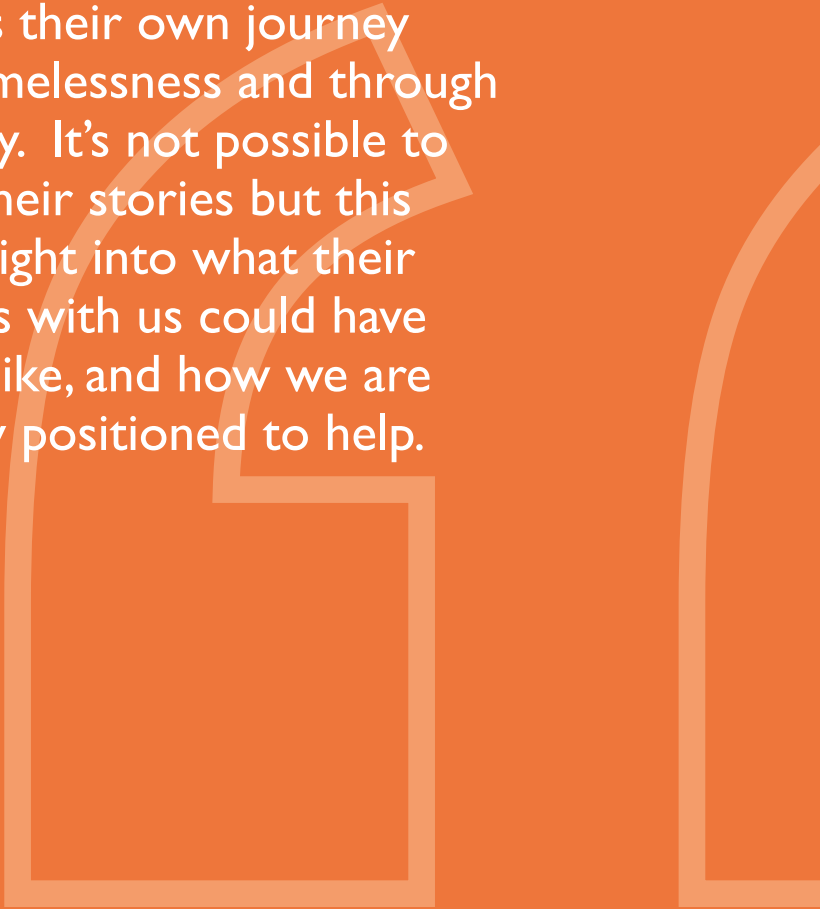
Diversity and Inclusion at St Mungo's

We have seven colleague diversity networks, the Women's Action Network; Lived Experience Network; LGBTQIA+ Network; Disability Awareness Network; Carers and Parents Network; South West Diversity and Inclusion Network; and the newly named Anti-Racist Network.

We have **164 Diversity and Inclusion allies** across our organisation who champion diversity and inclusion in their teams. Our **Client Advisory Board** and our Client Involvement group **Outside In** provide valuable opportunities for our clients to shape St Mungo's.

10% of our colleagues have lived experience of homelessness. This brings huge value to our organisation and the support we provide for our clients.

No two experiences of homelessness are the same. That's what makes our holistic approach at St Mungo's so important, and why our range of services is so broad. Every single one of the 28,359 people we worked with last year has their own journey into homelessness and through recovery. It's not possible to tell all their stories but this is an insight into what their journeys with us could have looked like, and how we are uniquely positioned to help.

The background of the page is a solid orange color. Overlaid on this are several large, light-orange, semi-transparent geometric shapes. These shapes include a large square with a smaller square inside it, and a large arch or 'U' shape. These shapes are positioned behind the text, creating a layered, architectural feel.

Tracy's story

Tracy was homeless for 18 years until one of our outreach teams found her. With the support of St Mungo's, Tracy has now lived independently for ten years. But she continues to face new challenges. This year, while recovering from cancer, the cost of living crisis has put Tracy's mental and physical health at risk.

It took me a whole year to accept support from St Mungo's after the outreach team found me sleeping rough. It's hard for me to trust people. But eventually I did.

I spent a while living in a supported hostel, and then St Mungo's helped me move into independent accommodation. I've actually been in my flat for ten years now. After 18 years of homelessness, that's really hard for me to believe. I even worked for six years as a support worker, helping people like me to see that recovery is possible.

In 2021, I had my voicebox removed due to throat cancer. It means I can't speak, which has had a big impact on my life.

My partner of 20 years became my carer, helping me to wash and dress. It all took a massive toll on my mental health.

But luckily I had support from St Mungo's. I'm getting better and stronger, and hopefully next year I can have a speaking valve replacement so I can talk again.

I've lived in my flat for almost a decade, but recently the cost of living crisis has really affected me. My utility bills have doubled, and I need to make sure I have gas and electricity so I can use my nebuliser daily.

Now I have to ask for food vouchers to feed myself. Sometimes I have to not pay one bill so I can afford to pay another, and then I end up in debt. It's scaring me to think how this might affect my mental health. I don't want to slip into a deep depression.

Read more of Tracy's story and what she's achieved

over the years with support from St Mungo's:





We are working hard to influence the government to make the changes needed to support people like Tracy through the cost of living crisis, as well as helping our clients with things like accessing benefits, applying for grants to reduce bills and connecting with food banks. As of March 2022, **37,260** households were at risk of becoming homeless. This is **15%** more than in 2021.

Find out more about what we're doing to combat the cost of living crisis for people experiencing or at risk of homelessness here:



Wayne's story

With the support of St Mungo's Recovery College, Wayne uses photography to reclaim his story.



When I was homeless, I started using photography to escape from my thoughts.

St Mungo's helped me realise what potential I have. I go to classes at the Recovery College every week. It gives me the chance to be part of a community and make connections with other human beings. Without it, god knows where I would be right now.

The Recovery College has also helped me improve my craft in photography. It allows me to express myself in a way that I can't articulate, and show people what life was like when I was homeless.

I think people have become numb to seeing other human beings sleeping on the streets because it's so common. I hope that when someone views my work, they

Helping people rebuild their lives:

Our Recovery Colleges support people to develop connections, skills and self esteem as they recover from homelessness. Our Recovery Colleges are funded entirely by the generosity of our donors and partners. The colleges provide learning and training opportunities covering a wide range of topics, from arts and creativity to digital skills, English and maths, and health and wellbeing.

We supported

1,197

people in our Recovery Colleges last year.

can remind themselves to be mindful towards their fellow human beings.

Martin's story

In extreme weather, our outreach teams work harder than ever to bring people off the streets and into safety. Martin was sleeping rough for three years until, one freezing night, St Mungo's offered him a warm place to stay. Now he's working to rebuild his career as a tree surgeon with the support of our Putting Down Roots horticultural training project.



I became homeless when I split up with my girlfriend. I was sleeping rough for three years. My mindset was all about getting drugs. It was no way to live, but I didn't know how to stop.

I was on the street one night and it was freezing. St Mungo's was offering people a warm place to stay. They've been there for me ever since.

Two and a half years later, I've moved into a flat of my own. I attend St Mungo's Putting Down Roots every week. It's helped me a lot with my routine. I know people well, so we can talk openly about stuff. It's nice to hear about other people's path without drugs, and it makes me proud seeing the rest of the group doing well too.

I used to be a Tree Surgeon, so I'm hoping I can get a similar job in future. I'm so proud of how far I've come.

Saving lives in dangerous weather:

Sleeping rough is dangerous at any time of year, but in extreme weather, it's even more threatening. The **Severe Weather Emergency Protocol (SWEP)** is an emergency response to help get people off the streets immediately during periods of extreme weather.

Last year we supported

568

people through our SWEP provision.

I've got a strong foundation to build on. Without St Mungo's, that wouldn't have happened. They really have changed my life. I think the world of them.

Our services



Many of our services are made up of multiple projects, sometimes in different locations, to provide tailored and holistic support.

Last year we ran

1,178

projects, across

161

services.

Who are our clients?



Vasile is a Roma man in his mid 30's. He became street homeless last year.



Carl is in his 50s. He has a long, complex history of sleeping rough and homelessness.



Helen is a care leaver in her 20s, and is at risk of becoming homeless after a prison stay.

4. ADVOCATING

Helen wants to advocate for other women who have been homeless. She sits on St Mungo's Client Advisory Board, where she contributes to organisational decisions using her lived experience. She also inputs into policy submissions, through which St Mungo's influence government policy.

1. SWEP

Vasile is sleeping outside in January. The freezing temperatures mean the Severe Weather Emergency Protocol (SWEP) is active. St Mungo's outreach team offer Vasile an emergency bedspace.

1. HOSTEL

After 15 years in and out of hostels, Carl has built up trust with the team at St Mungo's. He has been in a St Mungo's hostel for nine months without returning to the streets.

1. PRISON RELEASE

Helen grew up in foster care and does not have somewhere safe to live after a four year prison sentence. St Mungo's works with her to ensure she is not homeless.

3. EMPLOYED BY ST MUNGO'S

Carl works for St Mungo's as an outreach worker, using his experience to help others.

2. ROMA ROUGH SLEEPING TEAM

Vasile's health is suffering, but the stigma he faces as a Roma person experiencing homelessness prevents him from getting the help he needs. St Mungo's Roma Rough Sleeping team connect Vasile with medical services and an Immigration Adviser, and accompany him to appointments.

2. SUPPORTED WOMEN'S SERVICE

Helen is placed in a supported women's only service. She has her own room and a support worker. It gives her routine, safety and community. She will be here for over two years.

3. LOCAL AUTHORITY ACCOMMODATION

Vasile passes the Care Act threshold and moves into local authority accommodation. The Roma Rough Sleeping Team continue working with Vasile, advocating for his right to dignity, respect and tailored support.

3. SKILLS AND EMPLOYMENT TRAINING

Helen thinks about her future and attends an IT skills and numeracy course once a week at the Recovery College. She has started painting again, something she used to love.

2. INDEPENDENT ACCOMMODATION

Carl is helped to move into his own rented flat. He still has contact with St Mungo's who help him to maintain his tenancy.



Basam's story

Basam became homeless in 2022 because of a rogue landlord. After five weeks sleeping rough, St Mungo's outreach team supported him into accommodation. Now, with the guidance of our Employment Support services, Basam has been offered two jobs and has taken a role as a support worker.

I came home one day and all my stuff had been thrown outside. That was it, I was on the street overnight, with no notice. Once you don't have accommodation and you don't have a job, it's very difficult to move on.

When St Mungo's found me, it was a blessing. I was so desperate and broken. I had no sense or feeling of worthiness in life. I'd given up.

Then I met the outreach team and they gave me hope. They did an assessment session and said they'd support me. I thought they were just telling me what I wanted to hear, but within 48 hours people were calling me to offer me accommodation, and I soon moved into a safe shelter.

St Mungo's gave me a sense of direction. I was able to clean my clothes, have a shower and groom myself. They have a great support service where they helped me to review and write my CV.



91%



of our clients agree that St Mungo's helps them to make positive changes in their lives.

When I was sleeping on the streets it was very difficult, the aggression from the public, their perception. It all goes back to perception. I used to look down on people sleeping rough. I didn't understand what would have led them to that situation. But now I can see the other side of the coin.

St Mungo's gave me the opportunity to help myself. There is hope, a chance, a blessing. They do care and they are out there to help you.

Sophia's story

Sophia was evicted from her flat at 22 years old. After facing the dangers of sleeping rough, living in a squat and a stay in prison, she moved into St Mungo's supported accommodation.

I slept in the park for a while. It was scariest at night, it would be absolutely pitch black. As a woman, it's different. Some men out there, they'll see a vulnerable woman and use that to their advantage.

After I was released from a stay in prison, a St Mungo's worker called me. She was lovely. She said *"we got a place for you, you're safe now"*.

That's what St Mungo's does, they keep people safe.

I'm 29 now, and I want to become a support worker. I want to help because I've been through it all. Self harm; drug abuse; the care system. I reckon I'd be a good advocate. Especially as a woman who's been through homelessness.

The average age of death for women sleeping rough or in emergency accommodation is just **43** years old. That's nearly 40 years younger than women in the general population.



43

In 2022 we supported

1,785

women and non-binary people off the streets and into safe accommodation.



Read Sophia's full story:



Hear from Sophia and others who shared their stories for International Women's Day:

Paul and Treacle's story

After six years on the streets, Paul and his dog Treacle found safety in one of our dog friendly hostels. Two years on, they've moved into a one bedroom flat.

I've been on the street on and off since I was 15. I've been asleep in doorways and people come up and start peeing on me. That's the worst thing, being treated like you aren't human.

Without Treacle, I wouldn't be here. Someone came up to me with £1,000, trying to buy her. I said no way. You could give me a blank cheque and I still wouldn't take it. There's so many homeless people out there with dogs, but there's only St Mungo's that takes dogs in.

We've had so much bad luck. But now, living in this flat, I've never felt so good. St Mungo's has made a hell of a lot of difference to my life.



We are one of the only organisations to accept pets in our services. Watch Paul and Treacle's full story:



Our partnerships: working with Mace

We couldn't do what we do at St Mungo's without the support of our partners. We soon enter the fifth year of our partnership with Mace, who fund some of our vital training and employment services.

A global expert in programme management and construction, Mace have worked on some of London's most iconic landmarks including The Shard and Battersea Power Station. In 2012, the Mace Foundation was created to make a positive difference in the communities where they work.

The Mace Foundation funds our Recovery College and Construction Skills programme. These services are essential in many of our clients' journeys as they rebuild their lives after homelessness.

Colleagues from Mace have also provided pro bono support to St Mungo's; created employment opportunities for our clients; and helped us to renovate some of our accommodation services. The support of partners like Mace is fundamental in our work to end homelessness.



I am extremely proud of our partnership with St Mungo's; together with Mace People we have donated over half a million pounds in funds and pro bono support to help end homelessness in the UK. We've been able to use our expertise and networks to provide support to several St Mungo's services, making a real difference to the people using them. We are helping to break down the stigma around homelessness by supporting people with the tools they need through education and employment to have a sustained recovery from homelessness.

**Mark Reynolds, Mace Group
Chairman and Chief Executive**

Shannel's story

Shannel works in one of our supported accommodation services in London. After experiencing homelessness when she was growing up, Shannel has total empathy for the people she supports.

Every day is different at St Mungo's, and no two clients are the same. I work with people from all different walks of life, supporting them to prepare to live independently.

Really, what we do is take a CHAIN number, and humanise it. CHAIN stands for Combined Homelessness and Information Network. It's a database that records the number of people sleeping rough in London. But people aren't just numbers. We help people to feel human again and to realise their full potential. A lot of the time this is really hard.



I'm so grateful to St Mungo's for giving me the opportunity to work in this role. It allows me to apply my own lived experience of homelessness to help others. That's what inspires me to keep going.



Sometimes it gets to that point where we leave work feeling exhausted and asking if what we're doing is making a difference. But then we also get those times where we're smiling because we've had a little result with one of our clients. Sometimes something unexpectedly great happens. And we're talking about people who came to St Mungo's when they were at rock bottom, with no plans for how to move forward. People come to the service because it gives them a warm bed at night, which is fantastic after sleeping on the street. But then it's our job to help them open up to what the world has available for them.

Our finances

2022-23 has been challenging due to the exceptionally difficult global financial situation, with high inflation and the related cost of living crisis. This has had a significant impact on our costs, and while St Mungo's remains financially stable, it means we spent more money than we brought in for the year and so we are operating at a deficit.

Our overall income grew by 3.5% to £122.8 million thanks to an increase in our fundraising income. As ever, we are very grateful for the generosity of our donors. This enables us to provide important support for our clients that we could not otherwise fund, including our Recovery College and Putting Down Roots gardening programme. Our other main sources of income are our service contracts and rent and service charges from our buildings, and these income streams remained consistent.

St Mungo's total operating expenditure increased by 6.2%, to £126 million. This was due mainly to an increase in staff costs, reflecting our commitment to supporting everyone who works for St Mungo's through the cost of living crisis. This included the full implementation of the nationally agreed pay rise negotiated through the National Joint Council (NJC) process, and an additional one off £700 cost of living payment to our colleagues earning less than £40,000.

Total Income 2022-23

For the year ended 31 March 2023

	2023 £m	2022 £m	Variance
Rent and Service Charges	44.5	44.2	0.7%
Support	61.8	61.6	0.3%
Fundraising	16.5	12.9	27.9%
Total Income	122.8	118.7	3.5%

Income and expenditure review

For the year ended 31 March 2023

	Unrestricted £m	2023 Restricted £m	Total £m	2022 Total £m
Income	118.5	4.3	122.8	118.7
Operating expenditure	(122.1)	(3.9)	(126.0)	(118.6)
Operating surplus / (deficit)	(3.6)	0.4	(3.2)	0.1
Gain / (loss) disposal of property	0.4	-	0.4	-
Interest receivable	0.1	-	0.1	-
Interest payable	(0.2)	-	(0.2)	(0.2)
(Deficit) / Surplus for the year	(3.3)	0.4	(2.9)	(0.1)
Pension	0.5	-	0.5	1.1
Total Comprehensive Income / (Loss)	(2.8)	0.4	(2.4)	1.0

Our expenditure was also impacted by increased costs related to running our buildings, including increasing energy prices, repairs and maintenance costs.

Overall, we ended the year with an operating deficit of £3.2 million. This meant that we needed to spend from our unrestricted reserves, and so they reduced to £10.2 million. While lower, we are operating within our Trustee set target range for reserves of £10 million to £13 million.

Cash at £16.1 million is lower than the previous year, but it is in the middle of our Trustee set target range of £14 million to £18 million.

The reduction in cash was driven by the deficit and by capital spend on property and investment in our systems.

The challenging operating environment means that we will need to continue to work very hard to maintain a stable financial position, so that we can continue the vital support we provide for people experiencing or at risk of homelessness. Support from our donors will be fundamental to enabling this financial sustainability.

Jonathan Manuel,
Executive Director of Finance

Balance sheet review

For the year ended 31 March 2023

	2023 Total £m	2022 Total £m
Fixed assets	84.4	83.7
Trade and other debtors	19.2	19.7
Cash and cash equivalents	16.1	22.5
Creditors falling due within one year	(24.4)	(26.9)
Total Assets Less Current Liabilities	95.3	99.0
Creditors falling due after more than one year	(72.3)	(72.1)
Retirement benefit obligations	(6.3)	(8.1)
Provisions for Liabilities	(4.3)	(4.0)
Total Net Assets	12.4	14.8
Restricted reserves	2.2	1.8
Unrestricted reserves	10.2	13.0
Total Reserves	12.4	14.8

Cash review

For the year ended 31 March 2023

	2023 Total £m	2022 Total £m
Net cash generated from operations	(3.9)	2.1
Interest received	0.1	-
Purchase of fixed assets	(6.4)	(3.1)
Grants received	2.9	0.6
Proceeds on disposal of fixed assets	0.9	-
Net cash movement	(6.4)	(0.4)
Cash at the beginning of the year	22.5	22.9
Cash at the end of the year	16.1	22.5



Thank you

Our Trustees

Joanna Killian – Chair
 Alexandra Beidas – Vice Chair
 Rolande Anderson MA FRSA
 Rob Bradshaw (*joined 8 February 2023*)
 Dan Corry
 Tim Gadd (*stepped down 29 March 2023*)

Darren Johnson
 Teddy Nyahasha
 Stephen Smith
 Dr Helen Walters
 John Watts

Every donation we receive is greatly appreciated. This is true now more than ever, with the impact of the cost of living crisis on St Mungo's and on people experiencing and at risk of homelessness.

We wish to say thank you to all our supporters who made donations of their time and energy or gave financial support to St Mungo's during 2022-23, including those who left us a special gift in their will.

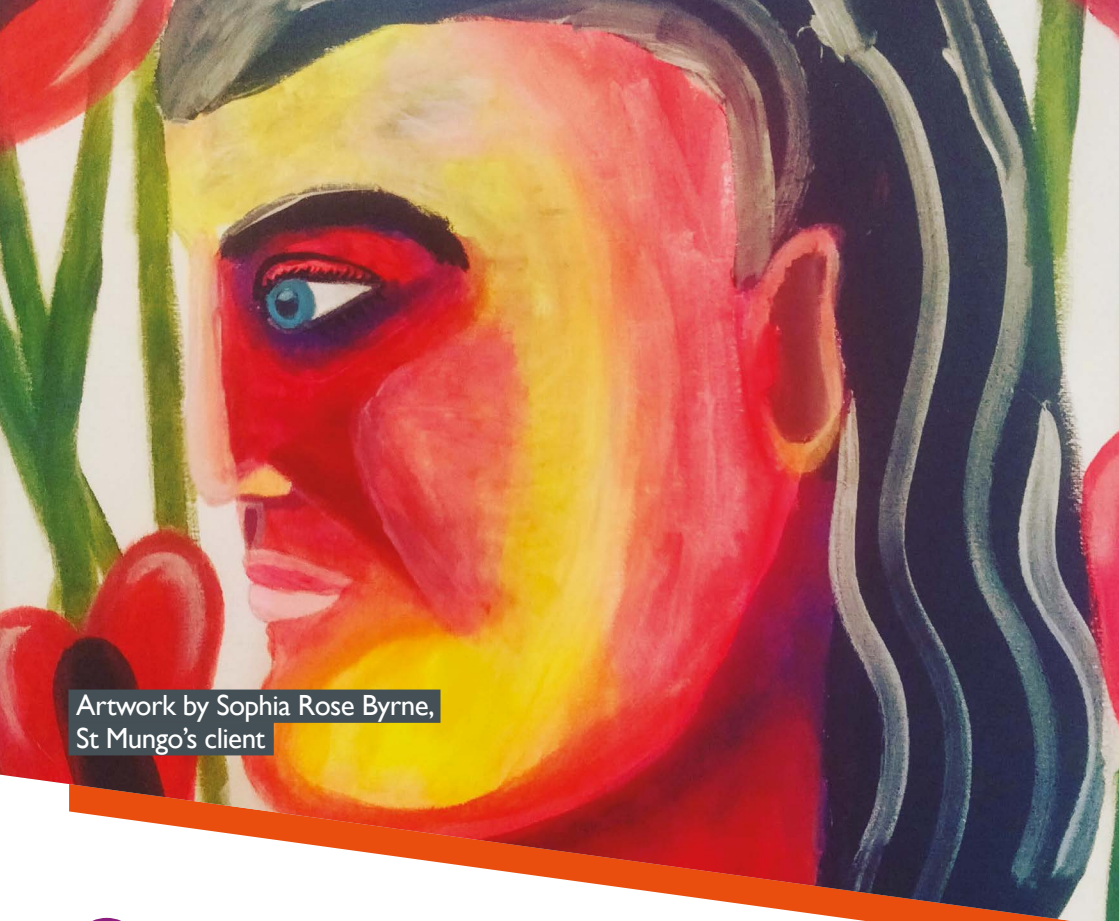
We would like to acknowledge the local authority partners and commissioners we worked with:

Bournemouth, Christchurch and Poole Council
 Brent Council
 Brighton and Hove City Council
 Bristol City Council
 NHS Bristol, North Somerset and South Gloucestershire ICB
 Cherwell District Council
 City of London Corporation
 Care Quality Commission
 Greater London Authority
 London Borough of Camden
 London Borough of Ealing
 London Borough of Hackney
 London Borough of Hammersmith and Fulham
 London Borough of Haringey
 London Borough of Hounslow
 London Borough of Islington
 London Borough of Lambeth
 London Borough of Lewisham
 London Borough of Southwark

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 London Borough of Tower Hamlets
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 NHS Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group
 Oxford City Council
 Oxfordshire County Council
 Reading Borough Council
 Richmond and Wandsworth Councils
 Royal Borough of Kensington and Chelsea
 South London and Maudsley NHS Foundation Trust
 South Oxfordshire and Vale of White Horse District Council
 HCRG Care group
 West Oxfordshire District Council
 Westminster City Council
 Homeless Link

We would like to say a particular thanks to:

29th May 1961 Charitable Trust	Eglwys Y Tabernacl Llundain (The Welsh Church of Central London)	Kathleen Beryl Sleigh Charitable Trust	Paul Butcher
3Ts Charitable Trust	The Elizabeth Frankland Moore and Star Foundation	Kennedy Wilson	Paul Mans
Adint Charitable Trust	The February Foundation	Kieran Hebden	The Pomphrett Family
Allan and Nesta Ferguson Charitable Trust	Fieldfisher LLP	Legends of Rock Classic Rock Tours	The Raindance Charitable Trust
Andrew and Jane Haslewood	Freddie Popplewell	Liberty Speciality Markets	Richard Keers
B&Q Foundation	The French Huguenot Church of London	Linklaters LLP	Rob and Carina Sewell
Barings	Garfield Weston Foundation	Loaf	Rob Collinge
Beecham Family	Ginny Wright	London Councils	Samworth Foundation
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Cloudesley		Ofenheim	The Zochonis Charitable Trust
Dan and Krystyna Houser		Paragon Workplace Solutions	
Dr. Vivian Child Charitable Trust			



Artwork by Sophia Rose Byrne,
St Mungo's client



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Charity No. 1149085 • Company No. 8225808 (England and Wales) •
Housing Association No. LH0279

St Mungo's
Ending homelessness
Rebuilding lives