

Annual Report

January - December 2024

www.gsmwolverhampton.org.uk



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Reference and Administrative Information

Good Shepherd Services CIO

Principal Address

65 Waterloo Road
Wolverhampton
WV1 4QU

Trustees Who Held Office During The Year

Br Malachy Brannigan - Term Ended 31st October 2024
Vivienne Brown
Lisa Carter - Appointed 26th July 2024
Ashley Clews - Appointed 16th October 2024
Hetty Dodd - Term Ended 31st October 2024
John Frazer - Appointed 16th October 2024
Jamie Green
Jamie Mackrill
Br Robert Moore - Term Ended 31st October 2024
Lynne Moran
Br Charles Searson
Nigel Tinsley (Chair)

Chief Executive

Tom Hayden CMgr FCMl

Independent Examiner

Muras Baker Jones Limited
Regent House, Bath Ave,
Wolverhampton
WV1 4EG

Bankers

Lloyds Bank
Queens Square
Wolverhampton

Barclays Bank
Lichfield Street
Wolverhampton

Trustees' Report

Structure Governance & Management

The charity is registered as a Charitable Incorporated Organisation (CIO) and operates under the Constitution registered with the Charity Commission in October 2021.

The Trustees possess diverse skills and experience relevant to our work and convene at least four times annually to ensure the charity fulfils its responsibilities. A subcommittee, led by the Chair of Trustees, meets quarterly to review finance, fundraising, and contracts.

In 2024, an open Trustee recruitment process was conducted to enhance the Board with additional expertise. Trustee vacancies were advertised on our website, social media, and through the local council for voluntary services. We successfully appointed three new Trustees, each bringing significant experience alongside specialised skills in finance, safeguarding, and health and safety.

Twelve Trustees were in office during the year, with day-to-day management of the charity assigned to the Chief Executive and management team. During this period, the terms of three Trustees concluded. We extend our sincere gratitude to Br. Malachy Brannigan, Hetty Dodd, and Br. Robert Moore for their dedicated service over the past six years.

Our Chief Executive is a Chartered Manager and Fellow of the Chartered Management Institute (CMI) with 17 years of experience in the third sector. A Finance Manager and Operations Manager make up the senior leadership team.

Our Purposes & Activities

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.

Our key strategic goals are:

- To be a provider of quality care and support driven by our values
- To be a trusted and responsible employer
- To be an innovative and dynamic charity
- To remain a strong and financially viable charity

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 individuals seeking assistance from Good Shepherd. Besides providing crisis support, we now offer various projects aimed at early intervention to prevent homelessness and destitution, such as the housing advice service. Our recovery services to support people recovering from addiction, poor mental health, and/or homelessness have also expanded, with additional structured groups and meaningful activities introduced in 2024. Furthermore, a pilot program was initiated to test our new recovery and wellbeing intervention, "Building My Recovery".

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.

Lived experience has remained at the heart of our work and in 2024 we trialled different ways of capturing and sharing people's experience and stories to inspire hope, improve services and influence decision makers. This included a hugely successful art project co-produced with people in recovery and creating a film highlighting people's experiences of homelessness and health.

We continued to host our service user engagement forum HOPE which went from strength to strength in 2024. Forum membership is open to anyone accessing the Good Shepherd and the group meet monthly on the last Friday of the month.

In 2024 forum members contributed to reviewing the local authority homeless prevention strategy and helped gather feedback for the Women and Rough Sleepers Consensus, and Homelessness Health Needs Audit. We also delivered inspirational talks and recovery stories at events for the Black Country Integrated Care Board (ICB), Jobcentre, and for local businesses.



Good Shepherd Actions all projects snapshot 2024

Number of people who
accessed our services

Individuals / Single **1,153** | Families **234**

1,387

FOOD SERVICE



21,887

Hot Meals



2,033

Family
Pantry Visits



6,665

Food
Parcels

INTERVENTIONS



99

Gained
Accommodation



31

Prevented
Homelessness



117

Started Training /
Education



49

Increased
Digital Inclusion



20

Started
Volunteering



116

Engaged in Group
Work / Meaningful
Activity



54

Better Management
of Physical &
Mental Health

GROUPWORK



Art & Creativity Sessions

285



Women's Group

107



Structured Groupwork

116

OUTCOMES



Casework Sessions

5,354



External Referrals

493



Housing Advice

953



Employability
Training & Education

140



Groups & Activities

159



Support With Debt

54



Support With
Physical Health

306



Support With
Mental Health

512



Benefit Advice

492

"At the Good Shepherd, they understand. They don't judge me there is a trust between us and I know now what support I can get."

"I have a purpose now, and a motivation...and look forward to the day ahead with optimism for the future."

"The Good Shepherd has given me a new start, and given me hope, and that's so important when you haven't had any before."

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. Three days a week we run a day centre and multiagency hub for people experiencing homelessness and poverty. Located at our Waterloo Road building, the hub brings together a diverse range of services under one roof, ensuring that those who seek our assistance can access the help they need in a secure and welcoming environment.

Our partners include the Sexual Health team, Hepatitis C and Tuberculosis Nurses from New Cross Hospital, Drug and Alcohol workers, a local men's mental health peer support group, a dental nurse, a barber/hairdresser, IT class providers, and the Black Country Healthcare NHS Trust Recovery College, which rents space next door.

After five years of providing the Housing First service in Wolverhampton we made the decision to stop delivering the service due to a reduction in the available funding. The contract was transferred to a new provider in April 2024, but the team delivering the service was retained and transitioned to new projects, including mental health and wellbeing, street homelessness, housing advice, and tenancy support.

During the five years we delivered Housing First the project housed 52 individuals with a long history of street homelessness and multiple disadvantages, offering intensive support and achieving positive outcomes.

Street Homelessness

Our outreach workers engage with individuals sleeping rough in Wolverhampton, building relationships and providing essential support. Our team works closely with partners across the city to join up support and help people navigate the homelessness pathway. This holistic approach ensures that people who are street homeless receive the assistance they need to improve their circumstances and work towards their individual goals. We also provide practical support including a hot cooked breakfast, shower and laundry facilities, and access to new clothing.

Housing Advice

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. Our housing advice services are

tailored to meet the unique needs of each individual, providing personalised guidance and support every step of the way.

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.

Accommodation for Ex Offenders (AfEO)

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. The programme is on target to house 30 people by the end of March 2025.

"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

Supporting Recovery

At the Good Shepherd, we are dedicated to the principles of recovery. We design and deliver our services to support individuals in their recovery and help them achieve their personal goals. While the recovery model is predominantly utilised in mental health and substance misuse services, we have found that its principles are also effective in aiding recovery from various disadvantages, including homelessness.

We use the CHIME recovery framework to understand and explain recovery:

Connectedness

Hope and optimism about the future

Identify

Meaning in life

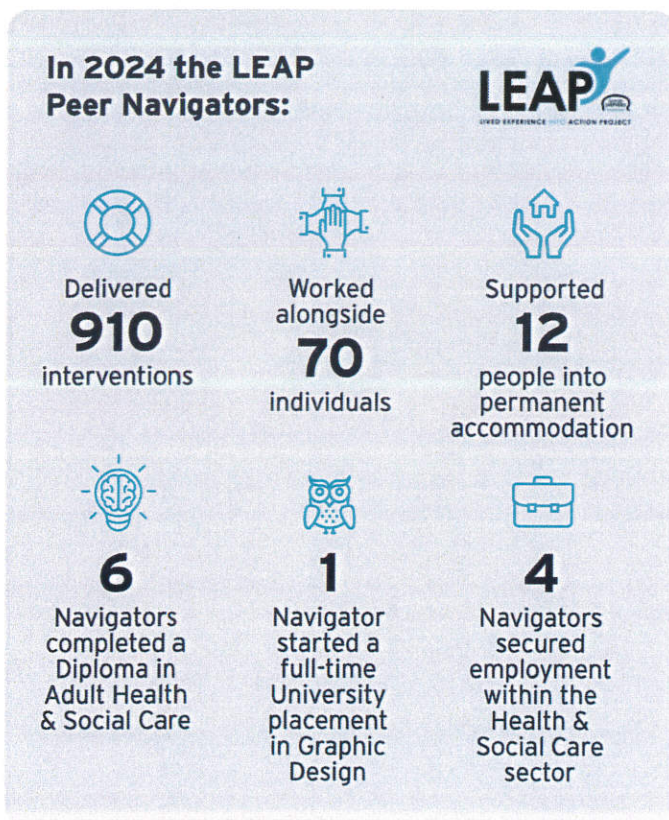
Empowerment

Recovery continues to be a key theme in our work and in 2024 we expanded the range of groups we deliver that

contribute to improved mental health and wellbeing. In 2024 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.

LEAP - Lived Experience into Action 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. A few highlights from the LEAP team in 2024 include:



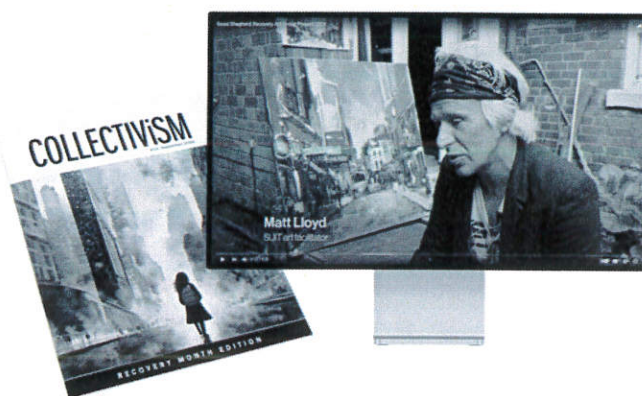
Art & Creativity

In 2024, we embarked on one of our most ambitious arts projects to date. 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. We collaborated with key partner agencies to run themed workshops aimed at the recovery community, our service users, families affected by addiction, and the general public. The project highlighted both the celebration of recovery and the challenges and achievements faced along the way.

Working with professional artists allowed our service users to develop new skill sets, and the resulting work was professionally curated. Additionally, an accompanying magazine and film were co-produced with the group, further showcasing the project's impact and reach.



Read the Collectivism magazine [here](#)

Building My Recovery

Building My Recovery (BMR) is a recovery programme currently under development at the Good Shepherd. The primary objective of the workbook is to enhance mental health and wellbeing, supporting individuals in building their social and recovery capital.

This programme is created by individuals with lived experience and is delivered by professionals with assistance from Peer Navigators. The workbook is being co-produced with contributions from our Lived Experience into Action Project (LEAP) team and professionals with lived experience.

BMR incorporates a variety of psychosocial interventions, recovery tools, and general advice aimed at improving overall wellbeing. It emphasises encouraging participants to seek additional forms of support, engage in meaningful activities, and connect with their community.

The first group commenced in December 2024 and will conclude in March 2025. Participant feedback will be collected to inform the completion of the final draft of the workbook/programme. Additionally, we will identify and train Building My Recovery champions from the LEAP team and service user forum to deliver peer support elements for the subsequent cohort.



Pathways Out Of Poverty

#Itstartswithameal

The demand for our food services continued throughout 2024. We were able to meet this need due to the support from various food partners and businesses, in addition to donations from the local community, including contributions during Harvest and Christmas. Securing funding for our food services is becoming increasingly challenging, and we depend on donations and support to maintain these critical services. The catering team at Wolves FC has once again played an essential role in this effort, with notable contributions from their Head Chef, Luke Hitchins, and his team.

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 Queen's Building near Wolverhampton bus station, where people can purchase heavily subsidised food and household items. The project was launched in partnership with the Wolves Foundation and Wolverhampton City Council and 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

Our Structured Volunteer Programme is 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.

By the end of the placement, participants have the skills and confidence to pursue further training or employment. The success of our Structured Volunteer Programme is evident in the numerous success stories of individuals who have transitioned from volunteering to paid employment, both within our organisation and in the broader community.

Highlights From The Year

The Queen's Building Launch

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

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 food and advice 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 this year and in 2025 we will be further developing the training and employability pathway.

Robert Plant Becomes Good Shepherd Patron

A real highlight of 2024 was legendary singer-songwriter Robert Plant becoming a charity 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.

Robert has actively participated in events and used his platform to raise awareness about Good Shepherd's initiatives and events. His contributions have not only helped in fundraising efforts but also in broadening the reach of our message and attracting a wider audience.

"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



Recovery Month Exhibition

The Good Shepherd organised an exhibition at the Newhampton Arts Centre to mark Recovery Month 2024. The exhibition featured work produced by people at various stages of their recovery journeys and was the culmination of a 9 month project funded by the Arts Council. It showcased their talents in painting, sculpture, and multimedia installations, as well as the transformative power of art in the recovery process. The event was

attended by almost 200 guests, including local dignitaries, and highlighted the power of community spirit and creative expression in recovery.

The exhibition was part of a broader initiative to celebrate recovery that included a range of workshops led by local artists and culminating in the "Friday Night Lates" event at the Wolverhampton Art Gallery. These events provided an opportunity for the public to engage with the artwork and hear personal stories of recovery.



Wolverhampton Win UK Recovery Walk 2025

Good Shepherd led on a bid to host the Faces and Voices of Recovery UK (FAVOR UK) National Recovery Walk alongside SUIT and supported by the local authority and Recovery Near You. Wolverhampton was selected to host the 17th UK Recovery Walk in 2025, thanks to over 6,000 community votes. The event celebrates recovery from drug and alcohol addiction, bringing together thousands of people for a public parade and celebration. The Good Shepherd and SUIT will work with partners and community groups to organise the event, highlighting the city's commitment to recovery and well-being.



Our Team

Our staff and volunteers are invaluable, and we ensure they feel valued and supported with access to training and development. Annually, we organise a staff 'away day' for team-building and shared activities. This year's event included reflections on our vision and values, workshops on delivering our mission, and team-building activities.

We support health and wellbeing year-round through initiatives like regular staff meals together, an extra day off on birthdays, rewards such as Time Off in Lieu or a free meal from a monthly draw, and more. Additionally, we provide access to an employee health scheme via Paycare, offering benefits in dental, medical treatment, and wellbeing support.

In November 2024, we conducted a staff culture survey facilitated by an external provider to gather feedback from our team across seven key themes. The team was asked 40 questions related to their employment at Good Shepherd. The survey was anonymous, and participants had the option to add open text comments alongside the standardised questions.

We achieved a 65% response rate, and the results were overwhelmingly positive. The team provided us with an Employer Net Promoter Score (eNPS) of 71, which is considered exceptional.

Culture Survey Theme	Percentage
Values	94%
Mission & Vision	99%
Leadership	97%
My Manager / Supervisor	90%
Sense of Inclusion	91%
Work Life Balance	92.5%
Operational Effectiveness	89%

Staff Comments

"A caring and compassionate service which never judges anyone and gives people chances."

"Most friendly and welcoming service that I have ever worked for and they care for the wellbeing of staff."

"I think this is a brilliant organisation to work for and they deliver what they say they are going to do."

Volunteers form a crucial part of our organisation bringing a wealth of skills and knowledge to the Good Shepherd. In 2024, we were fortunate to be supported by over 60 individuals who regularly volunteered, ten service user volunteers, six LEAP Peer Navigators and 154 corporate volunteer visits. Collectively they contributed nearly 10,000 hours of their time to support our work. We are extremely grateful to our team of volunteers and to everyone that gives up their time to be involved with our work.

Our new Volunteer Coordinator began their role in June 2024 and has been focusing on enhancing the volunteering experience. This includes adding

more structure and support, providing more training opportunities, and recruiting a diverse range of volunteers by promoting the opportunities in new venues and organisations.

VOLUNTEERING



Ambassadors

Photographer Snapped Up As New Ambassador

Professional photographer Stuart Manley was named the Good Shepherd's latest ambassador in 2024. Stuart has supported the charity for over a decade with his photography, helping to raise awareness and supporting fundraising campaigns. His work at JASK Creative, a leading creative campaigns agency based in Solihull, includes photographing some of the biggest sports stars in the world. JASK are also long-term supporters of the Good Shepherd's work to end homelessness, support recovery and create pathways out of poverty.



Stuart joins the team of Good Shepherd ambassadors comprising former Wolves and Nigeria goalkeeper Carl Ikeme, Wolverhampton comedian Jack Kirwan, soul singer/songwriter Jaki Graham, broadcaster Natalie Graham, and the Archbishop of Birmingham, The Most Reverend Bernard Longley.

Media Coverage

In 2024, The Good Shepherd received positive media coverage from local outlets like Express & Star and Wolves Community Radio (WCR), regional media such as BBC WM, BBC Midlands Today, and Global Radio, and national coverage including a Guardian interview with Trainee Key-worker Donna and a Sky Sports' feature on the Molineux Sleepout.



Financial Review

In 2024, our operating surplus from charitable activities was £12,722. Despite conservative estimates due to economic uncertainty, our fundraising income was £57,741 higher than the previous year thanks to ongoing support from individuals and organisations.

Our reserves policy requires that we aim to have enough Net Current Assets to cover six months of costs. We currently have enough Net Current Assets to cover just over 4.5 months of costs, which the Trustees consider adequate, whilst striving to increase this through increased fundraising activity and stringent reviews of expenses.

Our income strategy aims for a balanced mix: one-third from statutory sources, one-third from fundraising and donations, and one-third from grants and other sources. This balance was roughly achieved in 2024 and a similar forecast for 2025 has been budgeted, with a slight increase in statutory income.

Raising funds from trusts and foundations remains very competitive. Short-term statutory funding and local authority financial pressures highlight the need for diversified income streams, although the announcement made by the government around additional funding to address homelessness will have a positive impact for the sector.

We are continuing to explore ways to generate income through the Pomegranate social enterprise café, renting space in our building, and in 2025 will be developing trading activities through Good Shepherd Trading Limited.

Events and Fundraising

Thanks to a donation from the Hoptaller Service Group (HSG) we were able to recruit a new Fundraising Manager post to lead on fundraising, grants and partnerships, and 2024 saw a variety of events to raise awareness of the Good Shepherd's work and bring in donations. Our own team undertook some epic physical challenges, and we had wonderful support from individuals and corporate partners who organised their own challenges and events.

Miles into Meals

In June, Operations Manager Lee Smith undertook an eight-hour fitness marathon to raise funds for the Good Shepherd. Joined by colleagues Molly and Donna and ambassador Carl Ikeme the 'Blaze-athon' fundraiser took place at David Lloyd Health Club, involving successive sessions of the Blaze workout. The event was part of the Miles into Meals fundraising campaign and Lee's incredible efforts raised over £2,000.



Also taking part in 'Miles into Meals' was Ade Doughty. Marking his 50th year, Ade completed over 200 miles through walking, cycling, and open water swimming within a month. Initially setting a target of 100 miles, Ade doubled his goal and faced numerous challenges like injuries, fatigue, and bike issues. Supported by five friends who also contributed to the mileage, Ade managed to surpass his £2,000 fundraising target, raising an incredible total of £3,102.



This year, CEO Tom, Key Worker Paul, Fundraising Manager Lucy and Good Shepherd Ambassador Stuart challenged themselves with a 'Malverns Mission', aiming to walk the equivalent of two marathons over two consecutive days in the Malvern Hills. Their toughest challenge yet, the team surpassed their 52 mile target and raised over £1,000 in the process.

Cleveland Arms

The team at the Cleveland Arms have been long standing supporters of our work. This December, they once again demonstrated their commitment to our cause by hosting a series of fantastic events that brought the community together and raised vital funds for the Good Shepherd.

The venue welcomed former goalkeeper Mark Crossley for an engaging night of conversation, sharing stories from his illustrious career. This was followed by a hilarious evening with Clinton Baptise and friends, which had everyone in stitches. Both events were resounding successes, thanks to the generosity of the attendees.

We are delighted to announce that these events raised nearly £3,000, which will go a long way in supporting our mission. We extend our thanks to the Cleveland Arms and performers for their continued dedication and to everyone who participated and contributed.

A 'Grand' Act Of Kindness

Theatrical Lydia, a Wolverhampton-born theatre fan, collaborated with the Grand Theatre and the musical 'Come From Away' to support the Good Shepherd. Lydia organised acts of kindness in cities where the musical toured, inspired by a friend's legacy. The initiative encouraged theatregoers to donate items and financial support to charities and the Good Shepherd was the chosen charity for the musicals stop in Wolverhampton. Donations included new clothes and toiletries and £2275 was raised in financial donations.

Molineux Sleepout 2024



The Molineux Sleepout, returned in 2024 with hundreds of participants spending a cold November night at the stadium, united in their mission to raise awareness and vital funds for the Good Shepherd and Wolves Foundation. The event, now in its sixth year, has raised over £250,000 in total to support the two charities work.

The event featured inspiring speeches from individuals who had directly benefited from the Good Shepherd's services, sharing their personal journeys from homelessness to stability. Local businesses and community groups played a significant role, contributing donations and resources to ensure the success of the night.

Park Run

The Good Shepherd and the Pomegranate Café participated in Wolverhampton's Park Run, coinciding with the 20th anniversary of the Park Run movement. Staff, volunteers, and Trustees engaged in the event to raise awareness of the café's services, offering refreshments and discount vouchers to participants. Proceeds from Pomegranate Café support the Good Shepherd's free-to-access services.

Later in the year, the team from Crosby Training, long-standing supporters of Good Shepherd, also took part in Wolverhampton's Park Run, making a financial donation to the Charity for every member of the team that took part.

We continue to be overwhelmed by all the wonderful ways that supporter choose to advocate for the vital work of Good Shepherd in both awareness raising and generating funds. Whether it's a cake sale or a dragon boat race, a sponsored walk or a family fun day, we remain truly grateful.

Future Activities

In 2025 we will start work on our new strategic plan for 2026-2029, which will be co-produced with people that use our services, our team, and key stakeholders. One of our goals is to improve the organisation's use of technology, including an Artificial Intelligence (AI) pilot project, while also strengthening safeguarding and equality, diversity, and inclusion (EDI) measures.

Building on the success of the HOPE Forum, we will seek creative ways to involve people with lived experience and use their stories to shape and improve systems and services. This will include engaging with partners to explore cross-sector collaboration to improve pathways and patient experiences for those experiencing homelessness and health issues. In 2025 we will be launching our video "Treat us with Compassion - Homelessness and Health," which includes lived

experiences highlighting the impact of homelessness on physical and mental health and the challenges of accessing healthcare.

We're excited to work with FAVOR UK, SUIT, Wolverhampton City Council and Recovery Near You to successfully deliver the Recovery Walk 2025 ensuring it becomes the best possible celebration of recovery and showcases the communities and people that make the city special.

In February 2025 we will finish the first group and evaluate the Building My Recovery pilot project. Using the feedback from participants we will finalise the programme and start work on the accompanying workbook. Alongside this we will develop more groups that support recovery from mental health, addiction, and trauma.

Using the learnings from AfEO and the street homelessness project we will expand our services supporting those experiencing homelessness, including prevention efforts, private rented sector (PRS) work, and a new test-and-learn partnership project providing accommodation and immigration advice.

We plan to expand our community shop model and explore the possibility of opening another shop. Additionally, we will continue to develop the training and employability pathway at Pomegranate, finding ways to increase its community impact. Our new employability project, funded by Albert Gubay, will include a specialist employability worker who will lead a structured volunteer programme for service users, provide in-house employability support, and assist individuals in securing and maintaining meaningful employment.

Reserves Policy

In 2024, Trustees reviewed the reserves policy and assessed the main risks. Our policy ensures enough Net Current Assets to cover six months of operating costs. They confirmed the policy is adequate to maintain services if funding decreases or stops unexpectedly.

Public Benefit

The Trustees have adhered to the obligations outlined in Section 17 of the Charities Act 2011 and have considered the Charity Commission's general guidance on public benefit in the course of reviewing our aims and objectives for the year. The Trustees evaluate how proposed activities will align with and contribute to the established aims and objectives.

Related Parties

Good Shepherd Services is a Charitable Incorporated Organisation (CIO) and registered charity that originated from the efforts of the Little Brothers of the Good Shepherd in Wolverhampton. In 2021, St John of God Hospitaller Services (SJOG), a UK charity (1108428), became the sole member of Good Shepherd Services, making us a wholly owned subsidiary but with an independent board of Trustees, our own accounts, and the autonomy to set our own strategic direction and make our own operational decisions. SJOG provides support when needed to help us achieve our charitable objectives, allowing us to leverage their considerable expertise and experience.

None of our Trustees receive remuneration or other benefits from their involvement with the charity. Any connection or contractual relationship between a Trustee or senior manager of the charity and a related party must be disclosed to the full board of Trustees in accordance with our conflicts of interest policy. In the current year, no such related party connections were reported.

Nigel Tinsley



30th April 2025

Independent Examiner's Report to the Trustees of Good Shepherd Services

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st December 2024 which are set out on pages 15 to 23.

Responsibilities & Basis of Report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's Statement

I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed _____



Oliver Ross
F.C.A.

Muras Baker Jones Limited
Regent House
Bath Avenue
Wolverhampton
WV1 4EG

Date _____

30 April 2025

Statement of Financial Activities

Year ended 31st December 2024

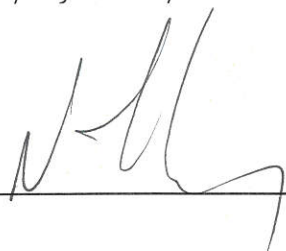
	Note	Unrestricted Funds	Restricted Funds	Restricted Capital Funds	TOTAL	31.12.23
INCOME						
Donations						
General donations	2	262,014			262,014	204,273
Charitable Activities						
Grants and contracts	3	323,433	294,097		617,530	747,130
Miscellaneous income		27,023			27,023	16,906
		612,470	294,097		906,567	968,309
EXPENDITURE						
Charitable Activities						
Food and client support	4	592,667	244,657		837,324	512,140
Property depreciation				12,000	12,000	12,000
Fundraising and PR		43,166			43,166	28,610
Governance		1,355			1,355	1,420
		637,188	244,657	12,000	893,845	939,664
NET INCOME						
Transfers between funds		-24,718	49,440	-12,000	12,722	28,645
Other recognised gains/losses		-24,718	49,440	-12,000	12,722	28,645
Net Movement in Funds		-24,718	49,440	-12,000	12,722	28,645
Funds brought forward		506,963	18,374	246,000	771,337	742,692
TOTAL FUNDS	12	482,245	67,814	234,000	784,059	771,337

All income and expenditure is from continuing operations

Balance Sheet as at 31st December 2024

	Note			31.12.23
Fixed Assets				
Tangible Fixed Assets	9		569,403	579,543
Current Assets				
Debtors	10	37,934		59,439
Cash at bank		418,276		374,203
		456,210		433,642
Creditors				
Amounts falling due within one year	11	-121,554		-86,848
Net Current Assets			334,656	346,794
Creditors				
Amounts falling due in more than one year			-120,000	-155,000
Net Assets			784,059	771,337
Funds				
Restricted funds	12		67,814	18,374
Designated funds			23,4000	246,000
Unrestricted funds			482,245	50,6963
			784,059	771,337

Signed by Nigel Tinsley on behalf of the Trustees

Signed 

Date 30th April 2015

Statement of Cash Flows

Year ending 31st December 2024

		31.12.23	
Cash Flows From Operating Activities			
Net income		12,722	28,645
Adjustments For			
Depreciation of tangible fixed assets	21,174	20,697	
Increase/decrease in debtors	21,505	-2,071	
Increase/decrease in creditors	34,706	11,849	
		77,385	30,475
Net Cash Provided by Operating Activities		90,107	59,120
Investment Activities			
Purchase of Fixed Assets		-11,034	-9,138
Cash Flows from Financial Activities			
Repayments of borrowings		-35,000	-35,000
Net increase/decrease in cash		44,073	14,982
Cash at beginning of year		374,203	359,221
Cash at End of Year		418,276	374,203

Good Shepherd Services CIO

Notes to the Financial Statements

for the year ending 31st December 2024

1. Accounting Policies

- a. Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when received. Gifts in kind are valued at their estimated value to the project and included under the appropriate headings.
- b. Intangible income is valued and included in income to the extent that it represents goods or services which would otherwise be purchased. Where it is not possible to value the goods or services, such as volunteer time or donated goods, the accounts do not include them. Grants including grants for the purchase of fixed assets are recognised in full in the Statement of Financial Activities in the year in which they are received to the extent to which the project has become entitled to them.
- c. Grants including grants for the purchase of fixed assets are recognised in full in the Statement of Financial Activities in the year in which they are received to the extent to which the project has become entitled to them. Unrestricted funds are donations and other income received or generated for the objects of the project without further specified purpose and are available as general funds.
- d. Restricted funds are to be used for the specified purpose as laid down by the donor. Expenditure which meets these criteria is identified to the fund.
- e. Unrestricted funds are donations and other income received or generated for the objects of the project without further specified purpose and are available as general funds.
- f. Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.
- g. Alterations to leasehold premises are written off in full in the year in which they are incurred.
- h. Fixed assets are for use by the charity in fulfilling its main charitable objectives and are capitalised and depreciated. Depreciation is provided on all fixed assets at rates calculated to write off the costs of each asset over its estimated useful life at the following rates:

Equipment	33% per annum - straight line basis
Freehold Property	2% per annum - straight line basis
Motor Vehicles	33% per annum - straight line basis
Computers	33% per annum - straight line basis

2. Donations

	Unrestricted	Restricted	31.12.23
Churches and faith-based giving	8,448		16,286
Gift Aid recovered	23,081		19,167
Community shop	45,679		
Legacies	23,516		10,906
Wolves Sleep out	24,921		27,131
Individual giving	97,834		93,496
Companies and organisations	38,535		37,287
	262,014		204,273

3. Income from Charitable Activities

	Unrestricted	Restricted	31.12.23
Contracts			
Black Country Health Care NHS Trust		0	11,350
W. Midlands Combined Authority	2,125		-
City of W'ton Queens Building Project			174,780
Housing First	43,560		143,421
RMC Wider Determinants Project	56,601		-
AFEO	37,646		60,746
City of Wolverhampton service grants	153,501		101,588
	293,433	0	491,885
Grants			
Adint Trust	10,000		
Alternative giving			1,750
Anonymous		30,000	
Arts Council		23,437	
Big Give Trust		2,621	
Clemence		4,724	
Co-op Community Fund			2,303
Dudley Building Society		2,500	
PB Dumbell			290
Eveson Charitable Trust		10,000	10,000
Edward Gosling			5,000
Alex Ferry Foundation			2,500
Albert Gubay		475	
Lottery Cost of Living Grant		11,573	20,129
Mayor's Ward Fund			1,000
Millie's Watch	15,000		5,000
Monday Charitable Trust			2,595
Nationwide			46,000
Neighbourly(Lidl)			6,000
Oak Foundation		5,0121	52,661
Rausing Foundation			40,000
Tudor Trust		33,333	33,333
Roger Douglas Turner Trust	5,000		5,000
Sainsburys Neighbourly			1,500
St John of God Hospitaller Services Group - Better Lives		14,250	
St John of God Hospitaller Order Ireland		35,000	35,000
St John of God Hospitaller Services UK		65,000	
Sports England			1,700
Garfield Weston			25,000
Wolves Foundation Feed our Pack		25,000	
W'ton Voluntary Sector Council			840
Grants £1000 and under		2,321	
	30,000	310,355	29,7601
less: deferred to future periods		-82,222	-65,964
add: deferred from previous periods		65,964	23,608
	30,000	294,097	255,245
Total grants and contracts per SoFA	323,433	294,097	747,130

4. Food & Client Support

	Food	Client Support	Total	31.12.23
Salaries	96,415	379,479	475,894	464,374
Depreciation	6,724		6,724	3,404
Training	469	3,547	4,016	1,503
Volunteer expenses	299	4,129	4,428	4,288
Equipment costs	1,160		1,160	2,193
Cleaning and waste disposal	4,790	678	5,468	8,502
IT costs	702	5,861	6,563	5,157
Community shop Insurance		1,215	1,215	
Food costs	14,780		14,780	1,1251
Client welfare		113,328	113,328	31,565
Property costs	2,756	16,400	19,156	4,424
Disposable items	2,405	415	2,820	3,684
Waste disposal	3,713	66	3,779	
Utilities	8,454	4,109	12,563	29,835
Motor and travel expenses	4,422		4,422	6,081
Telephone	770	10,661	1,1331	8,106
Support costs	25,289	99,535	124,824	96,710
	173,148	639,423	812,571	681,077
Major property renovation			24,753	216,557
Total Food and client support			837,324	897,634

5. Support Costs

		31.12.23
Salaries	107,660	73,058
Depreciation	2,450	5,293
Training	1,498	841
Property costs	0	2,212
Utilities	520	1,029
IT costs	2221	2,425
Stationery	226	350
Insurance	5,279	4,690
Telephone	2,072	2,607
Other costs	2,898	4,205
	124,824	96,710

Property costs are allocated on the basis of space used
 Support costs are allocated on the basis of staff numbers

6. Net Income/Expenditure

Net Income /expenditure is shown after charging:		31.12.23
Depreciation - owned assets	21,174	20,597
Independent examiners fee	1,260	1,420
Trustee expenses	95	NIL

7. Trustees' Remuneration & Benefits

One trustee was reimbursed expenses of £95 (2023 - NIL)

8. Staff Costs

		31.12.23
Salaries	529,055	486,957
Pension contributions	10,243	9,183
Social Security costs	44,256	41,292
	583,554	537,432

The number of employees receiving more than £60,000 was NIL (2022 - NIL)

The average number of staff employed was 23 (2023 - 23)

9. Tangible Fixed Assets

	Equipment	Computers	Freehold Property	Total
COST				
At 1st January 2024	18,773	28,002	600,000	646,775
Additions	11,034			11,034
Disposals				0
As at 31st December 2024	29,807	28,002	600,000	657,809
DEPRECIATION				
As at 1st January 2024	12,681	25,551	29,000	67,232
Charge for the period	6,724	2,450	12,000	21,174
At 31st December 2024	19,405	28,001	41,000	88,406
NET BOOK VALUE				
At 31st December 2024	10,402	1	559,000	569,403
At 31st December 2023	6,092	2,451	571,000	579,543

10. Debtors

		31.12.23
Debtors	11,870	41,391
Prepayments	26,064	18,048
	37,934	59,439

11. Creditors

		31.12.23
Amounts Falling Due Within One Year		
Trade creditors		-402
Accrued expenses	-9,462	-8,202
Taxes and pensions	-12,182	-12,280
Deferred income	-99,910	-65,964
	-121,554	-86,848
Amounts Falling Due - More Than One Year		
Property loan	-120,000	-155,000

The property loan is interest free and repayable as reserves permit

12. Movement in Funds

	Brought forward 1st Jan 2024	Income	Expenditure	Transfers	Carried forward 31st Dec 2024
Restricted Funds					
Food and client support	10,391	229,726	-178,888		61,229
Property renovation		14,250	-14,250		0
Capital Fund	246,000		-12,000		234,000
Salary funds	7,983	5,0121	-51,519		6,585
	264,374	294,097	-256,657	0	301,814
Unrestricted Funds					
Food and client support	381,963	612,470	-637,188		357,245
Designated Funds					
Property renovation fund	125,000				125,000
	506,963	612,470	-637,188	0	482,245
Total Funds	771,337	904,442	-893,845	0	784,059

Transfers represent overspends on restricted funds recouped from unrestricted funds

Food and client support funds provide food parcels, hot meals and support services

The Capital Fund represents amounts raised to fund the purchase and renovation of 65 Waterloo Road

Salary funds are grants to pay specific salaries of support workers

The Property Renovation Fund provides a reserve against future cyclical maintenance

13. Comparative Statement of Financial Activities Year ended 31st December 2023

	Note	Unrestricted funds	Restricted funds	Restricted Capital Funds	Total	Year ended 31.12.24
INCOME						
Donations						
General donations	2	177,142			177,142	262,014
Charitable Activities						
Grants and contracts	3	350,255	424,007		774,262	617,530
Miscellaneous income		16,906			16,906	27,023
		544,303	424,007	0	968,310	906,567
EXPENDITURE						
Charitable Activities						
Food and client support programmes	5	441,172	457,073		898,245	837,324
Fundraising and PR		28,610			28,610	43,166
Governance		810			810	1,355
Property depreciation				12,000	12,000	12,000
		470,592	457,073	12,000	939,665	893,845
NET INCOME		73,711	-33,066	-12,000	28,645	12,722
Transfers between funds		-2,609	2,609			
		71,102	-30,457	-12,000	28,645	12,722
Other recognised gains/losses						
Net Movement in Funds		71,102	-30,457	-12,000	28,645	12,722
Funds brought forward		435,861	48,831	258,000	742,692	771,337
TOTAL FUNDS		506,963	18,374	246,000	771,337	784,059

All income and expenditure is from continuing operations

14. Analysis of Net Assets between Funds

	Restricted	Unrestricted	Total Funds
Fixed Assets	234,000	335,403	569,403
Net Current Assets	-82,222	415,484	334,656
Long term liabilities		-120,000	-120,000
	301,814	480,951	784,059
Comparative as at 31.12.23			
Fixed Assets	246,000	333,543	579,543
Net Current Assets	-65,964	412,758	346,794
Long term liabilities		-155,000	-155,000
	180,036	591,301	771,337

