

The work of Good Shepherd including contributions from people with experiences of homelessness.

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# GOOD SHEPHERD SERVICES





**Ending Homelessness**

**Supporting  
Recovery**

**Pathways Out Of Poverty**



# Good Shepherd Actions all projects snapshot 2023

## Number of people who accessed our services

Individuals / Single **1,109** | Families **255**



**478**

External Referrals



**3,922**

Casework Sessions



**187**

Activities



**23,165**

Hot meals



**3,572**

Family pantry visits



**5,301**

Individual food parcels

### Key Interventions



Addiction

**69**



Benefits

**221**



Employment training & education

**246**



Housing advice

**617**



Support with debt

**62**

*“I don’t know where I would be without the Good Shepherd. It’s not safe for a girl on the streets.*

*They have helped me get my own flat, my mental health is stable, and I really don’t know where I would be without them.”*

*(SM – Housing First)*

## Outcomes

Trained as LEAP Peer Mentors **15**


Digital inclusion (given laptop, internet access etc.) **50**

Supported into training or education **131**

Better health management **17**


Engaged in meaningful activity **80**

Supported to volunteer **23**

 Support with mental health & wellbeing **926**

 Support physical health **23**

 Supported engagement with other services **380**

 Clothing **81**

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 Gained accommodation **23**

 Homelessness prevention **149**

 Gained employment **11**

A man wearing a black beanie and a grey ribbed sweater is sitting on concrete steps. He has a somber expression, looking down and slightly to the side. The background shows a concrete wall and a doorway.

# At the Good Shepherd

We make sure  
peoples voices are  
heard

*“Activating Lived Experience to Transform Lives”*



Our Lived Experience into Action Project (LEAP) team gives people with experience of homelessness, poor mental health, and/or addiction the chance to train as Peer Navigators, provide mentoring and brief interventions, complete a level 3 Adult Health and Social Care diploma and move into employment.

# PIE - PROJECT IMPACT



- Made formulation tools and ITEP maps easily available for people to access and use.
- Rolled out strengths based, trauma informed and recovery training to all roles across the organisation.
- Redesigned the waiting area and displayed positive stories throughout the building to enhance the physical environment.



# PIE - PROJECT IMPACT



- Alongside the service user forum changed the process for new registrations and assessments to be more trauma informed.
- Developed a PIE policy and merged the PIE development plan with the existing business planning processes.
- Reviewed the supervision and appraisal process and included prompts for line managers to review PIE principles.
- Coproduced with the service user group, staff and volunteer teams a “team commitment” for all staff and volunteers to sign up to that aligns with our values and PIE principles.

# PIE - PROJECT IMPACT

