



IMPACT

REPORT

JAN-DEC 2024

The Good Shepherd has been working alongside people in Wolverhampton and the surrounding areas since 1972.

OUR CORE VALUES ARE **HOSPITALITY COMPASSION AND RESPECT**

We recognise each person's dignity and potential for growth, and we deliver services in a person-centred way.



**OUR MISSION IS TO END HOMELESSNESS, SUPPORT RECOVERY,
AND CREATE PATHWAYS OUT OF POVERTY**

1387

INDIVIDUALS

ASSISTED THROUGH GOOD SHEPHERD PROJECTS

MORE THAN 1 IN 2

OF OUR STAFF TEAM HAVE LIVED EXPERIENCE

9660

VOLUNTEERING HOURS FOR THE GOOD SHEPHERD

OUR WORK

In 2024 we saw a sustained demand for our services and assisted 1,387 individuals through the Good Shepherd projects, a slight increase compared to 2023. The three most common reasons for accessing our services were low income/food insecurity, rough sleeping, and experiencing or being at risk of homelessness.

We've developed our service offer to more effectively address the needs of service users. As well as providing crisis support, we now offer various projects aimed at early intervention to prevent homelessness and destitution. Services to support people recovering from addiction, poor mental health, and/or homelessness have also expanded, with additional structured groups and meaningful activities introduced.

More than half of our staff team at all levels of the organisation have lived experience of homelessness, addiction, or poor mental health, and we offer a range of opportunities for people including the Lived Experience into Action Project (LEAP), and our structured service user volunteering programme.

We continue to host our service user engagement forum HOPE which went from strength to strength in 2024. Forum members contribute to the development of Good Shepherd Services as well as external strategies and have delivered inspirational talks and recovery shares at events.

Volunteers form a crucial part of our organisation bringing a wealth of skills and knowledge to the Good Shepherd. We are extremely grateful to those who give up their time to be involved with our work. In 2024, 60 regular volunteers, 10 service user volunteers, 154 corporate visits and 6 LEAP peer navigators contributed to 9660 volunteering hours for the Good Shepherd.

ENDING HOMELESSNESS

More than a third of the people who accessed the Good Shepherd in 2024 were experiencing homelessness and just under 200 of those were street homeless at point of registration.

We offer a variety of practical support including showers, laundry facilities, clothing provision, and advice on securing accommodation. Our outreach workers engage with individuals sleeping rough in Wolverhampton, building relationships and providing essential support.

Our housing advice service provides one-to-one support, drop-ins, and groupwork to help prevent people from becoming homeless, help them challenge unfair evictions, find new accommodation, and learn skills to manage and maintain a tenancy.

We offer workshops on tenant rights, budgeting, and maintaining a safe and healthy home environment. Additionally, we collaborate with local landlords and housing associations to increase the availability of affordable housing options for those in need. Our goal is to empower individuals with the knowledge and resources they need to achieve long-term housing stability and independence.

"Everything started to fall into place, I even have my first bank account in nine years, and I now have my own accommodation. Without the Good Shepherd, I really think there is a chance I would either be dead or in prison for life."

Aaron – AfEO Project

**MORE THAN
1 IN 3
PEOPLE ACCESSING THE GOOD SHEPHERD
IN 2024 WERE EXPERIENCING
HOMELESSNESS**

AFEO PROGRAMME

The AfEO programme supports individuals who have recently been released from prison into good quality affordable private sector accommodation then provides floating support and interventions to improve tenancy sustainment.



SUPPORTING RECOVERY

We design and deliver our services to support individuals in their recovery and help them achieve their personal goals.

In 2024 we expanded the range of groups we deliver that contribute to improved mental health and wellbeing. We facilitated 159 groupwork sessions and activities with 116 people attending.

Our groups include structured sessions to learn skills like cooking, budgeting, and managing emotions, alongside meaningful activities like fishing, boxing, and unstructured peer support groups.

In 2024, with funding from the Arts Council, we conducted a nine-month initiative that engaged our service users through workshops with local artists. This project culminated in a large-scale, multi-disciplinary exhibition at Newhampton Arts Centre and a takeover of Wolverhampton Art Gallery. The work focused on the theme of recovery from mental health issues, addiction, and homelessness, coinciding with Recovery Month 2024.



159

GROUP WORK SESSIONS
FACILITATED IN 2024

LEAP PROJECT

Lived Experience into Action Project (LEAP) helps prevent homelessness and activates lived experience by training people with personal experience of homelessness, addiction, and/or poor mental health to become Peer Navigators. LEAP has been active for two years and has gone from strength to strength during that time.

LEAP
LIVED EXPERIENCE INTO ACTION PROJECT

2024

910

INTERVENTIONS
DELIVERED

INDIVIDUALS
WORKED ALONGSIDE

70

12

PEOPLE SUPPORTED
INTO ACCOMMODATION

LEAP NAVIGATORS
COMPLETED A DIPLOMA IN
ADULT HEALTH AND SOCIAL CARE

6

4

NAVIGATOR SECURED
EMPLOYMENT WITHIN
HEALTH AND SOCIAL CARE

NAVIGATOR STARTED
A FULL-TIME UNIVERSITY
PLACEMENT IN GRAPHIC DESIGN

1

PATHWAYS OUT OF POVERTY

#ITSTARTSWITHAMEAL

Dining Service

The dining service offers hot meals made from a combination of food waste, donations, and purchased items. This service is free for individuals experiencing poverty within our city, providing them with nutritious meals in a welcoming environment.

Family Food Pantry

A free-to-access 'shop' designed for disadvantaged families. Currently, we support up to 60 families per week, allowing them to access essential food items, household necessities, and basic advice or signposting to other relevant services.

Central Community Shop

A new membership model community shop based at the Queens Building, where people can purchase heavily subsidised food and household items. Central Community Shop is part of the network of community shops set up to address food insecurity and improve financial wellbeing. Advice and guidance is also available, and the shop acts as a progress route for people accessing our free to access food services, and a buffer to help people struggling before they reach crisis point.

Structured Volunteer Programme

A programme for people at the early stages of their journey and is designed to give them the skills and confidence to take the first steps towards getting into training or employment. Volunteers gain hands-on experience in our dining services and Family Food Pantry, with ongoing support to build essential skills like teamwork, communication, and customer service.

DINING SERVICE

21,887

MEALS PROVIDED IN 2024

FAMILY FOOD PANTRY

2033

VISITS IN 2024





"I now have a purpose, I feel good and fulfilled, and when I walk away from the Good Shepherd at the end of the day, I am smiling."

Donna, Trainee Keyworker

HIGHLIGHTS FROM THE YEAR

The Queens Building Launch

In January 2024 we officially launched the Central Community Shop and 'Pomegranate' Café. A project which transformed the historic Queen's Building in partnership with the Wolves Foundation and the City of Wolverhampton Council. It was supported by the UK Shared Prosperity Fund, and through a grant from St John of God Hospitaller Services UK (SJOG UK).

By offering high-quality coffee, food, and a unique dining experience, Pomegranate Café plays a crucial role in raising funds for the Good Shepherd's free to access services. The Café also offers paid employment opportunities for individuals with lived experience of homelessness, mental health issues, or financial exclusion. The first lived experience role was recruited in November 2024.

Robert Plant Becomes Good Shepherd Patron

A real highlight of 2024 was legendary singer-songwriter Robert Plant becoming a patron of the Good Shepherd. Plant, renowned for his work with Led Zeppelin and his solo career, brought significant attention and support to our mission. With his backing, we launched a new trainee scheme which created two paid roles for individuals with lived experience of homelessness.

The first two trainees, Donna Grosvenor and Vicky Mosedale, began their journeys with the Good Shepherd, working towards their NVQ Level 3 in Health and Social Care. Their progress has been a testament to the power of recovery and the positive impact of providing structured support and opportunities.



EVENTS AND FUNDRAISING 2024

**MILES INTO MEALS , CLEVELAND ARMS EVENTS
COME FAR AWAY AT THE GRAND THEATRE , MOLINUEX SLEEPOUT**

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WE THANK YOU

FOR YOUR CONTINUED SUPPORT



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