

Embedding Client Involvement at St Mungo's

Erasmus and Women's
Homelessness Conference
Mon 26 April 2021
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Involvement and Inclusion

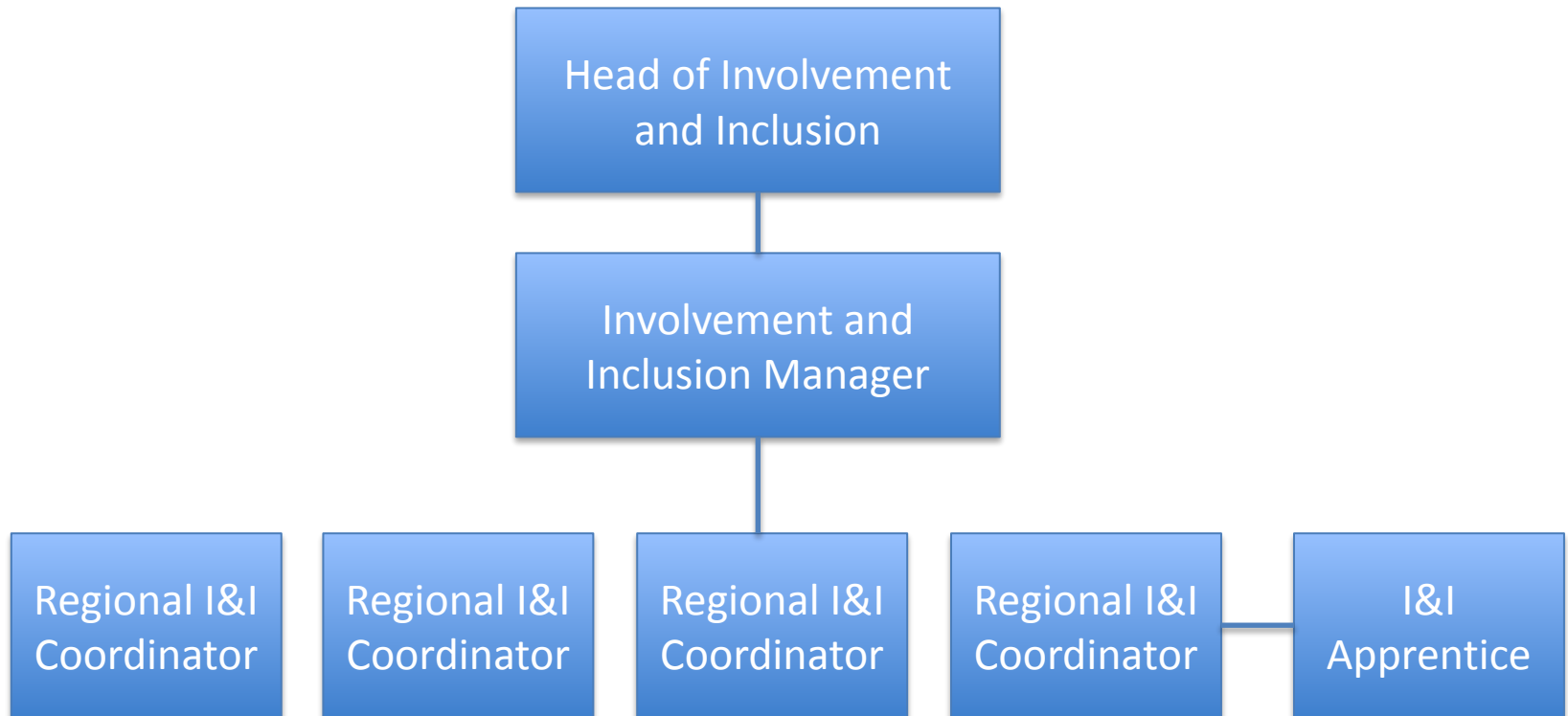


What we will cover...

- How we structure client involvement activity
- Our Client Involvement Strategy
- Implementing the strategy
- Time for questions



Client Involvement and Inclusion Team Structure



Strategic Plan 2021-2026


Client Involvement

We are committed to meaningful client involvement at every level of the organisation. Our clients have helped us develop standards, opportunities and an evidence-based approach to our work. We will continue this shared understanding of client involvement to inspire effective participation across all teams, services and regions.

- 1. Our clients are strong, knowledgeable experts** through their lived experiences. We will aim to respond positively to all external policies that support or enhance the role of clients in our work where that is possible.
- 2. Our clients will have as many opportunities as possible to influence our organisational policies**, including through an enhanced role for our **Client Advisory Board**.
- 3. Our clients will be at the heart of our public influencing and empathy work**, and we will ensure opportunities for our clients' voices to be heard in our public facing advocacy and empower them to do so.
- 4. In partnership with our clients, we will speak up** where we can see policies or lack of action adversely impacting their life chances and potential for successful, independent lives.



Our Client Involvement Strategy

- **Aim 1:** *There is a shared understanding of client involvement with clear standards and expectations and means of monitoring and measuring compliance.*
 - **Aim 2:** *The work of the Client Involvement Team, including staff and volunteers, is structured in a way that best facilitates meaningful involvement in all regions and services.*
 - **Aim 3:** *There is a menu of options for clients to be meaningfully involved and a clear pathway for client progression.*
 - **Aim 4:** *Effective methods and lines of communication are in place to ensure all clients are informed about opportunities, rights and responsibilities.*
 - **Aim 5:** *Our approach to client involvement promotes innovation and we draw on the ideas, creativity and talents of our clients.*
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Client Involvement

Definition

Actively and meaningfully involving clients in all aspects of St Mungo's work, ensuring clients have a real say in any decisions which may affect them and delivering partnerships with clients which put their views, needs, aspirations and expert knowledge at the heart of what we do.



Approach to Client Involvement

- Outside In
- Client Advisory Board (CAB)
- Review of strategy
- Activities and Events
- Client Involvement Lead Workers
- Client Audits
- Client Communications
- Staff recruitment and development
- Coproducing and cofacilitating training
- **Client Involvement Toolkit**



Client Involvement Toolkit

St Mungo's
Ending homelessness
Rebuilding lives



Questions?

- More information please contact simon.o'donoghue@mungos.org

