



**GOOD  
SHEPHERD**

wolverhampton

*50 Years of Good*

**Resettlement Support Service**

# Agenda

1. Introduction
2. What is the Resettlement Support Service
3. What support is available
4. Case Study
5. Summary
6. Questions



# Introduction

The Good Shepherd has a long history of supporting the most disadvantaged people in Wolverhampton and Christmas Eve 2022 marked the 50<sup>th</sup> anniversary of the Little Brothers of the Good Shepherd opening a night shelter in the city.

As we've been in the city for so long, we have an excellent relationship with the local community, charities, community groups, and the people that use our services.



# Our Mission

Our mission is to end homelessness, support recovery, and create pathways out of poverty.

We achieve this by providing crisis support including food, practical support, and interventions to relieve homelessness, support to prevent people from becoming homeless and interventions and activities that support recovery from homelessness, mental health, and addiction.



## Introduction

**Chris Cole**

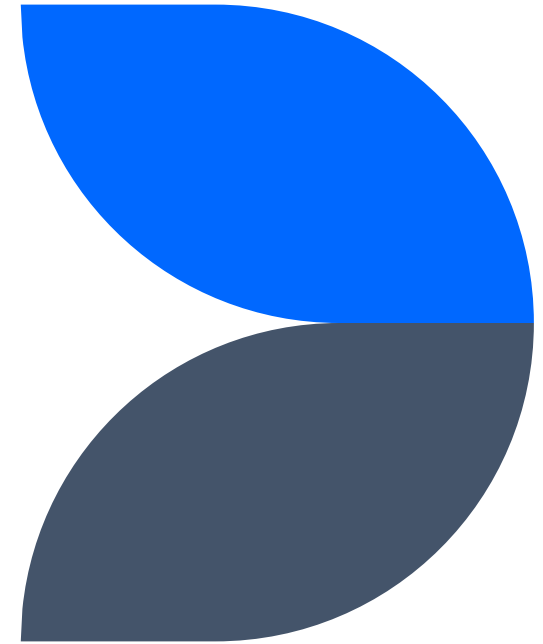
Good Shepherd Service Manager & LEAP Project Manager

**Tina Lane**

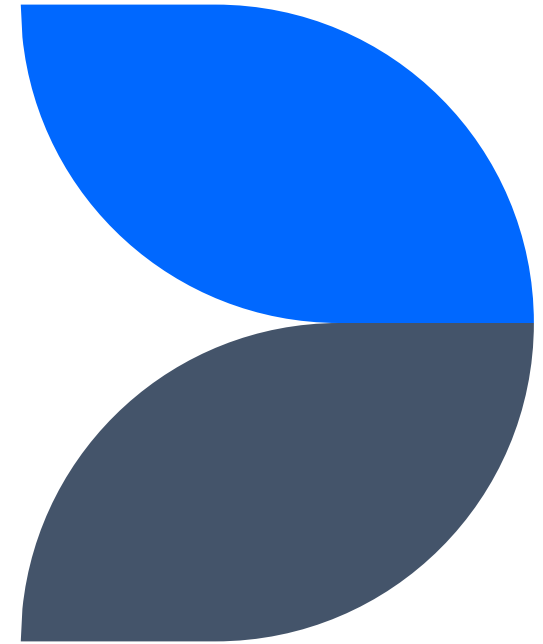
Resettlement Support Service Lead & Senior Key Worker

# What is the Resettlement Support Service

Good Shepherd will be providing a resettlement support service in Wolverhampton to support people with an offending history that are low support needs into tenancies in the private rented sector.



- Only low-level support needs /low risk referrals are accepted
- We welcome landlords to meet with each person before accommodation is offered
- Good Shepherd will be transparent throughout
- Information sharing consent will be requested from tenant
- The life of the project is 2 years, and we aim work with a maximum of 30 tenants during that time
- Once in accommodation the tenant will receive regular comprehensive one to one sessions to ensure that all needs are met and to encourage integration back into the wider community



# Landlord Support

- Support to set up direct rent payments
- Financial incentives (enhanced deposit/rent in advance)
- Access to the landlord forum
- Support with tenancy sustainment
- A single point of contact and mediation service if needed
- Support available from Good Shepherd for any vulnerable tenants that you have that are not a part of the resettlement service



# Tenant Support

- Regular one to one support sessions
- Signposting/referrals to relevant services
- Benefits support
- Advocacy
- Support to maintain a tenancy
- Access to the LEAP volunteer programme – Level 3 Diploma
- Access to Good Shepherd food service
- Support to apply for relevant lifestyle/wellbeing related grants

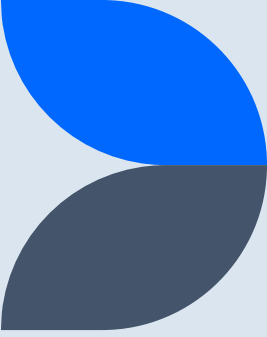
# What if there are issues?

- Both landlords and tenants will have a point of contact at Good Shepherd Monday – Friday, 9am until 4pm
- Rapid support will be provided
- Mediation sessions can be facilitated by Good Shepherd
- Good Shepherd will work with a tenant and attempt to identify and rectify any issues as they arise
- If all the above does not work, then Good Shepherd will support the tenant to look for alternative accommodation options

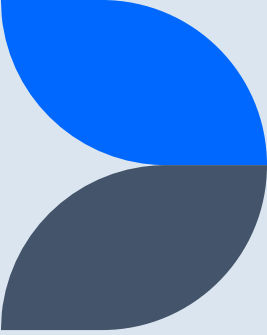
# Case Study – (Mr Z)

## - *Before Good Shepherd*

- Not medicated for mental health issues
- Anger issues, low mood, suicidal ideation
- Issues with drug & alcohol addiction
- Would not attend appointments with support services
- Issues with landlord due to poor communication
- Not claiming the right benefits
- Isolated
- Self-neglect



# Case Study – (Mr Z)



## - *Engaging with Good Shepherd*

- Supported to attend mental health assessments and is now medicated and stable
- Supported into a new property and rent has been set up directly
- All requests by landlord have been completed with the support of Good Shepherd
- Has been substance free for nearly 12 months
- Support to gain LCWA and PIP
- Volunteers 2 days per week with Good Shepherd
- All support needs are being met by Good Shepherd
- The property is an HMO and Good Shepherd now have tenants in 4 out of the 6 rooms with no issues.



# Summary

- Good Shepherd will provide comprehensive support to resettlement support service tenants over 2 years
- Good Shepherd will support all landlords with tenancy sustainment
- Good Shepherd will support with any issues if they were to arise

# Thank you



Any Questions?