ANNUAL REVIEW 2022

Alone we can do so little...



Together we can do so much

Helen Keller



TAKE A LOOK INSIDE...

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03

WELCOME

We are immensely grateful to all of our colleagues, donors and supporters. Their contributions meant that in 2022 we were able to extend our services, whilst ensuring that all remained rated as 'good' or 'outstanding'.

We saw the opening of more safe houses for people who have been subject to modern day slavery and the development of specialist autism services. It wasn't all plain sailing though and a planned mental health service in Brighton and Hove did not come to fruition.





Supporting communities continues to be a focus. We are now present in 50 communities across the country, and this will extend further in 2023 with planned developments in the North East, West Midlands and the South

We're not just present in communities, but we take an active part through working in partnership with local partners including other charities, statutory partners and universities.

A continuing relationship with the University of Northumbria presented opportunities to share our approaches to innovation with an international audience; a partnership with Nottingham Trent University on ESG (Environmental, Social and Governance) reporting and University Hospital London in continuing to evidence of the benefit of our services.

We know that the services that we provide change people's lives, but we invest in measuring the impact of what we do, supporting this with research and then sharing our learning of what has worked, and just as importantly what hasn't, with others.

We're immensely

proud of our

colleagues and

the difference

that they make.

AT A GLAN

OUR PURPOSE:

To meet need wherever we find it.

OUR VALUES:

HOSPITALITY

COMPASSION

RESPECT

OUR AIMS:

To be a charity that is true to its values.

To be a charity that is ambitious to be of more help to more people.

To be a charity that is faithful to the inspiration of its founder.





In times of crisis we provide a place of safety and specialist support to help people rebuild their lives, learn new skills and move on to lead fulfilling lives.

Working with health colleagues, our service in London tackles tuberculosis and offers a hospital at home to those without one.





SJOG has a long history of specialist dementia and nursing care for older people. We currently work with a number religious orders and congregations to support them in the care of their elderly members and management of their care homes.

MORE HELP TO MORE PEOPLE





We have a 140-year history of supporting people to live the lives they choose.

We provide expert care and support to meet the needs and aspirations of people with learning disabilities, physical impairments, autism and complex needs.





SJOG is the UK's largest provider of safe houses for people subject to modern day slavery and trafficking.

We work with people to help them recover from their experiences, and to rehabilitate and rebuild their lives.

This year was the first year of delivery on a new strategy 'Doing Good'.

Doing Good was created by capturing the voices of the people in our community. It builds on the successes of what has gone before and focuses on what people say they want and what they need from SJOG as a charity, and that is a Community, Quality and Impact.

OUR STRATEGY

COMMUNITY

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- 1 We will build supportive communities that recognise the needs and the abilities of all of its members.
- We will ensure that we hear the voices of all members of the community.
- We will support our communities to be of more help in their communities.
- We will support our community to ensure fair representation from under-represented groups.
- 5 We will support our colleagues better, ensuring they know that they are valued and that they belong.

QUALITY



- We will improve quality, embracing people's lived experiences.
- We will ensure that the people we are here to serve gain control over their lives and the decisions in SJOG.
- 8 We will use technology to help people support people.

IMPACT



- 9 We will share what we know to influence practice and inform
- We will be entrepreneurial to meet the need of communities.
- We will support those in greatest need.
- We will transition to becoming a net zero organisation.

The strategy is used to inform delivery across the charity. Each of our services and departments identifies how they will deliver and measure delivery across each of the 12 areas. To make sure that these annual business plans are live documents, we create business plan posters for every service that demonstrate how the things that they have decided to do help deliver on our charitable purpose.

LOOKING BACK ACHIEVEMENTS IN 2022



Trailblazers launched

Trailblazer is a programme set up to help SJOG become more entrepreneurial by using the creativity and knowledge of our colleagues to develop or improve services to meet the needs of the people we support and their communities, and lead the way on social innovation projects.



350 signatures

This year saw the Advisory Council develop a people's charter and colleagues across the organisation signed up to this charter.



new properties

added to our Housing Management Services which support people with learning and physical disabilities to sustain their tenancies and live as independently as possible.



730 days of additional support

Despite still being in a period of lock down we were able to open two new safe houses for victims of trafficking and modern day slavery. We are the UK's biggest provider of safe houses.



This was the second year of 'Do Good Day', which gives our colleagues and the people that we are here to serve, the opportunity to volunteer in their community. Fittingly this corresponds with Saint John of God day on 8th March.





In 2022, we recruited a team of people who had been displaced by the war in Ukraine to run a programme for other people displaced by the war. The project commenced in September 2022 in partnership with CSAN (Catholic Social Action Network) to provide a matching, training and support service to people fleeing the war in Ukraine and UK sponsors.



SJOG celebrates the Order's 450th anniversary

This year we celebrated the 450th anniversary of the Hospitaller Order of Saint John of God, the founding organisation of SJOG.

An anniversary exhibition of the Order provided a snapshot of its history since its inception in 1572 and the expansion from its origins in Spain to over 50 countries throughout the world. In England the Order's work started in 1880 providing the foundations of SJOG as we know it today.

450

To see the exhibition go to: www.sjog450.uk

We are a Living Wage Employer

SJOG became accredited as a Living Wage Employer in 2022, with this commitment seeing everyone working at SJOG receive a Real Living Wage.

"Our colleagues are fantastic and it's great to make the commitment to paying our colleagues a Real Living Wage. They deserve it."





minutes
of podcasts
and videos
aired in our autism
awareness series

Listen at sjog.uk/about-autism.php

Our quality rating is 100% 'Good' or 'Outstanding'

100%

As assessed by CQC, our quality rating is 100% 'Good' or 'Outstanding' across the organisation. The established Outstanding Managers Network' will continue to focus on improving external ratings.



2022 also saw the creation of the Reach platform

REACH is a web-based platform to signpost survivors of modern day slavery to VCSE (Voluntary, Community and Social Enterprise) and support services, and provide them with relevant, curated information in their own language providing independent access to the information they need to settle in the UK.





Our first film

focusing on raising awareness of MDS

Watch at www.sjog1810.uk



Belong is an initiative to provide those who seek refuge in the UK with a tailored welcome pack containing toiletries, sanitary products, list of contacts and specialised support centres for women, as well as other products like a clothing voucher and water bottle. The idea beyond the boxes is to build a women's peer support network they can trust.

This initiative was adapted for the Homes for Ukraine project, to give welcome packs to people and families moving to the UK who have been displaced by the war in their country.

Life coaching for homeless people

This year saw the completion of the pilot project exploring life coaching as a support programme for people experiencing homelessness. This was supported by a £5K grant from the Austin and Hope Pilkington Trust in 2022.





Research was presented to the 3rd International Informed Care Online Conference. Centre for Developmental and Complex Trauma on 'Establishing an evidence based trauma-informed pathway for survivors of modern slavery'.

OUR HIGHLIGHTS

compliments received in the last year





We received 49 complaints in the last year – all resolved as satisfactory

1295 **PEOPLE**

In September 2021 we supported 961 people per month and we now support 1295 ... an increase of 35%



say they are treated with respect and kindness



RESEARCH

A total of 19 research studies conducted and published

2 research papers published in partnership with external organisations

3 national conference presentations covering topics of homelessness and infection control

1 international conference **presentation** on design and being an **PROPERTIES**

SERVICES

from Brighton to Teesside (In 2019 this was 25!)

11

FUNDRAISED INCOME:

£1,350,513

and 19 projects supported



10

SJOG is committed to reducing waste a **ESG SUMMARY**

ENVIRONMENTAL, SOCIAL, GOVERNANCE (ESG) REPORTING

ESG reporting refers to an organisation's disclosure of information on its operations in three areas: environmental, social and governance.





ENVIRONMENTAL

ENVIRONMENT

We published the results of a research project into environmental audits in early 2022 and have utilised the findings to build a scheme of works that will decarbonise the properties that we use.

SJOG's strategy 'Doing Good' has a commitment to becoming a net-zero organisation; to eliminating or reducing our negative environmental impact; and to maximising the benefit from positive environmental opportunities for the charity, our colleagues and for the people that we are here to support.

ENERGY

In our updated environmental policy, we have undertaken to decarbonise our housing stock. We aspire to be carbon neutral and to reduce our energy usage. This includes making structural changes including improving insulation; the replacement of windows in our

properties; renewable systems in all refurbishments; and to install solar panels in suitable locations. It also includes behavioural changes from our colleagues and the people we support through information campaigns and a range of training.

and

aspires

to

WASTE

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Faisal is a 23-year-old man with autism.

After many service breakdowns, Faisal was the first person to move into SJOG's new autism-specific service called The Old Vicarage which is in Stockton-on-Tees.

SJOG's Autism Quality of Life (ASQoL) practice model has enabled Faisal to have a full and active life. The ASQoL approach assists his support team in understanding his autism profile and how autism can impact his life, whilst the focused skills teaching, helps Faisal to develop his functional skills for independence.

Person-centred active support approaches have complemented Faisal's life, and he is now an active member of his local community. He's fun-loving and enjoys socialising and spending time with this family and support team. He likes going out for walks, days out by the sea and loves the trampoline built into the garden of his new home. He is also being supported to reconnect with this faith.





www.sjog.org.uk

ospitaller Services



LOOKING AFTER OUR

We are a charity of people supporting people. We work hard to ensure our colleagues are supported so that they

SJOG has a commitment to fairness in recruitment, pay, promotion and development. In 2022 we were pleased to note that SJOG's mean gender pay gap was significantly lower than that of other organisations and smaller than the UK national average (7.1%

ETHNICITY PAY GAP

We are an organisavivivien by c We have an aspiration for our colleagues to reflect the communities in which they work and for this to be

In 2022 our mean ethnicity pay gap was 4.1%. It is lower than our gender pay gap and is above the UK average

SJOG has developed a comprehensive package of support for our colleagues with several new elements added throughout 2022.

Health benefits package

Lifestyle and discount scheme

33 days' annual leave (pro rata)

Buying and selling leave scheme

Employee assistance programme

Savings and loan scheme

On-going training and development

Auto-enrolment pension

Mental health first aiders

Refer a friend reward scheme

Enhanced maternity and paternity package

Cycle to work scheme

Flexibility of work patterns

Early Pay

Optime Health and Wellbeing App



CASESTUDI

I was struck from the moment that I was offered the job how friendly people at SJOG were.

I'm a mum of three children and live in Milton Keynes. Family is everything to me and I originally chose a career in technology to give me a pathway to flexibility so that I could work but also look after my children.

My last role was an information security consultant, but I was ready for a new challenge. The role at SJOG seemed perfect – a small enough organisation to have an impact but big enough to have resonance.

I was struck from the moment that I was offered the job how friendly people were. Barely two weeks into the job, I needed to take emergency compassionate leave. I was made to feel that my problems were SJOG's problems, and I was able to go off and put my role on hold. This was hugely

> appreciated. I felt more than ever that I belonged to a family and that people here genuinely care and want to support

each other. I value so much being able to have a good work life balance and this is properly encouraged.

My role of information governance and compliance manager is a new role. Information security and data protection isn't new but my role will help to strengthen our position. More than ever we need to protect data, rather like we would protect our money. It's incredibly precious and with unscrupulous individuals working harder than ever to steal and compromise personal data, we need to be make sure our security arrangements are as tight as they can be.

Achieving ISO27001, which is recognised worldwide, demonstrates to all our stakeholders that we have robust processes in place so that people can have faith that we are working hard to protect data. We work with vulnerable individuals for whom data theft could have significant consequences. I love working for an organisation that makes a difference to people's lives, and where I feel like I can make difference.



UGONWA ONWUNEME

Ugonwa joined us in September 2022 into a new role that is helping us strengthen our information security.



SJOG operates throughout the UK and is a charity registered in England and Wales (Charity Commission registration number 1108428), a company limited by guarantee (registered in England, company number 05324279).

SJOG is the trading name of Saint John of God Hospitaller Services and is led and governed by a trustee board.





GOVERNANCE

The Articles of Association set out the charitable purposes for public benefit in the following terms:



The relief of poverty, sickness, old age, distress and disabled



To further the charitable purpose for the time being, of the Hospitaller Order of Saint John of God and in a manner that is consistent with Catholic social teaching.



Every day we say "Come in, you are m

We get better at supporting people by learning from the successes, and from our failures.





EMMA GIBBONS CHAIR OF TRUSTEES

ORGANISATIONAL PURPOSE

The charity's purpose is detailed in its Articles of Association and these state that the charity's purpose is to progress the aims of the Hospitaller Order of Saint John of God.

LEADERSHIP

SJOG has a board of trustees that meets formally four times a year. The trustees are volunteers and bring a range of skills and experience to the charity. They delegate the day to day running of the charity and the delivery of the strategy to the chief executive, chief operating officer, chief finance officer and chief development officer, and hold them to account for the performance of the charity.

EXECUTE:



AROMOLARAN

FELA

DUNCAN REID



THE BOARD OF TRUSTEES (current members July 2023)

BROTHER MALACHY **BRANNIGAN**



BROTHER ROBERT MOORE



EMMA PEACOCK





LESLEY SELFE



JACK TAYLOR

......



CLAIRE TURNER

EXECUTIVE MANAGEMENT TEAM



PAUL BOTT CHIEF EXECUTIVE



LEANNE WELFORD CHIEF FINANCE OFFICER



DR LISA ALCORN CHIEF OPERATING OFFICER



DR JAMIE MACKRILL CHIEF DEVELOPMENT OFFICER

INTEGRITY

Integrity is about doing what is right and being open and transparent to demonstrate this.

Our trustees scrutinise the decisionmaking to ensure we meet the standards we set ourselves, as well as those set by regulators such as the Charity Commission, the Care Quality Commission and the Fundraising Regulator.

DECISION-MAKING. RISK AND CONTROL

We want to be successful in what we do. Success is reliant on good decisions and managing risk effectively.

The aim of our approach is to preserve:

Confidentiality

Access to data shall be confined to those with appropriate authority.

Integrity

Information shall be complete and accurate. All systems, assets and networks shall operate correctly, according to specification.

Availability

Information shall be available and delivered to the right person, at the time when it is needed.

The board and Executive Management Team ensure effectiveness in the areas of:

- Financial oversight
- Financial reporting
- Financial risk
- · Risk management
- · Health and safety risks
- Information risks
- People risks
- Pandemic risks
- · Quality and compliance



I had a short but meaningful experience at Olallo House.

The reason I came here was as a result of an unfortunate event that happened to me unexpectedly, like other residents who have stayed here. I was hospitalised for a few weeks after suffering physical violence from my husband. When I recovered, I was aware that my bank account had been emptied by my husband. Since I was a foreigner and did not have any relatives or close friends in this country, when I was discharged from the hospital, I had no safe place to go and no money to stay.

Being a well-educated and wealthy woman, I would never have guessed that one day I would be victimised by my husband in this way and be so helpless that I had nowhere to go. I shared my situation with the hospital authorities. A few days later they placed me safely in Olallo House. Olallo's manager, Pawel and Elena greeted me when I arrived. Their friendly and sincere approach really put me at ease during this difficult time.

During my stay, they met my many needs with the warmth of a family without expecting anything in return. The peaceful mood of the hostel residents I met here, who went through difficult times in their lives like me, proved to me once again that I was in the right place.

> I am so grateful to everyone who works and supports here.

> > MIRA*

*Name has been changed





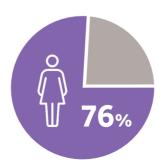
Our values encourage us to be compassionate, strive for justice and operate in an environment where we respect each other.

TRUSTEE BOARD **EFFECTIVENESS**

Trustee recruitment is underway and it is envisaged that three new trustees will join the board in 2023. We aim to match the skills on the board to our strategic goals and business plan needs, as well as having a good gender balance and that the board reflects the communities in which we work.

Any decision or action is aligned with the delivery of our charitable aims.

ACROSS THE CHARITY **76% OF COLLEAGUES IDENTIFY** AS FEMALE.



INCLUSION AND DIVERSITY

Gender Balance

We have achieved 50% female representation on our board and in our senior management team, and we are committed to improving the ethnic diversity representation on our board.

Hearing the voices of the people we support

The strategy included a drive to better hear the voices of the people we are here to serve. The Advisory Council comprising people we support was created in 2020 and have been part of a number of projects since its inception. This year they have started a process of review of the charity's policies and practices and have created the People's Charter.

Ethnicity

We have an aspiration for our colleagues to reflect the communities that they work in, and for this to be evident across the charity.



OPENNESS AND ACCOUNTABILITY

We strive to be open in our charitable work and accountable for our activities and actions.

We aim to keep our communities, supporters and stakeholders appropriately informed of our work.

FINANCIAL **REVIEW**

The truster which c set c for ?

us at enquiries@sjog.org.uk



Our services supporting people are primarily funded through local authorities and central government. Certain projects however rely on

The sector in which we work remains a challenging environment in which to operate but closer relationships with commissioners has led to SJOG receiving a fair rate for the care and support it provides to people.

Our total income in 2022

Total expenditure was £22.6m

Reserves grew to £7m

The result of the turnaround in the financial performance of the charity has significantly strengthened the balance sheet. (Good Shepherd became part of SJOG in October 2021 and so we report on the balance sheet of SJOG and the group position incorporating

TOTAL INCOME:



RESERVES:



CASESTUDY

Peter is 93. He's lived at Rockliffe Court since it opened on 28 October 1989. Peter remembers this date and remembers watching it being built.

Rockliffe Court is made up of self-contained accommodation, with support on hand 24-hours a day, and a range of communal areas where all residents can come together if they wish. Peter loves the lounge – a shared area where he enjoys chatting to his friends and 'neighbours'.

Peter's life in care began at the age of 14, in accommodation run by nuns, but his move a year later to being cared for by Brothers of the Hospitaller Order of Saint John of God was where he felt happier. His first home with the Brothers was at St Joseph's, Osterley Park in Lancashire, followed by a move to Barvin Park in Hertfordshire and then to St. Cuthbert's in Hurworth, near

Darlington – all institutional models of care owned and managed by the Hospitaller Order.

From here he was able to watch his new home being built - a new model of care where people were able to live independently.

Rockliffe, for a period, was managed by other providers but in 2022 came back under the auspices of the Saint John of God family and is now managed by SJOG.

Peter's memories are long, but some of his favourite memories include the day he got his key to his front door – the first time he'd had his own front door, and getting the monkey puzzle tree for his 80th birthday, which has been planted so he can see it from his bedroom.

I like it here, I like being able to come and go as I want; I like the staff - they are all nice; everyone is nice.

PETER





Drovide support. **PLANS FUTURE** At our heart the charus 12 very simple **PERIODS**

SJOG is a diverse charity providing a range of services to meet the needs of people who have been trafficked and subject to modern day slavery, people who need support with homelessness, with mental health, older people and disabled people.

In the coming year we will focus on:



How we can better provide housing that is fit for the future and has less of an impact on the environment both in its construction and in its use.



How we can provide the support that we offer in a way that offers more benefit to the people that we are here to serve.

HOUSING

We aim to build a new service for people with autism. This will be done in partnership with a housing provider and create a purpose-designed model that can be replicated as we grow. The construction methods use will minimise environmental impact both in its construction and its use.

We will also start of the journey of becoming a registered provider of housing, and to continue the work on decarbonising our current properties.

SUPPORTING OUR COLLEAGUES

The cost of living crisis has had an impact on our colleagues and the people that we support, and we will continue to work with them to mitigate the impact of this.



OUALITY

As well as external assessment of our quality, we will continue to publish research papers and speak at national and international conferences so that others can benefit from both the successes and those elements that didn't work in supporting the people that we are here to serve.

This period will see us further strengthen and utilise the skills of the Advisory Council, consisting of the people we are here to serve, and we will develop our experts by experience in quality assessment. A Colleagues Council is also in development to ensure that our colleagues have a voice in how their charity is run.

This year will see reaccreditation of ISO27001 for information security (which will become ISO27002), and we will become a registered provider of housing.



We are now present in 50 communities across the country and this will extend further in 2023 with planned developments in the North East, West Midlands, London and the South East.

••••••••••••••••

TECHNOLOGY

Following an investment in technology and the development of our quality auditing processes, our services are better placed than ever to demonstrate the impact of what they do.

As we move to a newer IT estate, we will clean and recycle our retired IT, and gift this to our colleagues and the people we support as a means of reusing equipment that might not meet our needs but still has a useful life.

In 2021 we established an IT library and this will be further developed in the year.

ENVIRONMENT

Impact is both about the positive impact on the lives of the people that we are here to serve, and also on reducing our impact on the environments in which we are based.

The charity's response to the ESG (Environmental, Society and Governance) agenda will be a focus in the year.

Our first 'carbon garden' will be developed at the Old Vicarage. We will also be measuring the reduction in food waste through the amount we donate to food banks and receive from our partners at Olallo.



GROWTH

We have opened seven new services in 2022, including specialist autism services in Stockton-on-Tees, intensive housing management services in Enfield and Bradford, three new safe houses for people affected by modern day slavery, and a project to support 600 people displaced by the war in Ukraine.

Growth will be slower in 2023, but we will focus on disability and mental health services, including services to support people with complex support needs in the North East, and working in partnership with the Good Shepherd to deliver a community shop and café in Wolverhampton.

ADVISORY COUNCIL

The Advisory Council will undertake an annual audit of each regulated service and form part of an expert by experience panel looking at the culture of our services.

HEARING THE VOICES OF OUR COLLEAGUES

Our values encourage us to be compassionate, strive for justice and operate in an environment where we respect each other. Speaking up is an important way of doing this. All SJOG colleagues and volunteers agree to behave by the Colleagues Code of Conduct or Volunteer Code of Conduct.

The coming year will see the creation of a colleagues council to fulfil a similar role to the work of the Advisory Council. The work of the Advisory Council provides a further level of assurance.



My story started back in Vietnam. I was part of a large family and my parents were very poor.

They borrowed money from some unscrupulous people to keep going, but unable to pay these men back, despite selling their house, my parents left. I have never heard from them since.

I left my home town too and headed to the south of Vietnam. These men found me and took me away. They put me in a truck and I travelled to various different countries before I arrived in the UK. I initially lived with four people from the UK until they moved me to London.

Here I met a man who promised to find me a hiding place. I trusted and followed this man, but he turned out to be bad too and forced me to work for him – unloading and cleaning packages. It was really heavy work and I received no money, just somewhere to live and food, and food was only given if I finished my work. He beat me when I worked too slow for him.

Then one day a fire broke out in the house. I tried to escape but due to the smoke as I was unable to run and passed out. A fire fighter rescued me and took me to hospital. From there I was provided with accommodation and support from SJOG.

Now I am starting to rebuild my life.

ANON



(as at July 2023)

Emma Gibbons (Chair)

Fela Aromolaran

Malachy Brannigan

Robert Moore

Emma Peacock

Duncan Reid

Lesley Selfe

Jack Taylor

Claire Turner

Charity Number: 1108428

Company Number:

05324279

Registered office

Suite 1-3 Yarn Lingfield point Darlington County Durham DL1 1RW

Auditor

RSM UK Audit LLP **Chartered Accountants** 1 St. James' Gate Newcastle upon Tyne United Kingdom NE1 4AD

Bankers

Barclays Bank plc 31 High Row Darlington Co Durham DL3 7QS

Solicitors

Womble Bond Dickinson LLP Helix The Spark Draymans Way Newcastle upon Tyne NE45DE

Key management team:

Paul Bott CHIEF EXECUTIVE

Leanne Welford CHIEF FINANCE OFFICER

Dr Lisa Alcorn CHIEF OPERATING OFFICER

Dr Jamie Mackrill CHIEF DEVELOPMENT OFFICER

Thank you for the kind support of:

The Albert Gubay Foundation

Austin and Hope Pilkington Trust

Department for Levelling Up Housing and Communities

Garfield Weston Foundation

Gilead Sciences Ltd

Hertfordshire Community Foundation

The Pret Foundation

Queen Mother's Clothing Guild

Saint John of God Foundation



www.**sjog**.uk

Saint John of God Hospitaller Services

Suite 1-3, Yarn, Lingfield House, Lingfield Point Darlington, Co Durham DL1 1RW

Tel: 01325 373700 • Email: enquiries@sjog.org.uk

Registered Charity No. 1108428 Company No. 05324279