



Introduction to St. Mungo's: Our Commitment to supporting women and client involvement

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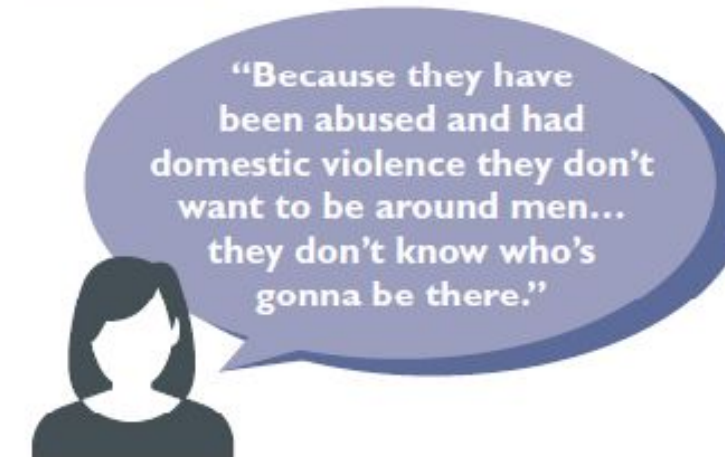
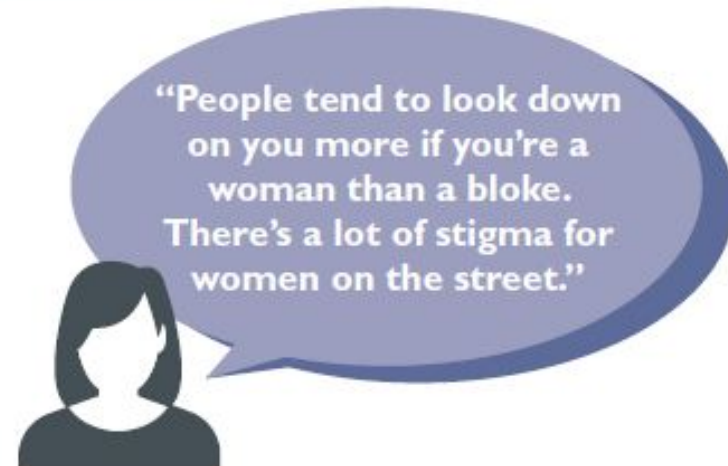
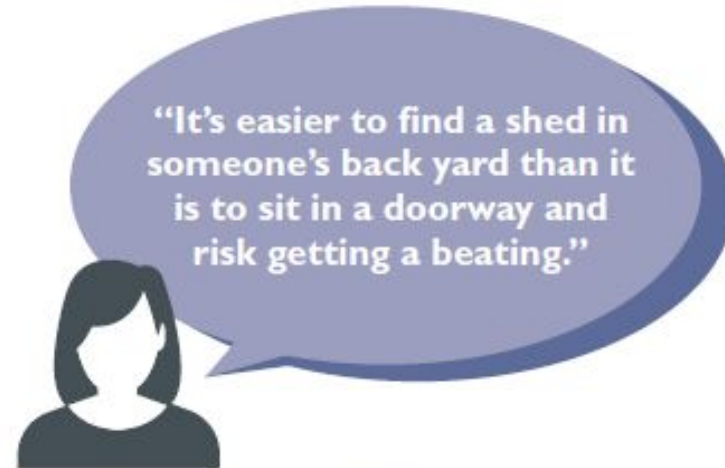
About St Mungo's



- **17** outreach teams - one of the largest providers of rough sleeping outreach services in the country
- Each night we offer a bed and support to more than **2,850** people across the South and South West of England
- Real Lettings social lettings agency supports people facing homelessness into private rented accommodation
- Three-year Women's Strategy published in 2019

- **17%** of people sleeping rough in London in 2019/20 were women – **1756** women in total
- Proportion of women has gradually increased over the last decade - **10%** in 2010/11.
- University of York research (2018) - Hiding from harm can mean that women are hidden from help and missing from homelessness services and statistics:
<https://www.mungos.org/publication/women-and-rough-sleeping-a-critical-review/>

What do our clients tell us?



Our core challenge is creating an environment of physical and psychological safety for our female clients, who face disproportionate risk of harm from people they love and trust as well as the dangers of homelessness.

We choose to prioritise women's safety. We will work hard to ensure that each of our female clients has a safe place to live and has every reason to feel safe in our services.

Internal and External Driver's



- Diverse range of service types and geographies – including communal spaces, mixed accommodation, rough sleeping, emergency hotels
- Large number of frontline staff, low confidence in responding to domestic abuse and in some cases other challenges women experience
- Commissioning Environment – Service Specifications and Funding Limitations
- Our role as Influencers

Improving our response to women

- Understanding of trauma and recovery
- Support and investment from senior leadership
- Partnership and exchange of ideas
- Client Involvement

Our Vision for Client Involvement



“Our vision is that client involvement will be embedded in every team and services will be delivered in equal partnership with our clients. This strategy is focused on building strong foundations through establishing shared involvement standards and effective support and infrastructure.”

Client Involvement & Organisational Strategy



- The aim of this Client Involvement Strategy is to turn the 'Involve' commitments made in our Five Year Organisational Strategy into reality.
- Our ambition is to put client's views, needs, aspirations, experiences and expert knowledge at the heart of what we do.
- Meaningful client involvement is fundamental in ensuring we demonstrate our organisational values: to be empowering, inclusive, committed, creative and accountable in everything we do.

Some of the tools we use

- Embedded in Strategy and Recovery Approach
- Dedicated Central Team to support
- Outside In
- Client Involvement Lead Workers in all Services & Tool Kits
- Directors Meetings
- Client Advisory Board

Questions, observations, suggestions?