

St Mungo's Broadway believes no one should be homeless and that people can – and do – recover from the issues that create homelessness.



St Mungo's Broadway provides a bed and support to more than 2,500 people a night who are either homeless or at risk, and works to prevent homelessness, helping about 25,000 people a year.

We support men and women through more than 200 projects including emergency, hostel and supportive housing projects, advice services and specialist physical health, mental health, skills and work services.

Formed in April 2014 by the merger of two long established charities, we currently work across London and the south of England but influence and campaign nationally to help people to rebuild their lives.



**St Mungo's
Broadway**

Rebuilding lives, day by day

About us

We help people recover from the issues that create homelessness and to rebuild their lives.

St Mungo's Broadway provides a bed and support to more than 2,500 people a night who are either homeless or at risk, and works to prevent homelessness, helping about 25,000 people a year.

We support men and women through more than 200 projects including:

- Emergency, hostel and supportive housing projects

- Advice services
- Specialist physical and mental health services
- Skills and work services.

We currently work across London and the south of England including in Bristol, Reading, Milton Keynes, Oxfordshire and Sussex, as well as managing major homelessness sector projects such as StreetLink and the Combined Homeless and Information Network (CHAIN).

We influence and campaign nationally to help people to rebuild their lives.

Our histories

St Mungo's Broadway was formed in April 2014 by the merger of two well established, respected homelessness charities; St Mungo's and Broadway.

St Mungo's began helping people sleeping rough off the streets in 1969. It then developed many ground breaking services including; the first specialist project solely for mentally ill rough sleepers, funded by the Government; the first specialist project solely for rough sleepers who drink heavily; the only specialist project solely

for elderly rough sleepers and, more recently, the first Recovery College in the homelessness sector.

Broadway was created on 1 April 2002 from the merger of two London charities that, between them, had been supporting homeless people for more than 20 years. Broadway always recognised that the solutions to homelessness were as varied, complex and individual as the people it supported. Its services, projects and activities delivered practical support and guidance to help homeless and vulnerably housed adults on their journey from street to home.

Our staff and volunteers

St Mungo's Broadway has about 1,000 full time staff. We also have more than 500 regular volunteers who support our clients with a range of activities across our projects.

Nine per cent of our staff team is from a client background and we run an award winning apprentice training programme.

- St Mungo's achieved Leaders in Diversity status in 2013, as well as Investors in People Silver Standard and Investing in Volunteering status
- Broadway retained Investors in People Gold Standard in 2013 and has held the Customer Services Excellence accreditation since 2012
- St Mungo's was the highest ranking charity in Stonewall's 2014 list of gay friendly employers
- Broadway was ranked in The Sunday Times 100 Best Small Employers from 2006 to 2011 and The Sunday Times 100 Best Public Sector Employers between 2011 and 2014.

Our Chief Executive, Howard Sinclair,

joined Broadway as Chief Executive in 2002 and became CEO of the newly merged St Mungo's Broadway on 1 April 2014. At that time St Mungo's CEO, Charles Fraser CBE, stepped down after 20 years leading St Mungo's.



Howard has held a range of roles within the statutory and voluntary sectors, starting as a Nursing Assistant in social care in 1978.

He said: *"I believe St Mungo's Broadway will provide an exciting depth and range of services for homeless and other excluded people. It will also play a leadership role within the sector and ensure our clients' voices, and the issues that affect them, are raised both locally and nationally."*



Supporting our clients

St Mungo's Broadway services are in three key areas:

- **Emergency:** helping people find a way out of homelessness
- **Recovery:** helping people leave homelessness behind forever
- **Prevention:** helping people not to fall into homelessness in the first place.

We recognise not just the importance of housing, but also, crucially, of health, including mental health and substance misuse treatment, as well as skills and work.



“St Mungo’s saved my life. You can’t really measure what they do for people or put it into words.”

“We are proud that more than 90 per cent of our clients are satisfied with our services.”

Client surveys, 2012-13

Our **Recovery approach** is about using the best skills and resources we can provide to work with our clients, respecting their experience, valuing their qualities, and believing in their aspirations, in order that they find practical, lasting and real ways to achieve their potential.

That means embedding respect and ambition, excellence and creativity, equality and diversity in how we work with clients, staff, volunteers and supporters.

“Broadway has supported me more than any other organisation... I can honestly say this is the most settled I’ve been for 15 years.”



We aim to challenge and inspire our clients, and ensure they are listened to and the issues they are tackling are highlighted effectively, both nationally and locally.

- Outside In (our client involvement group) had 58 core client members and led or participated in more than 600 activities throughout the year
- Outside In's Client Conferences are attended by almost 300 clients.

“I am going to start college courses in maths and IT because I never finished school. I’m helping at Broadway and I want to give something back.”

“Outside In has given me a sense of self belief and increased self esteem and now I believe I have the ability to achieve the things that will help me in the future.”



What we do

Emergency services

- We help people sleeping rough in London, Bristol, Oxford, Reading and Sussex with support off the streets and into accommodation
- We manage the national rough sleeper referral line StreetLink, and run our own Street Concern referral service in areas where we work
- We provide services that help rough sleepers with often complicated legal and welfare issues around visas and reconnections within the UK and abroad.

No Second Night Out

We manage the No Second Night Out scheme on behalf of the Greater London Authority (GLA). This focuses on helping people who are new to rough sleeping on the streets of London. We help them off the streets quickly and, through our assessment hubs, assist them to find alternative accommodation, so they do not have to sleep out for a second night.

Since launching in April 2011, the No Second Night Out service in London has successfully helped 3,024 people to stop rough sleeping and find accommodation.



Street Impact

We manage the first social impact bond working with rough sleepers in London, through a contract with the GLA to support people who are sleeping rough, or who have slept rough, to sustain their lives off the streets.

We are working with around 400 named individuals in central, north and west London who all have histories which involve prolonged or repeat episodes of rough sleeping as well as complex issues around alcohol, drug use, mental illness and/or physical health. This is three year focused support for the person, whether that be with stable accommodation, with a tenancy or assisted reconnection if appropriate. Street Impact staff also help link clients in with better healthcare and access to skills, work and training opportunities that will help them successfully sustain a home and a better quality of life.

The Lodge

The award winning Lodge scheme in the City of London is 'hotel style' accommodation for older, long term rough sleepers. The Lodge guests have more independence over their lives than in a traditional hostel but support is on hand from Lodge staff and outreach workers who actively help them with move on options. Funding comes from the Homes and Communities Agency's £80m Places of Change programme, The City of London Corporation, The Santander Foundation and The Fresh Hope Trust.

Recovery and prevention

Housing

We have more than 200 supportive housing projects including:

- 25 hostels
- 169 supported housing projects.

We also provide innovative support for people in their own homes, for example:

- Our award nominated **Peer Advice Link (PAL)** service helps people who have been homeless to move on and sustain their new tenancies. It is staffed almost exclusively by volunteers who have experience of moving on from support services themselves. By helping others, about 20 PAL volunteers have now moved into work.

- In 2013, Broadway's **Welfare Reform Project** in Lambeth worked in partnership with the Local Authority Housing Options team and Jobcentre Plus, helping people who are at risk of homelessness due to changes to the welfare benefits they receive. By providing targeted support to help people find work we can often enable them to stay in their home. By the end of 2013, Broadway had provided advice to more than 200 clients, including helping more than 75 to move into and stay in work.
- Our **West Oxfordshire Single Homeless Pathway** is a 26 bed scheme across six buildings, of which 19 beds are reserved for young people aged 16 to 25. In Milton Keynes we provide accommodation and support across five projects for 54 young people, aged 16 to 21. In Bath, our 13 bed **Mulberry House and Mews project** supports people with diagnosed mental health needs, while in Bristol our ten bed **Men's Crisis House** is for those needing short term help between hospital and home.
- We run **Real Lettings**, a social lettings agency set up in 2005 to help secure homes for vulnerably housed and homeless people in the private rented sector. Through Real Lettings

we have helped hundreds of people to escape the cycle of homelessness and move forward with their lives. We are currently providing housing to around 160 tenants. The Real Lettings portfolio also includes an innovative empty homes scheme that is designed to bring homes in disrepair back into use.

Health

We provide specialist substance misuse, mental and physical health services.

- Our award winning **LifeWorks** project tackles social exclusion by providing psychotherapy to our clients. In 2012-13, 204 clients were referred to the LifeWorks service, which held 1,860 individual sessions.
- Our **London Hospital Discharge Network** has received more than £3.6m funding from the Department of Health, one of around 50 projects nationally to receive funding from a £10 million funding boost for hospital aftercare for homeless people. The St Mungo's Broadway funding, managed through our health arm, Homeless Healthcare, will provide an initial 24 beds, located in existing St Mungo's projects but specifically designed for homeless people leaving hospital who need follow on nursing aftercare.



Skills and work

We provide one of the UK's largest programmes supporting skills and work opportunities for homeless people. Our clients have a range of skills needs – from needing support with reading, writing and getting online to boosting self esteem and more specific help with finding work. Last year, our Skills and Employment teams worked with more than 2,500 clients. Projects include:

- **Bricks & Mortar**
- **Painting and Decorating**
- **Music studios** based within two of our hostels
- **Can Cook Will Cook**
- **Literacy, numeracy and IT.**

- We started the first **Recovery College** in the homelessness sector, with courses co-designed by clients and staff. The Recovery College has now enrolled more than 600 students in London and Bristol and offers around 60 courses each term.
- Our **Putting Down Roots** client gardening project has won a number of awards for its work within local communities including in 2013 runner up in the Daily Telegraph Gardening Against the Odds Awards; first prize in the Gardening and Growing Food category in The City of London Growing Localities Awards; and a bronze medal in Oxford in Bloom.

Many of our clients are interested in self employment and have creative ideas on how enterprise can change their lives. Our **Business Start Up** programme provides support in developing business plans and training on subjects such as communication skills and marketing.

When the business plan is ready, clients pitch their ideas to an expert panel with those most successful receiving a grant to make their business idea happen. The ideas have ranged from dog walking to baking, from dealing in collectables to pottery making.

“[They] advised me to apply for a full time position with the company. Within a week I was asked to come for an interview where I successfully secured a job. I am totally over the moon and have been on cloud nine since getting back into work.”

“I’d had general and mental health problems and knew that no one would take me on. Broadway could see that my dog walking business was a much better idea and a better use of my time. I walk four or five dogs every day, a lot more at weekends. I just love dogs and I absolutely love what I do.”

Our affiliations

St Mungo's Broadway also works in partnership with associated or subsidiary social enterprises and Community Interest Companies including:

- Real People
- Real Systems
- Homeless Healthcare
- ReconnectUs
- ReVive

Find out more about these companies on our website at www.mungosbroadway.org.uk

Our turnover

St Mungo's reported a turnover of £49 million in 2012-13 and Broadway a turnover of £15 million. The first full year of a combined turnover will be 2014-15.



St Mungo's Broadway campaigns on behalf of our clients.

Our current **A Future. Now** campaign aims to help improve housing, health and skills for people who are homeless or at risk, raising awareness and influencing policy to improve services for disadvantaged and excluded people.



Previous campaigns have included:

- **Rebuilding Shattered Lives**, which aimed to get the right help to women at the right time. Women make up around a quarter of our clients but can have many complicated problems around domestic abuse, childhood trauma and loss of children. We gathered more than 200 contributions on how to improve services and published a report in March 2014 with ten recommendations we are now taking forward.
- **Keeping Work** focussed on ensuring that homeless people who find a job are able to keep it. From in work poverty to having to find new places to live, people living in homelessness accommodation face considerable challenges just to stay in work and do the best job possible. We are now working with employers, other homelessness organisations and the Government to try to address some of these issues.

Our clients are at the heart of what we do. We want to support, challenge and inspire people and enable them to live full lives.

St Mungo's Broadway believes no one should be homeless and that people can – and do – recover from the issues that create homelessness.

Our five ambitions are:

- **Service Excellence:** high quality, safe and effective services
- **Growth:** more services for a greater number of clients in more areas
- **Financial Strength:** overcoming challenging funding environments and securing the charity's future
- **Profile and Influence:** a strong reputation and an independent voice
- **People Management and Organisational Development:** supporting talent and developing a positive internal culture.

“The merger of St Mungo's and Broadway harnesses the strengths of two expert charities to create a bold new organisation committed to improving the lives of homeless and excluded people.” Paul Doe, Chair of St Mungo's Broadway.

St Mungo's Broadway
www.mungosbroadway.org.uk
020 8762 5500

Concerned about someone sleeping rough?
Please call the StreetLink referral hotline **0300 500 0914**

For more information contact:

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

Tel: 020 8762 5500 Fax: 020 8762 5501
www.mungosbroadway.org.uk

St Mungo Community Housing Association is a registered charity and a limited company registered in England and Wales
Registered Charity No. 1149085 Company No. 8225808
Housing Association No. LH0279



St Mungo's
Broadway

Rebuilding lives, day by day