SAINT JOHN OF GOD HOSPITALLER SERVICES

England & Wales · Charity number 1108428

Details

Other names	SAINT JOHN OF GOD CARE SERVICES
Status	Registered
Legal form	Charitable company
Company number	05324279
Registered	2005-03-04
Register	View on the Charity Commission register

Contact

Address	1st Floor The Old Exchange Barnard Street Darlington
Phone	01325373700
Email	enquiries@sjog.org.uk
Website	www.sjog.org.uk

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Activities

Objects: OBJECTS4. The Charity's Objects are:(a) the relief of poverty, sickness, old age, distress and disabled persons;(b) to further the charitable purposes for the time being of the charitable company known as Hospitaller Order of Saint John of God ("the Charitable Company") (registered charity number 1137110);PROVIDED THAT the Objects are to be carried out in accordance with the values of the Hospitaller Order of Saint John of God ("the Order") as set out from time to time in the Order's Mission Statement and in accordance with the spiritual and ethical principles of Roman Catholic teaching and traditions as further defined in Article 5 below.The Charity shall be conducted in accordance with the ethics of the Roman Catholic Church in communion with the See of Rome. The Charity Trustees shall ensure that all persons working for or with the Charity shall comply with this requirement and be fully informed on the subject. In the event of any difference of opinion arising as to these ethics or the application thereof then such difference will be submitted to the President for the time being of the Pontifical Council for Health Pastoral Care whose decision shall be final and conclusive PROVIDED THAT nothing in this Article shall cost the jurisdiction of the Court or the Charity Commission.6. Nothing in these Articles shall authorise an application of the property of the Charity for purposes which are not charitable in accordance with section 7 of the Charities and Trust Investment (Scotland) Act 2005.

Activities: * Provision of a range of health, social care & pastoral hospitaller services that meet the needs of vulnerable, disadvantaged & marginalised people at all life stages throughout Great Britain. *Seeking to ensure that those served are treated with compassion, respect & trust. *Receiving all those in need with great charity and generosity.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Accommodation/housing, Recreation, Other Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** NOT DEFINED, IN PRACTICE NATIONAL
- Throughout England

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Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£30,347,000	£29,615,000	£9,214,000	653
2023-12-31	£28,895,000	£27,457,000	£8,482,000	645
2022-12-31	£23,911,000	£22,615,000	£7,044,000	533
2021-12-31	£20,890,000	£18,097,000	£5,748,000	545
2020-12-31	£18,030,000	£17,214,000	£2,259,000	520

Trustees

Name	Role	Appointed
Abigail Ampofo		2023-11-01
Claire Turner		2023-05-25
Duncan Reid		2020-12-10
Emma Jane Peacock		2022-08-30
Jack Taylor		2023-05-25
Lesley Selfe		2019-07-30
Mark Leigh		2024-06-28
Melanie Denyer		2024-06-28
Ricky John Martin		2026-04-30

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SAINT JOHN OF GOD HOSPITALLER SERVICES

England & Wales - Charity number 1108428

Accounts

SJOG

We're here to help

ANNUAL REPORT

making an **impact** | **2024**



COME IN

YOU ARE MOST WELCOME

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TRUSTEES ANNUAL REPORT
(INCORPORATING STRATEGIC REPORT)
for Saint John of God Hospitaller Services (SJOG)

Charity Commission registration number 1108428
Company limited by guarantee
(registered in England, company number 05324279)

It's the first year of our strategy, 'People, Potential & Partnerships', and what a year it's been!

The work we do is built on evidence and backed by data. The research papers that we have produced in the year share this learning with others, and we make this all freely available on our website: **sjog.uk**

This year has seen the development of our first smart house, which both better supports the people living in the house through the better use of practical and passive monitoring technology and reduces the impact that the building has on its environment through the use of solar panels, industry leading insulation levels, low voltage lighting and improved energy monitoring, measurement and management. This will be the template for all new future developments.

We continue to support people, and this year saw the creation of 'Here to Help', an innovative project aimed at preventing suicide by people with autism, who are 9 times more likely than the general population to die by suicide. The service has directly supported over 2,000 people. 72,000 people, including from as far away as Finland and China, have accessed materials from the dedicated website, and we have trained 900 people from the Samaritans in how to support autistic people who contact them at a point of crisis. It is one of our strategic aims to support others to do more good.

Supporting other organisations and working in partnership are a core part of our strategy and in the coming year we will see new housing partnerships that will provide housing for people in the south east, and in 2025 with the relocation of our head office, we can support the third sector in Darlington through the creation of a co-working hub, so that they can do more great work.

The work that we do is important and so it is important that we do this well. We achieve this because of the great support that we receive from the people that we serve, from our colleagues, and from our donors and partners, and for this we are incredibly thankful.

THANK YOU



EMMA GIBBONS

CHAIR OF TRUSTEES – OUTGOING



PAUL BOTT

CHIEF EXECUTIVE

01 SJOG AT A GLANCE

- **OUR PURPOSE:**

  To meet need wherever we find it.

- **OUR VALUES:**

  HOSPITALITY

  COMPASSION

  RESPECT



LIVING OUR VALUES

- **OUR AIMS:**

  A charity that is true to its values.

  A charity that is ambitious to be of more help to more people.

  A charity that is faithful to the inspiration of its founder.

We're here to help

OUR COLLEAGUES

719 COLLEAGUES WORKING ACROSS **55+** SERVICES

100% of colleagues with an individualised learning pathway

33,600 care skills and academy courses

248 NEW JOBS CREATED

RESEARCH & INNOVATION

The Goodness Metric®

Development of a new process-driven toolset to enable organisations to assess, evaluate, and report on their social impact

34 PAPERS PUBLISHED in the last 3 years

RESEARCH PARTNERSHIPS WITH:

University College London (UCL)

Nottingham Trent University

UKRI Innovate UK

+ others

1000 hours

of giving back to local communities by colleagues on Do Good Day

QUALITY

CQC RATE US AS 100% 'GOOD' OR 'OUTSTANDING'
across the organisation for the fourth year running

95% of the people we support who completed our annual satisfaction survey said they were overall satisfied with the care they receive from SJOG
Click here for the survey

100% OF OUR AUTISM SERVICES ACCREDITED BY NAS

National Autistic Society

Achieving RRN (Restraint Reduction Network) Accreditation
SJOG becomes a training provider certified as meeting the Restraint Reduction Network (RRN) Training Standards

INFLUENCING OTHERS TO DO MORE GOOD

Social media (Tik Tok)
123% increase in 2024

100k people reached

137k views on Facebook

SERVICE DELIVERY

Supported 300 people displaced by the war in Ukraine

UK'S LARGEST PROVIDER OF SAFE HOMES
to people who have been subject to modern day slavery

Supported 137 people to maintain their tenancies

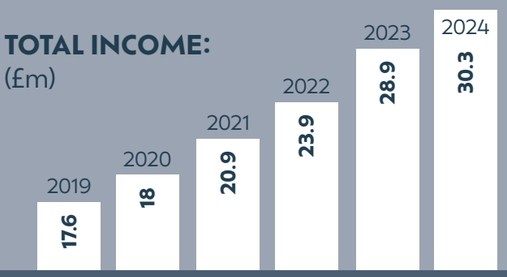
98% TB treatment completion rate at Olallo House

65 INDIVIDUALS SUPPORTED
33 out of hospital pathways

MONEY

The charity is now in a strong position to support people, both today and into the future

TOTAL INCOME: (£m)



HERE TO HELP

78,000 engagements recorded on our Here to Help resource platform

934 PROFESSIONALS TRAINED

1085 people WITH AUTISM SUPPORTED DIRECTLY

HOUSING & HOMES

SJOG'S FIRST SMART HOME OPENED

4 of our large properties run on sunshine

INVESTMENT OF OVER £300K ON CAPITAL WORKS
to ensure quality and improve the homes of the people we support

GREEN TEAM

Enhancing the outdoor space and gardens for the people we support

7k hours including:

97m² of planting beds prepared
4865 spring bulbs planted
454 perennial shrubs planted
3.5 tonnes of peat-free compost used

02 OUR STRATEGY

This year was the first year of delivering on the strategy ‘People, Potential and Partnerships’ which was developed by people that use SJOG services and our colleagues.

‘People, Potential and Partnerships’ is shaping the future of the charity to more closely reflect what our community says that it needs and wants from SJOG.

The six key areas are:

1. ACTING WITH HOSPITALITY
2. RESPECTING THE INDIVIDUAL
3. EMBRACING CREATIVITY AND INNOVATION
4. USING TECHNOLOGY TO SUPPORT PEOPLE SUPPORTING PEOPLE
5. EVIDENCING WHAT WE DO
6. INFLUENCING OTHERS TO DO MORE GOOD

The strategy is used to inform delivery across the charity. Each of our services and departments identify how they will both deliver and measure delivery across each of the six areas of the strategy. This forms the basis of the business plan for every part of the charity, and which aligns services and departments to help deliver on our charitable purpose.

The strategy in full can be accessed in the publications section of our website:
https://sjog.uk/publications-documents.php



HAVING AN IMPACT



WE STRIVE TO BE OPEN & TRANSPARENT

03 FINANCIAL REVIEW 2024

SJOG is a charity where people support people. We are primarily funded through local authorities and central government, and whilst we are not reliant upon fundraising it allows us to provide more and better services.

This was another challenging year for central government and local government finances, but we have worked hard with commissioners to achieve a fair rate for the care and support provided. This means we are able to pay our colleagues a real living wage, and that in turn means that we are able to recruit good colleagues that add to the quality of work of the charity.

Where we create new services, we benefit from robust financial modelling that ensures their viability and sustainability.

Our total group income in 2024 was £30.3m (2023: £28.9m) as shown in the Statement of Financial Activities. Charitable expenditure was £29.6m (2023: £27.5m) and the group generated a surplus of £0.7m (2023: £1.4m). Reserves grew from £8.5m at the end of 2023 to £9.2m at the end of 2024. Of these £1.8m are restricted and £7.4m are unrestricted with £4.5m of reserves being held as fixed assets, leading to a free reserves figure of £3.1m.

The trustees have a responsibility to hold a prudent level of reserves to ensure the sustainability of the charity. The trustees have set a free unrestricted reserves target of £3.2m +-5% based upon a risk approach and in line with the charity's reserve policy. Reserves are on target but we continue to keep this under review. This sum is necessary for day-to-day working capital and to cover potential financial risks, and is in keeping with the Charity Commission's recommendations and guidance.

Good Shepherd Services became a wholly owned subsidiary of SJOG in October 2021 and so we report on the balance sheet of SJOG and the group position incorporating Good Shepherd. Good Shepherd Trading is the subsidiary of Good Shepherd Services.

The charity is in a strong position to be of help, both today and into the future.

04 PLANS FOR FUTURE PERIODS

SJOG is a diverse charity that supports older people, disabled people, people experiencing homelessness, people who have been trafficked and subject to modern day slavery, and people displaced by the war.

The way we do this is simple, we provide housing, and we provide support, and in the coming year we will focus on:

- **How we offer better living environments that have less impact on the wider environment.**
- **How we can support people in ways that are of greater benefit.**



ACTING WITH HOSPITALITY

Do Good Day is a day of action, offering our colleagues the opportunity to volunteer, and be of real benefit in their community.

Do Good Day 2024 saw our colleagues and the people we are here to support providing over 9,000 hours of giving back to their local communities.

The LOVED (Living Our Values Every Day) programme continues to support our colleagues' financial, emotional, mental and physical wellbeing both inside and outside of work.

Housing: There has been an investment in the housing team. This has increased our capacity to develop new properties to ensure that people have choice about where they live, and what their homes look and feel like. It has also developed the way we maintain and support the 398 units of accommodation that we provide.

In 2025, we will work with a range of housing providers, charities, housing associations and private landlords to offer a variety of properties, with a variety of tenures.

RESPECTING THE INDIVIDUAL

The Peoples Charter, developed by experts by experience, is integral to our strategy 'People, Potential and Partnerships'. The People's Charter is embedded into induction processes and a report from the experts by experience comes to every board meeting.

The coming year will see the release of a film from our experts on topics that are meaningful to them.

A Colleagues Council is in development to ensure that our colleagues have a voice in how their charity is run, and the first piece of work, led by our new learning and development manager, is to focus on a wellbeing charter for all our colleagues.

EMBRACING CREATIVITY AND INNOVATION

We continue to open new services to meet the needs within our communities. Fairfields is our first smart home and is the first of its kind. It has technology built in to reduce the environmental impact of the service, as well as providing a level of passive monitoring for people who demonstrate complex behaviours.

We also worked in partnership with the Good Shepherd in Wolverhampton so that they could deliver a community shop and café that is of benefit to their community.

We are expecting 2025 to deliver new services in the North East, and our innovative housing partnership to deliver accommodation across the South East that we couldn't deliver by ourselves.

There are currently eight research projects, working in conjunction with universities, UK Research and Innovation (UKRI) and with other charities to develop services, frameworks and new policy that will shape the way that people who have been subject to modern day slavery are supported in the future.

USING TECHNOLOGY TO SUPPORT PEOPLE SUPPORTING PEOPLE

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.

In 2024, we rolled out data visualisation tools in financial reporting to better inform decision making.

The coming year will see the further roll out of the multi-year investment program to develop the network architecture and smart building models for six of our existing services.

Work has already begun on a project to update the care management system with a planned migration taking place at the end of 2025, and we are starting to use AI tools across the charity.



PEOPLE ARE AT OUR HEART

04 PLANS FOR FUTURE PERIODS

EVIDENCING WHAT WE DO

The work that we do is important and so it is important that we do it well. For the fourth year running our services have been externally assessed by CQC as 100% 'good' with touches of 'outstanding' across the organisation. We expect the ratings to continue improving, reflecting the quality of the work that takes place within services.

As well as external assessment of our quality we will continue to publish research papers. Thirty four have been published in the past three years, and eight further papers are planned.

SJOG holds accreditations in the international standards ISO27001: Information Security, ISO14001: Environmental Management and ISO9001: Business Processes. 2025 will see a reaccreditation on these standards.

Our UKRI funded project, in partnership with Nottingham Trent University, will publish a mid-project report on the development of an ESG (Environmental, Social and Governance) toolkit for the third sector that will develop the metrics we use to evidence the positive impact on the lives of the people that we are here to serve and our impact on the environments in which we are based.

INFLUENCING OTHERS TO DO MORE GOOD

As well as developing research papers, thought pieces and magazine articles, this year saw the realisation of the pomegranate café, an idea initially developed in partnership with Northumbria University.

SJOG's book, 'We're here to help' has been republished as a second edition. The book promotes and supports the effective management of charities. This will be promoted in the year.

The coming year will see us adding chapters to books on contextualising trauma and modern-day slavery, and the relocation of our head office means that we can also create a third sector hub to provide co-working space and meeting rooms for other charities, social enterprises and voluntary groups based in Darlington.

The work that we do is important and so it is important that we do it well.

GRAHAM

After a year of collaborative planning, Graham now has a personalised communication tablet featuring a specialist app tailored to his needs. Graham led every meeting, supported by staff and tech partners. This tool unlocks a whole range of vocabulary, enabling Graham to express himself more fully - marking a transformative step for him.



SISTER TINA

Sister Tina, aged 99, has been nursed in bed for five years. Despite an end-of-life prognosis in 2019, dedicated care has kept her comfortable and bedsore-free. Praised by district nurses, this outstanding achievement reflects the team's unwavering commitment to dignity, compassion, and quality of life in her final years.



DANIEL*

Daniel, aged 37, was inappropriately placed in an elderly care home and faced declining health. Since moving to the Minims, he now sleeps comfortably, manages his insulin, and showers regularly. His cellulitis has cleared, and professionals praise the life-changing impact of this move—restoring dignity, health, and happiness to his daily life.

*Name changed



PAUL

With support from staff and a generous contribution from Paul's dad, a new sensory room was created at Bede's Close designed around Paul's needs. His reaction said it all—a big thumbs up, a smile, and quiet joy as he relaxed among lights and colours. A space truly made for him.



SJOG

We're making an **impact**



DAMIAN

With support from SJOG staff, his brother, and the church, Damian travelled abroad for the first time in over a decade, returning to Lourdes – a very special place for him. Overcoming passport delays and much anxiety, we got him to the airport where he met with the church community. This milestone reflects our commitment to inclusive, person-led care and enabling deeply meaningful life experiences.



FAISAL

In 2024, Faisal a 24-year-old man with autism, reconnected with his faith and community by becoming an active member of his local mosque. With sensitive support from his key workers and mosque leaders, Faisal now confidently participates in prayers and preparations - arriving early to turn on lights and set out chairs for elderly members and finding belonging once again.



JAMIE

Since taking up walking, Jamie who has autism and complex needs, has seen remarkable improvements in fitness, routine, and emotional regulation. Time outdoors has proven therapeutic with a fantastic impact on Jamie's quality of life. Incidents of self-injury have dropped by 29%, and average incident duration has reduced by 73%, thanks to structured, active days.



IDA*

Ida joined our MDS outreach service in May 2023 as an asylum seeker. With dedicated support from her project worker, she navigated university applications and student finance. Ida has now moved on - holding a temporary stay visa and accepted to university, she begins a new chapter—pursuing independence, education, and a brighter future.

*Name changed

05 ESG SUMMARY

Environmental

ENVIRONMENT

We continue to decarbonise the properties that we use through improving insulation, upgrading double glazing, utilising solar panels, and a programme of behaviour change amongst our colleagues.

Our Green Team has been remarkable in developing gardens across SJOG and in volunteering in environmental projects across the north of England.

Work continues to support food businesses to reduce food waste. We reduce food waste of food businesses by supporting them to divert good food that would otherwise go to waste, to feed people in Wolverhampton and at Olallo House.

As part of our ISO commitments pertaining to ISO 14001, we have an environmental management system in place that covers everything from Co2 emissions for employees commuting to waste disposal.

ENERGY

We have published the intention to reduce the amount of purchased energy by 40% by the end of this three-year strategy.

In our updated environmental policy, we have undertaken to decarbonise our housing stock, and this work continues. Our commitment is that all our properties will receive an energy performance certificate (EPC) rating of B by the end of 2027.

This year we developed Fairfields, our first smart property, which has solar panels, a new energy efficient boiler, low energy lighting and other efficient technologies built in from the start. This will be the model for future developments.

Our colleagues and the people we support are being encouraged to make behavioural changes, both at work and at home, through better information, training and conference sessions.

WASTE

SJOG is committed to reducing waste and aspires to sending zero waste to landfill within 2025. We are developing our understanding of the types and quantities of waste, and how to track our progress. The environmental audit and research project has provided a baseline of the charity's current impact.

We are an organisation that is driven by our values of Hospitality, Compassion and Respect.

RESPECT

FOR THE PEOPLE WE SERVE





Social

We are an organisation that is driven by our values of Hospitality, Compassion and Respect. We say that that our values on the wall are the same that you will see on the floor of any of our services and offices.

SJOG has developed a comprehensive package of support for our colleagues' mental health. We have an aspiration to have mental health first aiders in every service and office across the country. We operate Brightline, a support service for colleagues, run by colleagues, and an escalation process that provides access to professional counselling.

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

Our colleagues continue to deliver real life changing impact in the 60 communities that we serve across the UK.

Governance

SJOG is the trading name of Saint John of God Hospitaller Services and is led and governed by a trustee board. The trustees are volunteers and give their time and experience freely.

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

The charity is governed by its Articles of Association, which were last reviewed and revised in 2023. 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 persons.**
- **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.**



SJOG abides by the Charity Governance Code, which sets the principles and recommended practice for good governance. These cover the areas of:

- ORGANISATIONAL PURPOSE
- LEADERSHIP
- INTEGRITY
- DECISION-MAKING, RISK AND CONTROL
- TRUSTEE BOARD EFFECTIVENESS
- INCLUSION AND DIVERSITY
- OPENNESS AND ACCOUNTABILITY

INFLUENCING OTHERS

ORGANISATIONAL PURPOSE

The charity's purpose is detailed in the charity's governing documents. These Articles of Association state that the charity's purpose is to meet need and to progress the aims of the Hospitaller Order of Saint John of God.

The trustees are clear on this purpose and are mindful of these in decision making.

LEADERSHIP

SJOG is both a registered charity and a company limited by guarantee. Trustees are both trustees of the charity and the legal directors of the company.

The trustees have complied with their duty in accordance with the Charities Act 2011 to follow the Charity Commission's guidance on the operation of public benefit.

SJOG can have up to twelve trustees on the board, each of whom serve a three-year term, after which they are eligible for re-appointment. The board met formally four times between January 2024 and December 2024, though there were also nine committee meetings. All meetings were quorate, and no member was absent for more than two meetings.

There are two regular committees: Finance, Audit and Risk Committee and Quality Committee; and an annual Governance Review Committee.

This year the level of assurance was aided by the work of the Advisory Council, which comprises people who use the services that SJOG provides.

The trustees are volunteers and bring a range of skills and experience to the charity.

The trustees delegate the day-to-day running of the charity and the delivery of the strategy to the chief executive, chief finance officer, chief operating officer and the chief development officer as the most senior managers in the charity and hold them to account for the performance of the charity.

TO DO MORE GOOD

Conflicts of Interest

SJOG operates a conflict of interest policy for all trustees. Conflicts of interest are collated annually and new declarations of conflict of interest are made and recorded at the start of every formal meeting.

The trustees and executive team review all declarations in line with the Charity Commission's disqualification criteria guidelines, the accounting requirements for charities laid down in the Statement of Recommended Practice (SORP) and HMRC 'fit and proper persons'.

Saint John of God Hospitaller Services Group remains the sole member of the charity.

INTEGRITY

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

We have a formal Governance Review Committee that scrutinises the decision making 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.

We record positive feedback as well as complaints, and declare fundraising complaints annually, though there were none in 2024.

To protect the public, the trustees decided to step away from face-to-face fundraising and consequently do not to use third party fundraisers. Donations are primarily from legacies, grant-making trusts and corporate donors. There were no breaches of the Fundraising Regulator Code.

Transparency and Trust

As a charity, it is incumbent on SJOG to demonstrate that we use our supporters' generous donations of time and money wisely. We have rigorous financial controls to ensure funds are monitored, tracked and go to the right places at the right time. These are regularly reviewed internally and are externally audited annually.

SJOG is supported by great volunteers with a range of professional and personal skills.

Modern Slavery and Human Trafficking

As a charity directly supporting people who have been subject to modern slavery and human trafficking, SJOG is committed to ensuring modern slavery and human trafficking are not present in its supply chains. We are working with our partners and suppliers to ensure compliance with the UK Modern Slavery Act 2015.

We have introduced, and will continue to develop, processes and procedures to ensure we understand our suppliers' ethical, environmental and social practices.

Equality and Fairness

SJOG is supported by great volunteers with a range of professional and personal skills. The charity is also led by a volunteer trustee board.

SJOG employs colleagues to run and support complex services. They manage the difficult balance of making sure that they are delivering them as safely as possible whilst ensuring maximum benefit to the people that we are here to support.

SJOG undertakes a full and fair consideration of applications for employment made by disabled persons, having regard to their particular aptitudes and abilities. We arrange training for employees who have become disabled persons while employed and also consider the training and career development and promotion of disabled persons.

Pay

We recognise that we have a financial responsibility to our colleagues. In 2022, SJOG became a Real Living Wage organisation, and trustees reaffirmed that commitment in 2023, 2024 and now for 2025.

In reaching decisions about levels of pay, the board receives reports on the prevailing market conditions, the pay practices in other similarly sized charities, the local market, relevant external benchmarks, our future plans and past performance.

In 2024, a 5% pay rise was awarded to all colleagues to meet the real challenges presented by the cost-of-living crisis. This was in line with the recommendation by the Resolution Foundation.





05 ESG SUMMARY

Gender Pay Gap

SJOG has a commitment to fairness in recruitment, pay, promotion and development. We have a requirement to report in line with the UK Equality Act 2010 (Gender Pay Gap Information) Regulations.

In 2024* we were pleased to note that SJOG's mean gender pay gap was 5.5% and significantly lower than that of other organisations. It is also favourable to the UK gender pay gap percentage of 7%.

SJOG's median gender pay gap is 0%, meaning the median pay in 2024 was equal for both males and females. This compares favourably to the median pay gap in 2023 which was 9%.

We are not complacent, and more work will be undertaken in the year. The details of the gender pay gap are published on the government's designated website and sjog.uk.

Ethnicity Pay Gap

We publish our ethnicity pay gap report each year and this is in line with government regulations for calculating gender pay gaps.

The ethnicity pay gap is the average difference in hourly rate of pay between white and black, Asian and minority ethnic colleagues.

- Our 2024* median ethnicity pay gap is -12% and our mean ethnicity pay gap is 8.45%.
- 24% of our colleagues have told us they are from a black, Asian and minority ethnic background. This is above the national average of 16% (from the 2019 census).
- 70% of colleagues provide us with their ethnicity information.

*Snapshot date of 5 April 2024.

We have an aspiration for our colleagues to reflect the communities that they work in, and for this to be evident across the charity, particularly in senior roles. Achieving this will have a positive impact on the ethnicity pay gap.

Pay Principles

Pay is reviewed consistently using the same approach for all colleagues, including the executive team and the chief executive. No individual performance bonuses are paid. Annual pay budgets take into account affordability, economic trends and external market pay movement and are agreed by the trustees during the setting and signing off of the annual budgets.

Senior Pay Disclosure

We recognise the recommendations made following the report of the Inquiry into Charity Senior Executive Pay and guidance for trustees on Setting Remuneration by the National Council for Voluntary Organisations (NCVO). Consequently, we have provided information on the pay of the executive team.

DECISION MAKING, RISK AND CONTROL

We want to be successful in what we do, and that success is reliant on making good decisions and managing risk effectively.

We work with people: disabled people, older people, people who are experiencing homelessness, people who have been subject to modern day slavery. The work that we do is not without risk.

SJOG exists to facilitate changes in the lives of the people that we are here to serve, and this can only be achieved by taking positive risks to get positive outcomes. We are fully committed to ensuring that these risks are managed so that the people supported, volunteers and colleagues are as safe as possible.

Our risk management arrangements and processes therefore have to be robust, which is why we have them externally audited, accredited and certified by CHAS (Contractors Health and Safety Assessment Scheme). Further assurance comes from our international standards: ISO27001 Information Security, ISO14001 Environmental Management and ISO9001 Business Processes. We have a head of quality, head of iso, and head of health and safety to strengthen our systems around decision making, risk and control.

Our key risks are contained within the risk register that is reviewed at each board meeting, and deep dives on particular risks are taken at committee level. The board also receives reports on our quality assurance systems, and through our integrated software, better information has reduced the risk in services and has resulted in a demonstrable improvement in externally regulated quality ratings.

HEARING THE VOICES



Finance Oversight

The trustees are responsible for safeguarding the assets of the charity and the group. This is enabled through SJOG's financial policies and procedures. Compliance with these policies and procedures is mandatory for all employees, honorary officials and volunteers of SJOG.

The board delegates the implementation of that strategy and the day-to-day management of SJOG to the chief executive, the executive team and through it to individual budget holders following a detailed scheme of delegation that approves specified levels of expenditure.

Each year, budget holders put together a costed plan to deliver on the strategic aims of the charity. The plans are aggregated into departmental and then an organisational business plan.

The trustees approve both the business plan and the detailed annual budget that defines specific projects and detailed departmental plans for the next financial year.

The finance team is involved in any major project or programme work, providing the necessary support to the right financial decisions.

Financial Reporting

There are two elements to financial reporting: reporting on annual report and accounts, and monthly accounts. The monthly accounts and associated reports are of sufficient detail to allow the executive team to make ongoing financial decisions.

Finance, Audit and Risk Committee

The Finance, Audit and Risk Committee is a standing committee of the trustee board and has delegated authority to act on behalf of the board in relation to the matters set out in its terms of reference. The Committee is chaired by a trustee with significant senior leadership and management expertise.

The Committee's main duties are to:

- review and challenge the work of the executive team and of the internal and external auditors, and
- provide the trustee board with an independent and unbiased view of the effectiveness and appropriateness of the financial reporting, internal controls, risk management, and regulatory compliance procedures of SJOG.

OF THE PEOPLE WE SUPPORT



Financial Risk

The most significant financial risks for SJOG are income uncertainty and the ability to operate services within the staffing budgets.

SJOG reviews its financial plans on a regular basis and manages these significant risks accordingly through income pipelines, budgetary control, programme management and capital planning.

Income uncertainty has reduced significantly within the year and there has been a real focus on negotiating a fair rate for the care provided. This has led to a significant improvement in like for like income.

External Audit

External auditors review SJOG's annual financial statements and give an opinion on them. The board approves the appointment, remuneration, re-appointment and removal of the external auditors in relation to statutory audit arrangements.

Risk Management

Effective risk management is also key to successfully delivering our strategy and developing SJOG for a sustainable future. We are now making better use of our risk data to help shape and prioritise SJOG's future delivery of programmes and projects, providing a sharper focus on those things that present the greatest threats and opportunities.

We hold ISO9001 Business Processes, ISO14001 Environmental Systems and ISO27001 Information Security. Better systems, better monitoring and measurement, and both internal and external audit systems, help to ensure a robust risk management system throughout the charity.

Health and Safety Risks

We are fully committed to looking after our people and anyone who could be affected by our actions. To do this:

- Our safety management system ensures health and safety is an integral part of how we work.
- Health and safety training is mandatory for all colleagues and is supported by an ongoing programme of internal awareness campaigns.
- Operational policies and procedures have all been reviewed in the year to ensure compliance with high standards.
- We hold CHAS accreditation, have a dedicated health and safety team, and housing compliance specialists to support the implementation and assurance of policies.

Information Risks

We have continued to improve information security management in the year so that we can protect all information assets.

This includes security that can be applied through technology, but perhaps more crucially, the behaviour of the people who manage information. Our processes have received accreditation through the international standard for information management IS27001.

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

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

Our quality framework has delivered 'good' and 'outstanding' ratings across all of services by our external regulators.

We have continued to improve our IT security this year, improving the defensiveness of our IT systems from unauthorised access or misuse.

The process of review and improvement as we prepared ourselves for ISO27001 strengthened our information governance framework and continues to improve our management of associated risks.

Our colleagues have been fantastic, and we are working hard to keep them safe, and to support them so that they can continue to support others.

People Risks

We are a charity of people supporting people. The challenge of recruiting colleagues has led to the improvement in pay and non-pay rewards, which form part of the LOVED (Living Our Values Every Day) programme.

We recognise that people have a choice about where they work and we have improved the information about the work that we do, and that we are a great place to work. Our annual survey, focus groups and the annual conference have confirmed that our colleagues love working at SJOG, and we continue to benefit from their membership in our community. Recruitment risks are reduced and retention is much improved, but there is still more work to do on reducing the number of people who leave in the first year. Work on recruitment and induction is being undertaken in the charity.

Quality and Compliance

We provide care and support to people. We are heavily regulated, and we are committed to delivering a service that is exceptional and to reflect the value of each and every person that we work with.

Our quality framework has delivered ‘good’ and ‘outstanding’ ratings across all of services by our external regulators.

Pandemic Risks

Whilst the impact of Covid has abated, the risk from pandemics has not gone away.

Our business continuity plans (BCPs) worked effectively and have continued to evolve.

We benefit from the strength of our core services that are funded through statutory authorities, and we envisage that this funding will continue. Fundraising remains a small but important part of our income.

PROVIDING SUPPORT



As staffing is the single biggest area of expenditure for the charity, levels of sickness for our colleagues are closely monitored. The trustees have reviewed detailed forecasts and cash flows for the next twelve months which provide assurance that going concern is not an issue for the charity.

Detailed financial reporting is reviewed monthly by the executive management team and quarterly by the board. Income and costs are continually monitored.

We have great people and have continued to grow services thanks to our colleagues' desire to be of more help to more people. Our colleagues have been fantastic, and we are working hard to keep them safe, and to support them so that they can continue to support others. The work that has been undertaken in the past years, supporting our colleagues better, ensuring that the charity is financially sustainable, building partnerships and investing in IT, all improves our preparedness for future pandemics.



TRUSTEE BOARD EFFECTIVENESS

Trustee recruitment is undertaken through an external organisation to ensure an open process. Whilst the board better reflects the communities that we work in, there is more to do. The board has been recruiting three trustees a year due to retirement of trustees. This was true in 2024 and allows for the recruitment of skills that reflect the new areas of focus within the charity's strategy, which includes IT, AI and marketing.

Independence of Thought

SJOG ensures that it can demonstrate that any decision or action is aligned with the delivery of our charitable aims and there is no personal or individual bias. All trustee board decisions are recorded in a decision log at the end of each meeting's minutes. These are reviewed at the following board meetings and are reviewed annually by the Governance Review Committee.

Length of Service

Trustee board members serve a three-year term and may be reappointed for up to a further two terms. We aim to match the skills on the board to our strategic goals and business plan needs as well, and the use of the Institute of Directors' framework focusing on skills, knowledge and mindset.

Board Meetings

The trustee board meets formally at least four times a year. We have a list of standing agenda items covering strategy, performance, risk and compliance matters.

Whilst the chief executive and executive team are present at the trustee board meetings, they do not have any voting rights. Decisions lie with the trustees.

Once a year, trustees and the executive team meet to discuss the strategic opportunities and risks we may face in the future.

Trustee Board Skills and Knowledge

For the trustees appointed in the year, the induction process created in 2020 was again used to provide formation on the history of the charity, the Hospitaller Order and the life of Saint John of God. The induction covers governance and the trustees' role requirements, core responsibilities, as well as the strategy, performance and structures within the charity.

Trustees are briefed throughout the year on changes to regulation and standards throughout the year as part of the board meeting papers. Examples of this include our review and implementation of information governance arrangements and the trustees' new roles with regards to ISO27001 accreditation.

SUPPORTING PEOPLE

INCLUSION AND DIVERSITY

Gender Balance

Historically the board has been made up of Brothers from the Hospitaller Order of Saint John of God. This has meant that the board has been exclusively male, though there has been an opening up to people who are not Brothers of the Order.

Due to reviews and progress made over the past three years, there are five women and five men on the board. Emma Gibbons became chair of trustees of SJOG in December 2020 taking over from Brother Donatus Forkan.

Across the charity 76% of colleagues identify as female.

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 of people that we are here to serve was created in 2020. The initial plan was that they would meet in the weeks before the board meeting to review the agenda and papers and offer their comments on matters going to the board, so that their voices can be heard when trustees come to make decisions.

The Advisory Council have however decided to take a different path and instead have started a process of review of policies and practices within the charity and have created a People's Charter. This forms the underpinning of our new strategy, 'People, Potential and Partnerships'.

In time 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.

The Advisory Council have produced films to inform colleagues and trustees, spoke at the organisation's conference, and continue to be a presence in their communities around issues such as transport and accessibility for disabled people.

TO LIVE THE LIVES THEY CHOOSE



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, particularly in senior roles. Whilst our ethnicity pay gap is better than the national average, we strive to be better, and work continues on engaging our colleagues. A colleague engagement lead was recruited in 2023 to progress this, and initial focus groups will be followed by visits by the EMT to every service in the UK to further engage our colleagues.

05 ESG SUMMARY

Each year we openly share our work and the progress we have made.

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, and hope that with their support and engagement we can deliver on our purpose providing real public benefit.

Each year we openly share our work and the progress we have made in our annual report, in an annual review, and we publish our research papers and publications on our charity website and in other public communications.

Raising Concerns

There are lots of ways for SJOG people to flag a concern, from starting with a simple conversation with a colleague and, if necessary, chatting to a line manager, through to using the services of the grievance or whistle blowing process.

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.

We had hoped to establish a Colleagues' Council in 2023 to fulfil a similar role to the work of the Advisory Council, but this work will now be driven forward by the colleague engagement lead with the first piece of work being a wellbeing charter for our colleagues.

The work of the Advisory Council provides a further level of assurance.



Safeguarding

SJOG's safeguarding policy was rewritten and strengthened in 2019 and reviewed in 2022, 2023 and 2024. This and the code of conduct apply across the whole organisation and are supported by a range of policies and procedures to reduce the risk of harm to beneficiaries, supporters, colleagues and volunteers.

We work with some of the most vulnerable adults and families, and all our colleagues are therefore trained in safeguarding. In 2021 we introduced e-learning modules around safeguarding to supplement the face-to-face training that is already in place. The e-learning provides an auditable record of knowledge and competence in safeguarding and is mandatory across the charity.

We have reviewed and strengthened the reporting lines, and improved reporting mechanisms, ensuring that we notify and work with statutory partners. We work closely with partner organisations to help ensure that children, vulnerable adults and their families receive appropriate community support.

Feedback

We continue to record and report on complaints and compliments we receive, and we review this information in reports to the trustee board and the two committees. Our focus in 2025 will be on further developing the work undertaken in previous years and the introduction of data visualisation and AI tools will improve our trend analysis to target areas for improvement.

SJOG
We're here to help

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR AN INCORPORATED CHARITY

The trustees (who are also directors of Saint John of God Hospitaller Services for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, included Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the income and expenditure, of the charitable group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

STATEMENT OF DISCLOSURE TO AUDITOR

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information of which the charitable company's auditors are unaware;
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

RSM UK Audit LLP has indicated their willingness to continue as auditor.

Approved by the trustees on:
22 June 2025

Duncan B Reid

Duncan Reid
Trustee



INDEPENDENT AUDITOR'S REPORT

To the members of Saint John of God Hospitaller Services



Opinion

We have audited the financial statements of Saint John of God Hospitaller Services (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 December 2024 which comprise the Consolidated Statement of Financial Activities including Income and Expenditure Account, the Charity Balance sheet, the Consolidated Balance Sheet, the Statement of Consolidated Cashflows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 December 2024 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report and the Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report and the Strategic Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report or the Strategic Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' responsibilities set out in the Trustees' Report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the group audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory frameworks that the group and parent charitable company operates in and how the group and parent charitable company are complying with the legal and regulatory frameworks;

- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, Charities SORP (FRS 102), Companies Act 2006, Charities Act 2011, and the parent charitable company's governing document. We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing the financial statements including the Trustees' Report, and remaining alert to new or unusual transactions which may not be in accordance with the governing documents.

The most significant laws and regulations that have an indirect impact on the financial statements are those in relation to the Care Act 2014 and the Data Protection Act 2018. We performed audit procedures to inquire of management whether the group is in compliance with these law and regulations and inspected correspondence with regulatory authorities where appropriate.

The group audit engagement team identified the risk of management override of controls and cut off of revenue recognition as the areas where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed in relation to management override of controls included but were not limited to testing manual journal entries and other adjustments, evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business, challenging judgments and estimates. Audit procedures performed in relation to cut off of revenue recognition included but was not limited to verification to third party supporting documentation, and analytical review of income based on supporting documentation, and reviewing income transactions around the year end to consider if it has been recorded in the correct period.

A further description of our responsibilities for the audit of the financial statements is provided on the Financial Reporting Council's website at **http://www.frc.org.uk/auditorsresponsibilities**.
This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

RSM UK Audit LLP

Lucy Robson
(Senior Statutory Auditor)

For and on behalf of RSM UK AUDIT LLP, Statutory Auditor

Chartered Accountants
1 St James' Gate
Newcastle upon Tyne
NE1 4AD

Dated: 23 June 2025

Consolidated Statement of Financial Activities Including Income and Expenditure Account

FOR THE YEAR ENDED 31 DECEMBER 2024

	Notes	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2024 £'000	TOTAL 2023 £'000
Income and endowments from:					
Donations and legacies	3	293	53	346	845
Charitable activities	4	24,595	5,125	29,720	27,787
Other trading activities	5	35	-	35	60
Investments	6	72	-	72	47
Other income	7	174	-	174	156
Total income		**25,169**	**5,178**	**30,347**	**28,895**
Expenditure on:					
Raising funds	8	362	4	366	415
Other costs	8	14	-	14	19
Charitable activities	9	23,716	5,494	29,210	26,990
Other finance costs		25	-	25	33
Total expenditure		**24,117**	**5,498**	**29,615**	**27,457**
Net income/(expenditure)		1,052	(320)	732	1,438
Transfers between funds	20	(77)	77	-	-
Net movement in funds		975	(243)	732	1,438
Total funds brought forward	20	6,390	2,092	8,482	7,044
Total funds carried forward	20	**7,365**	**1,849**	**9,214**	**8,482**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Charity Balance Sheet

AS AT 31 DECEMBER 2024

	Notes	2024 £'000	2024 £'000	2023 £'000	2023 £'000
Fixed assets					
Intangible assets	13		75		107
Tangible assets	14		4,386		3,594
			4,461		**3,701**
Current assets					
Debtors	15	2,257		3,023	
Cash at bank and in hand		3,652		2,759	
		5,909		**5,782**	
Creditors: amounts falling due within one year	16	(1,393)		(1,200)	
Net current assets			4,516		4,582
Total assets less current liabilities			8,977		8,283
Creditors: amounts falling due after more than one year	17		(542)		(569)
Net assets			8,435		7,714
Income funds					
Restricted funds	20		1,693		1,972
Unrestricted funds	20		6,742		5,742
			8,435		**7,714**

As permitted by section 408 of the Companies Act 2006, the statement of financial activities of the parent company is not presented as part of these accounts. The parent company's net income and the net movement in funds for the financial year amounted to a surplus of £721k (2023: £1,426k).

The financial statements were approved by the trustees on 22 June 2025.

Duncan B Reid

Duncan Reid
Trustee

Consolidated Balance Sheet

AS AT 31 DECEMBER 2024

	Notes	2024 £'000	2024 £'000	2023 £'000	2023 £'000
Fixed assets					
Intangible assets	13		75		107
Tangible assets	14		4,956		4,174
			5,031		**4,281**
Current assets					
Debtors	15	2,299		3,093	
Cash at bank and in hand		4,067		3,133	
		6,366		**6,226**	
Creditors: amounts falling due within one year	16	(1,521)		(1,301)	
Net current assets			4,845		4,925
Total assets less current liabilities			9,876		9,206
Creditors: amounts falling due after more than one year	17		(662)		(724)
Net assets			9,214		8,482
Income funds					
Restricted funds	20		1,849		2,092
Unrestricted funds	20		7,365		6,390
			9,214		**8,482**

The financial statements were approved by the trustees on 22 June 2025.

Duncan B Reid

Duncan Reid
Trustee

Statement of Consolidated Cash Flows

FOR THE YEAR ENDED 31 DECEMBER 2024

	Notes	2024 £'000	2024 £'000	2023 £'000	2023 £'000
Cash flows from operating activities					
Cash generated from operations	22		2,372		614
Interest received			65		-
Interest paid			(25)		(33)
Investing activities					
Purchase of intangible assets		(53)		(47)	
Purchase of tangible fixed assets		(1,365)		(839)	
Proceeds on disposal of tangible assets		-		4	
Net cash (used in) investing activities		(1,418)		(882)	
Financing activities					
New finance		-		300	
Loan repayments		(60)		(38)	
Net cash (used in)/from financing activities		(60)		262	
Net increase/(decrease) in cash and cash equivalents			934		(39)
Cash and cash equivalents at beginning of year			3,133		3,172
Cash and cash equivalents at end of year			**4,067**		**3,133**

Notes to the Financial Statements

FOR THE YEAR ENDED 31 DECEMBER 2024

1. ACCOUNTING POLICIES

Charity information

Saint John of God Hospitaller Services is a private charitable company (incorporated in England and Wales) limited by guarantee and has no share capital.

The registered office is:
The Exchange, Barnard Street,
Darlington, DL3 7DR.

Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £'000.

Basis of consolidation

The consolidated financial statements incorporate those of the Company, Saint John of God Hospitaller Services, Good Shepherd Services (the charity for which it is the "sole" member) and Good Shepherd Trading (subsidiary of Good Shepherd Services).

All financial statements are made up to 31 December 2024. Where necessary, adjustments are made to the financial statements the subsidiary to bring the accounting policies used into line with those used by other members of the group.

All intra-group transactions, balances, and unrealised gains on transactions between group companies are eliminated on consolidation. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the asset transferred.

Going concern

The trustees have examined the appropriateness of preparing the financial statements on the going concern basis. Cash generation has increased in the year and cash balances remain positive at the year end and with no utilisation of the overdraft facility at the year-end. They have considered the statement of financial activities, balance sheet and cash flow forecast for a period in excess of twelve months from the date of approval of these accounts and having regard to the projected cash requirements of the charity, the trustees believe it Is wholly appropriate to continue to prepare the financial statements on a going concern basis.

Charitable funds

The charity's unrestricted funds consist of funds that the charity may use for its charitable objectives at the trustee's discretion.

The trustees of the charity may put aside part of the accumulated funds to meet specific future expenditure. As a general principle, these funds were given or raised with projects in mind, but their use is not restricted. The trustees take the view that use of such funds should be designated.

Any income given to the company for a specific purpose has been separately identified and allocated as a restricted fund so as to ensure that it is spent as the donor dictated.

Incoming resources

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably. Income includes:-

Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Donations are recognised when receivable.

Charitable activities

Grant income: Grant income is recognised when the charity is entitled to receipt.

Religious management services: Income is recognised when the service has been delivered.

Accommodation and support and Specialist Housing Support: Are recognised when the services are delivered or the beds / housing vacancies are occupied or agreed funded voids have crystallised.

Raising funds

Consultancy income: Is recognised when the services have been completed and invoiced.

Interest and investment income

Investment income is accounted for on an accruals basis.

Donated services

Income is recognised for donated rent at the market rate with a corresponding cost recorded within expenditure. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. Refer to the Trustees' Annual Report for more information about their contribution.

Donated services and gifts in kind

Gifts in kind, being the recognition of rental costs waived, are measured at fair value, unless it is impractical to measure this reliably, in which case the cost of the item to the donor should be used. The costs waived are recognised as a donation in the year and a corresponding charge in expenditure included.

Other income

Other income is recognised when the charity is entitled to receipt.

Resources expended

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the charity to the expenditure. Expenditure is accounted for on an accruals basis. Irrecoverable VAT is included with the expenses items to which it relates. Resources expended comprise:-

Raising funds
These include salaries and directly attributable overheads.

Charitable activities
Includes all direct salaries and other costs incurred in delivering the charity's charitable activity of delivering care services, together with the costs directly associated with the governance of the charity, including legal and regulatory compliance and strategic planning and also an appropriate proportion of the central and regional support costs of the organisation.

Support costs
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These represent direct finance, human resources, IT and property service costs incurred by the organisation in carrying out its activities. Allocations of support costs are apportioned based on income received between each activity.

Governance costs
Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit.

Intangible fixed assets other than goodwill

Intangible assets are initially recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses. Intangible assets are amortised at their expected useful economic lives on a straight line basis as follows:

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software - 5 years

1. ACCOUNTING POLICIES
(Continued)

Tangible fixed assets

Tangible fixed assets are initially measured at cost, or in cases where fixed assets have been donated to the Saint John of God Hospitaller Services, at valuation at the time of acquisition. The charity's policy is to capitalise items where they are considered to be fixed, desirable and valuable; this includes, but not exclusively, white goods and IT equipment below the individual or collective value of £1,000.

Freehold land and assets in the course of construction are not depreciated.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings
Term of the lease

Freehold property
4 – 25 years

Fixtures and fittings
3 to 10 years

Motor vehicles
4-8 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Intangible assets with indefinite useful lives and intangible assets not yet available for use are tested for impairment annually, and whenever there is an indication that the asset may be impaired.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

Financial instruments

The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include trade debtors, other debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including trade creditors, other creditors, accruals and deferred income are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Reduced Disclosure Options

In accordance with FRS 102, the charity has taken advantage of the exemptions from the following disclosure requirements;

Section 7 ‘Statement of Cash Flows’ – Presentation of a Statement of Cash Flow and related notes and disclosures (in relation to the charity’s own statement of cash flows – a consolidated statement of cash flows is presented in these financial statements).

Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee’s services are received.

Termination benefits
As a charity we may be committed, by legislation, by contractual or other agreements with employees or their representatives or by a constructive obligation based on business practice, custom or a desire to act equitably, to make payments (or provide other benefits) to employees when it terminates their employment. Such payments are termination benefits.

Termination benefits are employee benefits payable as a result of either:

- an entity's decision to terminate an employee's employment before the normal retirement date; or
- or an employee's decision to accept voluntary redundancy in exchange for those benefits.

Retirement benefits
The company makes available a contributory money purchase scheme which all employees can join. This is administered by Scottish Equitable and each person has their own independent pension policy. The charge for the year represents contributions payable in the year.

2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

In the application of the charity’s accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3. DONATIONS AND LEGACIES

	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2024 £'000	TOTAL 2023 £'000
Donations and gifts				
Other	269	53	322	720
Legacy	24	-	24	125
	293	**53**	**346**	**845**
For the year ended 31 December 2023				
Other	199	521		720
Legacy	125	-		125
	324	**521**		**845**

4. CHARITABLE ACTIVITIES

	Accommodation and support £'000	Specialist Housing Support £'000	Religious Management Services £'000	Good Shepherd £'000	TOTAL 2024 £'000	TOTAL 2023 £'000
Charitable activities	11,082	13,552	4,491	595	29,720	27,787
Analysis by fund						
Unrestricted funds	10,774	13,520	-	301	24,595	
Restricted funds	308	32	4,491	294	5,125	
	11,082	**13,552**	**4,491**	**595**	**29,720**	
For the year ended 31 December 2023						
Unrestricted funds	9,406	13,747	-	347		23,500
Restricted funds	385	30	3,448	424		4,287
	9,791	**13,777**	**3,448**	**771**		**27,787**

5. OTHER TRADING ACTIVITIES

	2024 £'000	2023 £'000
Trading income	35	60

6. INVESTMENTS

	2024 £'000	2023 £'000
Bank interest	72	47

7. OTHER INCOME

	2024 £'000	2023 £'000
Other income	174	156

8. RAISING FUNDS AND OTHER COSTS

	2024 £'000	2023 £'000
Raising funds		
Direct costs	156	154
Staff costs	210	261
	366	**415**
Other costs		
Direct costs	-	4
Depreciation and impairment	14	15
	14	**19**
	380	**434**
Restricted funds	4	41
Unrestricted fund	376	393
Total	**380**	**434**

9. CHARITABLE ACTIVITIES

	Accommodation and Support	Specialist Housing Support	Religious Management Services	Good Shepherd Care Services	TOTAL 2024	TOTAL 2023
	£'000	£'000	£'000	£'000	£'000	£'000
Staff costs	8,029	4,388	3,314	500	16,231	15,066
Depreciation and impairment	253	238	2	23	516	402
Activities directly undertaken	1,251	6,007	705	297	8,260	8,041
	9,533	**10,633**	**4,021**	**820**	**25,007**	**23,509**
Share of support costs (see note 10)	1,580	1,933	640	-	4,153	3,451
Share of governance costs (see note 10)	19	23	8	-	50	30
	11,132	**12,589**	**4,669**	**820**	**29,210**	**26,990**
Analysis by fund						
Unrestricted funds	10,670	12,483	-	563	23,716	
Restricted funds	462	106	4,669	257	5,494	
	11,132	**12,589**	**4,669**	**820**	**29,210**	
For the year ended 31 December 2023						
Unrestricted funds	9,371	12,400	-	504		22,275
Restricted funds	430	243	3,592	450		4,715
	9,801	**12,643**	**3,592**	**954**		**26,990**

10. SUPPORT COSTS

	Support costs	Governance costs	2024	2023
	£'000	£'000	£'000	£'000
Staff costs	2,677	-	2,677	2,389
Depreciation and amortisation	121	-	121	112
Legal and professional	57	-	57	21
IT	401	-	401	234
Finance	179	-	179	167
Property	143	-	143	94
Exec office	337	-	337	294
HR	140	-	140	95
Admin	98	-	98	45
Audit fees	-	50	50	30
	4,153	**50**	**4,203**	**3,481**

Support costs have been allocated to the different charitable activities on the basis of the income received for each activity. This is on the basis that it provides the fairest reflection of where the support is given.

Governance costs includes payments to the auditors of £43,000 (2023 - £33,000) for audit and assurance fees.

11. NET MOVEMENT IN FUNDS

	2024	2023
	£'000	£'000
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	35	27
Other services provided by the companies' auditor	8	6
Depreciation of owned tangible fixed assets	581	477
Amortisation of intangible assets	70	53
Loss on disposal of tangible assets	17	10
Operating lease charges - land and buildings	1,352	1,333

12. EMPLOYEES

Number of employees
The average monthly number of employees during the year was:

	2024 Number	2023 Number
Medical, Nursing and Allied Professions	8	7
Managers, Support Workers and Ancillary Staff	596	582
Executive	4	5
Managers and Other Staff	45	51
	653	**645**

	2024 £'000	2023 £'000
Employment costs		
Wages and salaries	16,782	15,094
Social security costs	1,415	1,236
Other pension costs	388	359
Other staff costs	529	943
Restructuring costs	4	85
	19,118	**17,717**

Included in staff restructuring costs are 2 (2023: 8) terminations payments totalling £3,988 (2023: £84,655).

The key management personnel of the charity comprise the trustees and the key management team. Total employee benefits for the key management personnel were £504,964 (2023: £484,316).

The number of employees whose annual remuneration was £60,000 or more were:

	2024 Number	2023 Number
£60,000 - £69,999	9	8
£70,000 - £79,999	-	1
£80,000 - £89,99	1	-
£90,000 - £99,999	-	1
£100,000 - £109,999	2	1
£140,000 - £149,999	1	1

In the year, there were 13 employees (2023: 11) earning in excess of £60,000 per annum who participated in the defined contribution pension scheme (see note 25). Contributions of £31,225 were made in relation to these individuals during the year (2023: £25,923).

No trustee received any remuneration (2023: nil). Expenses were paid to 7 (2023: 5) trustees totalling £2,498 for travel and subsistence (2023: £1,250).

Excluding the volunteer trustees, the charity had 9 (2023: 7) volunteers helping with our activities. Most of these volunteers contributed on a part-time basis ranging from a few hours per month to 30 hours per week. Placing a monetary value on the contribution of the volunteers presents significant difficulties. With the lack of a market comparator price for general volunteers, it is impractical for their contribution to be measured reliably for accounting purposes. Given the absence of a reliable measurement basis, the contribution of volunteers has not been included as income in our accounts.

13. INTANGIBLE FIXED ASSETS

	Software £'000
Group and charity	
Cost	
At 1 January 2024	312
Additions	53
Disposals	(22)
At 31 December 2024	343
Amortisation and impairment	
At 1 January 2024	205
Amortisation charged for the year	70
Amortisation eliminated on disposals	(7)
At 31 December 2024	268
Carrying amount	
At 31 December 2024	75
At 31 December 2023	107

14. TANGIBLE FIXED ASSETS CHARITY

	Leasehold land and buildings £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
Cost				
At 1 January 2024	4,424	1,464	157	6,045
Additions	754	582	18	1,354
Disposals	-	(4)	(30)	(34)
At 31 December 2024	**5,178**	**2,042**	**145**	**7,365**
Depreciation and impairment				
At 1 January 2024	1,332	1,038	81	2,451
Depreciation charged in the year	297	248	15	560
Eliminated in respect of disposals	-	(2)	(30)	(32)
At 31 December 2024	**1,629**	**1,284**	**66**	**2,979**
Carrying amount				
At 31 December 2024	**3,549**	**758**	**79**	**4,386**
At 31 December 2023	**3,092**	**426**	**76**	**3,594**

14. TANGIBLE FIXED ASSETS GROUP

	Leasehold land and buildings £'000	Freehold property £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
Cost					
At 1 January 2024	4,424	600	1,509	157	6,690
Additions	754	-	593	18	1,365
Disposals	-	-	(4)	(30)	(34)
At 31 December 2024	**5,178**	**600**	**2,098**	**145**	**8,021**
Depreciation and impairment					
At 1 January 2024	1,332	17	1,086	81	2,516
Depreciation charged in the year	297	14	255	15	581
Eliminated on disposal	-	-	(2)	(30)	(32)
At 31 December 2024	**1,629**	**31**	**1,339**	**66**	**3,065**
Carrying amount					
At 31 December 2024	**3,549**	**569**	**759**	**79**	**4,956**
At 31 December 2023	**3,092**	**583**	**423**	**76**	**4,174**

15. DEBTORS

	Group 2024 £'000	Charity 2024 £'000	Group 2023 £'000	Charity 2023 £'000
Amounts falling due within one year:				
Trade debtors	1,144	1,134	2,143	2,090
Other debtors	85	85	27	27
Prepayments and accrued income	1,070	1,038	923	906
	2,299	**2,257**	**3,093**	**3,023**

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group 2024 £'000	Charity 2024 £'000	Group 2023 £'000	Charity 2023 £'000
Borrowings	25	25	23	23
Trade creditors	94	94	246	245
Other taxation and social security	344	344	311	311
Deferred income	238	156	175	97
Other creditors	174	161	137	122
Accruals	646	613	409	402
	1,521	**1,393**	**1,301**	**1,200**

17. CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR

	Group 2024 £'000	Charity 2024 £'000	Group 2023 £'000	Charity 2023 £'000
Borrowings	662	542	724	569
	662	542	724	569

18. DEFERRED INCOME

	Group 2024 £'000	Charity 2024 £'000	Group 2023 £'000	Charity 2023 £'000
Balances at 1 January	175	97	462	387
Released from previous years	(144)	(66)	(397)	(322)
Resources deferred during the year	207	125	110	32
Balances at 31 December	**238**	**156**	**175**	**97**

Deferred income relates to income charged for services in advance of the accounting period.

19. BORROWINGS

	Group 2024 £'000	Charity 2024 £'000	Group 2023 £'000	Charity 2023 £'000
Other loans	687	567	747	592
Payable within one year	25	25	23	23
Payable after one year	662	542	724	569

The charity has two mortgages:

- The first has £281k (2023: £302k) outstanding and bears interest at 3.27% above base rate, the final repayment is due in September 2026.
- The second has £286k (2023: £290k) outstanding and bears interest at 3.27% above base rate, the final repayment is due in August 2028.

Both of the mortgages are secured by way of a fixed charge against specific properties held in land and buildings

The group has a consolidated loan of £120,000 (2023: £155,000) from the Hospitaller Order of Saint John of God. This loan is interest free and will be repaid £35k per annum.

20. FUNDS CHARITY

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

Movement in funds

	Balance at 1 Jan 2024 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2024 £'000
Unrestricted funds					
Accumulated fund	5,742	24,558	(23,481)	(77)	6,742
	5,742	**24,558**	**(23,481)**	**(77)**	**6,742**
Restricted funds					
Religious management services	-	4,491	(4,669)	178	-
Rockliffe Property Purchase	580	-	(34)	-	546
Terry Yorath House refurbishment	161	-	(36)	-	125
LFCT Service donation	300	-	-	(75)	225
Olallo refurbishment	240	-	(42)	-	198
National Lottery Community Fund - Magic Bus	74	-	(12)	-	62
Homes for Ukraine	129	-	(129)	-	-
Yew Tree House	350	-	(13)	-	337
Leeds CC – rent contribution	-	53	(53)	-	-
Fairfields development	-	195	(32)	-	163
Here to Help	-	108	(108)	-	-
Other restricted funds	138	38	(113)	(26)	37
	1,972	**4,885**	**(5,241)**	**77**	**1,693**
	7,714	**29,443**	**(28,722)**	**-**	**8,435**

20. FUNDS GROUP

Movement in funds

	Balance at 1 Jan 2024 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2024 £'000
Unrestricted funds					
Accumulated fund	6,265	25,169	(24,117)	(77)	7,240
Designated fund	125	-	-	-	125
	6,390	**25,169**	**(24,117)**	**(77)**	**7,365**
Restricted funds					
Religious management services	-	4,491	(4,669)	178	-
Rockliffe Property Purchase	580	-	(34)	-	546
Terry Yorath House refurbishment	161	-	(36)	-	125
LFCT Service donation	300	-	-	(75)	225
Olallo refurbishment	240	-	(42)	-	198
National Lottery Community Fund – Magic Bus	74	-	(12)	-	62
Homes for Ukraine	129	-	(129)	-	-
Yew Tree House	350	-	(13)	-	337
Leeds CC – rent contribution	-	53	(53)	-	-
Fairfields development	-	195	(32)	-	163
Here to Help	-	108	(108)		-
Capital grants	54	-	-	-	54
Grants and contracts statutory grants	53	-	-	-	53
Client welfare	7	293	(257)	-	43
Other restricted funds	144	38	(113)	(26)	43
	2,092	**5,178**	**(5,498)**	**77**	**1,849**
	8,482	**30,347**	**(29,615)**	**-**	**9,214**

20. FUNDS (CONTINUED)

The restricted funds represent segregation of monies held for where the fund provider has specified particular purposes for which the funds are to go, so as to ensure that they are spent as the donor specified. The funds entitled 'Religious management services' are funds given by specific religious orders in relation to homes managed by Saint John of God Hospitaller Services, to pay for the upkeep of their respective care homes which remained unspent at the period end and will be used in care provision in the coming years.

The Terry Yorath House Refurbishment Fund relates to funding received from Leeds City Council to update and improve the building.

The Olallo Refurbishment Fund relates to funds raised to restore and improve the building in Euston following a significant flood.

National Lottery Community Fund – Magic Space Grant represents funds to build a mobile sensory unit.

Rockliffe Property Purchase - The Rockliffe fund relates to property donated by the Hospitaller Order of St John of God for the purpose of providing services.

LFCT donations - SJOG have received a number of donations from families over prior years which are restricted to the services provided at Lindisfarne Court.

Homes for Ukraine - SJOG received funding from the Albert Gubay Foundation to deliver a project supporting people displaced by the war in Ukraine to settle in the UK on the Governments Homes for Ukraine scheme. A related but separate project was funded by the Department for Levelling Up Housing and Communities to support people to access the Homes for Ukraine scheme and facilitate rematching between guests and hosts.

Yew Tree House was donated by the Franciscan Sisters of Minoress with the restriction that the property, or proceeds from the sale of, are used to support refugees, particularly from Ukraine. After two years the donation can be restricted to benefit the wider communities SJOG work.

Leeds CC represents amounts donated by Leeds City Council for rent.

Fairfields Development – Albert Gubay Charitable Foundation provided a grant to support the capital development costs of Fairfields Complex Care Service.

Here to Help – the Department for Health and Social Care provided a grant to SJOG to deliver a suicide prevention project as part of their Suicide Prevention Grant Fund 2023 – 2025.

All other funds represent specific bequests or donations to the services named to be spent specifically on improvements to these services as deemed necessary.

Unrestricted funds
General funds are 'other reserves' available to spend at the trustees' discretion.

Designated funds - The Property Renovation Fund provides a reserve against future cyclical maintenance.

Client Welfare - Salary funds are grants to pay specific salaries of support workers.

Transfer of funds
The charity has transferred £178k (2023: £135k) from unrestricted funds into Religious Management services to fund excess expenditure from restricted funds.
The charity has also transferred £26k (2023: £nil) from Other restricted funds to unrestricted funds for restricted expenditure out of unrestricted funds.

The charity has transferred £75k (2023: £nil) from LFCT Service donation into unrestricted funds and £nil (2023: £83k) from Homes for Ukraine into unrestricted funds. The transfer is for restricted expenditure out of unrestricted funds.

20. FUNDS CHARITY (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2023:

	Movement in funds				
	Balance at 1 Jan 2023 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2023 £'000
Unrestricted funds					
Accumulated fund	4,447	23,542	(22,195)	(52)	5,742
	4,447	**23,542**	**(22,195)**	**(52)**	**5,742**
Restricted funds					
Religious Management Services	-	3,449	(3,584)	135	-
Rockliffe Property Purchase	606	-	(26)	-	580
Terry Yorath House refurbishment	191	-	(30)	-	161
LFCT Service donation	300	-	-	-	300
Olallo refurbishment	282	-	(42)	-	240
Lottery - Magic Bus	86	-	(12)	-	74
Homes for Ukraine	195	326	(309)	(83)	129
Yew Tree	-	350	-	-	350
Other restricted funds	181	260	(303)	-	138
	1,841	**4,385**	**(4,306)**	**52**	**1,972**
	6,288	**27,927**	**(26,501)**	**-**	**7,714**

20. FUNDS GROUP (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2023:

	Movement in funds				
	Balance at 1 Jan 2023 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2023 £'000
Unrestricted funds					
Accumulated fund	4,927	24,087	(22,701)	(48)	6,265
Designated fund	125	-	-	-	125
	5,052	**24,087**	**(22,701)**	**(48)**	**6,390**
Restricted funds					
Religious Management Services	-	3,449	(3,584)	135	-
Rockliffe Property Purchase	606	-	(26)	-	580
Terry Yorath House refurbishment	191	-	(30)	-	161
LFCT Service donation	300	-	-	-	300
Olallo refurbishment	282	-	(42)	-	240
Lottery - Magic Bus	86	-	(12)	-	74
Homes for Ukraine	195	326	(309)	(83)	129
Yew Tree	-	350	-	-	350
Capital grants	54	-	-	-	54
Grants and contracts statutory grants	53	-	-	-	53
Client welfare	8	324	(321)	(4)	7
Other restricted funds	217	359	(432)	-	144
	1,992	**4,808**	**(4,756)**	**48**	**2,092**
	7,044	**28,895**	**(27,457)**	**-**	**8,482**

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £'000	Restricted funds £'000	TOTAL £'000
GROUP			
Fund balances at 31 December 2024 are represented by:			
Intangible fixed assets	75	-	75
Tangible assets	4,108	848	4,956
Current assets	3,182	1,663	4,845
Long term liabilities	-	(662)	(662)
	7,365	**1,849**	**9,214**
GROUP			
Fund balances at 31 December 2023 are represented by:			
Intangible fixed assets	107	-	107
Tangible assets	3,202	972	4,174
Current assets	3,081	1,844	4,925
Long term liabilities	-	(724)	(724)
	6,390	**2,092**	**8,482**
CHARITY			
Fund balances at 31 December 2024 are represented by:			
Intangible fixed assets	75	-	75
Tangible assets	3,538	848	4,386
Current assets	3,129	1,387	4,516
Long term liabilities	-	(542)	(542)
	6,742	**1,693**	**8,435**
CHARITY			
Fund balances at 31 December 2023 are represented by:			
Intangible fixed assets	107	-	107
Tangible assets	2,622	972	3,594
Current assets	3,013	1,569	4,582
Long term liabilities	-	(569)	(569)
	5,742	**1,972**	**7,714**

22. CASH GENERATED FROM OPERATIONS

	Group 2024 £'000	Group 2023 £'000
Net income for the year	732	1,438
Adjustments for:		
Finance costs	(40)	33
Loss on disposal of tangible assets	2	10
Loss on disposal of intangible assets	15	-
Amortisation of intangible assets	70	53
Depreciation of tangible fixed assets	581	477
Donations of fixed assets	-	(350)
Movements in working capital:		
Decrease/(increase) in debtors	794	(417)
Increase/(decrease) in creditors	218	(630)
Cash generated from operations	**2,372**	**614**

23. OPERATING LEASE COMMITMENTS – GROUP AND CHARITY

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £'000	2023 £'000
Land and buildings		
Within one year	1,447	1,705
Between one and five years	1,996	1,986
In over five years	1	322
	3,444	**4,013**

24. RELATED PARTY TRANSACTIONS

Charity and group

Saint John of God Hospitaller Services (SJOG) is a registered charity. Some of the trustees of the charity are also trustees of Saint John of God Hospitaller Services Group (HSG) and/or the Hospitaller Order of Saint John of God. Included within debtors is an amount of £1k (2023: £5k) owed from Hospitaller Order of Saint John of God for recharges of overhead costs. During the year rental payments of £371k (2023: £365k) were made to Hospitaller Order of Saint John of God for the use of fixed assets owned by the Order. During the year management charges of £66k (2023: £70k) were paid to Saint John of God Hospitaller Services Group by the charity. Included within other creditors is an amount of £58k (2023: £122k) owed to Hospitaller Order of Saint John of God.

Group only

There is a loan of £120k (2023: £155k) included within other loans which is owed to Hospitaller Order of Saint John of God. Included within other creditors is an amount of £nil (2023: £2k) is owed from Hospitaller Order of Saint John of God.

During the year, a grant of £65k was made to The Good Shepherd in respect of the Pomegranate Café. A further £65k will be made during 2025.

25. PENSION COSTS

The company makes available a defined benefit contribution scheme which all employees can join. This is administered by Aegon and each person has their own independent pension policy.

The total pension costs in the year were £388,252 (2023: £359,427). Amounts deducted but not yet paid over amounted to £99,454 (2023: £87,647).

26. ANALYSIS OF CHANGES IN NET DEBT

	1 January 2024 £'000	Cash flows £'000	Non-cash movements £'000	31 Dec 2024 £'000
Cash and cash equivalents				
Cash	3,133	934	-	4,067
Total cash	**3,133**	**934**	**-**	**4,067**
Borrowings				
Short-term borrowings	(23)	(2)	-	(25)
Long-term borrowings	(724)	62	-	(662)
Total borrowings	(747)	60	-	(687)
Net debt	**2,386**	**994**	**-**	**3,380**

27. MEMBER UNDERTAKINGS

The charity controls Good Shepherd Services, a charity registered (charity no. 1165909) in England and Wales by right of being the only member. The principal place of business of Good Shepherd Services is 65 Waterloo Road, Wolverhampton WV1 4QU. The charity also has control of Good Shepherd Trading Limited, a company registered (company no. 15411745) in England and Wales by being wholly owned subsidiary of Good Shepherd Services.

The results of the Good Shepherd Services member undertaking are summarised below:

	Total 2024 £'000	Total 2023 £'000
Income:		
Donations and legacies	262	177
Charitable activities	617	774
Miscellaneous income	27	17
	906	**968**
Expenditure:		
Charitable activities	(893)	(940)
	(893)	(940)
Net incoming resources	**13**	**28**

The net assets of the member undertaking at 31 December 2024 amounted to £784k (2023: £771k).

28. ULTIMATE CONTROLLING PARTY

The sole member of the charity is the Saint John of God Hospitaller Services Group, a company limited by guarantee and registered in the Republic of Ireland (company number 568740).

These financial statements are the smallest and largest group for which consolidated accounts including the charity are prepared.

Trustees

E Gibbons
(Chair of Trustees)
(resigned 12 May 2025)

R Moore
(resigned 25 September 2024)

N Brannigan

L K Selfe

D Reid

A A Aromolaran
(resigned 25 September 2024)

E J Peacock

J Taylor

C Turner

A Ampofo

M Leigh
(appointed 28 June 2024)

M Denyer
(appointed 28 June 2024)

S Williams
(appointed 18 November 2024)

Charity Number:
1108428

Company Number:
05324279

Registered office
First Floor
The Exchange
Barnard Street
Darlington
County Durham
DL3 7DR

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
NE4 5DE

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:

Department for Health and Social Care

Ministry of Housing, Communities and Local Government (formerly DLUHC)

Albert Gubay Charitable Foundation

Hertfordshire Community Foundation

Queen Mother's Clothing Guild

Poor Servants of the Mother of God

Hatfield Lions Club

Caritas Social Action Network

MAIN

In addition, we thank all our individual donors
who have given generously over the past year.

SJOG
We're here to help

Saint John of God
Hospitaller Services
First Floor
The Exchange
Barnard Street
Darlington
Co Durham
DL3 7DR

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

Registered Charity No. 1108428
Company No. 05324279

SAINT JOHN OF GOD HOSPITALLER SERVICES

England & Wales - Charity number 1108428

Accounts

SUPPORTING PEOPLE
CREATIVITY CREATIVITY
AMBITION AMBITION
DOING GOOD DOING GOOD
LIVING OUR VALUES
INNOVATION INNOVATION
PARTNERSHIPS PARTNERSHIPS
SUPPORTING PEOPLE
CREATIVITY CREATIVITY
AMBITION AMBITION
DOING GOOD DOING GOOD DOING GOOD

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

www.sjog.uk

2023

A YEAR OF

DOING GOOD
LIVING OUR VALUES
INNOVATION
PARTNERSHIPS
SUPPORTING PEOPLE
CREATIVITY
AMBITION

SJOG
Hospitaller Services
ANNUAL REPORT

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TRUSTEES ANNUAL REPORT (INCORPORATING STRATEGIC REPORT)
for Saint John of God Hospitaller Services (SJOG)

Charity Commission registration number 1108428
Company limited by guarantee (registered in England, company number 05324279)

Welcome

It has been another year of successfully providing support to the people that we are here to serve. We say successful because we are providing more support to more people than ever before, and achieving high quality services as we do so, but that success must be tempered with the consciousness that the need for our services continues to grow at a rate that it is difficult for one charity to meet.

Consequently, as we move into 2024, we are placing increased importance on the partnerships that we have with other charities, universities, local authorities and the UK Government.

We do have challenges in the coming year, including the development of new building based services, the downward pressure on income, and the continuing challenges on finding great people to support people. We're also predicting that the coming year will see significant headwinds in terms of funding. With particular pressures on local authorities, a significant funder for the charity, this has the potential to impact on the ambition of our charity to develop further.

Fortunately, through the work done over the past six years to receive a fair level of funding for the care that we provide, we are in a good financial position with a healthy level of reserves. The work undertaken has also meant that we are better able to support our colleagues. All of our colleagues are paid a real living wage and are supported with their emotional, physical, financial and mental wellbeing. It is only fitting in a charity where people support people that we focus on supporting our colleagues so that they can do the work that they do.

"There is a wish to be exceptional... not just any organisation, but an organisation that does cutting edge work."

People are a theme of this report, and that is fitting as 2023 saw the development of a new strategy called People, Potential and Partnership. This was developed with colleagues across the charity and builds on The People's Charter, developed by people who use SJOG's services to set out what they want from the charity and how they want it delivered. The new strategy is ambitious, and is best captured in this quote from one of our colleagues:

"There is a wish to be exceptional ...not just any organisation, but an organisation that does cutting edge work."

Without the support of people, both internal and external, we would not be able to do the great work of supporting people. I'm exceptionally proud of the work of our colleagues, and incredibly thankful for the support of our donors and partners.



EMMA GIBBONS
CHAIR OF TRUSTEES



PAUL BOTT
CHIEF EXECUTIVE

01
SJOG at a glance

OUR PURPOSE

To meet need wherever we find it.

Hospitality
Compassion
Respect

OUR VALUES

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.

MORE HELP TO MORE PEOPLE

Modern Day Slavery

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.

Homeless Services

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.

Disability Services

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.

Older Communities

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



A YEAR OF ACHIEVEMENT

HOUSING & HOMES



400 PEOPLE SUPPORTED

ACROSS **130** PROPERTIES NATIONALLY

700 WORKS ORDERS RAISED FOR REPAIRS

36 FIRE RISK ASSESSMENTS COMPLETED

IMPROVEMENTS

- **3** new kitchens installed
- **6** new floor coverings
- **27** new furniture items assembled

28%

TRAFFIC TO OUR WEBSITE SJOG.UK UP 28%

43%

43% INCREASE IN MONTHLY ACTIVE USERS ON OUR INTERNAL SOCIAL MEDIA – WORKPLACE

37%

NEW FANS AND FOLLOWERS UP 37% (ACROSS ALL SOCIAL MEDIA)

MEDIA

RESEARCH AND POLICY

8 new papers produced

QUALITY



100% OF OUR SERVICES RATED BY CQC AS **'GOOD' OR 'OUTSTANDING'**

252 INTERNAL QUALITY **AUDITS** undertaken across our registered and MDSTH services

FINANCE

57 INDIVIDUAL BUDGETS PREPARED AND AGREED

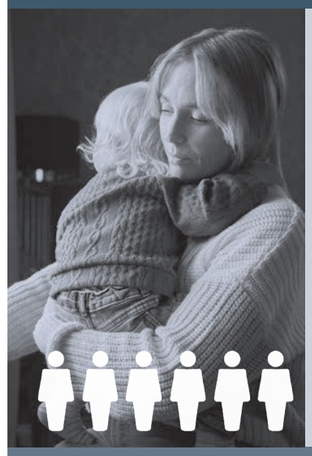
Aligned funding/fees in a cohesive approach with colleagues and funders - improved financial position, increased cash inflow app. £800k and provided more secure budgets for 2024

1 HOUSE DONATED

FUNDING 2 NEW PROPERTIES FOR UKRAINIANS DISPLACED BY WAR

£845k FUNDRAISED INCOME

HOMES FOR UKRAINE



OVER 250 INDIVIDUALS SUPPORTED

with **110 guests** having been placed with hosts in the UK.

> Thank you for your support at every stage, we almost didn't feel any great difficulties connected to this process, from beginning to end. There was a feeling of communication with you that **it's not just a job for you; it is a mission.** That is very precious.
>
> *Valentyna* (guest)

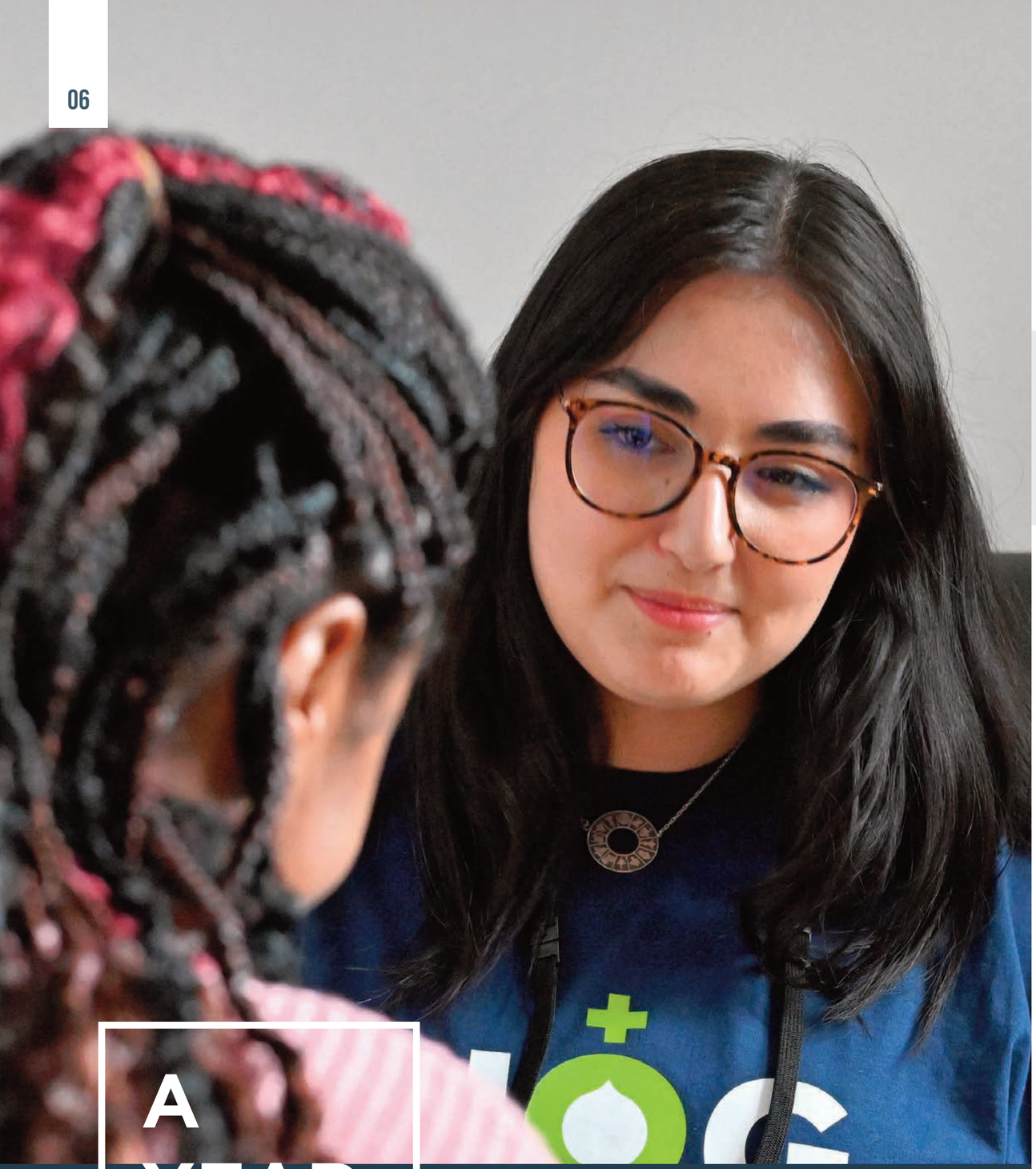
HELPING OUR COLLEAGUES

2592 EARLY PAY TRANSACTIONS VALUING ALMOST **£200k**

SALARY INCREASE OF **10.1%**

20+ REWARDS AND BENEFITS AS PART OF OUR LOVED PROGRAMME





A YEAR OF DOING GOOD

02 Our strategy

This year we reached the end of our strategy ‘Doing Good’ and this is captured in the publication ‘Doing Good? How did we really do?’.

We built on the process we used in creating ‘Doing Good’ to develop our new strategy.

Significant work was undertaken by the ‘Experts by Experience’, made up of people that use SJOG services, in creating ‘The People’s Charter’. We gathered colleagues in a series of events to respond to the challenge that The People’s Charter presents. The summation of this work is the strategy called ‘People, Potential and Partnerships’.

People, Potential and Partnerships will shape the future of the charity so that it more closely reflects what our community says that it needs and wants from SJOG.



People, Potential and Partnerships

The six key areas are

- **Acting with Hospitality**
- **Respecting the individual**
- **Embracing creativity and innovation**
- **Using technology to support people supporting people**
- **Evidencing what we do**
- **Influencing others to do more good**

The strategy is used to inform delivery across the charity. Each of services and departments, identify how they will deliver, and measure delivery across each of the six areas within People, Potential and Partnerships. This forms the basis of the business plan for every part of the charity which we then represent visually into a theory of change for each service and department that demonstrate how the things that they have decided to do help deliver on our charitable purpose.

The strategy in full can be accessed at https://sjog.uk/pdf/SJOG_Strategy_From_2024.pdf

03 Financial Review

SJOG supports people and we are primarily funded through local authorities and central government, however whilst we are not reliant upon fundraising it allows us to provide more and better services.

The sector continues to be challenging to operate in, but we have worked hard with commissioners to achieve a fair rate for the care and support provided. This means we are able to pay our colleagues a real living wage, and that in turn means that we are able to recruit good colleagues that add to the quality of work of the charity.

Where we have created new services, we benefit from robust financial modelling that ensures their viability and sustainability. Cash flow remains a priority and real strides have been made in credit control in the year.

Our total group income in 2023 was £28.9m (2022: £23.9m) as shown in the Statement of Financial Activities. Charitable expenditure was £27.5m (2022: £22.6m) and the group generated a surplus of £1.4m (2022: £1.3m). Reserves grew from £7m at the end of 2022 to £8.5m at the end of 2023 of these £2.1m are restricted and £6.4m are unrestricted. £4.3m of reserves are held as fixed assets. The results for Saint John of God Hospitaller Services charity only includes net income in 2023 of £1.4m (2022: £1.2m). At year end the free reserves for the group are £3,081k (2022: £2,545k) and free reserves for the charity are £3,013k (2022: £2,548k).

The trustees have a responsibility to hold a prudent level of reserves to ensure the sustainability of the charity. The trustees have set a free unrestricted reserves target of up to £1.8m based upon a risk approach and in line with the charity's reserve policy. Reserves are on target but we continue to keep this under review. This sum is necessary for day to day working capital and to cover potential financial risks, and is in keeping with the Charity Commission's recommendations and guidance.

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 Good Shepherd.

The charity is now in a strong position to support people, both today and **into the future**

PROFILE: DIMITRIOS

Dimitrios works at Terry Yorath House in Leeds and has been with the charity since 2021. The charity will be supporting Dimitrios with an NVQ in Health and Social Care.



DIMITRIOS

TERRY YORATH HOUSE, LEEDS

The charity has recognised his potential and put him forward to be on the Aspiring Leaders Programme and to become a PBS Coach. Dimitrios feels that the charity has invested in him and instead of leaving to pursue a different career, he has decided to stay and develop within SJOG.

"Working for SJOG was my first (and only) job after I emigrated in England. Also, being my first job in care, I did not know what to expect. I could never have imagined the warm welcome and the support I received from my colleagues and managers who patiently passed on their knowledge and experience and put me forward for the ALP programme.

Besides the ALP programme, I am also attending PBS coaches sessions, and will soon be undertaking an NVQ in health and social care.

When I started working for SJOG I was not sure what I wanted to do as unfortunately support/care work is considered a job without prospects. Now, knowing that SJOG is a learning organisation that actively invests in people by providing various learning pathways and career progression, I would like to stay with the organisation, advance my knowledge and eventually grow with it."

A YEAR OF ACHIEVEMENT

GREEN TEAM



17 TONNES OF GREEN WASTE **REMOVED** AND DISPOSED OF in line with legislation

10m² of FLOWER BEDS cleared & planted

9 POISONOUS PLANTS REMOVED

4 TREES PLANTED

4000 METRES OF LAWN EDGING

2000 METRES OF GUTTERING CLEANED

1500 SPRING BULBS PLANTED

990 *hours*

OF GIVING BACK TO LOCAL COMMUNITIES BY COLLEAGUES ON **DO GOOD DAY**



97% OF PEOPLE say they are treated with **RESPECT & KINDNESS**

SERVICES



2 NEW SERVICES FOR COMPLEX CARE

"I feel like I have my happy go lucky son back since he moved into the Old Vicarage. The change in G is remarkable and I feel comfortable spending time with him again."

AUTISM

1 BEDE'S CLOSE ACHIEVES NAS ACCREDITATION

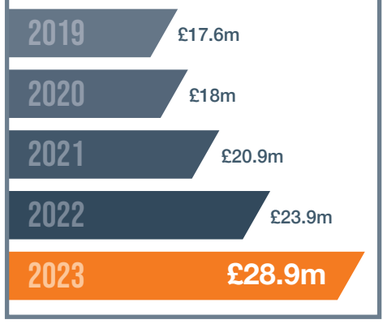
National Autistic Society



98% OF COLLEAGUES ATTENDING OUR ANNUAL CONFERENCE *found it* **GREAT OR GOOD**

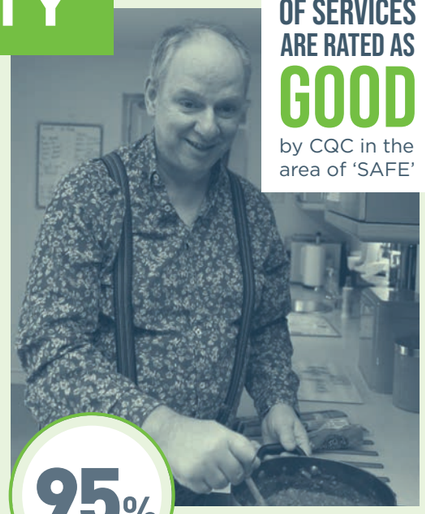
THE CHARITY IS NOW IN A STRONG POSITION TO SUPPORT PEOPLE, BOTH TODAY AND INTO THE FUTURE.

TOTAL INCOME:



HEALTH & SAFETY

100% OF SERVICES ARE RATED AS **GOOD** by CQC in the area of 'SAFE'



100%

Over-sight of incident/accident data analysed for patterns and trends at national level – identifying areas of concern or learning, information shared at service and operational level.

96% OF SERVICES have completed monthly combined health and safety and infection control audits.

95%

- 95% of colleagues have received training in health & safety
- 95% of colleagues have received training in infection control
- 95% of senior colleagues have attained/or attaining the IOSH Managing Safely Certificate

6 GEM AWARD

6 GEM AWARDS GIVEN TO COLLEAGUES GOING THE EXTRA MILE



04 Plans for Future Periods

On the face of it SJOG is a complicated organisation supporting older people, disabled people, people who need support with mental health, homelessness as well as people who have been trafficked and subject to modern day slavery; and those displaced by the war in Ukraine, but at our heart the charity is very simple, we provide housing and we provide support.

So, in the coming year we will continue to 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 have invested in a Head of Homes and Housing to focus on delivering the best environments for the people that we are here to serve. There have also been developments in strengthening both housing management and on compliance.

We continue to purchase and renovate properties so that they best meet the needs of the people we support, and 2024 will see the development of a new residential service for people with complex needs and autism. We also continue to work with a range of housing providers, charities, housing associations and private landlords to offer a variety of tenures, and 2024 will see further development of new services to people who have been trafficked and subject to modern day slavery.

We still have an ambition to become a registered provider of housing, but we will take a little longer to get there, instead focusing on ensuring all of the 134 properties currently in management are the best that they can be, and to ensure that people have choice about where they live, and what their homes look and feel like.



ACTING WITH HOSPITALITY

This is the third 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, who said that ‘doing good does you good’. Our colleagues are of benefit to their communities.

Examples of this include reaching into schools, supporting children with SEND (special educational needs and disabilities) through delivering bespoke training and responding to the queries and questions of teachers and pupils.

Do Good Day in 2023 saw two of our operational colleagues complete a classroom environmental assessment to support children with autism. On a visit back to the school in September the school had developed ‘quiet’ spaces and were continuing to develop their approach to sensory strategies and rebound therapies. The school continues to engage with SJOG for support.

Bespoke training was also delivered to another residential school in the North East where training was designed and delivered specifically for two children with autism and PDA. The training was well attended and facilitators enjoyed sharing good practice strategies to improve the quality of experience for children in the residential area of the school.

We’ve supported our colleagues through the LOVED (Living Our Values Every Day) programme for the past five years.

It offers a means of showing our colleagues that they are valued, and provide them with the means to be financially, emotionally, mentally and physically well both inside and outside of work.

PROFILE: PROMOTING WELLBEING

In addition to SJOG's charity-wide initiatives to support colleagues' mental health, at a local level, services have implemented their own initiatives.



LEANNE WILKINSON

MANAGER AT DALBY VIEW

Colleagues at Rockliffe Court have designed a 'wellbeing corner' for staff to take a break, switch off and access information to promote wellness and wellbeing, and at Lindisfarne Court, an unused room has been converted into a 'wellness room' for colleagues to take a break, prevent burn-out and promote wellbeing.

The manager at Dalby View, Leanne, has created a 'wellbeing board' for colleagues, which offers signposting for various sources of help as well as some light-hearted information to make people smile.

Dalby View has also implemented 'Take 20', which is 20 minutes out of their day for colleagues to spend it doing a fun activity, from Zumba to breathing exercises.

"Taking 20 minutes out if they are 'having a bad day', feeling stressed or just need some time out for themselves is all about promoting good mental health and wellbeing.

I want to encourage people to take time with each other and the residents to have fun, The people we support love seeing the staff smiling, having fun, they love it, and it makes their day. Having a happy staff team is good for everyone." **Leanne Wilkinson**

RESPECTING THE INDIVIDUAL

This period will see us further strengthen and utilise the skills of the Experts by Experience, consisting of the people we are here to serve, and we will develop our experts by experience in setting and quality assessment.

'The Peoples Charter', developed by the 'Experts by Experience', has supported the development of a People's Framework and this has included a mutual commitment from SJOG colleagues and the people we serve to enhancing quality across our services. The People's Charter is embedded into all teams'/people's meetings and induction processes to establish our commitment and ensure this is at the forefront of support delivery.

In 2023, Experts by Experience have supported and facilitated training for our managers on co-production and were fundamental in developing our SJOG co-production policy, 'Making Things Happen Together'. Our experts have also supported external training to professionals and taken part in video content and podcasts.

The coming year will see the roll out of training/workshop facilitation from our experts on topics that are meaningful to them to drive person-led approaches. We will also continue to embed our framework through a service development group consisting of colleagues at all levels and people accessing our services.

A Colleague Council is in development to ensure that our colleagues have a voice in how their charity is run, and the first piece of work, led by our new engagement lead, is to focus on a Wellbeing Charter for all of our colleagues.



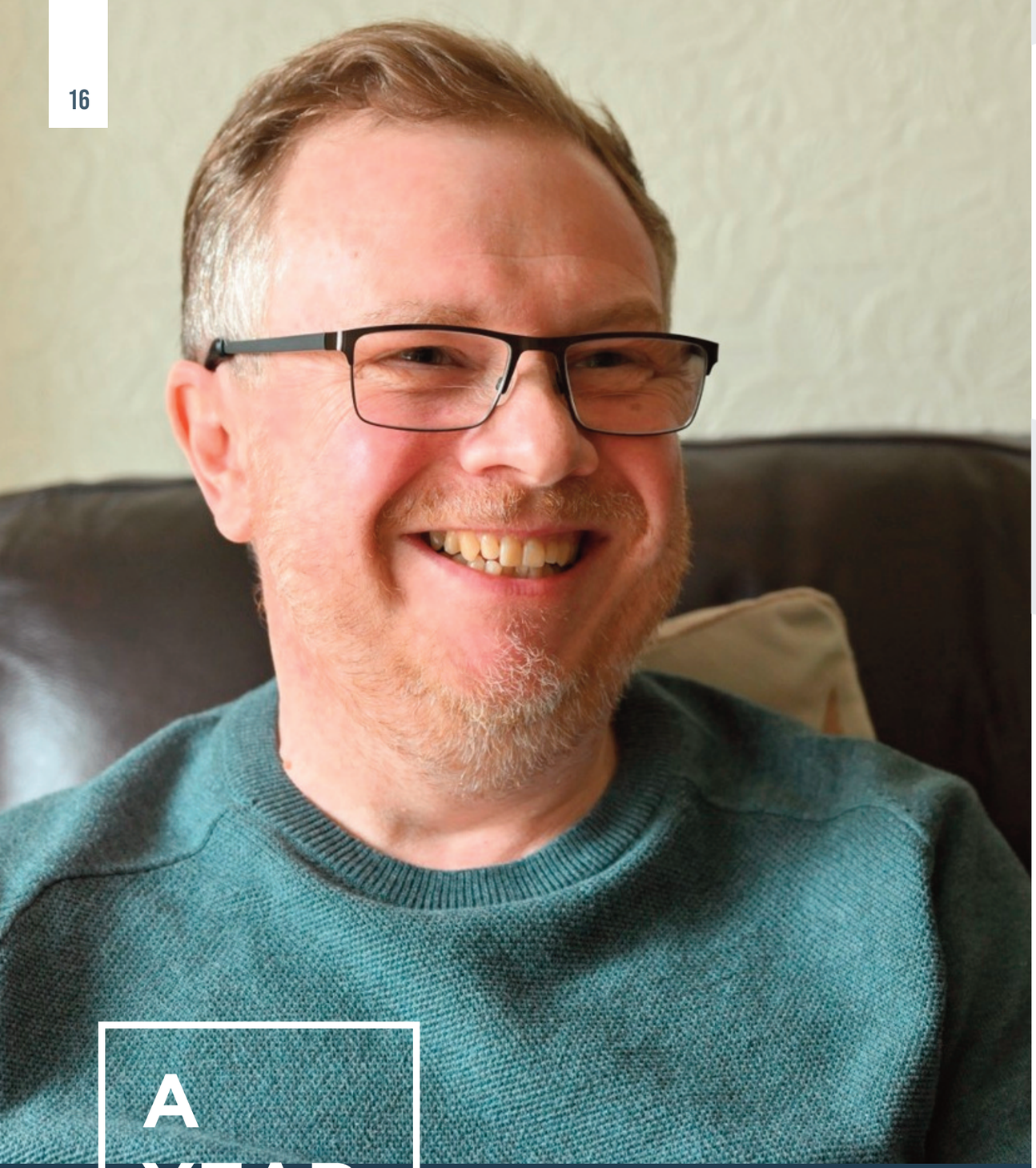
A commitment from SJOG colleagues and the people we serve to enhancing quality across our services

EMBRACING CREATIVITY AND INNOVATION

We continue to open new services to meet the need within our communities. This will continue in 2024. Fairfields will build in technology to reduce the environmental impact of the service as well as providing a level of passive monitoring and measurement.

Growth will be slower in 2024, 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.

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



A YEAR OF INNOVATION

USING TECHNOLOGY TO SUPPORT PEOPLE SUPPORTING PEOPLE

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.

We have our future IT strategy established and multi-year investment program, piloting this in 2023 with a project to replace the infrastructure in Terry Yorath House. This will deliver network architecture and smart building models in 2024 to migrate six of our existing services to this new way of working with an additional refit of our head office in Darlington and the infrastructure for two new services.

We will also benefit from the review of IT service contracts in 2023, and the creation of new roles in the IT department including the creation of both infrastructure and business application lead roles.

In 2021 we established an IT Library. We produced a review paper and the library continues - https://sjog.uk/pdf/Research/Digital-Literacy-May23.pdf. This will be further developed in the year. We see digital literacy and the introduction of AI tools in the charity as the primary technology challenges.

There will be a planned implementation and rollout of Power BI in early 2024. This will provide data visualisation tools, initially of use in financial reporting to provide better data and informed decision making.

SJOG as well as being a service deliverer is a purchaser of goods and services. We will continue the work started in 2021 to revisit our supply chain, review our Interested Parties Register and again renew our due diligence checks which will also include environmental factors. This coming year will see a supply chain management system that will oversee all areas of our supply chain from the initial pre-assessment checks conducted with potential suppliers, to delivery tracking and annual supplier auditing to ensure we receive the best value for money within SJOG's supply chain.

EVIDENCING WHAT WE DO

The heads of operations completed 252 audits across our registered and MDSTH services in 2023. For the third year running our services have been externally assessed by CQC as 100% 'Good' with touches of 'Outstanding' across the organisation. We expect to see the ratings to continue to improve to reflect the quality of the work that takes place within services.

Every day we say, "Come in, you are most welcome."

The established Outstanding Managers Network continues to focus on improving external ratings.

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.

Workshops provided both internally and externally have supported the formulation of a new governance framework for 2024 that focuses upon evidencing impact and good practice, with services and colleagues being asked to showcase their achievements through videos, photographs and case studies at monthly audit. This will be a change in mind set to quality auditing but a more inclusive approach to quality and risk management.

The coming year will see a reaccreditation of ISO27001: Information Security, and also further accreditation for ISO14001: Environmental Management, and for ISO9001: Business Processes.

In line with ESG (Environmental, Social and Governance) reporting, we will develop the metrics we use to evidence the positive impact on the lives of the people that we are here to serve, and our impact on the environments in which we are based.

Plans for future periods

INFLUENCING OTHERS TO DO MORE GOOD

The coming year will see the launch of a partnership with Nottingham Trent University on developing tools for the charity sector to report on ESG. The project will run for 18 months, is funded by UKRI, and as well as a toolkit will create a consultancy to be of benefit to the third sector and as well as influencing others to do good, will help to measure the difference that they are making.

We will provide funding for the development of a new community resource in Wolverhampton in partnership with Good Shepherd. The pomegranate café has been an idea that was initially developed three years ago in partnership with Northumbria University. There has been a process of iteration and we have explored basis from Brighton to Middlesbrough the partnership with Good Shepherd is the right base for the project.

We will continue to build on the work on research in 2023, where eight research and policy papers produced. We took two pieces of work to the Hospitaller Order of Saint John of God European Conference on Social Inclusion in Vienna in June 2023 on 'Trauma Informed Care', and 'The Journey to Autonomy and Self-Advocacy'.

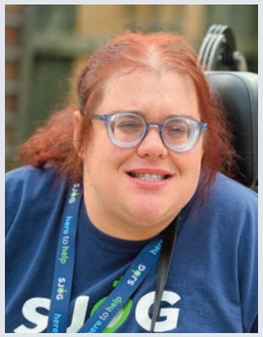
In 2023, we restructured our development and research work to focus on evidencing the work that we do. This coming year will see us develop a theory of change framework to underpin all our services and help train our colleagues on the importance of impact measurement, and we have created a new role of impact lead to drive this activity across the charity.

On 1 January 2024, SJOG started a new full management contract for a religious service in Sunderland, the Sisters of Mercy at Oaklea Convent. SJOG has been providing consultancy to the Sisters since February 2023. There are further opportunities to build on the Sisters' experience of supporting people, and the dynamism of SJOG to deliver more good to more people.



A section of the poster 'Trauma Informed Care'

PROFILE: NATALIE



NATALIE

DALBY VIEW

Natalie lives at Dalby View and contributes extensively to SJOG as an Expert by Experience.

"Working as an expert by experience makes me happy because I help staff and people. It helps everyone learn. I created and completed a presentation about co-production, and presented this in front of an audience of SJOG colleagues. I spoke about how I do things at my home, and how to support me from my eyes. This made me feel very involved. I was crying with happiness.

I would like to support the people I live with to also become involved in expert by experience, as we all have different needs and ways we see the world."

Natalie was also asked to be guest editor for the SJOG's first edition of the new hub:

> "I was involved with SJOG news hub as a guest editor. It was really interesting to see what was happening. It made me feel very happy to be involved."

95% Satisfaction

We received 475 compliments in 2023, and from our annual satisfaction survey - 95% of respondents, which included people we support, families and professionals, expressed overall satisfaction of our services in the areas of caring. safe, well-led, effective/responsive. An increase of 4% on the previous year.

I like everything about the staff and the team. **IT'S A BRILLIANT HOME.**

The staff are funny and they always make me laugh.

THE STAFF ARE ALWAYS FRIENDLY AND NOTHING IS TOO MUCH TROUBLE.

"All staff are approachable and if there are any concerns, they will listen and where possible act on any issues raised, in a caring confidential manner - thank you for all you do".

FAMILY MEMBER

The care given to the residents is excellent and I can find no fault at all with the service provided. The staff are extremely helpful and so loving to all of the residents.

They are a pleasure to work with.

I ALWAYS ENJOY VISITING THE SERVICE. I KNOW THAT WHAT I WILL FIND IS EXCEPTIONAL CARE AND TREATMENT. I CANNOT SAY THAT FOR EVERYWHERE THAT I GO.

"I WISH I HAD KNOWN ABOUT THIS SERVICE YEARS AGO AND I WOULDN'T HAVE OF WORRIED FOR YEARS ABOUT WHERE MY SON WOULD LIVE.

Management is excellent, very organised, proactive and not afraid to challenge or ask for advice or support. We always find the service clean and clutter-free.

My support worker was there for me when I needed it the most.

Having worked closely with SJOG for many years, I have always been impressed by the patience and compassion the staff show to the people we refer to them. Many with very challenging lives and equally challenging addictions.

I am very happy here

I AM VERY SATISFIED WITH THE LEVEL OF CARE AND SUPPORT MY RELATIVE RECEIVES.



A YEAR OF SUPPORTING PEOPLE

05 ESG Summary

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’ had a commitment to move to becoming a net-zero organisation, to eliminating or reducing our negative environmental impacts and maximising the benefit from positive environmental opportunities for the charity, our colleagues and for the people that we are here to support.

Our Green team have been remarkable in developing gardens across SJOG and in volunteering in environmental projects across the north of England and they will continue to be of real benefit. We had planned to develop carbon gardens in 2023 but this hasn’t happened yet, though the idea is sound, and we will look to fund this in 2024.

Work is underway to reduce food waste in our services, to donate to food banks, and through partnerships with food businesses to use good food to feed people with experience of homelessness at Olallo House.

As part of our ISO commitments pertaining to ISO 14001, we have an environmental management system in place which covers everything from Co2 emissions for employees commuting, to waste disposal. The data gathered over the course of the year will allow us to set tangible reduction targets. These initiatives are currently being trialled across selected services and will be fully rolled out by Q2 of 2024.

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, and the replacement of windows in our properties as well as renewable systems in all refurbishments and to install solar panels in suitable locations.

During 2023 we modernised our complex care scheme at Bede’s Close in Bradford, installing new windows and doors. We installed better quality loft insulation at Lindisfarne Court, Darlington, along with the installation on solar panels, to help reduce our energy costs and carbon footprint.

We also installed solar panels at Dalby View in Middlesbrough and will be evaluating the impact of the solar panels during the coming year. At Balmaclellan in Catterick, we installed a new gas boiler, improving energy efficiency and reducing our carbon footprint.



How can we be of help?” SJOG is a charity where people support people

We purchased a large property in Acklam in Middlesbrough to develop a new complex care service. The refurbishment works include the installation of solar panels, a new energy efficient boiler, low energy lighting and other efficient technologies.

It also includes behavioural changes from our colleagues and the people that we are here to support which we are supporting through brochures and a range of training, and sessions at our annual conference.

WASTE

SJOG is committed to reducing waste and aspires to sending zero waste to landfill within 2024. We are developing our understanding of the types and quantities of waste and how to track our progress. The environmental audit and research project has provided a baseline of the charity’s current impact.

Further to this we are currently trialling a system that collates our refuse data across four services, this will be fully rolled out across all services Q2 of 2024.

Social

We are an organisation that is driven by our values of Hospitality, Compassion and Respect. We say that that values on the wall are the same that you’ll see on the floor of any of our services and offices.

SJOG has developed a comprehensive package of support for our colleagues’ mental health. We have an aspiration to have mental health first aiders in every service and office across the country. We operate Brightline, a support service for colleagues, run by colleagues, and an escalation process that provides access to professional counselling.

In 2022 the organisation invested in Optime, a wellbeing service that supports our colleagues’ emotional, financial and physical wellbeing, and we continue to fund this into 2024 as well as other measures that provide all colleagues with a meal a day and funding for support with both their physical and mental health.

We’ve achieved 50% female representation on our boards and in our senior management team, and we are committed to improving the ethnic diversity representation on our Board.

In 2022, we founded a team of people displaced by the war in Ukraine to run a programme for other people displaced by the war in Ukraine. The war continues and as this programme ends, due to the withdrawal of funding by the UK Government we are helping people to access the private housing sector.

Governance

SJOG is the trading name of Saint John of God Hospitaller Services and is led and governed by a trustee board. The trustees are volunteers and give their time and experience freely.

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).

The charity is governed by its Articles of Association, which was last reviewed and revised in August 2023. 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 persons.**
- **to further the charitable purpose for the time being, of the Hospitaller Order of Saint John of God.**

SJOG abides by the Charity Governance Code, which sets the principles and recommended practice for good governance. These cover the areas of:

- **Organisational Purpose**
- **Leadership**
- **Integrity**
- **Decision-Making, Risk and Control**
- **Trustee Board Effectiveness**
- **Inclusion and Diversity**
- **Openness and Accountability**



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

ORGANISATIONAL PURPOSE

The charity's purpose is detailed in the charity's governing documents. These Articles of Association state that the charity's purpose is to meet need and to progress the aims of the Hospitaller Order of Saint John of God.

The trustees are clear on this purpose and are mindful of these in decision making.

LEADERSHIP

Trustees are both trustees of the charity and the legal directors of the company.

The trustees have complied with their duty in accordance with the Charities Act 2011 to follow the Charity Commission's guidance on the operation of public benefit.

SJOG can have up to 12 trustees on the board, each of whom serve a three-year term, after which they are eligible for re-appointment. The board met formally four times between January 2023 and December 2023, though there were also 8 committee meetings. All meetings were quorate and no member was absent for more than two meetings.

There are two committees: Finance, Audit and Risk Committee and Quality Committee.

This year the level of assurance was aided by the work of the Advisory Council which comprises people who use the services that SJOG provides.

The trustees are volunteers and bring a range of skills and experience to the charity.

The trustees delegate the day to day running of the charity and the delivery of the strategy to the Chief Executive, Chief Finance Officer, Chief Operating Officer and the Chief Development Officer as the most senior managers in the charity, and hold them to account for the performance of the charity.

INTEGRITY

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

Our trustees scrutinise the decision-making 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.

We record positive feedback as well as complaints, and declare fundraising complaints annually, though there were none in 2023.

To protect the public, the trustees decided to step away from face-to-face fundraising and consequently do not to use third party fundraisers. Donations are primarily from legacies, grant-making trusts and corporate donors. There were no breaches of the Fundraiser Regulator Code.



SJOG is supported by great volunteers with a range of professional and personal skills.

Conflicts of Interest

SJOG operates a conflict of interest policy for all trustees. Conflicts of interest are collated annually and new declarations of conflict of interest are made and recorded at the start of every formal meeting.

The trustees and executive team review all declarations in line with the Charity Commission's disqualification criteria guidelines, the accounting requirements for charities laid down in the Statement of Recommended Practice (SORP) and HMRC 'fit and proper persons'.

Saint John of God Hospitaller Services group remains the sole member of the charity.

Transparency and Trust

As a charity, it is incumbent on SJOG to demonstrate that we use our supporters' generous donations of time and money wisely. We have rigorous financial controls to ensure funds are monitored, tracked and go to the right places at the right time. These are regularly reviewed internally and externally audited annually.

Modern Slavery and Human Trafficking

As a charity directly supporting people who have been subject to modern slavery and human trafficking, SJOG is committed to ensuring modern slavery and human trafficking are not present in its supply chains. We are working with our partners and suppliers to ensure compliance with the UK Modern Slavery Act 2015.

We have introduced, and will continue to develop, processes and procedures to ensure we understand our suppliers' ethical, environmental and social practices.

Equality and Fairness

SJOG is supported by great volunteers with a range of professional and personal skills. Excluding the trustees, the charity had 7 (2022: 4) volunteers helping with our activities. Most of these volunteers contributed on a part-time basis ranging from a few hours per month to 30 hours per week. The economic value of services provided by volunteers is not recorded in the financial statements. The charity is also led by a volunteer trustee board.

SJOG employs colleagues to run and support complex services. They manage the difficult balance of making sure that they are delivering them as safely as possible whilst ensuring maximum benefit to the people that we are here to support.

SJOG undertakes a full and fair consideration of applications for employment made by disabled persons, having regard to their particular aptitudes and abilities. We arrange training for employees who have become disabled persons while employed, and also consider the training and career development and promotion of disabled persons.

Pay

SJOG's pay policy was reviewed in 2020. In reaching decisions about levels of pay, the board receives reports on the prevailing market conditions, the pay practices in other similarly sized charities, the local market, relevant external benchmarks, our future plans and past performance.

We recognise that we have a financial responsibility to our colleagues. In 2022 SJOG became a Real Living Wage organisation, and trustees reaffirmed that commitment in 2023 and for 2024.

In 2023, a 10.1% pay rise was awarded to all colleagues to meet the real challenges presented by the cost of living crisis. This was in line with the recommendation by the Resolution Foundation.



A YEAR OF LIVING OUR VALUES

ESG Summary - Governance

Gender Pay Gap

SJOG has a commitment to fairness in recruitment, pay, promotion and development. We have a requirement to report in line with the UK equality Act 2010 (gender Pay gap information) Regulations.

At December 2023 we were pleased to note that SJOG's mean gender pay gap was significantly lower than that of other organisations and is significantly smaller than the UK national average (5.99% compared to 14.3%: Office of National Statistics).

Our median gender pay gap is 9%.

We are not complacent and more work will be undertaken in the year. The details of the gender pay gap are published on the government's designated website and sjog.uk.



We have an aspiration for our colleagues to reflect the communities that they work in

Ethnicity Pay Gap

We publish our ethnicity pay gap report each year and this is in line with government regulations for calculating gender pay gaps.

The ethnicity pay gap is the average difference in hourly rate of pay between white and black, Asian and minority ethnic colleagues.

- Our 2023 median ethnicity pay gap is -6% and our mean ethnicity pay gap is -3%. It is significantly lower than our gender pay gap, and below the UK average of 2.3% (2019 – ONS).
- 27.7% of our colleagues have told us they are from a black, Asian and minority ethnic background. This is above the national average of 16% (from the 2019 census).
- 96% of colleagues provide us with their ethnicity information

We have an aspiration for our colleagues to reflect the communities that they work in, and for this to be evident across the charity, particularly in senior roles. Achieving this will have a positive impact on the ethnicity pay gap.

Pay Principles

Pay is reviewed consistently using the same approach for all colleagues, including the executive team and the chief executive. No individual performance bonuses are paid. Annual pay budgets take into account affordability, economic trends and external market pay movement and are agreed by the trustees during the setting and signing off the annual budgets.

Senior Pay Disclosure

We recognise the recommendations made following the report of the Inquiry into Charity Senior Executive Pay and guidance for trustees on Setting Remuneration by the National Council for Voluntary Organisations (NCVO). Consequently, we have provided information on the pay of the executive team.

PROFILE: JAMIE



JAMIE

RESIDENT AT SANDOWN ROAD

Jamie lives at Sandown Road and has autism and associated learning disabilities requiring support from a dedicated team 24-hours a day.

In 2023, Jamie took up walking and has achieved some remarkable results from the benefits of physical activity and being outdoors.

This was borne from the staff team taking part in a research project that explored the impact of increased physical activity on Jamie and his quality of life.

Over a period of time, Jamie built up to walking 10,000+ steps a day to support a reduction in behaviour and promote physical and emotional well-being. He has walked in some of the most beautiful parts of his local area and beyond.

The staff team has observed a fantastic impact on Jamie's quality of life – physiologically his fitness has improved and the increased structure in his day has supported his ability to cope during times that would usually be quite difficult for him. The average duration of incidents has reduced by 73% and incidents of self-injury have reduced by 29%.

The project has encouraged skill development in other areas such as partaking in activities when in the home and completing tasks like personal shopping. This has enhanced his social opportunities so much so that Jamie no longer utilises the low stimulus environment in the service and he has re-engaged with his peers in the home by accessing the communal areas for times of leisure.

ESG Summary - Governance

DECISION-MAKING, RISK AND CONTROL

We want to be successful in what we do, and that success is reliant on making good decisions and managing risk effectively.

We work with people: people with mental health issues, people who are homeless and we provide services for people who have been subject to modern day slavery. The work that we do is not without risk.

SJOG exists to facilitate changes in the lives of the people that we are here to serve, and this can only be achieved by taking positive risks to get positive outcomes. We are fully committed to ensuring that these risks are managed so that the people supported, volunteers and colleagues are as safe as possible.



Our risk management arrangements and processes therefore have to be robust, which is why we have them externally audited, accredited and certified by CHAS (Contractors Health and Safety Assessment Scheme). Further assurance comes from our international standards ISO27001 Information Security, ISO14001 Environmental Management and ISO9001 Business Processes. We have created a new role of head of ISO, to strengthen our systems around decision making, risk and control.

Our key risks are contained within the risk register that is reviewed at each board meeting. The board also receives reports on our quality assurance systems and with the implementation of Access integrated software, better information has reduced the risk in services and has resulted in a demonstrable improvement in externally regulated quality ratings.

Finance oversight

The trustees are responsible for safeguarding the assets of the charity and the group. This is enabled through SJOG's financial policies and procedures. Compliance with these policies and procedures is mandatory for all employees, honorary officials and volunteers of SJOG.

The board delegates the implementation of that strategy and the day-to-day management of SJOG to the chief executive, the executive team and through it to individual budget holders following a detailed scheme of delegation that approves specified levels of expenditure.

Supporting people to live the lives they choose

We want to be successful in what we do, and that success is reliant on making good decisions and managing risk effectively.

Each year budget holders put together a costed plan to deliver on the strategic aims of the charity. The plans are aggregated into departmental and then an organisational business plan.

The trustees approve both the business plan and the detailed annual budget, which defines specific projects and detailed departmental plans for the next financial year.

The finance department is also involved in any major project or programme work, providing the necessary support to ensure the right financial decisions are made and on providing the necessary management reports to inform in year decision making.

Financial reporting

There are two elements to financial reporting: reporting on annual report and accounts, and monthly accounts. The monthly accounts and associated reports are of sufficient detail to allow the executive team to make ongoing financial decisions.

Finance, Audit and Risk

The Finance, Audit and Risk Committee is a standing committee of the trustee board and has delegated authority to act on behalf of the board in relation to the matters set out in its terms of reference. The Committee is chaired by a trustee with significant senior leadership and management expertise.

The Committee's main duties are to:

- review and challenge the work of the executive team and of the auditors;
- provide the trustee board with an independent and unbiased view of the effectiveness and appropriateness of the financial reporting, internal controls, risk management, and regulatory compliance procedures of SJOG.

Financial Risk

The most significant financial risks for SJOG are income uncertainty and the ability to operate services within the staffing budgets.

SJOG reviews its financial plans on a regular basis and manages these significant risks accordingly through income pipelines, budgetary control, programme management and capital planning.

Income uncertainty has reduced significantly within the year and there has been a real focus on negotiating a fair rate for the care provided. This has led to a significant improvement in like for like income.

External Audit

External auditors review SJOG's annual financial statements and give an opinion on them. The board approves the appointment, remuneration, re-appointment and removal of the external auditors in relation to statutory audit arrangements.

Risk Management

Effective risk management is also key to successfully delivering our strategy and developing SJOG for a sustainable future. We are now making better use of our risk data to help shape and prioritise SJOG's future delivery of programmes and projects, providing a sharper focus on those things that present the greatest threats, and opportunities.

Work is in train to achieve accreditation on ISO9001 Business Processes, and ISO14001 Environmental Systems to add to the accreditation that we already hold ISO27001 Information Security. Better systems, better monitoring and measurement, and both internal and external audit systems help to ensure a robust risk management system throughout the charity.



A YEAR OF PARTNERSHIPS

Health and Safety risks

We are fully committed to looking after our people and anyone who could be affected by our actions. To do this:

- Our safety management system ensures health and safety is an integral part of how we work.
- Health and safety training is mandatory for all colleagues and is supported by an ongoing programme of internal awareness campaigns.
- Operational policies and procedures have all been reviewed in the year to ensure compliance with high standards.
- We continue to provide sufficient resources to support the implementation and assurance of policies.

Information risks

We've continued to improve information security management in the year so that we can protect all information assets.

This includes security which can be applied through technology but perhaps more crucially the behaviour of the people who manage information. Our processes have received accreditation through the international standard for information management IS27001.

We have continued to improve our IT security this year, improving the defensiveness of our IT systems from unauthorised access or misuse.

The process of review and improvement as we prepared ourselves for ISO27001 strengthened our information governance framework and continues to improve our management of associated risks.

People risks

We are a charity of people supporting people. The challenge of recruiting colleagues has led to the improvement in pay and non-pay rewards, which form part of the LOVED (Living Our Values Every Day) programme.

We recognise that people have a choice about where they work and we have improved the information about the work that we do, and that we are a great place to work. Our annual survey, focus groups and the annual conference have confirmed that our colleagues love working at SJOG, and we continue to benefit from their membership in our community. Recruitment risks are reduced and retention is much improved, but there is still more work to do on reducing the number of people who leave in the first year. Work on recruitment and induction is being undertaken in the charity.

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.

PROFILE: NICOLA



NICOLA

THE OLD VICARAGE

Nicola is pivotal to the implementation of an Autism Quality of Life Measurement Tool in her service.

She has supported amazing outcomes for the people we support who have a diagnosis of autism and complex needs.

The Old Vicarage opened in 2022 and is thriving in quality and practice, supporting four young men to transition effectively and shape their aspirations for the future.

Nicola has explored innovative methods of promoting communication/interaction through technology and has embedded capable environments with choice and community inclusion at the heart of her leadership. Her positivity stimulates the team around her to consistently promote creative ideas to how they care for the people in the service and evidence of this is shared with all who have interest in the home through photographs/videos and monthly family newsletters.

> "Nicola has been pivotal in the implementation of an Autism Quality of Life Measurement Tool and in some of the remarkable outcomes for the people we support."

Quality and Compliance

We provide care and support to people. We are heavily regulated and we are committed to delivering a service that is exceptional, to reflect the value of each and every person that we work with. Our new quality framework has delivered 'good' and 'outstanding' ratings across all of services by our external regulators.

Pandemic risks

Whilst the impact of Covid has abated somewhat, the risk from pandemics has not gone away.

Our Business Continuity Plans (BCP) worked effectively and have continued to evolve.

We benefit from the strength of our core services that are funded through statutory authorities and we envisage that this funding will continue. Fundraising remains a small but important part of our income.

As staffing is the single biggest area of expenditure for the charity, levels of sickness for our colleagues are closely monitored. The trustees have reviewed detailed forecasts and cash flows for the next twelve months which provide assurance that going concern is not an issue for the charity.

Detailed financial reporting is reviewed monthly by the executive management team and quarterly by the board. Income and costs are continually monitored.

We have great people, and have continued to grow services thanks to our colleagues' desire to be of more help to more people. Our colleagues have been fantastic, and we are working hard to keep them safe, and to support them so that they can continue to support others. The work that has been undertaken in the past years, supporting our colleagues better, ensuring that the charity is financially sustainable, building partnerships and investing in IT, all improves our preparedness for future pandemics.

TRUSTEE BOARD EFFECTIVENESS

Trustee recruitment is underway using an external organisation to ensure an open process. We have worked with this external organisation before, and previous rounds have delivered a gender balance on the board. Whilst the board better reflects the communities that we work in, there is more to do. Due to the retirement of current trustees, it is envisaged that new trustees will join the board in 2024, and recruitment will focus on strengthening areas of need for the charity as identified in the trustees skills audit.

Independence of thought

SJOG ensures that it can demonstrate that any decision or action is aligned with the delivery of our charitable aims and there is no personal or individual bias. All trustee board decisions are recorded in a decision log at the end of each meeting's minutes. These are reviewed at the following board meetings.

Length of service

Trustee board members serve a three-year term and may be reappointed for up to a further two terms. We aim to match the skills on the board to our strategic goals and business plan needs as well, and the use of the institute of Directors' framework focusing on skills, knowledge and mindset.

ESG Summary - Governance

Board Meetings

The trustee board meets formally at least four times a year. We have a list of standing agenda items covering strategy, performance, risk and compliance matters.

Whilst the chief executive and executive team are present at the trustee board meetings, they do not have any voting rights. Decisions lie with the trustees.

Once a year, trustees and the executive team meet to discuss the strategic opportunities and risks we may face in the future.

Trustee Board Skills and Knowledge

For the trustees appointed in the year, the induction process created in 2020 was again used to provide formation on the history of the charity, the Hospitaller Order and the life of Saint John of God. The induction covers governance, and the trustees' role requirements, core responsibilities, as well as the strategy, performance and structures within the charity.

Trustees are briefed throughout the year on changes to regulation and standards throughout the year as part of the board meeting papers. Examples of this include our review and implementation of information governance arrangements and the trustees' new roles with regards to ISO27001 accreditation.

INCLUSION AND DIVERSITY

Gender balance

Historically the board has been made up of Brothers from the Hospitaller Order of Saint John of God. This has meant that the board has been exclusively male, though there has been an opening up to people who are not Brothers of the Order.

Due to reviews and progress made over the past three years, there are five women and five men on the board. Emma Gibbons became Chair of Trustees of SJOG in December 2020 taking over from Brother Donatus Forkan.

Across the charity 82% of colleagues identify as female.



Our values encourage us to be compassionate, strive for justice and **respect each other**

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 of people that we are here to serve was created in 2020. The initial plan was that they would meet in the weeks before the board meeting to review the agenda and papers and offer their comments on matters going to the board, so that their voices can be heard when trustees come to make decisions.

The Advisory Council have however decided to take a different path and instead have started a process of review of policies and practices within the charity, and have created a People's Charter. This forms the underpinning of our new strategy People, Potential and Partnerships

In time 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.

The Advisory Council have produced films to inform colleagues and trustees, spoke at the organisation's conference, and continue to be a presence in their communities around issues such as transport and accessibility for disabled people.

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, particularly in senior roles. Whilst our ethnicity pay gap is better than the national average we strive to be better and work continues on engaging our colleagues. A colleague engagement lead was recruited in 2023 to progress this, and initial focus groups will be followed by visits by the EMT to every service in the UK to further engage our colleagues.

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, and hope that with their support and engagement we can deliver on our purpose providing real public benefit.

Each year we openly share our work and the progress we have made in our annual report, in an annual review and we publish our research papers and publications on our charity website and in other public communications.

THE PEOPLE'S CHARTER STATES:

1. You must be happy to work with me and smile
2. Understand me and my needs
3. Respect me and my belongings
4. Support my privacy
5. Take time to get to know me
6. You must have a good sense of humour & be patient
7. Don't bring problems to work – bring solutions!
8. Listen and value everyone
9. Less paperwork and more time with me
10. Ask if I am OK – I will let you know
11. Understand my health needs
12. Advocate with me not for me

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



Raising concerns

There are lots of ways for SJOG people to flag a concern, from starting with a simple conversation with a colleague and, if necessary, chatting to a line manager, through to using the services of the grievance or whistle blowing process.

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.

We had hoped to establish a Colleagues' Council in 2023 to fulfil a similar role to the work of the advisory council, but this work will now be driven forward by the colleague engagement lead with the first piece of work being a wellbeing charter for our colleagues.

The work of the advisory council provides a further level of assurance.

Safeguarding

SJOG's safeguarding policy was rewritten and strengthened in 2019 and reviewed in 2021 and 2023. This and the code of conduct apply across the whole organisation and are supported by a range of policies and procedures to reduce the risk of harm to beneficiaries, supporters, colleagues and volunteers.

We work with some of the most vulnerable adults and families, and all of our colleagues are therefore trained in safeguarding. In 2021 we introduced e-learning modules around safeguarding to supplement the face-to-face training that is already in place. The e-learning provides an auditable record of knowledge and competence in safeguarding and is mandatory across the charity.

We have reviewed and strengthened the reporting lines, and improved reporting mechanisms, ensuring that we notify and work with statutory partners. We work closely with partner organisations to help ensure that children, vulnerable adults and their families receive appropriate community support.

Feedback

We continue to record and report on complaints and compliments we receive, and we review this information in reports to the trustee board and the two committees. Our focus in 2024 will be on further developing the work undertaken in previous years and the introduction of data visualisation and AI tools will improve our trend analysis to target areas for improvement.

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR AN INCORPORATED CHARITY

The trustees (who are also directors of Saint John of God Hospitaller Services for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Statement of Disclosure to Auditor

In so far as the tristees are aware at the time of approving our Trustees' Report:

- There is no relevant information, being information needed by the auditor in connection with preparing theirreport, of which the charity's auditor is unaware, and
- The trustees, having made enquiries of fellow directors and the charity's auditor that they ought to haveindividually taken, have each taken all steps that he/she is obliged to take as a director in order to makethemselves aware of any relevant audit information and to establish that the auditor is aware of thatinformation.

RSM UK Audit LLP has indicated their willingness to continue as auditor.

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the income and expenditure, of the charitable group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departuresdisclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevantaudit information and to establish that the auditors are aware of that information.

The Trustees' Report has been approved by order of the Board of Trustees.

Approved by the trustees on:
5 June 2024



Emma Gibbons
Chair of Trustees

Independent Auditor's Report

TO THE MEMBERS OF SAINT JOHN OF GOD HOSPITALLER SERVICES

Opinion

We have audited the financial statements of Saint John of God Hospitaller Services (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 December 2023 which comprise the Consolidated Statement of Financial Activities including income and expenditure, the Charity Balance Sheet, the Consolidated Balance Sheet, the Statement of Consolidated Cashflows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 December 2023 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.



Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated.

If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report and the Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report and the Strategic Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report or the Strategic Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out in the Trustees report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the group audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory frameworks that the group and parent charitable company operates in and how the group and parent charitable company are complying with the legal and regulatory frameworks;
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, Charities SORP (FRS 102), Companies Act 2006, Charities Act 2011, and the parent charitable company's governing document. We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing the financial statements including the Trustees' Report, and remaining alert to new or unusual transactions which may not be in accordance with the governing documents.

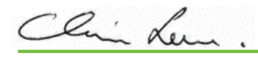
The most significant laws and regulations that have an indirect impact on the financial statements are those in relation to the Care Act 2014 and the Data Protection Act 2018. We performed audit procedures to inquire of management whether the group is in compliance with these law and regulations and inspected correspondence with regulatory authorities where appropriate.

The group audit engagement team identified the risk of management override of controls and cut off of revenue recognition as the areas where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed in relation to management override of controls included but were not limited to testing manual journal entries and other adjustments, evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business, challenging judgments and estimates. Audit procedures performed in relation to cut off of revenue recognition included but was not limited to verification to third party supporting documentation, and analytical review of income based on supporting documentation, and reviewing income transactions around the year end to consider if it has been recorded in the correct period.

A further description of our responsibilities for the audit of the financial statements is provided on the Financial Reporting Council's website at **http://www.frc.org.uk/auditorsresponsibilities**. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Claire Leece
(Senior Statutory Auditor)

For and on behalf of RSM UK Audit LLP,
Statutory Auditor

Chartered Accountants
1 St. James' Gate
Newcastle upon Tyne
United Kingdom
NE1 4AD

Dated: 5 June 2024

Consolidated Statement of Financial Activities Including Income and Expenditure Account

FOR THE YEAR ENDED 31 DECEMBER 2023

	Notes	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2023 £'000	TOTAL 2022 £'000
Income and endowments from:					
Donations and legacies	3	324	521	845	470
Charitable activities	4	23,500	4,287	27,787	23,275
Other trading activities	5	60		60	57
Investments	6	47		47	7
Other income	7	156		156	102
Total income		**24,087**	**4,808**	**28,895**	**23,911**
Expenditure on:					
Raising funds	8	388	27	415	397
Other costs	8	5	14	19	26
Charitable activities	9	22,275	4,715	26,990	22,187
Other finance costs		33		33	5
Total expenditure		**22,701**	**4,756**	**27,457**	**22,615**
Net income		1,386	52	1,438	1,296
Transfers between funds		(48)	48		
Net movement in funds		1,338	100	1,438	1,296
Total funds brought forward		5,052	1,992	7,044	5,748
Total funds carried forward		**6,390**	**2,092**	**8,482**	**7,044**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Charity Balance Sheet

AS AT 31 DECEMBER 2023

	Notes	2023 £'000	2023 £'000	2022 £'000	2022 £'000
Fixed assets					
Intangible assets	13		107		113
Tangible assets	14		3,594		2,868
			3,701		**2,981**
Current assets					
Debtors	15	3,023		2,610	
Cash at bank and in hand		2,759		2,813	
		5,782		**5,423**	
Creditors: amounts falling due within one year	16	(1,200)		(1,814)	
Net current assets			4,582		3,609
Total assets less current liabilities			8,283		6,590
Creditors: amounts falling due after more than one year	17		(569)		(302)
Net assets			7,714		6,288
Income funds					
Restricted funds	20		1,972		1,841
Unrestricted funds			5,742		4,447
			7,714		**6,288**

As permitted by section 408 of the Companies Act 2006, the statement of financial activities of the parent company is not presented as part of these accounts. The parent company's net income and the net movement in funds for the financial year amounted to a surplus of £1,426k (2022: £1,236k) .

The financial statements were approved by the Trustees on 5 June 2024

E Gibbons
Chair of Trustees

Consolidated Balance Sheet

AS AT 31 DECEMBER 2023

	Notes	2023 £'000	2023 £'000	2022 £'000	2022 £'000
Fixed assets					
Intangible assets	13		107		113
Tangible assets	14		4,174		3,476
			4,281		**3,589**
Current assets					
Debtors	15	3,093		2,676	
Cash at bank and in hand		3,133		3,172	
		6,226		**5,848**	
Creditors: amounts falling due within one year	16	(1,301)		(1,937)	
Net current assets			4,925		3,911
Total assets less current liabilities			9,206		7,500
Creditors: amounts falling due after more than one year	17		(724)		(456)
Net assets			8,482		7,044
Income funds					
Restricted funds	20		2,092		1,992
Unrestricted funds			6,390		5,052
			8,482		**7,044**

The financial statements were approved by the Trustees on 5 June 2024

E Gibbons
Chair of Trustees

Statement of Consolidated Cash Flows

FOR THE YEAR ENDED 31 DECEMBER 2023

	Notes	2023 £'000	2023 £'000	2022 £'000	2022 £'000
Cash flows from operating activities					
Cash generated from operations	22		614		701
Interest paid			(33)		(5)
Investing activities					
Purchase of intangible assets		(47)		(14)	
Purchase of tangible fixed assets		(839)		(653)	
Proceeds on disposal of tangible assets		4		-	
Net cash (used in) investing activities			(882)		(667)
Financing activities					
New finance		300		-	
Loan repayments		(38)		(22)	
Net cash from/ (used in) financing activities			262		(22)
Net (decrease)/ increase in cash and cash			(39)		7
Cash and cash equivalents at beginning of year			3,172		3,165
Cash and cash equivalents at end of year			**3,133**		**3,172**

Notes to the Financial Statements

FOR THE YEAR ENDED 31 DECEMBER 2023

1. ACCOUNTING POLICIES

Charity information

Saint John of God Hospitaller Services is a charitable company (incorporated in England and Wales) limited by guarantee and has no share capital.

The registered office is
Suite 1-3 Yarn, Lingfield Point, Darlington, County Durham, DL1 1RW.

Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £'000.

Basis of consolidation

The consolidated financial statements incorporate those of the Company, Saint John of God Hospitaller Services, and Good Shepherd Services (the charity for which it is the "sole" member).

All financial statements are made up to 31 December 2023. Where necessary, adjustments are made to the financial statements the subsidiary to bring the accounting policies used into line with those used by other members of the group.

All intra-group transactions, balances, and unrealised gains on transactions between group companies are eliminated on consolidation. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the asset transferred.

Going concern

The trustees have examined the appropriateness of preparing the financial statements on the going concern basis. Cash generation has increased in the year and cash balances remain positive at the year end and with no utilisation of the overdraft facility at the year-end. They have considered the statement of financial activities, balance sheet and cash flow forecast for a period in excess of twelve months from the date of approval of these accounts and having regard to the projected cash requirements of the charity, the trustees believe it Is wholly appropriate to continue to prepare the financial statements on a going concern basis.

Charitable funds

The charity's unrestricted funds consist of funds that the charity may use for its charitable objectives at the trustee's discretion.

The trustees of the charity may put aside part of the accumulated funds to meet specific future expenditure. As a general principle, these funds were given or raised with projects in mind, but their use is not restricted. The trustees take the view that use of such funds should be designated.

Any income given to the company for a specific purpose has been separately identified so as to ensure that it is spent as the donor dictated.

Incoming resources

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably. Income includes:-

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Donations are recognised when receivable.

Charitable activities

Grant income: Grant income is recognised when the charity is entitled to receipt.

Religious management services: Income is recognised when the service has been delivered.

Accommodation and support and Specialist Housing Support: Are recognised when the services are delivered or the beds / housing vacancies are occupied or agreed funded voids have crystallised.

Modern day slavery: Income is recognised when the service has been delivered.

Raising funds

Consultancy income: Is recognised when the services have been completed and invoiced.

Community Centre income: All such income is accounted for on completion of the relevant facility usage.

Interest and investment income

Investment income is accounted for on an accruals basis.

Donated services

Income is recognised for donated rent at the market rate with a corresponding cost recorded within expenditure. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. Refer to the Trustees' Annual Report for more information about their contribution.

Donated services and gifts in kind

Gifts in kind, being the gift of a fixed asset, are measured at fair value, unless it is impractical to measure this reliably, in which case the cost of the item to the donor should be used. The gain is recognised as income from donations and a corresponding amount is included in the appropriate fixed asset category and depreciated over the useful economic life in accordance with the charity's accounting policies.

Other income

Other income is recognised when the charity is entitled to receipt.

Resources expended

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the charity to the expenditure. Expenditure is accounted for on an accruals basis. Irrecoverable VAT is included with the expenses items to which it relates. Resources expended comprise:-

Raising funds
These include salaries and directly attributable overheads.

Charitable activities
Includes all direct salaries and other costs incurred in delivering the charity's charitable activity of delivering care services, together with the costs directly associated with the governance of the charity, including legal and regulatory compliance and strategic planning and also an appropriate proportion of the central and regional support costs of the organisation.

Other
Consultancy costs included the related salary costs.

Support costs
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These represent direct finance, human resources, IT and property service costs incurred by the organisation in carrying out its activities.
Allocations of support costs are based on a pro rata of direct expenditure for different activities.

1. ACCOUNTING POLICIES
(Continued)

Intangible fixed assets other than goodwill

Intangible assets are initially recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses. Intangible assets are amortised at their expected useful economic lives on a straight line basis as follows:

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software - 5 years

Tangible fixed assets

Tangible fixed assets are initially measured at cost, or in cases where fixed assets have been donated to the Saint John of God Hospitaller Services, at valuation at the time of acquisition. The charity's policy is to capitalise items where they are considered to be fixed, desirable and valuable; this includes, but not exclusively, white goods and IT equipment below the individual or collective value of £1,000.

Freehold land and assets in the course of construction are not depreciated.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings
Term of the lease

Freehold property
4 – 25 years

Fixtures and fittings
3 to 10 years

Motor vehicles
4- 8 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset,and is recognised in net income/(expenditure) for the year.

Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Intangible assets with indefinite useful lives and intangible assets not yet available for use are tested for impairment annually, and whenever there is an indication that the asset may be impaired.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial instruments

The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include trade debtors, other debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including trade creditors, other creditors, accruals and deferred income are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Reduced Disclosure Options

In accordance with FRS 102, the charity has taken advantage of the exemptions from the following disclosure requirements;

Section 7 ‘Statement of Cash Flows’ – Presentation of a Statement of Cash Flow and related notes and disclosures (in relation to the charity’s own statement of cash flows – a consolidated statement of cash flows is presented in these financial statements).

Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee’s services are received.

Termination benefits
As a charity we may be committed, by legislation, by contractual or other agreements with employees or their representatives or by a constructive obligation based on business practice, custom or a desire to act equitably, to make payments (or provide other benefits) to employees when it terminates their employment. Such payments are termination benefits.

Termination benefits are employee benefits payable as a result of either:

- an entity's decision to terminate an employee's employment before the normal retirement date; or
- or an employee's decision to accept voluntary redundancy in exchange for those benefits.

Retirement benefits
The company makes available a contributory money purchase scheme which all employees can join. This is administered by Scottish Equitable and each person has their own independent pension policy. The charge for the year represents contributions payable in the year.

2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

In the application of the charity’s accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Donated fixed assets

Where the donated good is a fixed asset, it is measured at fair value, unless it is impractical to measure this reliably in which case the cost of the item to the donor is used. The gain is recognised as income from donations and a corresponding amount is included in the appropriate fixed asset category and depreciated over the useful economic life in accordance with the charities accounting policies.

3. DONATIONS AND LEGACIES

	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2023 £'000	TOTAL 2022 £'000
Donations and gifts				
Other	199	521	720	470
Legacy	125	-	125	-
	324	**521**	**845**	**470**
For the year ended 31 December 2022				
Other	93	377		470
	93	**377**		**470**

4. CHARITABLE ACTIVITIES

	Accommodation and support £'000	Specialist Housing Support £'000	Religious Management Services £'000	Good Shepherd £'000	TOTAL 2023 £'000	TOTAL 2022 £'000
Charitable activities	9,791	13,777	3,448	771	27,787	23,275
Analysis by fund						
Unrestricted funds	9,406	13,747	-	347	23,500	
Restricted funds	385	30	3,448	424	4,287	
	9,791	**13,777**	**3,448**	**771**	**27,787**	
For the year ended 31 December 2022						
Unrestricted funds	8,039	10,843	-	501		19,383
Restricted funds	370	42	3,417	63		3,892
	8,409	**10,885**	**3,417**	**564**		**23,275**

5. OTHER TRADING ACTIVITIES

	2023 £'000	2022 £'000
Trading income	60	57
	60	**57**

6. INVESTMENTS

	2023 £'000	2022 £'000
Bank interest	47	7

7. OTHER INCOME

	2023 £'000	2022 £'000
Other income	156	102
	156	**102**

8. RAISING FUNDS AND OTHER COSTS

	2023 £'000	2022 £'000
Direct costs	154	184
Staff costs	261	213
	415	**397**
Other costs		
Direct costs	4	8
Depreciation and impairment	15	18
	19	26
	434	**423**
Restricted funds	41	10
Unrestricted fund	393	413
Total	**434**	**423**

9. CHARITABLE ACTIVITIES

	Accommodation and Support	Specialist Housing Support	Religious Management Services	Good Shepherd Care Services	TOTAL 2023	TOTAL 2022
	£'000	£'000	£'000	£'000	£'000	£'000
Staff costs	6,334	5,480	2,828	424	15,066	11,101
Depreciation and impairment	157	227	3	15	402	367
Activities directly undertaken	2,049	5,161	316	515	8,041	7,057
	8,540	**10,868**	**3,147**	**954**	**23,509**	**18,525**
Share of support costs (see note 10)	1,250	1,760	441	-	3,451	3,634
Share of governance costs (see note 10)	11	15	4	-	30	28
	9,801	**12,643**	**3,592**	**954**	**26,990**	**22,187**
Analysis by fund						
Unrestricted funds	9,371	12,400	-	504	22,275	
Restricted funds	430	243	3,592	450	4,715	
	9,801	**12,643**	**3,592**	**954**	**26,990**	
For the year ended 31 December 2022						
Unrestricted funds	8,103	9,599	7	292		18,001
Restricted funds	265	150	3,309	462		4,186
	8,368	**9,749**	**3,316**	**754**		**22,187**

10. SUPPORT COSTS

	Support costs	Governance costs	2023	2022	Basis of allocation
	£'000	£'000	£'000	£'000	
Staff costs	2,389	-	2,389	2,630	
Depreciation and amortisation	112	-	112	79	
Legal and professional	21	-	21	33	Specific allocation
IT	234	-	234	254	Specific allocation
Finance	167	-	167	180	Specific allocation
Property	94	-	94	115	Specific allocation
Exec office	294	-	294	187	Specific allocation
HR	95	-	95	74	Specific allocation
Admin	45	-	45	82	Specific allocation
Audit fees	-	30	30	28	Governance
	3,451	**30**	**3,481**	**3,662**	

Support costs have been allocated to the different charitable activities on the basis of the income received for each activity. This is on the basis that it provides the fairest reflection of where the support is given.

Governance costs includes payments to the auditors of £30,000 (2022 - £28,000) for audit and assurance fees.

11. NET MOVEMENT IN FUNDS

	2023	2022
	£'000	£'000
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	27	24
Assurance services	6	4
Depreciation of owned tangible fixed assets	477	414
Amortisation of intangible assets	53	52
Loss on disposal of tangible assets	10	-
Operating lease charges - land and buildings	1,333	949

12. EMPLOYEES

Number of employees
The average monthly number of employees during the year was:

	2023 Number	2022 Number
Medical, Nursing and Allied Professions	7	8
Managers, Support Workers and Ancillary Staff	582	489
Executive	5	4
Managers and Other Staff	51	32
	645	**533**

	2023 £'000	2022 £'000
Employment costs		
Wages and salaries	15,094	11,595
Social security costs	1,236	1,011
Other pension costs	359	289
Other staff costs	943	1,030
Restructuring costs	85	19
	17,717	**13,944**

Included in staff restructuring costs are 8 (2022: 1) terminations payments totalling £84,655 (2022: £19,027). All of the payments were made during the year so that there were £nil outstanding at the year end (2022: £nil) amounts totalling £45,255 were contractual and £39,400 were non contractual.

The key management personnel of the charity comprise the Trustees and the key management team. Total employee benefits for the key management personnel were £484,316 (2022: £456,338).

The number of employees whose annual remuneration was £60,000 or more were:

	2023 Number	2022 Number
£60,000 - £69,999	8	1
£70,000 - £79,999	1	1
£90,000 - £99,999	1	2
£100,000 - £109,999	1	-
£130,000 - £139,999	-	1
£140,000 - £149,999	1	-

In the year, there were 11 employees (2022: 5) earning in excess of £60,000 per annum who participated in the defined contribution pension scheme (see note 25). Contributions of £25,923 were made in relation to these individuals during the year (2022: £13,394).

No trustee received any remuneration (2022: nil). Expenses were paid to 5 (2022: 1) trustees totalling £1,250 for travel and subsistence (2021: £168).

Excluding the volunteer trustees, the charity had 7 (2022: 4) volunteers helping with our activities. Most of these volunteers contributed on a part-time basis ranging from a few hours per month to 30 hours per week.

13. INTANGIBLE FIXED ASSETS

	Software £'000
Group and charity	
Cost	
At 1 January 2023	265
Additions	47
At 31 December 2023	312
Amortisation and impairment	
At 1 January 2023	152
Amortisation charged for the year	53
At 31 December 2023	205
Carrying amount	
At 31 December 2023	107
At 31 December 2022	113

14. TANGIBLE FIXED ASSETS CHARITY

	Leasehold land and buildings £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
Cost				
At 1 January 2023	3,459	1,287	146	4,892
Additions	973	190	17	1,180
Disposals	(8)	(13)	(6)	(27)
At 31 December 2023	**4,424**	**1,464**	**157**	**6,045**
Depreciation and impairment				
At 1 January 2023	1,119	838	67	2,024
Depreciation charged in the year	217	206	17	440
Eliminated in respect of disposals	(4)	(6)	(3)	(13)
At 31 December 2023	**1,332**	**1,038**	**81**	**2,451**
Carrying amount				
At 31 December 2023	**3,092**	**426**	**76**	**3,594**
At 31 December 2022	**2,340**	**449**	**79**	**2,868**

14. TANGIBLE FIXED ASSETS GROUP

	Leasehold land and buildings £'000	Freehold property £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
Cost					
At 1 January 2023	3,459	600	1,323	146	5,528
Additions	973	-	199	17	1,189
Disposals	(8)	-	(13)	(6)	(27)
At 31 December 2023	**4,424**	**600**	**1,509**	**157**	**6,690**
Depreciation and impairment					
At 1 January 2023	1,119	5	861	67	2,052
Depreciation charged in the year	217	12	231	17	477
Eliminated on disposal	(4)	-	(6)	(3)	(13)
At 31 December 2023	**1,332**	**17**	**1,086**	**81**	**2,516**
Carrying amount					
At 31 December 2023	**3,092**	**583**	**423**	**76**	**4,174**
At 31 December 2022	**2,340**	**595**	**462**	**79**	**3,476**

15. DEBTORS

	Group 2023 £'000	Charity 2023 £'000	Group 2022 £'000	Charity 2022 £'000
Amounts falling due within one year:				
Trade debtors	2,143	2,090	1,971	1,905
Other debtors	27	27	33	33
Prepayments and accrued income	923	906	672	672
	3,093	**3,023**	**2,676**	**2,610**

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group 2023 £'000	Charity 2023 £'000	Group 2022 £'000	Charity 2022 £'000
Borrowings	23	23	49	14
Trade creditors	246	245	158	158
Other taxation and social security	311	311	258	258
Deferred income	175	97	462	387
Other creditors	137	122	378	365
Accruals	409	402	632	632
	1,301	**1,200**	**1,937**	**1,814**

17. CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR

	Group 2023 £'000	Charity 2023 £'000	Group 2022 £'000	Charity 2022 £'000
Borrowings	724	569	456	302
	724	569	456	302

18. DEFERRED INCOME

	Group 2023 £'000	Charity 2023 £'000	Group 2022 £'000	Charity 2022 £'000
Balances at 1 January	462	387	638	612
Released from previous years	(397)	(322)	(502)	(476)
Resources deferred during the year	110	32	326	251
Balances at 31 December	**175**	**97**	**462**	**387**

Deferred income relates to income charged for services in advance of the accounting period.

19. BORROWINGS

	Group 2023 £'000	Charity 2023 £'000	Group 2022 £'000	Charity 2022 £'000
Other loans	747	592	505	316
Payable within one year	23	23	49	14
Payable after one year	724	569	456	302

The charity has two mortgages:

- The first has £302k (2022: £316k) outstanding and bears interest at 3.27% above base rate, the final payment is due in September 2026.
- The second has £290k (2022: nil) outstanding and bears interest at 3.27% above base rate, the final repayment is due in August 2028.

Both of the buildings are secured by way of a fixed charge against specific properties held in land and buildings.

The group has a consolidated loan of £155,000 (2022: £190,000) from the Hospitaller Order of Saint John of God. This loan is interest free and has no fixed repayment date.

20. FUNDS CHARITY

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

Movement in funds

	Balance at 1 Jan 2023 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2023 £'000
Unrestricted funds					
Accumulated fund	4,447	23,542	(22,195)	(52)	5,742
	4,447	**23,542**	**(22,195)**	**(52)**	**5,742**
Restricted funds					
Religious management services	-	3,449	(3,584)	135	-
Rockliffe Property Purchase	606	-	(26)	-	580
Terry Yorath House refurbishment	191	-	(30)	-	161
LFCT Service donation	300	-	-	-	300
Olallo refurbishment	282	-	(42)	-	240
Lottery - Magic Bus	86	-	(12)	-	74
Homes for Ukraine	195	326	(309)	(83)	129
Yew Tree	-	350	-	-	350
Other restricted funds	181	260	(303)	-	138
	1,841	4,385	(4,306)	52	1,972
	6,288	**27,927**	**(26,501)**	**-**	**7,714**

20. FUNDS GROUP

Movement in funds

	Balance at 1 Jan 2023 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2023 £'000
Unrestricted funds					
Accumulated fund	4,927	24,087	(22,701)	(48)	6,265
Designated fund	125	-	-	-	125
	5,052	**24,087**	**(22,701)**	**(48)**	**6,390**
Restricted funds					
Religious management services	-	3,449	(3,584)	135	-
Rockliffe Property Purchase	606	-	(26)	-	580
Terry Yorath House refurbishment	191	-	(30)	-	161
LFCT Service donation	300	-	-	-	300
Olallo refurbishment	282	-	(42)	-	240
Lottery – Magic Bus	86	-	(12)	-	74
Homes for Ukraine	195	326	(309)	(83)	129
Yew Tree	-	350	-	-	350
Capital grants	54	-	-	-	54
Grants and contracts statutory grants	53	-	-	-	53
Client welfare	8	324	(321)	(4)	7
Other restricted funds	217	359	(432)	-	144
	1,992	**4,808**	**(4,756)**	**48**	**2,092**
	7,044	**28,895**	**(27,457)**	**-**	**8,482**

20. FUNDS (CONTINUED)

The restricted funds represent segregation of monies held for where the fund provider has specified particular purposes for which the funds are to go, so as to ensure that they are spent as the donor specified. The funds entitled 'Religious management services' are funds given by specific religious orders in relation to homes managed by Saint John of God Hospitaller Services, to pay for the upkeep of their respective care homes which remained unspent at the period end and will be used in care provision in the coming years.

The Terry Yorath House Refurbishment Fund relates to funding received from Leeds City Council to update and improve the building.

The Olallo refurbishment Fund relates to funds raised to restore and improve the building in Euston following a significant flood.

The Lottery - Magic Bus Fund represents funds provided to build a mobile sensory bus.

The TSA - COVID support fund represents support for IT equipment and additional cleaning costs due to Covid 19.

The Order Convertible Donation represents relates to funding received from the Hospitaller Order of Saint John of God to assist with building development and improvement costs at Woodhall Community Centre and Enfield.

Rockliffe Property Purchase - The Rockliffe fund relates to property donated by the Order of St John of God for the purpose of providing services.

LFCT donations - SJOG have received a number of donations from families over prior years which are restricted to the services provided at Lindisfarne Court.

Homes for Ukraine - SJOG received funding from the Albert Gubay Foundation to deliver a project supporting people displaced by the war in Ukraine to settle in the UK on the Governments Homes for Ukraine scheme. A related but separate project was funded by the Department for Levelling Up Housing and Communities to support people to access the Homes for Ukraine scheme and facilitate rematching between guests and hosts.

Yew Tree house was donated with the restriction that for the next two years the property, or proceeds from the sale of, are used to support refugees. After two years the donation can be unrestricted.

All other funds represent specific bequests or donations to the services named to be spent specifically on improvements to these services as deemed necessary.

Unrestricted funds
General funds are 'Free reserves' available to spend at the trustees' discretion.

Transfer of funds

The charity has transferred £135k from unrestricted funds into Religious Management Services to support restricted activities.

The charity has transferred £83k from Homes for Ukraine. The transfer is for restricted expenditure out of unrestricted funds.

20. FUNDS CHARITY (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2022:

	Movement in funds				
	Balance at 1 Jan 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2022 £'000
Unrestricted funds					
Accumulated fund	3,324	19,141	(18,127)	109	4,447
	3,324	**19,141**	**(18,127)**	**109**	**4,447**
Restricted funds					
Religious Management Services	-	3,417	(3,308)	(109)	-
Rockliffe Property Purchase	632	-	(26)	-	606
Terry Yorath House	232	-	(41)	-	191
LFCT Service donation	300	-	-	-	300
Olallo refurbishment	328	-	(46)	-	282
Lottery - Magic Bus	87	-	(1)	-	86
Bupa Kickstart	12	109	(121)	-	-
Order Convertible Donation	76	-	(19)	-	57
Homes for Ukraine	-	195	-	-	195
Leeds CC – rent contribution	-	53	(53)	-	-
Poor Servants of the Mother of God	-	55	(55)	-	-
Other restricted funds	61	128	(65)	-	124
	1,728	**3,957**	**(3,735)**	**(109)**	**1,841**
	5,052	**23,098**	**(21,862)**	**-**	**6,288**

The smaller funds have been consolidated into one line within the funds notes for the year to 31 December 2023 and 2022 to make the notes clearer and comparable for the readers of these financial statements.

20. FUNDS GROUP (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2022:

	Movement in funds				
	Balance at 1 Jan 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2022 £'000
Unrestricted funds					
Accumulated fund	3,595	19,642	(18,419)	109	4,927
Designated fund	125	-	-	-	125
	3,720	**19,642**	**(18,419)**	**109**	**5,052**
Restricted funds					
Religious Management Services	-	3,417	(3,308)	(109)	-
Rockliffe Property Purchase	632	-	(26)	-	606
Terry Yorath House refurbishment	232	-	(41)	-	191
LFCT Service donation	300	-	-	-	300
Olallo refurbishment	328	-	(46)	-	282
Lottery - Magic Bus	87	-	(1)	-	86
Bupa Foundation	12	109	(121)	-	-
Order Convertible Donation	76	-	(19)	-	57
Homes for Ukraine	-	195	-	-	195
Leeds CC – rent contribution	-	53	(53)	-	-
Poor Servants of the Mother of God	-	55	(55)	-	-
Capital grants	-	58	(4)	-	54
Donations – charitable	-	57	(51)	-	6
Individual donations	-	70	(47)	-	23
Grants and contracts statutory grants	-	102	(49)	-	53
Capital fund	270	-	(270)	-	-
Client welfare	20	-	(12)	-	8
Other restricted funds	71	153	(93)	-	131
	2,028	**4,269**	**(4,196)**	**(109)**	**1,992**
	5,748	**23,911**	**(22,615)**	**-**	**7,044**

The smaller funds have been consolidated into one line within the funds notes for the year to 31 December 2023 and 2022 to make the notes clearer and comparable for the readers of these financial statements.

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £'000	Restricted funds £'000	TOTAL £'000
GROUP			
Fund balances at 31 December 2023 are represented by:			
Intangible fixed assets	107	-	107
Tangible assets	3,202	972	4,174
Current assets/(liabilities)	3,081	1,844	4,925
Long term liabilities	-	(724)	(724)
	6,390	**2,092**	**8,482**
GROUP			
Fund balances at 31 December 2022 are represented by:			
Intangible fixed assets	113	-	113
Tangible assets	2,394	1,082	3,476
Current assets/(liabilities)	2,545	1,366	3,911
Long term liabilities	-	(456)	(456)
	5,052	**1,992**	**7,044**
CHARITY			
Fund balances at 31 December 2023 are represented by:			
Intangible fixed assets	107	-	107
Tangible assets	2,622	972	3,594
Current assets/(liabilities)	3,013	1,569	4,582
Long term liabilities	-	(569)	(569)
	5,742	**1,972**	**7,714**
CHARITY			
Fund balances at 31 December 2022 are represented by:			
Intangible fixed assets	113	-	113
Tangible assets	1,786	1,082	2,868
Current assets/(liabilities)	2,548	1,061	3,609
Long term liabilities	-	(302)	(302)
	4,447	**1,841**	**6,288**

22. CASH GENERATED FROM OPERATIONS

	Group 2023 £'000	Group 2022 £'000
Net income for the year	1,438	1,296
Adjustments for:		
Finance costs	33	5
Loss on disposal of tangible assets	10	-
Amortisation and impairment of intangible assets	53	52
Depreciation and impairment of tangible fixed assets	477	414
Donations of fixed assets	(350)	-
Movements in working capital:		
(Increase) in debtors	(417)	(840)
(Decrease) in creditors	(630)	(226)
Cash generated from operations	**614**	**701**

23. OPERATING LEASE COMMITMENTS – GROUP AND CHARITY

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £'000	2022 £'000
Land and buildings		
Within one year	1,705	1,287
Between one and five years	1,986	2,269
In over five years	322	782
	4,013	**4,338**

24. RELATED PARTY TRANSACTIONS

Charity and group

Saint John of God Hospitaller Services (SJOG) is a registered charity. Some of the trustees of the charity are also trustees of Saint John of God Hospitaller Services Group (HSG) and/or The Hospitaller Order of St John of God.

Included within debtors is an amount of £5k (2022: £1k) owed from Hospitaller Order of Saint John of God for recharges of overhead costs.

During the year rental payments of £365k (2022: £346k) were made to Hospitaller Order of Saint John of God for the use of fixed assets owned by the Order.

During the year management charges of £70k (2022: £64k) were paid to Saint John of God Hospitaller Services Group.

Included within other creditors is an amount of £122k (2022: £186k) owed to Hospitaller Order of Saint John of God.

Group only

There is a loan of £155k (2022: £190k) included within other loans which is owed to Hospitaller Order of Saint John of God. Included within other creditors is an amount of £2k (2022: £1k) is owed from Hospitaller Order of Saint John of God.

25. PENSION COSTS

The company makes available a defined benefit contribution scheme which all employees can join. This is administered by Aegon and each person has their own independent pension policy.

The total pension costs in the year were £359,427 (2022: £292,749). Amounts deducted but not yet paid over amounted to £87,647 (2022: £63,333).

26. ANALYSIS OF CHANGES IN NET DEBT

	1 January 2023 £'000	Cash flows £'000	Non-cash movements £'000	31 Dec 2023 £'000
Cash and cash equivalents				
Cash	3,172	(39)	-	3,133
Total cash	**3,172**	**(39)**	**-**	**3,133**
Borrowings				
Short-term borrowings	(49)	26	-	(23)
Long-term borrowings	(456)	(268)	-	(724)
Total borrowings	(505)	(242)	-	(747)
Net debt	**2,667**	**(281)**	**-**	**2,386**

27. MEMBER UNDERTAKINGS

The charity controls Good Shepherd Services, a charity registered in England and Wales by right of being the only member.

The results of the member undertaking are summarised below:

	Total 2023 £'000	Total 2022 £'000
Income:		
Donations and legacies	177	250
Charitable activities	774	564
Miscellaneous income	17	-
	968	**814**
Expenditure:		
Charitable activities	(940)	(754)
	(940)	(754)
Net incoming resources	**28**	**60**

The net assets of the member undertaking at 31 December 2023 amounted to £771k (2022: £756k).

28. ULTIMATE CONTROLLING PARTY

The sole member of the charity is the Saint John of God Hospitaller Services Group, a company limited by guarantee and registered in the Republic of Ireland (company number 568740).

These financial statements are the smallest and largest group for which consolidated accounts including the charity are prepared.

Trustees

E Gibbons
(Chair of Trustees)

R Moore

N Brannigan

L K Selfe

D Reid

C Rennolds
(resigned Feb 2023)

R O'Donnell
(resigned May 2023)

A A Aromolaran

E J Peacock

J Taylor
(appointed Apr 2023)

C Turner
(appointed Apr 2023)

A Ampofo
(appointed Sept 2023)

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
NE4 5DE

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:

Albert Gubay Foundation

Department for Levelling Up Housing and Communities

Garfield Weston Foundation

Hertfordshire Community Foundation

Queen Mother's Clothing Guild

Saint John of God Foundation

Vodaphone

The Church Urban Fund

Franciscan Sisters Of Minoress

Little Company of Mary Congregation

Poor Servants of the Mother of God

Caritas Social Action Network

SUPPORTING PE
CREATIVITY CREAT
AMBITION AMB
DOING GOOD DOING G
LIVING OUR VA
INNOVATION INNOVA
PARTNERSHIPS PARTNERS
SUPPORTING PE
CREATIVITY CREAT
AMBITION AMB
DOING GOOD DOI

Saint John of God
Hospitaller Services

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

Registered Charity No. 1108428
Company No. 05324279

www.sjog.uk

SAINT JOHN OF GOD HOSPITALLER SERVICES

England & Wales - Charity number 1108428

Accounts



SJÖG
Hospitaller Services

ANNUAL REPORT 2022

"Alone we can do so little; **together** we can do so much"

Helen Keller

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TRUSTEES ANNUAL REPORT
(INCORPORATING STRATEGIC REPORT)
for Saint John of God Hospitaller Services (SJOG)

Charity Commission registration number 1108428

Company limited by guarantee (registered in England, company number 05324279)

WELCOME

SJOG is a charity where people support people.

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'.

This year we had more Covid lockdowns, but we still 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 East.

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 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, and particularly decision makers so that we can inform the next generation of services and can get better at targeting the resources that we have for maximum benefit.

We're a charity where people support people, and this year we've supported our colleagues through becoming a real living wage provider and through further developing our LOVED programme. We're immensely proud of our colleagues and the difference that they make as they extend hospitality in the manner of our founder by saying, "Come in, you are most welcome. How can we be of help?"



EMMA GIBBONS
CHAIR OF TRUSTEES



PAUL BOTT
CHIEF EXECUTIVE

We're immensely proud of our colleagues and the difference that they make.

We're not just present in communities, but we take an active part through working in partnership with local partners.

01 SJOG AT A GLANCE

OUR PURPOSE: To meet need wherever we find it.

OUR VALUES:

HOSPITALITY

We offer a welcome to those in need. Every day we say "come on in, you are very welcome. How can we help?"

COMPASSION

The support that we offer is active kindness, caring and being willing to help.

RESPECT

We honour each person's right to choose how they live, and ensure that we do not reduce their inherent dignity.

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.

MORE HELP TO MORE PEOPLE:

SJOG Homeless Services

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 Older Communities

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.

SJOG Disability Services

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 Modern Day Slavery

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.



Every day our colleagues extend hospitality in the manner of our founder by saying, **"Come in, you are most welcome. How can we be of help?"**

02 OUR STRATEGY

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.

COMMUNITY

1. We will build supportive communities that recognise the needs and the abilities of all of its members.
2. We will ensure that we hear the voices of all members of the community.
3. We will support our communities to be of more help in their communities.
4. 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.

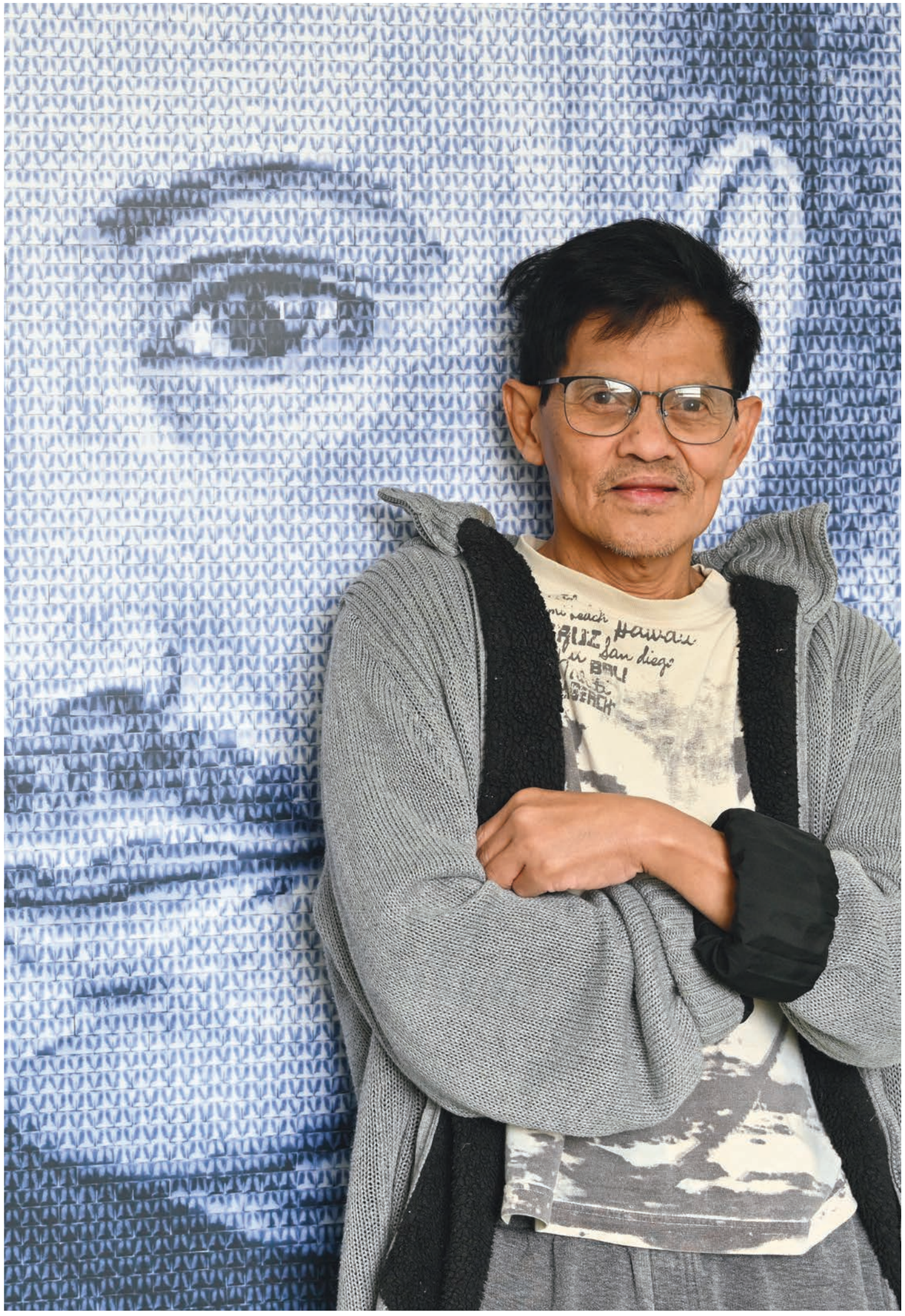
QUALITY

6. We will improve quality, embracing people's lived experiences.
7. 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 policy.
10. We will be entrepreneurial to meet the need of communities.
11. We will support those in greatest need.
12. 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.



03

FINANCIAL REVIEW

THE CHARITY IS NOW IN A STRONG POSITION TO SUPPORT PEOPLE, BOTH TODAY AND INTO THE FUTURE.

SJOG supports people and we are primarily funded through local authorities and central government, however an important part of what we do relies on fundraised income.

The sector remains a challenging environment to operate in, but closer relationships working with commissioners has led to SJOG receiving a fair rate for the care and support provided. The new services we create benefit from robust financial modelling, ensuring their viability and sustainability. Cash flow remains a priority and significant improvements continue to be made in credit control.

Our total income for the group in 2022 was £23.9 m (2021: £20.9m) as shown in the Statement of Financial Activities. Charitable expenditure for the group was £22.6m (2021: £18.1m) and the group generated a surplus of £1.3m (2021: £2.8m). The reserves for the group grew from £5.7m at the end of 2021 to £7.0m at the end of 2022. Of these reserves £2.0m are restricted and £5.0m are unrestricted. £3.5m of the group's reserves are held as fixed assets. The charity's reserves grew from £5.0m at the end of 2021 to £6.3m at the end of 2022. Of these reserves £1.9m are restricted and £4.5m are unrestricted. £2.9m of the charity reserves are held as fixed assets. The trustees have a responsibility to hold a prudent level of reserves to ensure the sustainability of the charity.

The trustees have set a free unrestricted reserves target of up to £1.7m based upon a risk approach and in line with the charity's reserve policy. Reserves are on target but we continue to keep this under review. This sum is necessary for day to day working capital and to cover potential financial risks and is in keeping with the Charity Commission's recommendations and guidance. Including reserves of Good Shepherd Services, total free reserves are £2.5m.

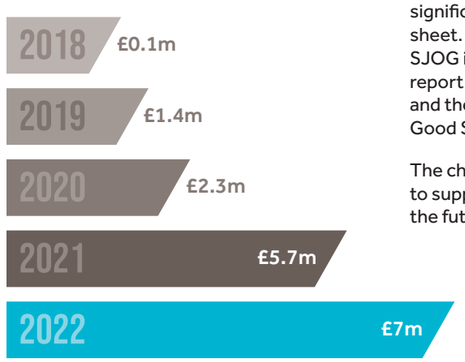
The result of the turnaround in the financial performance of the charity has significantly strengthened the balance sheet. Good Shepherd became part of SJOG in October 2021 and so we report on the balance sheet of SJOG and the group position incorporating Good Shepherd.

The charity is now in a strong position to support people, both today and into the future.

TOTAL INCOME:



RESERVES:



CASE STUDY

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.

Life for Faisal is good!



FAISAL

04

PLANS FOR FUTURE PERIODS

On the face of it SJOG is a complicated organisation supporting older people, disabled people, people who need support with mental health, homelessness, as well as people who have been trafficked and subject to modern day slavery. But at our heart the charity is very simple, we provide housing and we provide support.



IN THE COMING YEAR WE WILL FOCUS ON:

1. 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.
2. 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.

SJOG IS A CHARITY WHERE PEOPLE SUPPORT PEOPLE

HOUSING

On housing we aim to build a new service for people with autism. Working with a housing provider, we will create a purpose-designed model that can be replicated as we grow. The construction methods used will minimise the buildings' environmental impact both in its construction and in its use.

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

COMMUNITY

This is 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.

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

QUALITY

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

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.

100%

of our services are rated as 'good' or 'outstanding' with our regulators.



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.

IMPACT

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 own 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. Through this we will both be of benefit and raise the level of digital literacy. In 2021 we established an IT library and this will be further developed in the year.

SJOG, as well as being a service deliverer, is a purchaser of goods and services. We will continue the work started in 2021 to revisit our supply chain, review our interested parties register and again renew our due diligence checks which will include environmental factors.

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 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.

CASE STUDY

"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.

ACHIEVEMENTS 2022

730

days of additional support available

to victims of modern-day slavery in our 2 new safe houses

40+ ideas and innovations developed

Trailblazers launched

OUR FIRST FILM

focussing on raising awareness of MDS

450

SJOG

celebrates the Order's 450th anniversary

3M VIEWS

across social media

950

HOURS

of giving back to local communities by colleagues on **Do Good Day**

113

minutes of podcasts and videos

aired in our autism awareness series

550

placements offered

under SJOG Homes for Ukraine Project

We are a **Living Wage** Employer

70% of colleagues benefit from SJOG becoming a Living Wage Employer

350

signatures

from colleagues signing up to Advisory Council's People's Charter

2

new properties

supported by housing management services

05

ESG SUMMARY

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 which we are to support through information campaigns and a range of training.

WASTE

SJOG is committed to reducing waste and aspires to sending zero waste to landfill by 2024. We are developing our understanding of the types and quantities of waste and how to track our progress. The environmental audit and research project has provided a baseline of the charity's current impact.

SJOG IS COMMITTED TO REDUCING WASTE

WE ASPIRE TO BE CARBON NEUTRAL

CASE STUDY

Róisín is one of SJOG's trustees; she joined the board in December 2020 and this was her first trustee role.

It may sound a cliché but SJOG really does do good.

I work as a private client solicitor and had been interested in taking up my first trustee role for some time. Following discussions with Paul [SJOG's CEO], an interview with the board, and considering the values and purpose of SJOG, I knew this was absolutely the right fit for me.

I really didn't know what to expect, and have to admit that at first, I felt a little bit 'rabbit in the headlights', but I received great advice and guidance from Paul and the team. The skill sets needed for both my roles complement each other well, and after just a few months in the role I was much more confident in making decisions to help steer the charity.

I joined at a particularly exciting time for the charity. The charity had undergone a turnaround and was coming into a much better place due to the fantastic work of the new EMT and trustees. It's great to be part of keeping it going in the right direction.

SJOG's main purpose is to do good and this is at the forefront of all the board's decision-making. It's certainly a privileged seat to sit in and being part of the decision-making that yields positive results is extremely rewarding. It's certainly exceeded expectations of that feel good factor.

It may sound like a cliché but SJOG really does do good.



RÓISÍN O'DONNELL

SOCIAL

We are an organisation that is driven by our values of Hospitality, Compassion and Respect. We say that the values on the wall are the same that you'll see on the floor of any of our services and offices.

LOOKING AFTER OUR COLLEAGUES

SJOG has developed a comprehensive package of support for our colleagues' mental health. We have an aspiration to have Mental Health First Aiders in every service and office across the country. We operate Brightline – a support service for colleagues, run by colleagues, and an escalation process that provides access to professional counselling.

In 2022 the organisation invested in Optime, a wellbeing service that supports our colleagues' emotional, financial and physical wellbeing.

GENDER BALANCE

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

SJOG HOMES FOR UKRAINE

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. During 2023 we are expecting 600 people to be housed and supported in the UK.

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

THE PEOPLE'S CHARTER STATES:

1. You must be happy to work with me and smile
2. Understand me and my needs
3. Respect me and my belongings
4. Support my privacy
5. Take time to get to know me
6. You must have a good sense of humour & be patient
7. Don't bring problems to work – bring solutions!
8. Listen and value everyone
9. Less paperwork and more time with me
10. Ask if I am OK – I will let you know
11. Understand my health needs
12. Advocate with me not for me



Embracing the creativity and knowledge of our colleagues to develop and improve services.

reach

2022 ALSO SAW THE CREATION OF THE REACH PLATFORM.

SOCIAL (CONTINUED)

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.

The findings showed that life coaching requires a different thought approach than that of traditional support. Support workers reported that although the method has some real benefits, people supported need to be further on their support journey to make the most out of a coaching methodology.

RESEARCH

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'.

EMBRACING OUR COLLEAGUES' KNOWLEDGE AND CREATIVITY

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. The learning materials and approach was developed and established in 2022 and cohorts developed initiatives to the pilot stage including Belong – Building Women's Trust.

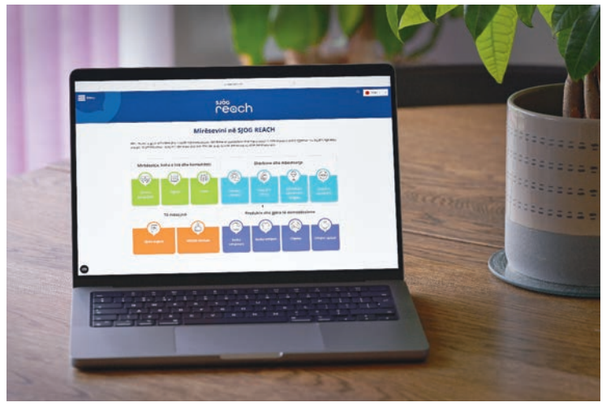
BELONG

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.

REACH PLATFORM

REACH is a web-based platform to signpost survivors of modern day slavery to VCSE 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.



CASE STUDY

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

GOVERNANCE

SJOG is the trading name of Saint John of God Hospitaller Services and is led and governed by a trustee board. The trustees are volunteers and give their time and experience freely.

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).

The charity is governed by its Articles of Association, which was last reviewed and revised in 2019.

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 persons.

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.

SJOG abides by the Charity Governance Code, which sets the principles and recommended practice for good governance.

These cover the areas of:

- **ORGANISATIONAL PURPOSE**
- **LEADERSHIP**
- **INTEGRITY**
- **DECISION-MAKING, RISK AND CONTROL**
- **TRUSTEE BOARD EFFECTIVENESS**
- **INCLUSION AND DIVERSITY**
- **OPENNESS AND ACCOUNTABILITY**



ORGANISATIONAL PURPOSE

The charity's purpose is detailed in the charity's governing documents. These Articles of Association state that the charity's purpose is to meet need and to progress the aims of the Hospitaller Order of Saint John of God. The trustees are clear on this purpose and are mindful of these in decision-making.

LEADERSHIP

SJOG is both a registered charity and a company limited by guarantee. Trustees are both trustees of the charity and the legal directors of the company. The trustees have complied with their duty in accordance with the Charities Act 2011 to follow the Charity Commission's guidance on the operation of public benefit.

SJOG can have up to 12 trustees on the board, each of whom serve a three-year term, after which they are eligible for re-appointment. The board met formally four times between January 2022 and December 2022. In addition, there were also eight committee meetings. All meetings were quorate and no member was absent for more than two meetings.

There are two committees: **Finance, Audit and Risk** and **Quality and Risk.**

This year the level of assurance was aided by the work of the Advisory Council which comprises people who use the services that SJOG provides.

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 finance officer, chief operating officer and the chief development officer as the most senior managers in the charity, and hold them to account for the performance of the charity.





We have brilliant people in the charity supporting other people who are at points of crisis in their lives.

INTEGRITY

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

Our trustees scrutinise the decision-making 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.

We record positive feedback as well as complaints, and declare fundraising complaints annually, though there were none in 2022.

To protect the public, the trustees decided to step away from face-to-face fundraising and consequently do not to use third party fundraisers. Donations are primarily from legacies, grant-making trusts and corporate donors. There were no breaches of the Code of Fundraising Practice.

Conflicts of Interest

SJOG operates a conflict of interest policy for all trustees. Conflicts of interest are collated annually and new declarations of conflict of interest are made and recorded at the start of every formal meeting.

The trustees and executive team review all declarations in line with the Charity Commission's disqualification criteria guidelines, the accounting requirements for charities laid down in the Statement of Recommended Practice (SORP) and HMRC 'fit and proper persons'.

Saint John of God Hospitaller Services Group remains the sole member of the charity.

Transparency and Trust

As a charity, it is incumbent on SJOG to demonstrate that we use our supporters' generous donations of time and money wisely. We have rigorous financial controls to ensure funds are monitored, tracked and go to the right places at the right time. These are regularly reviewed internally, and externally audited annually.







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



INTEGRITY (CONTINUED)

Modern Slavery and Human Trafficking

As a charity directly supporting people who have been subject to modern slavery and human trafficking, SJOG is committed to ensuring modern slavery and human trafficking are not present in its supply chains. We are working with our partners and suppliers to ensure compliance with the UK Modern Slavery Act 2015.

We have introduced, and will continue to develop, processes and procedures to ensure we understand our suppliers' ethical, environmental and social practices.

Equality and Fairness

SJOG is supported by great volunteers with a range of professional and personal skills. The charity is also led by a volunteer trustee board.

SJOG employs colleagues to run and support complex services. They manage the difficult balance of making sure that they are delivering them as safely as possible whilst ensuring maximum benefit to the people that we are here to support.

SJOG undertakes a full and fair consideration of applications for employment made by disabled persons, having regard to their particular aptitudes and abilities. We arrange training for employees who have become disabled persons while employed, and also consider the training and career development and promotion of disabled persons.

Pay

SJOG's pay policy was reviewed in 2020. In reaching decisions about levels of pay, the board receives reports on the prevailing market conditions, the pay practices in other similarly sized charities, the local market, relevant external benchmarks, our future plans and past performance.

We recognise that we have a financial responsibility to our colleagues and in 2022 became a Real Living Wage Organisation.

SJOG IS SUPPORTED BY GREAT VOLUNTEERS

CASE STUDY

I had a short but meaningful experience at Olallo Hostel.

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*



INTEGRITY (CONTINUED)

Gender Pay Gap

SJOG has a commitment to fairness in recruitment, pay, promotion and development. We have a requirement to report in line with the UK Equality Act 2010 (gender pay gap information) Regulations.

In 2022, we were pleased to note that SJOG's mean gender pay gap was significantly lower than that of other organisations and is smaller than the UK national average (7.1% compared to 15.4%: Office of National Statistics).

We are not complacent and more work will be undertaken in the year. The details of the gender pay gap are published on the government's designated website and SJOG's website – sjog.uk

Ethnicity Pay Gap

We publish our ethnicity pay gap report each year and this is in line with government regulations for calculating gender pay gaps.

The ethnicity pay gap is the average difference in hourly rate of pay between white and black, Asian and minority ethnic colleagues.

- In 2022 (as at 31 December) our mean ethnicity pay gap was 4.1%. It is lower than our gender pay gap and is above the UK average of 2.3% (2019 – Office of National Statistics).
- 19.2% of our colleagues have told us they are from a black, Asian and minority ethnic background. This is above the national average of 13% (from the 2011 census).
- 8% of our colleagues - no data collected regarding their 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, particularly in senior roles. Achieving this will have a positive impact on the ethnicity pay gap.

Pay Principles

Pay is reviewed consistently using the same approach for all colleagues, including the executive team and the chief executive. No individual performance bonuses are paid. Annual pay budgets take into account affordability, economic trends and external market pay movement and are agreed by the trustees during the setting and signing off of the annual budgets.

Senior Pay Disclosure

We recognise the recommendations made following the report of the inquiry into charity senior executive pay and guidance for trustees on setting remuneration by the National Council for Voluntary organisations. Consequently, we have provided additional information on the pay of the executive team.

SJOG has a commitment to fairness in recruitment, pay, promotion and development.

In 2022, SJOG's mean gender pay gap was 7.1% compared to a national average of 15.4%.



ACHIEVEMENTS 2022

97%
of people
say they are treated with respect and kindness

TRAILBLAZER

The first courses completed delivering **3 new pilot projects** and 3 more to come

305
compliments received in the last year

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

POLICY

Established dedicated research and policy offer role

6 papers produced responding to new government policies

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 entrepreneurial charity

52
SERVICES
from Brighton to Teesside
(In 2019 this was 25!)

446
property works completed

66
PROPERTIES

FUNDRAISED INCOME:
£1,350,513
and 19 projects supported

1295
In September 2021 we supported 961 people per month and we now support 1295

This is an increase of 35%



SJOG exists to facilitate changes in the lives of the people that we are here to serve.

DECISION-MAKING, RISK AND CONTROL

We want to be successful in what we do, and that success is reliant on making good decisions and managing risk effectively.

We work with people: people with mental health issues, people who are homeless and we provide services for people who have been subject to modern day slavery. The work that we do is not without risk.

SJOG exists to facilitate changes in the lives of the people that we are here to serve, and this can only be achieved by taking positive risks to get positive outcomes. We are fully committed to ensuring that these risks are managed so that the people supported, volunteers and colleagues are as safe as possible.

Our risk management arrangements and processes therefore have to be robust, which is why we have them externally audited, accredited and certified by CHAS (Contractors Health and Safety Assessment Scheme).

Our key risks are contained within the risk register that is reviewed at each board meeting. The board also receives reports on our quality assurance systems and with the implementation of the Access integrated software, better information has reduced the risk in services and has resulted in a demonstrable improvement in externally regulated quality ratings.

Finance Oversight

The trustees are responsible for safeguarding the assets of the charity and the group. This is enabled through SJOG's financial policies and procedures. Compliance with these policies and procedures is mandatory for all employees, honorary officials and volunteers of SJOG. The board delegates the implementation of that strategy and the day-to-day management of SJOG to the chief executive, the executive team and through to individual budget holders following a detailed scheme of delegation that approves specified levels of expenditure.

Each year budget holders put together a costed plan to deliver on the strategic aims of the charity. The plans are aggregated into departmental and then an organisational business plan.

The trustees approve both the business plan and the detailed annual budget, which defines specific projects and detailed departmental plans for the next financial year.

The finance department is also involved in any major project or programme of work, providing the necessary support to ensure the right financial decisions are made and on providing the necessary management reports to inform in year decision making.

Financial reporting

There are two elements to financial reporting: reporting on annual report and accounts, and monthly accounts. The monthly accounts and associated reports are of sufficient detail to allow the executive team to make ongoing financial decisions.



Finance, Audit and Risk

The Finance, Audit and Risk Committee is a standing committee of the trustee board and has delegated authority to act on behalf of the board in relation to the matters set out in its terms of reference. The Committee is chaired by a trustee with significant senior leadership and management expertise.

The Committee's main duties are to:

- review and challenge the work of the executive team and of the internal and external auditors;
- provide the trustee board with an independent and unbiased view of the effectiveness and appropriateness of the financial reporting, internal controls, risk management, and regulatory compliance procedures of SJOG.

Financial Risk

The most significant financial risks for SJOG are income uncertainty and the ability to operate services within the staffing budgets.

SJOG reviews its financial plans on a regular basis and manages these significant risks accordingly through income pipelines, budgetary control, programme management and capital planning.

Income uncertainty has reduced significantly within the year and there has been a real focus on negotiating a fair rate for the care provided. This has led to a significant improvement in like for like income.

External Audit

External auditors review SJOG's annual financial statements and give an opinion on them. The board approves the appointment, remuneration, re-appointment and removal of the external auditors in relation to statutory audit arrangements.

Risk Management

Effective risk management is also key to successfully delivering our strategy and developing SJOG for a sustainable future. We are now making better use of our risk data to help shape and prioritise SJOG's future delivery of programmes and projects, providing a sharper focus on those things that present the greatest threats – and opportunities.

SUCCESS IS RELIANT ON MAKING GOOD DECISIONS

DECISION-MAKING, RISK AND CONTROL (CONTINUED)

Health and Safety Risks

We are fully committed to looking after our people and anyone who could be affected by our actions. To do this:

- our safety management system ensures health and safety is an integral part of how we work.
- health and safety training is mandatory for all colleagues and is supported by an ongoing programme of internal awareness campaigns.
- operational policies and procedures have all been reviewed in the year to ensure compliance with high standards.
- we continue to provide sufficient resources to support the implementation and assurance of policies.

Information Risks

We have continued to improve information security management in the year so that we can protect all information assets to a consistently high standard.

This includes security which can be applied through technology but perhaps more crucially the behaviour of the people who manage information. We support this through accreditation of the international standard for information management IS27001.

We have continued to improve our IT security this year, improving the defensiveness of our IT systems from unauthorised access or misuse.

The process of review and improvement as we prepared ourselves for IS0 27001 has strengthened our information governance framework and continues to improve our management of associated risks. This year saw the recruitment of a dedicated information security lead.



People Risks

We are a charity of people supporting people. The challenge of recruiting colleagues has led to the improvement in pay and non-pay rewards, which form part of the LOVED (Living Our Values Every Day) programme.

We recognise that people have a choice about where they work and we have improved the information about the work that we do, and that we are a great place to work through our #goodwork campaign. This has improved both retention and recruitment rates.

Quality and Compliance

We provide care and support to people. We are heavily regulated and we are committed to delivering a service that is exceptional, to reflect the value of each and every person that we work with. Our new quality framework has delivered 'good' and 'outstanding' ratings across all of services by our external regulators.

Pandemic Risks

Whilst the impact of Covid has abated somewhat, it has not gone away. As a charity we are part of the solution in meeting the health and social care needs of the Covid-19 pandemic and as such we expect our services to continue to operate.

Our Business Continuity Plans (BCP) have worked effectively and as the government advice has changed, so our BCPs have repeatedly evolved as well. At no point has the delivery of service been stopped by the pandemic, though we have developed new ways of supporting people.

We benefit from fundraising, but our core services are funded through statutory authorities and we envisage that this funding will continue.

Though hospitalisations in the UK are down and Covid has moved towards being an endemic rather than a pandemic virus, we have responded accordingly.

Levels of sickness for our colleagues have been affected but not to a point where they cause undue concern. The trustees have reviewed detailed forecasts and cash flows for the next twelve months which provide assurance that going concern is not an issue for the charity.

Detailed financial reporting is reviewed monthly by the executive management team and quarterly by the board. Income and costs are continually monitored.

We have great people and have continued to grow services thanks to our colleagues' desire to be of more help to more people. Our colleagues have been fantastic and we are working hard to keep them safe, and to support them so that they can continue to support others. The work that has been undertaken in the past years, supporting our colleagues better, ensuring that the charity is financially sustainable, building partnerships and investing in IT, all improves our preparedness for future pandemics.

CASE STUDY



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



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

TRUSTEE BOARD EFFECTIVENESS

Trustee recruitment is underway using an external organisation to ensure an open process. We have worked with this external organisation before and previous rounds have delivered a better gender balance on the board and whilst the board better reflects the communities that we work in, there is more to do. Due to the retirement of current trustees, it is envisaged that three new trustees will join the board in 2023.

Independence of Thought

SJOG ensures that it can demonstrate that any decision or action is aligned with the delivery of our charitable aims and there is no personal or individual bias. All trustee board decisions are recorded in a decision log at the end of each meeting's minutes. These are reviewed at the following board meetings.

Length of Service

Trustee board members serve a three-year term and may be reappointed for up to a further two terms. We aim to match the skills on the board to our strategic goals and business plan needs as well, and the use of the Institute of Directors' framework focusing on skills, knowledge and mind-set.

Board Meetings

The trustee board meets formally at least 4 times a year. We have standing agenda items covering strategy, performance, risk and compliance matters.

Whilst the chief executive and executive team are present at the trustee board meetings, they do not have any voting rights. Decisions lie with the trustees.

Once a year, trustees and the executive team meet to discuss the strategic opportunities and risks we may face in the future.

Trustee Board Skills and Knowledge

For the trustees appointed in the year, the induction process created in 2020 was again used to provide formation on the history of the charity, the Order and the life of Saint John of God. The induction covers governance, trustees' role requirements, core responsibilities, as well as the strategy, performance and structures within the charity.

Trustees are briefed throughout the year on changes to regulation and standards throughout the year as part of the board meeting papers. Examples of this include our review and implementation of information governance arrangements and the trustees' new roles with regards to ISO27001 accreditation.





INCLUSION AND DIVERSITY

Gender Balance

Historically the board has been made up of Brothers from the Hospitaller Order of Saint John of God. This has meant that the board has been exclusively male, though there has been an opening up to people who are not Brothers of the Order.

Due to reviews and progress made over the past three years, there are five women and five men on the board. Emma Gibbons became Chair of Trustees of SJOG in December 2020 taking over from Brother Donatus Forkan.

Across the charity 76% of colleagues identify as female.

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 of people that we are here to serve was created in 2020. The initial plan was that they would meet in the weeks before the board meeting to review the agenda and papers and offer their comments on matters going to the board, so that their voices can be heard when trustees come to make decisions.

The Advisory Council have however decided to take a different path and instead have started a process of review of policies and practices within the charity, and have created a People's Charter.

In time, 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.

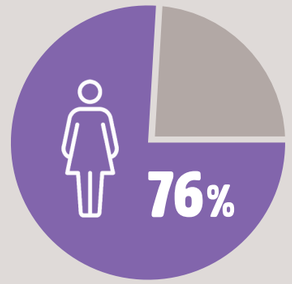


The Advisory Council produces films to inform colleagues and trustees, and spoke at the charity's conference.

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, particularly in senior roles. Achieving this will have a positive impact on the ethnicity pay gap. The starting point will be an audit and the creation of a working group focusing on the structure and cultures within the charity to eliminate inequality. Work began on this in 2021, and the creation of internal social media was seen as a means of delivering this. Leads were identified and initial plans put in place, but due to a change in personnel the work has not progressed as quickly as hoped and the body of work will now fall into 2023.

ACROSS THE CHARITY 76% OF COLLEAGUES IDENTIFY AS FEMALE.



AIMING TO REFLECT THE COMMUNITIES THAT WE WORK IN

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, and hope that with their support and engagement we can deliver on our purpose providing real public benefit.

Each year we openly share our work and the progress we have made in our annual report, in an annual review and we publish our research papers and publications on our charity website and in other public communications.

Raising Concerns

There are lots of ways for SJOG people to flag a concern, from starting with a simple conversation with a colleague and, if necessary, chatting to a line-manager, through to using the services of the grievance or whistle-blowing process.

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.

Safeguarding

SJOG's safeguarding policy was rewritten and strengthened in 2019 and reviewed in 2021. This and the code of conduct apply across the whole organisation and are supported by a range of policies and procedures to reduce the risk of harm to beneficiaries, supporters, colleagues and volunteers.

We work with some of the most vulnerable adults and families, and all of our colleagues are therefore trained in safeguarding. In 2021 we introduced e-learning modules around safeguarding to supplement the face-to-face training that is already in place. The e-learning provides an auditable record of knowledge and competence in safeguarding and is mandatory across the charity.

We have reviewed and strengthened the reporting lines, and improved reporting mechanisms, ensuring that we notify and work with statutory partners. We work closely with partner organisations to help ensure that children, vulnerable adults and their families receive appropriate community support.

Feedback

We continue to record and report on complaints and compliments we receive, and we review this information in reports to the trustee board and the two committees. Our focus in 2023 will be on further developing the work undertaken in 2021 and 2022 on improving our trend analysis to target areas for improvement.

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







STATEMENT OF DISCLOSURE TO AUDITOR

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and
- The trustees, having made enquiries of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

RSM UK Audit LLP has indicated their willingness to continue as auditor.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Saint John of God Hospitaller Services for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the income and expenditure, of the charitable group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustee Report has been approved by order of the board of trustees.

Approved by the trustees on:
7 June 2023

Emma Gibbons
Chair of Trustees

Independent Auditor's Report

TO THE MEMBERS OF SAINT JOHN OF GOD HOSPITALLER SERVICES

Opinion

We have audited the financial statements of Saint John of God Hospitaller Services (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 December 2022 which comprise the Consolidated Statement of Financial Activities, the Charity Balance sheet, the Consolidated Balance Sheet, the Consolidated Statement of Cashflows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 December 2022 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.



Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report and the Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report and the Strategic Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report or the Strategic Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the group audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory frameworks that the group and parent charitable company operates in and how the group and parent charitable company are complying with the legal and regulatory frameworks;
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, Charities SORP (FRS 102), Companies Act 2006, Charities Act 2011, and the parent charitable company's governing document. We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing the financial statements including the Trustees' Report, and remaining alert to new or unusual transactions which may not be in accordance with the governing documents.

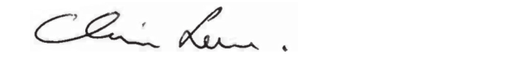
The most significant laws and regulations that have an indirect impact on the financial statements are those in relation to the Care Act 2014 and the Data Protection Act 2018. We performed audit procedures to inquire of management whether the group is in compliance with these law and regulations and inspected correspondence with regulatory authorities where appropriate.

The group audit engagement team identified the risk of management override of controls and income recognition as the areas where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed in relation to management override of controls included but were not limited to testing manual journal entries and other adjustments, evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business, challenging judgments and estimates. Audit procedures performed in relation to income recognition included but was not limited to verification to third party supporting documentation, and analytical review of income based on supporting documentation, and reviewing income transactions around the year end to consider if it has been recorded in the correct period .

A further description of our responsibilities for the audit of the financial statements is provided on the Financial Reporting Council's website at **http://www.frc.org.uk/auditorsresponsibilities.** This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Claire Leece
(Senior Statutory Auditor)

For and on behalf of RSM UK Audit LLP,
Statutory Auditor

Chartered Accountants
1 St. James' Gate
Newcastle upon Tyne
United Kingdom
NE1 4AD

Dated: 13 June 2023

Consolidated Statement of Financial Activities Including Income and Expenditure Account

FOR THE YEAR ENDED 31 DECEMBER 2022

	Notes	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2022 £'000	TOTAL 2021 £'000
Income and endowments from:					
Donations and legacies	3	93	377	470	2,151
Charitable activities	4	19,383	3,892	23,275	18,506
Other trading activities	5	57	-	57	114
Investments	6	7	-	7	-
Other income	7	102	-	102	119
Total income		**19,642**	**4,269**	**23,911**	**20,890**
Expenditure on:					
Raising funds	8	388	9	397	287
Other costs	8	25	1	26	38
Charitable activities	9	18,001	4,186	22,187	17,772
Other finance costs		5	-	5	-
Total resources expended		**18,419**	**4,196**	**22,615**	**18,097**
Net incoming/(outgoing) resources before		1,223	73	1,296	2,793
Gross transfers between funds		109	(109)	-	-
Net movement in funds		1,332	(36)	1,296	2,793
Total funds brought forward		3,720	2,028	5,748	2,259
Funds gifted from Good Shepherd		-	-	-	696
Total funds carried forward		**5,052**	**1,992**	**7,044**	**5,748**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Charity Balance Sheet

AS AT 31 DECEMBER 2022

	Notes	2022 £'000	2022 £'000	2021 £'000	2021 £'000
Fixed assets					
Intangible assets	13		113		151
Tangible assets	14		2,868		2,633
			2,981		**2,784**
Current assets					
Debtors	15	2,610		1,761	
Cash at bank and in hand		2,813		2,909	
		5,423		**4,670**	
Creditors: amounts falling due within one year	16	(1,814)		(2,103)	
Net current assets			3,609		2,567
Total assets less current liabilities			6,590		5,351
Creditors: amounts falling due after more than one year	17		(302)		(299)
Net assets			6,288		5,052
Income funds					
Restricted funds	20		1,841		1,728
Unrestricted funds			4,447		3,324
			6,288		**5,052**

The financial statements were approved by the Trustees on 7 June 2023.

E Gibbons
Chair of Trustees

Consolidated Balance Sheet

AS AT 31 DECEMBER 2022

	Notes	2022 £'000	2022 £'000	2021 £'000	2021 £'000
Fixed assets					
Intangible assets	13		113		151
Tangible assets	14		3,476		3,237
			3,589		**3,388**
Current assets					
Debtors	15	2,676		1,836	
Cash at bank and in hand		3,172		3,165	
		5,848		**5,001**	
Creditors: amounts falling due within one year	16	(1,937)		(2,142)	
Net current assets			3,911		2,859
Total assets less current liabilities			7,500		6,247
Creditors: amounts falling due after more than one year	17		(456)		(499)
Net assets			7,044		5,748
Income funds					
Restricted funds	20		1,992		2,028
Unrestricted funds			5,052		3,720
			7,044		**5,748**

The financial statements were approved by the Trustees on 7 June 2023.

E Gibbons
Chair of Trustees

Statement of Consolidated Cash Flows

AS AT 31 DECEMBER 2022

	Notes	2022 £'000	2022 £'000	2021 £'000	2021 £'000
Cash flows from operating activities					
Cash generated from operations	22		696		2,249
Investing activities					
Purchase of intangible assets		(14)		-	
Purchase of tangible fixed assets		(653)		(1,874)	
Net cash used in investing activities			(667)		(1,874)
Financing activities					
New finance		-		327	
Loan repayments		(22)		-	
Net cash generated (used in) /from financing activities			(22)		327
Net increase in cash and cash equivalents			7		702
Cash and cash equivalents at beginning of year			3,165		2,207
Cash acquired on gift of Good Shepherd			-		256
Cash and cash equivalents at end of year			**3,172**		**3,165**

Notes to the Financial Statements

FOR THE YEAR ENDED 31 DECEMBER 2022

1. ACCOUNTING POLICIES

Charity information

Saint John of God Hospitaller Services is a charitable company limited by guarantee and has no share capital. The registered office is

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

Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £'000.

Basis of consolidation

The consolidated financial statements incorporate those of the Company, Saint John of God Hospitaller Services, and Good Shepherd Services (the charity for which it is the "sole" member).

All financial statements are made up to 31 December 2022. Where necessary, adjustments are made to the financial statements the subsidiary to bring the accounting policies used into line with those used by other members of the group.

All intra-group transactions, balances, and unrealised gains on transactions between group companies are eliminated on consolidation. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the asset transferred.

Going concern

The trustees have examined the appropriateness of preparing the financial statements on the going concern basis. Cash generation has increased in the year and cash balances remain positive at the year end and with no utilisation of the overdraft facility at the year-end. They have considered the statement of financial activities, balance sheet and cash flow forecast for a period in excess of twelve months from the date of approval of these accounts and having regard to the projected cash requirements of the charity, the trustees believe it is wholly appropriate to continue to prepare the financial statements on a going concern basis.

Charitable funds

The charity's unrestricted funds consist of funds that the charity may use for its charitable objectives at the trustee's discretion.

The trustees of the charity may put aside part of the accumulated funds to meet specific future expenditure. As a general principle, these funds were given or raised with projects in mind, but their use is not restricted. The trustees take the view that use of such funds should be designated.

Any income given to the company for a specific purpose has been separately identified so as to ensure that it is spent as the donor dictated.

Incoming resources

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably. Income includes:-

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Donations are recognised when receivable.

Charitable activities

Grant income: Grant income is recognised when the charity is entitled to receipt.

Religious management services: Income is recognised when the service has been delivered.

Accommodation and support and specialist housing support: Are recognised when the services are delivered or the beds / housing vacancies are occupied or agreed funded voids have crystallised.

Modern day slavery: Income is recognised when the service has been delivered.

Raising funds

Consultancy income: Is recognised when the services have been completed and invoiced.

Community Centre income: All such income is accounted for on completion of the relevant facility usage.

Investment income

Investment income is accounted for on an accruals basis.

Donated services

Income is recognised for donated rent at the market rate with a corresponding cost recorded within expenditure. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. Refer to the Trustees' Annual Report for more information about their contribution.

Other income

Other income is recognised when the charity is entitled to receipt.

Resources expended

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the charity to the expenditure. Expenditure is accounted for on an accruals basis. Irrecoverable VAT is included with the expenses items to which it relates. Resources expended comprise:-

Raising funds
These include salaries and directly attributable overheads.

Charitable activities
Includes all direct salaries and other costs incurred in delivering the charity's charitable activity of delivering care services, together with the costs directly associated with the governance of the charity, including legal and regulatory compliance and strategic planning and also an appropriate proportion of the central and regional support costs of the organisation.

Other
Consultancy costs included the related salary costs.

Support costs
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These represent direct finance, human resources, IT and property service costs incurred by the organisation in carrying out its activities. Allocations of support costs are based on a pro rata of direct expenditure for different activities.

Intangible fixed assets other than goodwill

Intangible assets are initially recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses. Intangible assets are amortised at their expected useful economic lives on a straight line basis as follows:

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software - 5 years

1. ACCOUNTING POLICIES (Continued)

Tangible fixed assets

Tangible fixed assets are initially measured at cost, or in cases where fixed assets have been donated to the Saint John of God Hospitaller Services, at valuation at the time of acquisition. The charity's policy is only to capitalise items with an individual or collective value (where it is a group of assets) exceeds £1,000.

Freehold land and assets in the course of construction are not depreciated.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings
Term of the lease

Freehold property
4 – 25 years

Fixtures and fittings
3 to 10 years

Motor vehicles
4 – 8 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset,and is recognised in net income/(expenditure) for the year.

Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Intangible assets with indefinite useful lives and intangible assets not yet available for use are tested for impairment annually, and whenever there is an indication that the asset may be impaired.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Reduced Disclosure Options

In accordance with FRS 102, the charity has taken advantage of the exemptions from the following disclosure requirements;

Section 7 'Statement of Cash Flows' – Presentation of a Statement of Cash Flow and related notes and disclosures (in relation to the charity's own statement of cash flows – a consolidated statement of cash flows is presented in these financial statements).

Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits
As a charity we may be committed, by legislation, by contractual or other agreements with employees or their representatives or by a constructive obligation based on business practice, custom or a desire to act equitably, to make payments (or provide other benefits) to employees when it terminates their employment. Such payments are termination benefits.

Termination benefits are employee benefits payable as a result of either:

- an entity's decision to terminate an employee's employment before the normal retirement date; or
- or an employee's decision to accept voluntary redundancy in exchange for those benefits.

Retirement benefits
The company makes available a contributory money purchase scheme which all employees can join. This is administered by Scottish Equitable and each person has their own independent pension policy. The charge for the year represents contributions payable in the year.

2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3. DONATIONS AND LEGACIES

	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2022 £'000	TOTAL 2021 £'000
Donations and gifts				
Hospitaller Order of Saint John of God	-	-	-	562
Other	93	377	470	1,589
	93	**377**	**470**	**2,151**
For the year ended 31 December 2021				
Hospitaller Order of Saint John of God	562	-		562
Other	402	1,187		1,589
	964	**1,187**		**2,151**

4. CHARITABLE ACTIVITIES

	Accommodation and support £'000	Specialist Housing Support £'000	Religious Management Services £'000	Good Shepherd £'000	TOTAL 2022 £'000	TOTAL 2021 £'000
Charitable activities	8,409	10,885	3,417	564	23,275	18,506
Analysis by fund						
Unrestricted funds	8,039	10,843	-	501	19,383	
Restricted funds	370	42	3,417	63	3,892	
	8,409	**10,885**	**3,417**	**564**	**23,275**	
For the year ended 31 December 2021						
Unrestricted funds	5,155	9,631	-	-		14,786
Restricted funds	1	-	3,719	-		3,720
	5,156	**9,631**	**3,719**	**-**		**18,506**

5. OTHER TRADING ACTIVITIES

	2022 £'000	2021 £'000
Trading income	57	114

6. INVESTMENTS

	2022 £'000	2021 £'000
Bank interest	7	-

7. OTHER INCOME

	2022 £'000	2021 £'000
Other income	102	1
Insurance claim income	-	2
Coronavirus Job Retention Scheme Grants	-	116
	102	**119**

8. RAISING FUNDS

	2022 £'000	2021 £'000
Direct costs	184	114
Staff costs	213	173
	397	**287**
Other costs		
Direct costs	8	33
Depreciation and impairment	18	5
	26	**38**
	423	**325**

9. CHARITABLE ACTIVITIES

	Accommodation and Support	Specialist Housing Support	Religious Management Services	Good Shepherd Care Services	TOTAL 2022	TOTAL 2021
	£'000	£'000	£'000	£'000	£'000	£'000
Staff costs	4,985	3,742	2,374	-	11,101	9,998
Depreciation and impairment	178	186	3	-	367	258
Activities directly undertaken	1,841	4,039	423	754	7,057	4,678
	7,004	**7,967**	**2,800**	**754**	**18,525**	**14,934**
Share of support costs (see note 10)	1,354	1,768	512	-	3,634	2,814
Share of governance costs (see note 10)	10	14	4	-	28	24
	8,368	**9,749**	**3,316**	**754**	**22,187**	**17,772**
Analysis by fund						
Unrestricted funds	8,103	9,599	7	292	18,001	
Restricted funds	265	150	3,309	462	4,186	
	8,368	**9,749**	**3,316**	**754**	**22,187**	
For the year ended 31 December 2021						
Unrestricted funds	5,127	8,391	8	-		13,526
Restricted funds	20	313	3,913	-		4,246
	5,147	**8,704**	**3,921**			**17,772**

10. SUPPORT COSTS

	Support costs	Governance costs	2022	2021	Basis of allocation
	£'000	£'000	£'000	£'000	
Staff costs	2,630	-	2,630	1,931	
Depreciation and amortisation	79	-	79	61	
Legal and professional	33	-	33	34	Specific allocation
IT	254	-	254	383	Specific allocation
Finance	180	-	180	104	Specific allocation
Property	115	-	115	57	Specific allocation
Exec office	187	-	187	143	Specific allocation
HR	74	-	74	33	Specific allocation
Admin	82	-	82	68	Specific allocation
Audit fees	-	28	28	24	Governance
	3,634	**28**	**3,662**	**2,838**	
Analysed between					
Charitable activities	**3,634**	**28**	**3,662**	**2,838**	

Support costs have been allocated to the different charitable activities on the basis of the income received for each activity. This is on the basis that it provides the fairest reflection of where the support is given.

Governance costs includes payments to the auditors of £28,000 (2021 - £24,000) for audit fees.

11. NET MOVEMENT IN FUNDS

	2022 £'000	2021 £'000
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	28	24
Depreciation of owned tangible fixed assets	414	274
Amortisation of intangible assets	52	50
Operating lease charges - land and buildings	949	1,202
Operating lease charges - other	-	6

12. EMPLOYEES

Number of employees
The average monthly number of employees during the year was:

	2022 Number	2021 Number
Medical, Nursing and Allied Professions	8	8
Managers, Support Workers and Ancillary Staff	489	501
Executive	4	4
Managers and Other Staff	32	32
	533	**545**

	2022 £'000	2021 £'000
Employment costs		
Wages and salaries	11,595	10,505
Social security costs	1,011	853
Other pension costs	289	284
Other staff costs	1,030	460
Restructuring costs	19	-
	13,944	**12,102**

Included in staff restructuring costs are 1 (2021: nil) redundancy payments totalling £19,027 (2021: £nil).

The key management personnel of the charity comprise the Trustees and the key management team. Total employee benefits for the key management personnel were £456,338 (2021: £424,071).

The number of employees whose annual remuneration was £60,000 or more were:

	2022 Number	2021 Number
£60,000 - £69,999	1	1
£70,000 - £79,999	1	-
£80,000 - £89,999	-	2
£90,000 - £99,999	2	-
£120,000 - £129,999	-	1
£130,000 - £139,999	1	-

In the year, there were 5 employees (2021: 4) earning in excess of £60,000 per annum who participated in the defined contribution pension scheme (see note 25). Contributions of £13,394 were made in relation to these individuals during the year (2021: £15,863).

No trustee received any remuneration (2021: nil). Expenses were paid to 1 (2021: 2) trustees totalling £168 for travel and subsistence (2021: £582).

Excluding the volunteer trustees, the charity had 4 (2021: 16) volunteers helping with our activities. Most of these volunteers contributed on a part-time basis ranging from a few hours per month to 30 hours per week.

13. INTANGIBLE FIXED ASSETS

	Software £'000
Group and charity	
Cost	
At 1 January 2022 and 31 December 2022	251
Additions	14
At 31 December 2022	265
Amortisation and impairment	
At 1 January 2022	100
Amortisation charged for the year	52
At 31 December 2022	152
Carrying amount	
At 31 December 2022	113
At 31 December 2021	151

14. TANGIBLE FIXED ASSETS CHARITY

	Leasehold land and buildings £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
Cost				
At 1 January 2022	2,956	1,131	184	4,271
Additions	409	240	-	649
Disposals	-	(4)	(24)	(28)
Transfers	94	(80)	(14)	-
At 31 December 2022	**3,459**	**1,287**	**146**	**4,892**
Depreciation and impairment				
At 1 January 2022	801	746	91	1,638
Depreciation charged in the year	224	176	14	414
Eliminated in respect of disposals	-	(4)	(24)	(28)
Transfers	94	(80)	(14)	-
At 31 December 2022	**1,119**	**838**	**67**	**2,024**
Carrying amount				
At 31 December 2022	**2,340**	**449**	**79**	**2,868**
At 31 December 2021	**2,155**	**385**	**93**	**2,633**

14. TANGIBLE FIXED ASSETS GROUP

	Leasehold land and buildings £'000	Freehold property £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
Cost					
At 1 January 2022	2,956	600	1,163	184	4,903
Additions	409	-	244	-	653
Disposals	-	-	(4)	(24)	(28)
Transfers	94	-	(80)	(14)	-
At 31 December 2022	**3,459**	**600**	**1,323**	**146**	**5,528**
Depreciation and impairment					
At 1 January 2022	801	5	769	91	1,666
Depreciation charged in the year	224	-	176	14	414
Eliminated on disposal	-	-	(4)	(24)	(28)
Transfers	94	-	(80)	(14)	-
At 31 December 2022	**1,119**	**5**	**861**	**67**	**2,052**
Carrying amount					
At 31 December 2022	**2,340**	**595**	**462**	**79**	**3,476**
At 31 December 2021	**2,155**	**595**	**394**	**93**	**3,237**

15. DEBTORS

	Group 2022 £'000	Charity 2022 £'000	Group 2021 £'000	Charity 2021 £'000
Amounts falling due within one year:				
Trade debtors	1,971	1,905	460	441
Other debtors	33	33	16	16
Prepayments and accrued income	672	672	1,360	1,304
	2,676	**2,610**	**1,836**	**1,761**

16. CREDITORS

Creditors: amounts falling due within one year

	Group 2022 £'000	Charity 2022 £'000	Group 2021 £'000	Charity 2021 £'000
Borrowings	49	14	29	29
Trade creditors	158	158	160	160
Other taxation and social security	258	258	247	236
Deferred income	462	387	638	612
Other creditors	378	365	383	383
Accruals	632	632	685	683
	1,937	**1,814**	**2,142**	**2,103**

17. CREDITORS

Creditors: amounts falling due after one year

	Group 2022 £'000	Charity 2022 £'000	Group 2021 £'000	Charity 2021 £'000
Borrowings	456	302	499	299
	456	302	499	299

18. DEFERRED INCOME

	Group 2022 £'000	Charity 2022 £'000	Group 2021 £'000	Charity 2021 £'000
Balances at 1 January 2022	638	612	552	552
Released from previous years	(502)	(476)	(418)	(418)
Resources deferred during the year	326	251	504	478
	462	**387**	**638**	**612**

Deferred income relates to income charged for services in advance of the accounting period.

19. BORROWINGS

	Group 2022 £'000	Charity 2022 £'000	Group 2021 £'000	Charity 2021 £'000
Other loans	506	316	528	328
Payable within one year	49	14	29	29
Payable after one year	457	302	499	299

The charity has a mortgage with a nominal interest rate of 3.27% above base rate, with the final instalment due on 24th September 2026. The carrying amount at year end is £316k (2021: £328k). The loan is secured by way of a legal mortgage dated 27th September 2021 over the property known as The Old Vicarage.

The group has a consolidated loan of £190,000 (2021:£200,000) from the Hospitaller Order of Saint John of God. This loan is interest free and has no fixed repayment date.

20. FUNDS GROUP

The income funds of the charity include restricted funds comprising of the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				
	Balance at 1 Jan 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2022 £'000
Unrestricted funds					
Accumulated fund	3,595	19,642	(18,419)	109	4,927
Designated fund	125	-	-	-	125
	3,720	**19,642**	**(18,419)**	**109**	**5,052**
Restricted funds					
Religious Management Services	-	3,417	(3,308)	(109)	-
Austin	5	-	(5)	-	-
Pret	-	10	(2)	-	8
Rockliffe Property Purchase	632	-	(26)	-	606
O'Gara Donation	5	-	-	-	5
Hospitality	-	-	-	-	-
Gabriel Howard	-	-	-	-	-
Terry Yorath House refurbishment	232	-	(41)	-	191
Finns Scott	2	-	-	-	2
LFCT Service donation	300	-	-	-	300
Olallo refurbishment	328	-	(46)	-	282
Lottery - Magic Bus	87	-	(1)	-	86
TSA - Covid Support	7	-	(7)	-	-
Bupa Foundation	12	109	(121)	-	-
London Response Fund	12	-	(12)	-	-
TYH COOP	6	-	-	-	6
Dalby View from AM Family	2	-	-	-	2
Connect Charity Donation	6	-	(2)	-	4
Order Convertible Donation	76	-	(19)	-	57
ICF Funding	4	-	-	-	4
HSBC Funding	12	-	-	-	12
Covid relief fund – Woodhall	-	11	-	-	11
Hertfordshire community foundation – Woodhall	-	19	(7)	-	12
Homes for Ukraine	-	195	-	-	195
Better Life – SJOG Foundation – Green Team	-	12	-	-	12
Garfield Weston	-	20	-	-	20

20. FUNDS GROUP (Continued)

	Movement in funds				
	Balance at 1 Jan 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2022 £'000
Better Life – SJOG foundation Learning & Skills	-	13	-	-	13
Better life – Olallo bed	-	13	(15)	-	(2)
Better Life – Roots & Shoots	-	13	(2)	-	11
Leeds CC – rent contribution	-	53	(53)	-	-
West Riding Masonic Charities Ltd	-	5	(5)	-	-
Poor Service Mother of God	-	55	(55)	-	-
Congregation of the Sisters of Nazareth – donation	-	4	(1)	-	3
The Little Co of Mary	-	1	-	-	1
SJOG Research funding	-	7	(7)	-	-
Capital grants	-	58	(4)	-	54
Donations – charitable trusts	-	57	(51)	-	6
Individual donations	-	70	(47)	-	23
Organisations and companies	-	25	(18)	-	7
Grants and contracts statutory grants	-	102	(49)	-	53
Client welfare	20	-	(12)	-	8
Capital fund	270	-	(270)	-	-
Salary funds	10	-	(10)	-	-
	2,028	**4,269**	**(4,196)**	**(109)**	**1,992**
	5,748	**23,911**	**(22,615)**	**-**	**7,044**

20. FUNDS CHARITY

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				
	Balance at 1 Jan 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2022 £'000
Unrestricted funds					
Accumulated fund	3,324	19,141	(18,127)	109	4,447
	3,324	**19,141**	**(18,127)**	**109**	**4,447**
Restricted funds					
Religious Management Services	-	3,417	(3,308)	(109)	-
Austin	5	-	(5)	-	-

20. FUNDS CHARITY (Continued)

	Movement in funds				
	Balance at 1 Jan 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2022 £'000
Pret	-	10	(2)	-	8
Rockliffe Property Purchase	632	-	(26)	-	606
O'Gara Donation	5	-	-	-	5
Hospitality	-	-	-	-	-
Gabriel Howard	-	-	-	-	-
Terry Yorath House refurbishment	232	-	(41)	-	191
Finns Scott	2	-	-	-	2
LFCT Service donation	300	-	-	-	300
Olallo refurbishment	328	-	(46)	-	282
Lottery - Magic Bus	87	-	(1)	-	86
TSA - Covid Support	7	-	(7)	-	-
Bupa Foundation	12	109	(121)	-	-
London Response Fund	12	-	(12)	-	-
TYH COOP	6	-	-	-	6
Dalby View from AM Family	2	-	-	-	2
Connect Charity Donation	6	-	(2)	-	4
Order Convertible Donation	76	-	(19)	-	57
ICF Funding	4	-	-	-	4
HSBC Funding	12	-	-	-	12
Covid relief fund – Woodhall	-	11	-	-	11
Hertfordshire community foundation – Woodhall	-	19	(7)	-	12
Homes for Ukraine	-	195	-	-	195
Better Life – SJOG Foundation – Green Team	-	12	-	-	12
Garfield Weston	-	20	-	-	20
Better Life – SJOG foundation Learning & Skills	-	13	-	-	13
Better life – Olallo bed	-	13	(15)	-	(2)
Better Life – Roots & Shoots	-	13	(2)	-	11
Leeds CC – rent contribution	-	53	(53)	-	-
West Riding Masonic Charities Ltd	-	5	(5)	-	-
Poor Service Mother of God	-	55	(55)	-	-
Congregation of the Sisters of Nazareth – donation	-	4	(1)	-	3
The Little Co of Mary	-	1	-	-	1
SJOG Research funding	-	7	(7)	-	-
	1,728	**3,957**	**(3,735)**	**(109)**	**1,841**
	5,052	**23,098**	**(21,862)**	**-**	**6,288**

20. FUNDS (Continued)

The restricted funds represent segregation of monies held for where the fund provider has specified particular purposes for which the funds are to go, so as to ensure that they are spent as the donor specified. The funds entitled 'Religious management services' are funds given by specific religious orders in relation to homes managed by Saint John of God Hospitaller Services, to pay for the upkeep of their respective care homes which remained unspent at the period end and will be used in care provision in the coming years.

The Terry Yorath House Refurbishment Fund relates to funding received from Leeds City Council to update and improve the building.

The Olallo Refurbishment Fund relates to funds raised to restore and improve the building in Euston following a significant flood.

The Lottery - Magic Bus Fund represents funds provided to build a mobile sensory bus.

The TSA - COVID support fund represents support for IT equipment and additional cleaning costs due to Covid 19.

The Order Convertible Donation represents relates to funding received from the Hospitaller Order of Saint John of God to assist with building development and improvement costs at Woodhall Community Centre and Enfield.

Rockcliffe Property Purchase - The Rockcliffe fund relates to property donated by the Order of St John of God for the purpose of providing services.

LFCT donations - SJOG have received a number of donations from families over prior years which are restricted to the services provided at Lindisfarne Court.

Homes for Ukraine - SJOG received funding from the Albert Gubay Foundation to deliver a project supporting people displaced by the war in Ukraine to settle in the UK on the Government's Homes for Ukraine scheme. A related but separate project was funded by the Department for Levelling Up Housing and Communities to support people to access the Homes for Ukraine scheme and facilitate rematching between guests and hosts.

All other funds represent specific bequests or donations to the services named to be spent specifically on improvements to these services as deemed necessary.

Unrestricted funds
General funds are 'free reserves' available to spend at the trustees' discretion.

20. FUNDS (Continued)

For the year ended 31 December 2021:

	Movement in funds					
	Balance at 1 Jan 2021 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Gift of Subsidiary £'000	Balance at 31 Dec 2021 £'000
Unrestricted funds						
Accumulated fund	1,379	15,983	(13,851)	(187)	271	3,595
Designated fund	-	-	-	-	125	125
	1,379	**15,983**	**(13,851)**	**(187)**	**396**	**3,720**
Restricted funds						
Religious Management Services	-	3,718	(3,905)	187	-	-
Austin	-	5	-	-	-	5
Pret	-	10	(10)	-	-	-
Rockliffe Property Purchase	-	647	(15)	-	-	632
O'Gara Donation	-	5	-	-	-	5
Hospitality	6	-	(6)	-	-	-
Gabriel Howard	41	-	(41)	-	-	-
Terry Yorath House refurbishment	252	-	(20)	-	-	232
Finns Scott	-	3	(1)	-	-	2
LFCT Service donation	-	301	(1)	-	-	300
Olallo refurbishment	369	-	(41)	-	-	328
Lottery - Magic Bus	61	39	(13)	-	-	87
TSA - Covid Support	12	-	(5)	-	-	7
Bupa Kickstart	-	157	(145)	-	-	12
London Response Fund	35	-	(23)	-	-	12
TYH COOP	-	6	-	-	-	6
Brother Malachy Olallo Donation	-	1	(1)	-	-	-
Dalby View from AM Family	-	3	(1)	-	-	2
Connect Charity Donation	6	-	-	-	-	6
Order Convertible Donation	93	-	(17)	-	-	76
ICF Funding	5	-	(1)	-	-	4
HSBC Funding	-	12	-	-	-	12
Client welfare	-	-	-	-	20	20
Capital fund	-	-	-	-	270	270
Salary funds	-	-	-	-	10	10
	880	**4,907**	**(4,246)**	**187**	**300**	**2,028**
	2,259	**20,890**	**(18,097)**	**-**	**696**	**5,748**

20. FUNDS CHARITY

For the year ended 31 December 2021:

	Movement in funds				
	Balance at 1 Jan 2021 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2021 £'000
Unrestricted funds					
Accumulated fund	1,379	15,983	(13,851)	(187)	3,324
	1,379	**15,983**	**(13,851)**	**(187)**	**3,324**
Restricted funds					
Religious Management Services	-	3,718	(3,905)	187	-
Austin	-	5	-	-	5
Pret	-	10	(10)	-	-
Rockliffe Property Purchase	-	647	(15)	-	632
O'Gara Donation	-	5	-	-	5
Hospitality	6	-	(6)	-	-
Gabriel Howard	41	-	(41)	-	-
Terry Yorath House refurbishment	252	-	(20)	-	232
Finns Scott	-	3	(1)	-	2
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London Response Fund	35	-	(23)	-	12
TYH COOP	-	6	-	-	6
Brother Malachy Olallo Donation	-	1	(1)	-	-
Dalby View from AM Family	-	3	(1)	-	2
Connect Charity Donation	6	-	-	-	6
Order Convertible Donation	93	-	(17)	-	76
ICF Funding	5	-	(1)	-	4
HSBC Funding	-	12	-	-	12
	880	**4,907**	**(4,246)**	**187**	**1,728**
	2,259	**20,890**	**(18,097)**	**-**	**5,052**

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £'000	Restricted funds £'000	TOTAL £'000
Group			
Fund balances at 31 December 2022 are represented by:			
Intangible fixed assets	113	-	113
Tangible assets	2,394	1,082	3,476
Current assets/(liabilities)	2,545	1,402	3,947
Long term liabilities	-	(492)	(492)
	5,052	**1,992**	**7,044**
Group			
Fund balances at 31 December 2021 are represented by:			
Intangible fixed assets	151	-	151
Tangible assets	2,041	1,196	3,237
Current assets/(liabilities)	1,528	1,331	2,859
Long term liabilities	-	(499)	(499)
	3,720	**2,028**	**5,748**
Charity			
Fund balances at 31 December 2022 are represented by:			
Intangible fixed assets	113	-	113
Tangible assets	1,786	1,082	2,868
Current assets/(liabilities)	2,548	1,061	3,609
Long term liabilities	-	(302)	(302)
	4,447	**1,841**	**6,288**
Charity			
Fund balances at 31 December 2021 are represented by:			
Intangible fixed assets	151	-	151
Tangible assets	1,437	1,196	2,633
Current assets/(liabilities)	1,736	831	2,567
Long term liabilities	-	(299)	(299)
	3,324	**1,728**	**5,052**

22. CASH GENERATED FROM OPERATIONS

	Group 2022 £'000	Group 2021 £'000
Surplus for the year	1,296	2,793
Adjustments for:		
Impairment of investments	-	3
Amortisation and impairment of intangible assets	52	50
Depreciation and impairment of tangible fixed assets	414	274
Movements in working capital:		
(Increase) in debtors	(840)	(267)
(Decrease) in creditors	(226)	(604)
Cash generated from operations	**696**	**2,249**

23. OPERATING LEASE COMMITMENTS – GROUP AND CHARITY

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022 £'000	2021 £'000
Land and buildings		
Within one year	1,287	527
Between one and five years	2,269	1,768
In over five years	782	1,198
	4,338	**3,493**
Other		
Within one year	-	6
Between one and five years	-	6
	-	**12**

24. RELATED PARTY TRANSACTIONS

Charity and group

The Hospitaller Order of Saint John of God (and its subsidiary St. John of God (Community Developments) Ltd) and the Hospitaller Order of Saint John of God Charitable Trust are separate registered charities. Some of the trustees of these charities were also trustees of Saint John of God Hospitaller Services during the period under review. Certain trustees are also members of the Board of Sponsors of Saint John of God Hospitaller Ministries, a canonical body established in Ireland.

Included within debtors is an amount of £1,023 (2021: £nil) owed from Hospitaller Order of Saint John of God for recharges of overhead costs.

During the year rental payments of £345,881 (2021: £345,881) were made to Hospitaller Order of Saint John of God for the use of fixed assets owned by the Order.

During the year donations amounting to £nil (2021: £561,631) were receivable from Hospitaller Order of Saint John of God.

Included within other creditors is an amount of £186,320 (2021: £304,321) owed to Hospitaller Order of Saint John of God.

Group only

There is a loan of £190,000 (2021: £200,000) included within other loans which is owed to Hospitaller Order of Saint John of God. Included within other creditors is an amount of £949 (2021: £nil) is owed from Hospitaller Order of Saint John of God.

25. PENSION COSTS

The company makes available a contributory money purchase scheme which all employees can join. This is administered by Scottish Equitable and each person has their own independent pension policy. The charge for the year represents contributions payable in the year.

The total pension costs in the year were £292,749 (2021: £279,121). Amounts deducted but not yet paid over amounted to £63,333 (2021: £58,434).

26. ANALYSIS OF CHANGES IN NET DEBT

	1 January 2022 £'000	Cash flows £'000	Non-cash movements £'000	31 Dec 2022 £'000
Cash and cash equivalents				
Cash	3,165	7	-	3,172
Total cash	**3,165**	**7**	**-**	**3,172**
Borrowings				
Short-term borrowings	(29)	(20)	-	(49)
Long-term borrowings	(499)	43	-	(456)
Total borrowings	(528)	23	-	(505)
Net debt	**2,637**	**30**	**-**	**2,667**

27. MEMBER UNDERTAKINGS

The charity controls Good Shepherd Services, a charity registered in England and Wales by right of being the only member.

The results of the member undertaking are summarised below:

	Total 2022 £'000	Total 2021 £'000
Income:		
Donations and legacies	250	255
Charitable activities	564	531
Miscellaneous income	-	25
	814	**811**
Expenditure:		
Charitable activities	(754)	(572)
	(754)	(572)
Net incoming resources	**60**	**239**

The net assets of the member undertaking at 31 December 2022 amounted to £756k (2021: £696k).

28. ULTIMATE CONTROLLING PARTY

The sole member of the charity is the Saint John of God Hospitaller Services Group, a company limited by guarantee and registered in the Republic of Ireland (company number 568740).

Trustees

W Forkan

R Moore

M Francis
(resigned 26 January 2022)

N Brannigan

L K Selfe

E Gibbons
(chair of trustees)

R O'Donnell

S Robinson
(resigned 8 June 2022)

D Reid

C A Rennolds

A A Aromolaran

E J Peacock
(appointed 30 August 2022)

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
NE4 5DE

Key management team:

Paul Bott
CHIEF EXECUTIVE

Leanne Welford
CHIEF FINANCE OFFICER

Dr Lisa Alcorn
CHIEF OPERATING OFFICER

Dr Jamie Mackrill
DIRECTOR OF OPPORTUNITIES

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

SAINT JOHN OF GOD HOSPITALLER SERVICES

England & Wales - Charity number 1108428

Accounts



SJOG
Hospitaller Services

A charity of people **for people**

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(incorporating the Strategic Report)

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TRUSTEES ANNUAL REPORT
(INCORPORATING STRATEGIC REPORT)
for Saint John of God Hospitaller Services (SJOG)

Charity Commission registration number 1108428

Company limited by guarantee
(registered in England, company number 05324279)

OUR COLLEAGUES ARE REMARKABLE AND THE SUCCESSES THAT YOU SEE HERE ARE BECAUSE OF THEIR EXCEPTIONAL WORK

WELCOME

FROM THE CHAIR OF TRUSTEES AND CHIEF EXECUTIVE

After the challenges that a worldwide pandemic in 2020 brought, we were looking forward to a 2021 that offered us a return to normality, but being in and out of lockdown created further challenges and uncertainties.

Our colleagues, as always, were remarkable. When everyone was told to stay at home, our key working colleagues were out supporting the people that we are here to serve.

Despite the challenges, we continued to reach more people. This was achieved through opening new services, bringing in services from other providers and welcoming Good Shepherd as part of SJOG.

Even in this tumultuous year we've grown to support more people than ever before and developed new types of services.

In London and the north-west of England we have added outreach services for people who have been trafficked or subject to modern day slavery to add to our existing safe houses. SJOG is now, by some margin, the largest provider of safe houses in the UK.

As well as focusing on the new, 2021 was also a year to take stock of how far the charity has come. Developed in 2019, 'We're here to Help' was a transformational strategy and in 2021 we published a review of what has been achieved. The transformation has been remarkable.

In between lockdowns we were able to work with colleagues, the people we serve and wider networks to develop our new strategy 'Doing Good'. 'Doing Good' builds on the great work of the previous years, and supports the development of more and better services so that we can be of more help to more people.

The coming year will see the opening of our 20th, 21st and 22nd safe house, and a dedicated autism service that will sit at the heart of a network of provision for people with complex support needs in the North East. There will also be a community kitchen and further intensive housing management services.

It will also be the year that we celebrate with the Hospitaller Order of Saint John of God as it marks its 450th birthday. Though we grow and change to meet today's challenges and benefit from today's technologies, we will still hold Hospitality at our very core. Every day we continue to say, "come in, you are most welcome, how can we be of help?" That focus of being of help is what drives our colleagues every day, even in the toughest of times. They are remarkable and the successes that you see here are because of their exceptional work.





Emma Gibbons, Chair of Trustees





Paul Bott, Chief Executive

SJOG ON A PAGE

OUR PURPOSE:

To meet need wherever we find it.

OUR VALUES:

Hospitality, Compassion and Respect.

OUR AIMS:

To be

A charity that is true to its values.

A charity that is ambitious to be of more help to more people.

A charity that is faithful to the inspiration of its founder.

TRUSTEES REPORT
(INCORPORATING STRATEGIC REPORT)

OUR STRATEGY

2021 was a big year for the charity as we reached the end of the transformational strategic direction 'We're here to help' and developed a new strategy 'Doing Good', which we will start to deliver on in 2022.

'Doing Good' was created by capturing the voices of the people in our community. It builds on the successes of the past three years and focuses on what people say they want and what they need from SJOG as a charity.

We'll be moving with 'Doing Good' to focus on Community, Impact and Quality from the beginning of 2022.

To highlight how far we've come in the past three years we captured the successes, and the areas where work needs to continue in the document 'We're Here to Help, How Did We Do?'.

In reporting on 2021 we have retained the four headings of People, Colleagues, Growth and Sustainability from 'We're Here to Help'.

1 People

SJOG is a charity where people support people.

We believe that every person has intrinsic worth and inherent dignity, and that with the right support each and every person can achieve their potential.

We're led by the aspirations of the people we're here to help, bringing our professional skills to bear whilst recognising that we are guests in people's lives.

We are a diverse charity meeting need where we find it. In our 140-year history we have grown services for people with learning disabilities and complex physical impairments, and we have developed partnerships to support older people.

More recently the growth in need has been in mental health, homelessness and modern day slavery, and this now constitutes the largest area of work by the charity, both in terms of the numbers of people supported and the funds expended to support this.

We now support more people every month than we have ever supported, but there is more to be done and we will continue to strive to be of more help to more people.

Even in a time of Covid we have remained ambitious for the people that we are here to serve, opening new services and increasing both the reach and the range of the support offered.



people's stories

Paul lives at Terry Yorath House in Leeds and works at Leeds University as an adviser to help students / tutors understand the life of a disabled person.



2 Colleagues

The number of colleagues employed by SJOG increased slightly in the year by 4% as we opened new services.

At our heart we believe that every person has intrinsic worth and inherent dignity, and that with the right support each and every person can achieve their potential, and this is as true for our colleagues as for the people we support.

Our learning academy, the Ministry of Hospitality has grown to offer over 100 courses to our colleagues and whilst e-learning remained prominent, there was a move back to face-to-face learning.

This year saw the further development of the Ministry of Hospitality offering an updated learning pathway for each of our colleagues to develop their knowledge and skills and achieve their potential.

LOVED continues to support our colleagues' physical, financial and emotional health. There was the further development of mental health first aiders, and an increase in both the number of trainers in the charity and those who had completed mental health first aid awareness training.

We had planned for a return to some kind of normality in 2021, but the global pandemic continued and our colleagues as key workers were still in the community doing the work that they do.

The work was celebrated in a Summer of Celebration during one of the gaps in lockdown.

We welcomed a new range of colleagues funded through the government's Kickstart initiative to create Green Teams in both Darlington and Welwyn Garden City, and a team of researchers to help build evidence that informs practice.

Where we could do better is in encouraging more volunteers. Our volunteer support has been depleted by Covid as people stayed at home to keep themselves, and the people that they love, safe.

We'd love to welcome more volunteers, whether that's offering a skill for an hour, or someone who is looking to make a longer-term commitment. We know that doing good does you good and this will be an area for us to encourage.

3 Growth

WE EXIST TO MEET NEED WHERE WE FIND IT, AND WITH A GROWING NEED, WE OPENED NEW SERVICES THIS YEAR

Magic Space offers bespoke sensory therapy using virtual environments. Rockliffe Court adds to the range of disability services offered by the charity. There were new housing services, and on top of all of this, the formation of the SJOG group with the joining of Good Shepherd in Wolverhampton.

We added to the partnerships with older communities with support to the Cenacle Sisters. Our partnership with The Salvation Army continues to be particularly beneficial, with new services in Birmingham, Middlesbrough and Brighton and with the creation of Modern Day Slavery Outreach Services in both London and North West England.

The rate of growth continues with the purchase and development of The Old Vic, which will open in 2022 to meet the needs of people with autism.

More safe houses are planned and there will be a focus on increasing the range of housing available to the people that we are here to serve. It will be another busy year striving to meet need where we find it.

people's stories

I came from Slovakia and became dependent on people who gave me somewhere to live and work in their car wash. I was ill and in trouble. SJOG have provided me with safety and a means to a future. **M**





BEING OF HELP IS WHAT DRIVES OUR COLLEAGUES EVERY DAY, EVEN IN THE TOUGHEST OF TIMES

4 Sustainability

The charity is now financially sustainable, raising enough money to cover its costs, and we have rebuilt reserves to sensible levels.

Whilst financial sustainability is core, there are other factors that aid sustainability. We have increased our research capacity and have published papers in partnership with Caritas Social Action Network, and independently. The research builds the evidence base, and will inform public policy and the development of practice in coming years.

The charity has grown and so we have also invested in the structure of the charity, with an investment in our people team, service development, research and in social media and communications.

The work that our colleagues at SJOG do is remarkable, and increasing the ability to share that learning with others, through research and through the use of social media has seen a marked increase in the year.

people's stories

Amy has autism and lives at Sandown Road in Billingham. In 2021 she was able to go on holiday for the first time, such has been the progress she's made. It was tailored so she was able to do all the things she loves - like spinning around at the local disco!



people's stories

I'm Abderrahman El-Ouantouti - Team Lead for Homelessness & Modern Day Slavery. We are here to change people's lives.



SJOG IN A YEAR 2021

JANUARY

- Start of Magic Space



- MDS Outreach London starts
- Cenacle Sisters partnership in Liverpool starts
- MDS Outreach in the North West starts

FEBRUARY

- Opening of St John's, Enfield
- Markel Third Sector Award for Leadership
- Woodhall refurbishment

MARCH

- ISO27001 accreditation achieved
- Delivery of Access Dashboards including Trustee Dashboards

APRIL

- Podcasts begin on improving practice
- Social media team in place
- Green Team starts to deliver

SJOG GREEN team

MAY

- MHFA training
- Service Design Team in place
- Research Team



JUNE

- Rockliffe Court becomes part of SJOG



JULY

- Summer of Celebration



- Olallo recognised in the London Housing Awards

AUGUST

- Internal social media launched to better support our colleagues

SEPTEMBER

- Old Vicarage bought for renovation



- Conferences - Durham and Milton Keynes



- Play It research published
- New trustees

OCTOBER

- Recognised in the LD and Autism awards

National Autistic Society | Autism Specialist Award 2022

- Good Shepherd joins to form SJOG Group

NOVEMBER

- Environmental Audits

DECEMBER

- Opening of the Grove



FINANCIALLY, THIS HAS BEEN ANOTHER SUCCESSFUL YEAR FOR THE CHARITY, WHICH BUILT ON THE WORK STARTED IN 2019

FINANCIAL REVIEW

The sector remains a challenging environment to operate in, but closer relationships working with commissioners has led to SJOG receiving a fair rate for the care and support provided.

New services in the year benefitted from robust financial modelling, ensuring their viability and sustainability. Cash flow remains a priority and significant improvements continued to be made in credit control.

Our total income in 2021 was £20.9m (2020: £18m) as shown in the Statement of Financial Activities.

Charitable expenditure was £18.1m (2020: £17.2m) and the charity generated a surplus of £2.8m (2020: £0.8m).

Reserves grew from £2.3.m at the end of 2020 to £5.0m at the end of 2021 of these £1.7m are restricted and £3.3m are unrestricted. £2.8m of reserves are held as fixed assets.

people's stories

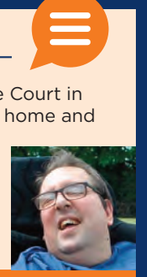
Helga* was a client in our North West outreach services and suffered with severe mental health issues including psychosis and a suicide attempt; she was a 'stateless' person with no option of repatriation, no recourse to public funds in the UK, had been evicted from several hotels and refused placement by three providers.

*Name has been changed

SJOG colleague Cristiana however wasn't deterred and despite all the adversities, did everything in order to ensure Helga secured a safe placement and was not made homeless.

people's stories

I'm Craig and live at Lindisfarne Court in Darlington. Lindisfarne is a real home and I feel absolutely privileged to be part of the SJOG community. I'm a member of the Advisory Council which I'm hugely proud of.



The trustees have a responsibility to hold a prudent level of reserves, to ensure the sustainability of the charity. The trustees have set a free unrestricted reserves target of up to £1.7m based upon a risk approach and in line with the charity's reserve policy. Reserves are on target but we continue to monitor.

This sum is necessary for day to day working capital and to cover potential financial risks and is in keeping with the Charity Commission's recommendations and guidance. Including reserves of Good Shepherd Services, total reserves are £5,748k at 31 December 2021.

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 this year we are reporting on the balance sheet of SJOG and the group position incorporating Good Shepherd.

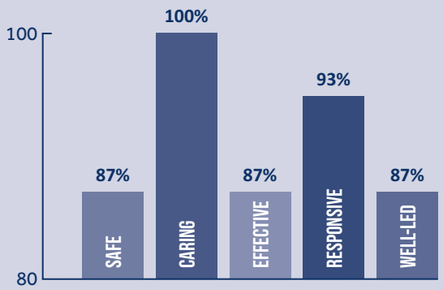
The charity is now in a much stronger position to support people, both today and into the future.

2019 2021

NUMBER OF SERVICES: 27

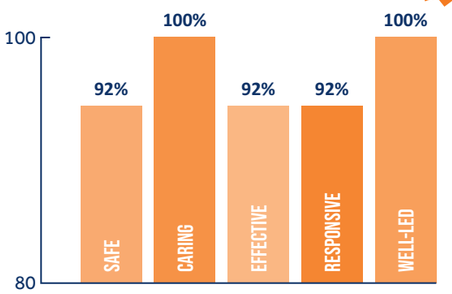
PERCENTAGE OF GOOD OR OUTSTANDING SERVICES: 20%

CQC COMPLIANCE



NUMBER OF SERVICES: 48

PERCENTAGE OF GOOD OR OUTSTANDING SERVICES: 100%





NUMBER OF PEOPLE SUPPORTED PER MONTH: 472

NUMBER OF COLLEAGUES: 558

NUMBER OF AVAILABLE TRAINING COURSES: 12

NUMBER OF PEOPLE SUPPORTED PER MONTH: 914



NUMBER OF COLLEAGUES: 545

NUMBER OF AVAILABLE TRAINING COURSES: 114

PLANS FOR FUTURE PERIODS

WE RETAIN THE AMBITION TO MEET NEED WHERE WE FIND IT

2021 was another remarkable year for the charity. Even in a time of Covid, our colleagues went to work supporting and keeping safe some of the most vulnerable people in our communities.

As well as adding new services we also underlined the quality of what we do through our external regulators' reports.

We achieved ISO 27001 for information security, further strengthening the trust that the people that we support, funders, and colleagues have in the charity.

people's stories

I was born in Jamaica and raised in London where, growing up, I was surrounded by gangs. My life became a vicious circle of illegal work, run, hide, get arrested and prison. I was eventually placed in a safe house away from my trafficked area and was provided with help and support by a charity called SJOG. **Anon**

The coming year will see us engage with our new strategy 'Doing Good' and will focus on Community, Quality and Impact.

We will add new services for people with autism in the North East of England, and services for people who have been trafficked or subject to modern slavery, with a particular focus for these developments in Birmingham.

We will see an increase in the housing options available to people we support with an extension to our existing housing services in Hertfordshire, Enfield, Bradford and North Yorkshire.

We added a team of researchers in 2021 and 2022 will see a series of research papers published, including:

- Using theatre and performing arts as a tool to build English speech and language skills for people who are homeless
- Service blueprints as building blocks for developing complex care support
- Spirituality
- Trauma Informed Care

This adds to the reports published in 2021 on:

- Ageing, Growth and Change: Understanding the contributions and support needs of lay members within Catholic parish communities, and
- Using Adenosine Triphosphate screening to improve environmental cleaning practice in residential care settings during Covid-19





people's stories

I'm Alan and I live at Dalby View. I have lived here for many years, it's my home I want to stay here, I like it a lot. I like listening to music with my blue-tooth speaker. I like the big TV watching films and Sonic. I like going out to see my friends and going to the pub for lunch and a beer.



Work began in 2020 on a community initiative called 'Pomegranate' that develops both work opportunities and provides food to communities. It was hoped that the first of these would open in the West Midlands in the middle of 2021. The service is similar to that provided by Good Shepherd in Wolverhampton, and we are hopeful that real progress will be made in 2022.

As a charity where people support people, it is important that we can attract great colleagues as we grow, and important that we pay our current colleagues a fair rate for the work they undertake. The trustees have already indicated their intention for SJOG to be a real living wage employer in 2022.

The Advisory Council consisting of people who use SJOG's services was formed in 2020 and developed its work in 2021, presenting to both the conference and the board. Plans for 2022 include auditing our services and ensuring that our values of Hospitality, Compassion and respect are evident in each of the services we provide.

WE ARE A CHARITY OF PEOPLE SUPPORTING PEOPLE



GOVERNANCE

SJOG is the trading name of Saint John of God Hospitaller Services and is led and governed by a trustee board. The trustees are volunteers and give their time and experience freely.

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).

The charity is governed by its Articles of Association, which was last reviewed and revised in 2019. 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 persons.
- 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.

SJOG abides by the Charity Governance Code, which sets the principles and recommended practice for good governance. These cover the areas of:

1. ORGANISATIONAL PURPOSE
2. LEADERSHIP
3. INTEGRITY
4. DECISION-MAKING, RISK AND CONTROL
5. TRUSTEE BOARD EFFECTIVENESS
6. INCLUSION AND DIVERSITY
7. OPENNESS AND ACCOUNTABILITY



ORGANISATIONAL PURPOSE

The charity's purpose is detailed in the charity's governing documents.

These Articles of Association state that the charity's purpose is to meet need and to progress the aims of the Hospitaller Order of Saint John of God. The trustees are clear on this purpose and are mindful of these in decision making.

LEADERSHIP

SJOG is both a registered charity and a company limited by guarantee. Trustees are both trustees of the charity and the legal directors of the company. The trustees have complied with their duty in accordance with the Charities Act 2011 to follow the Charity Commission's guidance on the operation of public benefit.

SJOG can have up to 12 trustees on the board, each of whom serve a three-year term, after which they are eligible for re-appointment.

The board met formally four times between January 2021 and December 2021, though there were also 8 committee meetings. All meetings were quorate and no member, excepting Sophie Robinson Davies, was absent for more than two meetings.

There are two committees: Finance, Audit and Risk and Quality and Risk. This year the level of assurance was added to by the work of the Advisory Council which comprises people who use the services that SJOG provides.

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 Finance Officer, Chief Operating Officer and the Director of Opportunities as the most senior managers in the charity, and hold them to account for the performance of the charity.



INTEGRITY

Integrity is about doing what is right, and being open and transparent.

Our trustees scrutinise the decision-making 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.

We record positive feedback as well as complaints, and declare fundraising complaints annually, though there were none in 2021.

To protect the public, the trustees decided to step away from face-to-face fundraising and consequently do not to use third party fundraisers.

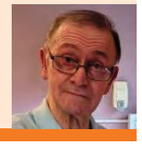
Donations are primarily from legacies, grant-making trusts and corporate donors.

There were no breaches of the Fundraiser Regulator Code.

people's stories

Walter came to Balmaclellan in 2021. Prior to this he'd been poorly and because of his complex needs, finding a home for Walter was proving difficult for his family who rang more than 15 homes – none of which could take Walter.

Since his arrival Walter has thrived. Everyone comments on his new-found well-being and confidence. "It's better here; I feel settled; I feel more at home here. I can do more things I like here – I like watching western films, playing dominoes, watching horse racing and car racing."



people's stories

I was put in truck in Vietnam and eventually arrived in the UK. I was forced into work however because I was slow I was beaten. A fire broke out in the house I was staying in. I was unable to get out and was rescued by a fire fighter after which I was provided with support and accommodation at SJOG. **Anon**



ANOTHER REMARKABLE YEAR FOR THE CHARITY

INTEGRITY - CONTINUED

people's stories

My stay at Olallo House was one of the most amazing experiences of my life. The people who supported me were wonderful, and a place with the warmth of a family. J

Conflicts of Interest

SJOG operates a Conflict of Interest Policy for all trustees. Conflicts of interest are collated annually and new declarations of conflict of interest are made and recorded at the start of every formal meeting.

The trustees and executive team review all declarations in line with the Charity Commission's disqualification criteria guidelines, the accounting requirements for charities laid down in the Statement of Recommended Practice (SORP) and HMRC 'fit and proper persons'.

Saint John of God Hospitaller Services Group remains the sole member of the charity.

Transparency and Trust

As a charity, SJOG must demonstrate that we use our supporters' generous donations of time and money wisely.

We have rigorous financial controls to ensure funds are monitored, tracked and go to the right places at the right time and these are regularly reviewed internally and externally audited annually.

Modern Slavery and Human Trafficking

As a charity directly supporting people who have been subject to modern slavery and human trafficking, SJOG is committed to ensuring modern slavery and human trafficking are not present in its supply chains.

We are working with our partners and suppliers to ensure compliance with the UK Modern Slavery Act 2015. We have introduced, and will continue to develop, processes and procedures to ensure we understand our suppliers' ethical, environmental and social practices.

Environment

We undertook an environmental audit in each of our services in 2021 and the research project with recommendations will be published in early 2022.

'Doing Good', SJOG's new strategy, has a focus on impact including a commitment to move to becoming a net-zero organisation, to eliminating or reducing our negative environmental impacts and 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 aspire to be carbon neutral for electricity and gas, and to reduce our energy usage, including improving insulation, and the replacement of windows in our properties as well as renewable systems in all refurbishments and to install solar panels in suitable locations.

Reviews of all properties will build on the environmental audits undertaken in November 2021.

Waste

SJOG is committed to reducing waste and aspires to sending zero waste to landfill by 2024.

We are developing our understanding of the types and quantities of waste and how to track our progress.

The environmental audit has provided a baseline of the charity's current impact.

INTEGRITY IS ABOUT DOING WHAT IS RIGHT, AND BEING OPEN AND TRANSPARENT



INTEGRITY - CONTINUED

Equality and Fairness

SJOG is supported by great volunteers with a range of professional and personal skills. The charity is also led by a volunteer trustee board.

SJOG employs colleagues to run and support complex services. They manage the difficult balance of making sure that they are delivering them as safely as possible whilst ensuring maximum benefit to the people that we are here to support.

We have a financial responsibility to our colleagues. We have an aspiration to pay them a living wage, though due to the funding of social care in the UK, this is an aspiration that was made in 2019 and we have worked towards since. The trustees have undertaken that 2022 will be the year that we achieve this.

SJOG undertakes a full and fair consideration of applications for employment made by disabled persons, having regard to their particular aptitudes and abilities. We arrange training for employees who have become disabled persons while employed, and also consider the training and career development and promotion of disabled persons.

In reaching decisions about levels of pay, the board receives reports on the prevailing market conditions, relevant external benchmarks, the organisation's budget, our future plans and past performance.



Pay Policy

SJOG's pay policy was reviewed in 2020 and the way we pay takes into account the pay practices in other similarly sized charities and the local market.

We have a sustainable and consistent pay strategy that supports the aspirations detailed in the strategy, and there is a plan to deliver on a real living wage for all of our colleagues in 2022.

Gender Pay Gap

SJOG has a commitment to fairness in recruitment, pay, promotion and development.

SJOG IS AN ORGANISATION WHERE OVER 75% OF THE TEAM ARE FEMALE

We have a requirement to report in line with the UK Equality Act 2010 (Gender Pay Gap Information) Regulations. In 2020 we were pleased to note that SJOG's mean gender pay gap was significantly lower than that of other organisations and is smaller than the UK national average (11.4% compared to 14.9%: Office of National Statistics). We are not complacent and more work will be undertaken in the year.

The details of the gender pay gap are published on the government's designated website and sjog.uk.

Ethnicity Pay Gap

This is the first year we are publishing our ethnicity pay gap and has been calculated in accordance with Government regulations for calculating gender pay gaps. We will publish our ethnicity pay gap report each year. This is another step we are taking to be open and transparent.

The ethnicity pay gap is the average difference in hourly rate of pay between white and black, Asian and minority ethnic (BAME) employees.

- Our 2020 median ethnicity pay gap is 5% . It is lower than our gender pay gap. It is above the UK average of 2.3% (2019 – ONS).
- 23.3% of our colleagues have told us they are from a black, Asian and minority ethnic background. This is above the national average of 13% (from the 2011 census).
- 40% of our colleagues - no data collected regarding their 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, particularly in senior roles. Achieving this will have a positive impact on the ethnicity pay gap.

Pay Principles

Pay is reviewed consistently using the same approach for all colleagues, including the executive team and the chief executive. No individual performance bonuses are paid.

Annual pay budgets take into account affordability, economic trends and external market pay movement and are agreed by the trustees during the setting and signing off the annual budgets.

Senior Pay Disclosure

We recognise the recommendations made following the Report of the Inquiry into Charity Senior Executive Pay and Guidance for Trustees on Setting Remuneration by the National Council for Voluntary Organisations.

Consequently, we have provided additional information on the pay of the executive team.

people's stories

Jane is at Terry Yorath House in Leeds and volunteers for Change, an organisation led by disabled people working to build an inclusive society. "We fight for disabled rights. We have regular meetings, train staff on how to respect people with disabilities and help them to understand the rights we have as disabled people." **Jane**



DECISION-MAKING, RISK AND CONTROL

We want to be successful in what we do, and that success is reliant on making good decisions and managing risk effectively.

We work with people: people with mental health issues, people who are homeless and we provide services for people who have been subject to modern day slavery. The work that we do is not without risk.

SJOG exists to facilitate changes in the lives of the people that we are here to serve, and this can only be achieved by taking positive risks to get positive outcomes. We are fully committed to ensuring that these risks are managed so that the people supported, volunteers and colleagues are as safe as possible.

Our risk management arrangements and processes therefore have to be robust, which is why we have them externally audited, accredited and certified by CHAS (Contractors Health and Safety Assessment Scheme).

Our key risks are contained within the risk register that is reviewed at each board meeting. The board also receives reports on our quality assurance systems and with the implementation of the Access integrated software, better information has reduced the risk in services and has resulted in a demonstrable improvement in externally regulated quality ratings.

Finance Oversight

The trustees are responsible for safeguarding the assets of the charity and the group. This is enabled through SJOG's financial policies and procedures. Compliance with these policies and procedures is mandatory for all employees, honorary officials and volunteers of SJOG.

The board delegates the implementation of that strategy and the day- to-day management of SJOG to the chief executive, the executive team and through it to individual budget holders following a detailed scheme of delegation that approves specified levels of expenditure.

Each year budget holders put together a costed plan to deliver on the strategic aims of the charity. The plans are aggregated into departmental and then an organisational business plan.

DECISION-MAKING, RISK AND CONTROL - CONTINUED

The trustees approve both the business plan and the detailed annual budget, which defines specific projects and detailed departmental plans for the next financial year.

The finance department is also involved in any major project or programme work, providing the necessary support to ensure the right financial decisions are made and on providing the necessary management reports to inform in year decision-making.

Financial Reporting

There are two elements to financial reporting: reporting on annual report and accounts, and monthly accounts.

The monthly accounts and associated reports are of sufficient detail to allow the executive team to make ongoing financial decisions.

Finance, Audit and Risk

The Finance, Audit and Risk Committee is a standing committee of the trustee board and has delegated authority to act on behalf of the board in relation to the matters set out in its terms of reference. The Committee is chaired by a trustee with significant senior leadership and management expertise.

The Committee's main duties are to:

- review and challenge the work of the executive team and of the internal and external auditors;
- provide the trustee board with an independent and unbiased view of the effectiveness and appropriateness of the financial reporting, internal controls, risk management, and regulatory compliance procedures of SJOG.

Financial Risk

The most significant financial risks for SJOG are income uncertainty and the ability to operate services within the staffing budgets. SJOG reviews its financial plans on a regular basis and manages these significant risks accordingly through income pipelines, budgetary control, programme management and capital planning.

Income uncertainty has reduced significantly within the year and there has been a real focus on negotiating a fair rate for the care provided. This has led to a significant improvement in like for like income.

External Audit

External auditors review SJOG's annual financial statements and give an opinion on them.

The board approves the appointment, remuneration, re-appointment and removal of the external auditors in relation to statutory audit arrangements.

Risk Management

Effective risk management is also key to successfully delivering our strategy and developing SJOG for a sustainable future. We are now making better use of our risk data to help shape and prioritise SJOG's future delivery of programmes and projects, providing a sharper focus on those things that present the greatest threats – and opportunities.

people's stories

My name is Nev and I was one of the first people to move into Dalby View [1993]. It's a nice place to live. I like all of the staff, they make me happy and I like to talk to them. I love Alice Cooper, I have loved his music for a long time.



Health and Safety Risks

We are fully committed to looking after our people and anyone who could be affected by our actions.

To do this:

- Our safety management system ensures health and safety is an integral part of how we work.
- Health and safety training is mandatory for all colleagues and is supported by an ongoing programme of internal awareness campaigns.
- Operational policies and procedures have all been reviewed in the year to ensure compliance with high standards.
- We continue to provide sufficient resources to support the implementation and assurance of policies.

Information Risks

We take the safe storage of data seriously, and a programme of embedding an understanding of GDPR across the charity has continued to be developed.

We have improved our IT security this year, improving the defensiveness of our IT systems from unauthorised access or misuse, and we achieved ISO27001 certification in 2021.

The process of review and improvement as we get ourselves ISO27001 ready has strengthened our information governance framework and continues to improve our management of associated risks.

People Risks

We are a charity of people supporting people. The challenge of recruiting colleagues has led to the improvement in pay and non-pay rewards, which form part of the LOVED (Living Our Values Every Day) programme.

We recognise that people have a choice about where they work and we have improved the information about the work that we do, and that we are a great place to work through our #goodwork campaign. This has improved both retention and recruitment rates.

Quality and Compliance

We provide care and support to people. We are heavily regulated and we are committed to delivering a service that is exceptional, to reflect the value of each and every person that we work with.

Our new quality framework has delivered 'Good' and 'Outstanding' ratings in all our services through our internal audits though the lockdown prevented CQC visiting to confirm this.

WE DELIVERED 'GOOD' AND 'OUTSTANDING' RATINGS IN ALL OUR SERVICES THROUGH OUR INTERNAL AUDITS

Pandemic Risks

As a charity we are part of the solution in meeting the health and social care needs of the Covid-19 pandemic and as such we expect our services to continue to operate.

Our Business Continuity Plans (BCP) have worked effectively and as the government advice has changed, so our BCPs have repeatedly evolved as well. At no point has the delivery of service been stopped by the pandemic though we have developed new ways of supporting people.

We benefit from fundraising, but our core services are funded through statutory authorities and we envisage that this funding will continue.

Though hospitalisations in the UK are down, the level of contagion is still high and as the UK Government moves to Covid being an endemic rather than a pandemic virus, we have responded accordingly.

Levels of sickness for our colleagues have been affected but not to a point where they cause undue concern.

The trustees have reviewed detailed forecasts and cash flows for the next twelve months which provide assurance that going concern is not an issue for the charity.

Detailed financial reporting is reviewed monthly by the executive management team and quarterly by the board. Income and costs are continually monitored.

We have great people, and in this year we have continued to grow services thanks to our colleagues' desire to be of more help to more people.

Our colleagues have been fantastic, and we are working hard to keep them safe, and to support them so that they can continue to support others.

The work that has been taken in the past year to support our colleagues better, to ensure that the charity is financially sustainable and to build partnerships for a purpose, all stand us in good stead to weather this particular storm.



TRUSTEE BOARD EFFECTIVENESS

Appointments

In 2021 a recruitment firm was used to recruit trustees through an open process. The recruitment delivered an excellent quality of candidates and two new trustees were asked to join the board.

The recruitment process has delivered a better gender balance, and whilst the board better reflects the communities that we work in, there is more to do.

With the retirement of current trustees, it is envisaged that two new trustees will join the board in 2022.

Independence of thought

SJOG ensures that it can demonstrate that any decision or action is aligned with the delivery of our charitable aims and there is no personal or individual bias.

All trustee board decisions are recorded in a decision log at the end of each meeting's minutes. These are reviewed at the following board meetings.

people's stories

I'm Emma. I love music, I have seen Tina Turner live and I have tickets to see Little Mix next! I love Pink the singer and want to see her live.



ANY COMMUNICATIONS WE MAKE INTERNALLY OR EXTERNALLY AIM TO DEMONSTRATE OUR INDEPENDENCE OF THOUGHT AND ACTION

Length of service

Trustee board members serve a three-year term and may be reappointed for up to a further two terms. We aim to match the skills on the board to our strategic goals and business plan needs as well, and the use of the Institute of Directors' framework focusing on skills, knowledge and mindset identified where to focus our recruitment process.

Board Meetings

The trustee board meets formally at least four times a year. We have a list of standing agenda items covering strategy, performance, risk and compliance matters.

While the chief executive and executive team are present at the trustee board meetings, they do not have any voting rights. Decisions lie with the trustees.

Twice a year, trustees and the executive team meet to discuss the strategic opportunities and risks we may face in the future.

Trustee Board Skills and Knowledge

For the trustees appointed in the year, the induction process created in 2020 was again used to provide formation on the history of the charity, the Order and the life of Saint John of God.

The induction covers governance, and the trustees' role requirements, core responsibilities, as well as the strategy, performance and structures within the charity.

Trustees are briefed throughout the year on changes to regulation and standards throughout the year as part of the board meeting papers.

Examples of this include our review and implementation of information governance arrangements and the trustees' new roles with regards to ISO27001 accreditation.



INCLUSION AND DIVERSITY

Gender balance

Historically the board has been made up of Brothers from the Hospitaller Order of Saint John of God. This has meant that the board has been exclusively male, though there has been an opening up to people who are not Brothers of the Order.

In 2021 there were five women and five men on the board.

Emma Gibbons became chair of trustees of SJOG in December 2020 taking over from Brother Donatus.

Across the charity 76% of colleagues are female.

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 of people that we are here to serve was created in 2020. The initial plan was that they would meet in the weeks before the board meeting to review the agenda and papers and offer their comments on matters going to the board, so that their voices can be heard when trustees come to make decisions.

The Advisory Council have however decided to take a different path and instead have started a process of review of policies and practices within the charity. They 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.

people's stories

Everyone helped me on my journey to recovery from TB; it was a very hard few months but with all the support and dedicated time and work, I am able to leave, I'm very happy and I've made friends and family. I will be forever grateful to all for supporting me on this journey.

Anon – Olallo House

The Advisory Council produce films to inform colleagues and trustees, and spoke at this year's conference.

The Advisory Council have decided that they will have two councils - one focused on disability services, and the other on homelessness and modern day slavery to better reflect the differing concerns of each.

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, particularly in senior roles. Achieving this will have a positive impact on the ethnicity pay gap.

The starting point will be an audit and the creation of a working group focusing on the structure and cultures within the charity to eliminate inequality.

Work began on this in 2021, and the creation of internal social media was seen as a means of delivering this. Leads were identified and initial plans put in place but due to a change in personnel the body of work will now fall into 2022.

WE HAVE AN ASPIRATION FOR OUR COLLEAGUES TO REFLECT THE COMMUNITIES THAT THEY WORK IN





HEARING THE VOICES OF THE PEOPLE WE SUPPORT

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, and hope that with their support and engagement we can deliver on our purpose providing real public benefit.

Each year we openly share our work and the progress we have made in our annual report, in an annual review and we publish our research papers and publications on our charity website and in other public communications.

Raising concerns

There are lots of ways for SJOG people to flag a concern, from starting with a simple conversation with a colleague and, if necessary, chatting to a line manager, through to using the services of the grievance or whistle blowing process.

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.

Safeguarding

SJOG's safeguarding policy was rewritten and strengthened in 2019 and reviewed in 2021. This and the code of conduct apply across the whole organisation and are supported by a range of policies and procedures to reduce the risk of harm to beneficiaries, supporters, colleagues and volunteers.

We work with some of the most vulnerable adults and families, and all of our colleagues are therefore trained in safeguarding. In the year we introduced e-learning modules around safeguarding to supplement the face-to-face training that is already in place.



We reviewed and strengthened the reporting lines, and improved reporting mechanisms, ensuring that we notify and work with statutory partners.

We work closely with partner organisations to help ensure that children, vulnerable adults and their families receive appropriate community support.

Feedback

We continue to record and report on complaints and feedback we receive, and we review this information in reports to the trustee board.

Our focus in 2022 will be on further developing the work undertaken in 2021 on improving our trend analysis and thereby targeting areas for improvement.

WE WANT TO LEARN AND USE THE INSIGHT FROM FEEDBACK TO INFORM OUR FUTURE ACTIVITY

STATEMENT OF DISCLOSURE TO AUDITOR

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and
- the trustees, having made enquiries of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

RSM UK Audit LLP has indicated their willingness to continue as auditor.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Saint John of God Hospitaller Services for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Standards and Statements of Recommended Practice;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards and Statements of Recommended Practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustee Report has been approved by order of the Board of Trustees.

Approved by the trustees on: 29 June 2022



Emma Gibbons
Chair of trustees

Independent Auditor's Report

TO THE MEMBERS OF SAINT JOHN OF GOD HOSPITALLER SERVICES

Opinion

We have audited the financial statements of Saint John of God Hospitaller Services (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 December 2021 which comprise the Group Statement of Financial Activities, the charity statement of financial activities, the Group and Company Balance Sheets, the Group Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 December 2021 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report and the Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report and the Strategic Report included within the Trustees Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report or the Strategic Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the group audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory framework that the group and parent charitable company operates in and how the group and parent charitable company are complying with the legal and regulatory frameworks;
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.





As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, the Charities SORP (FRS 102), Companies Act 2006, Charities Act 2011 and the charitable company's governing document. We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing the financial statements including the Trustees' Report, remaining alert to new or unusual transactions which may not be in accordance with the governing documents.

The most significant laws and regulations that have an indirect impact on the financial statements are those in relation to the Care Act 2014 and the Data Protection Act 2018. We performed audit procedures to inquire of management and those charged with governance whether the charitable company is in compliance with these law and regulations and inspected correspondence with regulatory authorities where appropriate.

The audit engagement team identified the risk of management override of controls and income recognition as the areas where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments, evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business, challenging judgments and estimates and reviewing income transactions around the year end to consider if it is recorded in the correct period.

A further description of our responsibilities for the audit of the financial statements is provided on the Financial Reporting Council's website at **http://www.frc.org.uk/auditorsresponsibilities**. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Claire Leece
(Senior Statutory Auditor)

RSM UK Audit LLP

Dated: 21 July 2022

For and on behalf of RSM UK Audit LLP,
Statutory Auditor

Chartered Accountants
1 St. James' Gate
Newcastle upon Tyne
United Kingdom
NE1 4AD



Consolidated Statement of Financial Activities Including Income and Expenditure Account

FOR THE YEAR ENDED 31 DECEMBER 2021

	Notes	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2021 £'000	TOTAL 2020 £'000
Income and endowments from:					
Donations and legacies	3	964	1,187	2,151	700
Charitable activities	4	14,786	3,720	18,506	16,835
Other trading activities	5	114	-	114	193
Investments	6	-	-	-	1
Other income	7	119	-	119	301
Total income		**15,983**	**4,907**	**20,890**	**18,030**
Expenditure on:					
Raising funds	8	287	-	287	214
Other costs	8	38	-	38	130
Charitable activities	9	13,526	4,246	17,772	16,870
Total resources expended		**13,851**	**4,246**	**18,097**	**17,214**
Net incoming resources before transfers		2,132	661	2,793	816
Gross transfers between funds		(187)	187	-	-
Net movement in funds		1,945	848	2,793	816
Total funds brought forward		1,379	880	2,259	1,443
Funds gifted from Good Shepherd		396	300	696	-
Total funds carried forward		**3,720**	**2,028**	**5,748**	**2,259**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Charity Statement of Financial Activities Including Income and Expenditure Account

FOR THE YEAR ENDED 31 DECEMBER 2021

	Notes	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2021 £'000	TOTAL 2020 £'000
Income and endowments from:					
Donations and legacies	3	964	1,187	2,151	700
Charitable activities	4	14,786	3,720	18,506	16,835
Other trading activities	5	114	-	114	193
Investments	6	-	-	-	1
Other income	7	119	-	119	301
Total income		**15,983**	**4,907**	**20,890**	**18,030**
Expenditure on:					
Raising funds	8	287	-	287	214
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Charitable activities	9	13,526	4,246	17,772	16,870
Total resources expended		**13,851**	**4,246**	**18,097**	**17,214**
Net incoming resources before transfers		2,132	661	2,793	816
Gross transfers between funds		(187)	187	-	-
Net movement in funds		1,945	848	2,793	816
Total funds brought forward		1,379	880	2,259	1,443
Total funds carried forward		**3,324**	**1,728**	**5,052**	**2,259**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Charity Balance Sheet

AS AT 31 DECEMBER 2021

	Notes	2021 £'000	2021 £'000	2020 £'000	2020 £'000
Fixed assets					
Intangible assets	13		151		201
Tangible assets	14		2,633		1,035
			2,784		**1,236**
Current assets					
Debtors	15	1,761		1,494	
Cash at bank and in hand		2,909		2,207	
		4,670		**3,701**	
Creditors: amounts falling due within one year	16	(2,103)		(2,678)	
Net current assets			2,567		1,023
Total assets less current liabilities			5,351		2,259
Creditors: amounts falling due after more than one year	17		(299)		-
Net assets			5,052		2,259
Income funds					
Restricted funds	20		1,728		880
Unrestricted funds			3,324		1,379
			5,052		**2,259**

The financial statements were approved by the Trustees on 29 June 2022.

E Gibbons
Chair of Trustees

Consolidated Balance Sheet

AS AT 31 DECEMBER 2021

	Notes	2021 £'000	2021 £'000	2020 £'000	2020 £'000
Fixed assets					
Intangible assets	13		151		201
Tangible assets	14		3,237		1,035
			3,388		**1,236**
Current assets					
Debtors	15	1,836		1,494	
Cash at bank and in hand		3,165		2,207	
		5,001		**3,701**	
Creditors: amounts falling due within one year	16	(2,142)		(2,678)	
Net current assets			2,859		1,023
Total assets less current liabilities			6,247		2,259
Creditors: amounts falling due after more than one year	17		(499)		-
Net assets			5,748		2,259
Income funds					
Restricted funds	20		2,028		880
Unrestricted funds			3,720		1,379
			5,748		**2,259**

The financial statements were approved by the Trustees on 29 June 2022.

E Gibbons
Chair of Trustees

Statement of Consolidated Cash Flows

FOR THE YEAR ENDED 31 DECEMBER 2021

	Notes	2021 £'000	2021 £'000	2020 £'000	2020 £'000
Cash flows from operating activities					
Cash generated from operations	22		2,249		1,181
Investing activities					
Purchase of intangible assets		-		(76)	
Purchase of tangible fixed assets		(1,874)		(345)	
Proceeds on disposal of tangible fixed assets		-		1	
Interest received		-		1	
Net cash used in investing activities			(1,874)		(419)
Financing activities					
New finance		327		-	
Net cash generated from/(used in) financing activities			702		-
Net increase in cash and cash equivalents			702		762
Cash and cash equivalents at beginning of year			2,207		1,445
Cash acquired on gift of Good Shepherd			256		-
Cash and cash equivalents at end of year			**3,165**		**2,207**

Notes to the Financial Statements

FOR THE YEAR ENDED 31 DECEMBER 2021

1. ACCOUNTING POLICIES

Charity information

Saint John of God Hospitaller Services is a charitable company limited by guarantee and has no share capital. The registered office is

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

Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity
as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £'000.

Basis of consolidation

The consolidated financial statements incorporate those of the Company, Saint John of God Hospitaller Services, and Good Shepherd Services (the charity for which it is the Sole member).

All financial statements are made up to 31 December 2021. Where necessary, adjustments are made to the financial statements the subsidiary to bring the accounting policies used into line with those used by other members of the group.

All intra-group transactions, balances, and unrealised gains on transactions between group companies are eliminated on consolidation. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the asset transferred.

Going concern

The trustees have examined the appropriateness of preparing the financial statements on the going concern basis. Cash generation has increased in the year and cash balances remain positive at the year end and with no utilisation of the overdraft facility at the year-end. They have considered the statement of financial activities, balance sheet and cash flow forecast for a period in excess of twelve months from the date of approval of these accounts and having regard to the projected cash requirements of the charity, the trustees believe it Is wholly appropriate to continue to prepare the financial statements on a going concern basis.

Charitable funds

The charity's unrestricted funds consist of funds that the charity may use for its charitable objectives at the trustee's discretion.

The trustees of the charity may put aside part of the accumulated funds to meet specific future expenditure. As a general principle, these funds were given or raised with projects in mind, but their use is not restricted. The trustees take the view that use of such funds should be designated.

Any income given to the company for a specific purpose has been separately identified so as to ensure that it is spent as the donor dictated.

Incoming resources

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably. Income includes:-

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Donations are recognised when receivable.

1. ACCOUNTING POLICIES (Continued)

Charitable activities

Grant income: Grant income is recognised when the charity is entitled to receipt.

Religious services: Income is recognised when the service has been delivered.

Care and support packages: Are recognised when the services are delivered or the beds / housing vacancies are occupied or agreed funded voids have crystallised.

Raising funds

Consultancy income: Is recognised when the services have been completed and invoiced.

Garden Centre income: All retail income is accounted for when the sale takes place.

Community Centre income: All such income is accounted for on completion of the relevant facility usage.

Investment income

Investment income is accounted for on an accruals basis.

Donated services

In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. Refer to the Trustees' Annual Report for more information about their contribution.

Other income

Other income relates to monies received in relation to flooding and is recognised when the charity is entitled to receipt.

Resources expended

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the charity to the expenditure. Expenditure is accounted for on an accruals basis. Irrecoverable VAT is included with the expenses items to which it relates. Resources expended comprise:-

Raising funds
These include salaries and directly attributable overheads.

Charitable activities
Includes all direct salaries and other costs incurred in delivering the charity's charitable activity of delivering care services, together with the costs directly associated with the governance of the charity, including legal and regulatory compliance and strategic planning and also an appropriate proportion of the central and regional support costs of the organisation.

Other
Garden Centre costs include the costs of goods sold and the direct costs of operating the retail unit. Consultancy costs included the related salary costs.

Support costs
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These represent direct finance, human resources, IT and property service costs incurred by the organisation in carrying out its activities. Allocations of support costs are based on a pro rata of direct expenditure for different activities.

Intangible fixed assets other than goodwill

Intangible assets are initially recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses. Intangible assets are amortised at their expected useful economic lives on a straight line basis as follows:

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software - 5 years

Tangible fixed assets

Tangible fixed assets are initially measured at cost, or in cases where fixed assets have been donated to the Saint John of God Hospitaller Services, at valuation at the time of acquisition. The charity's policy is only to capitalise items with an individual or collective value (where it is a group of assets) exceeds £1,000.

Freehold land and assets in the course of construction are not depreciated.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings
- 4 to 25 years

Freehold property

Fixtures and fittings
- 3 to 10 years

Motor vehicles
- 4- 8 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

Quoted investments are valued at the mid-market price at the close of business at the year-end. Unquoted investments are valued by the trustees after taking appropriate professional advice. Unlisted investments are valued at the average of the bid and offer prices or, if the bid price is not available, by adjustment to the offer price. Realised gains on investments are calculated as the difference between the sale proceeds and the carrying value of the investment and included in the SOFA.

Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Intangible assets with indefinite useful lives and intangible assets not yet available for use are tested for impairment annually, and whenever there is an indication that the asset may be impaired.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Reduced Disclosure Options

In accordance with FRS 102, the Charity has taken advantage of the exemptions from the following disclosure requirements;

Section 7 'Statement of Cash Flows' – Presentation of a Statement of Cash Flow and related notes and disclosures (in relation to the Charity's own statement of cash flows – a consolidated statement of cash flows is presented in these financial statements).

1. ACCOUNTING POLICIES (Continued)

Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits
As a charity we may be committed, by legislation, by contractual or other agreements with employees or their representatives or by a constructive obligation based on business practice, custom or a desire to act equitably, to make payments (or provide other benefits) to employees when it terminates their employment. Such payments are termination benefits.

Termination benefits are employee benefits payable as a result of either:

- an entity's decision to terminate an employee's employment before the normal retirement date; or
- or an employee's decision to accept voluntary redundancy in exchange for those benefits.

Retirement benefits
The company makes available a contributory money purchase scheme which all employees can join. This is administered by Scottish Equitable and each person has their own independent pension policy. The charge for the year represents contributions payable in the year.

2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3. DONATIONS AND LEGACIES

	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2021 £'000	TOTAL 2020 £'000
Donations and gifts	964	1,187	2,151	700
For the year ended 31 December 2020	**294**	**406**		**700**
Donations and gifts				
Hospitaller Order of Saint John of God	562	-	562	93
Other	402	1,187	1,589	607
	964	**1,187**	**2,151**	**700**

4. CHARITABLE ACTIVITIES

	Accommodation and support £'000	Leisure, Education & Occupational Services £'000	Specialist Housing Support £'000	Religious Management Services £'000	TOTAL 2021 £'000	TOTAL 2020 £'000
Charitable activities	5,156	1	9,630	3,719	18,506	16,835
Analysis by fund						
Unrestricted funds	5,155	1	9,630	-	14,786	
Restricted funds	1	-	-	3,719	3,720	
	5,156	**1**	**9,630**	**3,719**	**18,506**	
For the year ended 31 December 2020						
Unrestricted funds	4,890	96	6,690	528		12,204
Restricted funds	104	-	1	4,526		4,631
	4,994	**96**	**6,691**	**5,054**		**16,835**

5. OTHER TRADING ACTIVITIES

	2021 £'000	2020 £'000
Trading income	114	193

6. INVESTMENTS

	2021 £'000	2020 £'000
Bank interest	-	1

7. OTHER INCOME

	2021 £'000	2020 £'000
Other income	1	3
Insurance claim income	2	16
Coronavirus Job Retention Scheme Grants	116	282
	119	**301**

8. RAISING FUNDS

	2021 £'000	2020 £'000
Direct costs	114	103
Staff costs	173	111
	287	**214**
Other costs		
Direct costs	33	107
Staff costs	-	19
Depreciation and impairment	5	4
	38	**130**
	325	**344**

9. CHARITABLE ACTIVITIES

	Accommodation and support £'000	Leisure, Education & Occupational Services £'000	Specialist Housing Support £'000	Religious Management Services £'000	TOTAL 2021 £'000	TOTAL 2020 £'000
Staff costs	3,450	-	3,621	2,927	9,998	11,077
Depreciation and impairment	76	-	179	3	258	144
Activities directly undertaken	829	-	3,429	420	4,678	3,431
	4,355	**-**	**7,229**	**3,350**	**14,934**	**14,652**
Share of support costs (see note 10)	784	-	1,464	566	2,814	2,193
Share of governance costs (see note 10)	8	-	11	5	24	25
	5,147	**-**	**8,704**	**3,921**	**17,772**	**16,870**
Analysis by fund						
Unrestricted funds	5,127	-	8,391	8	13,526	
Restricted funds	20	-	313	3,913	4,246	
	5,147	**-**	**8,704**	**3,921**	**17,772**	
For the year ended 31 December 2020						
Unrestricted funds	5,063	160	6,185	720		12,128
Restricted funds	103	-	113	4,526		4,742
	5,166	**160**	**6,298**	**5,246**		**16,870**

10. SUPPORT COSTS

	Support costs £'000	Governance costs £'000	2021 £'000	2020 £'000	Basis of allocation
Staff costs	1,931	-	1,931	1,459	
Depreciation and amortisation	61	-	61	62	
Legal and professional	34	-	34	19	Specific allocation
IT	383	-	383	306	Specific allocation
Finance	104	-	104	107	Specific allocation
Property	57	-	57	101	Specific allocation
Exec office	143	-	143	75	Specific allocation
HR	33	-	33	22	Specific allocation
Admin	68	-	68	42	Specific allocation
Audit fees	-	24	24	-	Governance
Governance	-	-	-	25	Governance
	2,814	**24**	**2,838**	**2,218**	
Analysed between					
Charitable activities	**2,814**	**24**	**2,838**	**2,218**	

Support costs have been allocated to the different charitable activities on the basis of the income received for each activity. This is on the basis that it provides the fairest reflection of where the support is given.

Governance costs includes payments to the auditors of £19,000 (2020 - £17,500) for audit fees.

11. NET MOVEMENT IN FUNDS

	2021 £'000	2020 £'000
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	25	18
Depreciation of owned tangible fixed assets	274	160
Amortisation of intangible assets	50	50
Operating lease charges - land and buildings	1,202	1,202
Operating lease charges - other	6	6

12. EMPLOYEES

Number of employees
The average monthly number of employees during the year was:

	2021 Number	2020 Number
Medical, Nursing and Allied Professions	8	15
Managers, Support Workers and Ancillary Staff	501	477
Executive	4	4
Managers and Other Staff	32	28
	545	**524**

	2021 £'000	2020 £'000
Employment costs		
Wages and salaries	10,505	10,785
Social security costs	853	879
Other pension costs	284	309
Other staff costs	460	603
Restructuring costs	-	90
	12,102	**12,666**

Included in staff restructuring costs are nil (2020: 34) redundancy payments totalling £nil (2020: £90,257).

The key management personnel of the charity comprise the Trustees and the key management team. Total employee benefits for the key management personnel were £424,071 (2020: £407,101).

The number of employees whose annual remuneration was £60,000 or more were:

	2021 Number	2020 Number
£60,000 - £69,999	1	3
£80,000 - £89,999	2	2
£120,000 - £129,999	1	1

In the year, there were 4 employees (2020: 6) earning in excess of £60,000 per annum who participated in the defined contribution pension scheme (see note 26). Contributions of £15,863 were made in relation to these individuals during the year (2020: £14,979).

No trustee received any remuneration (2019: nil). Expenses were paid to 2 (2019: 2) trustees totalling £582 for travel and subsistence (2019: £740).

Excluding the volunteer trustees, the charity had 16 (2019: 34) volunteers helping with our activities. Most of these volunteers contributed on a part-time basis ranging from a few hours per month to 30 hours per week.

13. INTANGIBLE FIXED ASSETS

	Software £'000
Group and charity	
Cost	
At 1 January 2021 and 31 December 2021	251
Amortisation and impairment	
At 1 January 2021	50
Amortisation charged for the year	50
At 31 December 2021	100
Carrying amount	
At 31 December 2021	151
At 31 December 2020	201

14. TANGIBLE FIXED ASSETS CHARITY

	Leasehold land and buildings £'000	Assets under construction £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
Cost					
At 1 January 2021	1,366	61	894	78	2,399
Additions	1,590	-	237	45	1,872
Other changes	-	(61)	-	61	-
At 31 December 2021	**2,956**	**-**	**1,131**	**184**	**4,271**
Depreciation and impairment					
At 1 January 2021	663	-	623	78	1,364
Depreciation charged in the year	138	-	123	13	274
At 31 December 2021	**801**	**-**	**746**	**91**	**1,638**
Carrying amount					
At 31 December 2021	**2,155**	**-**	**385**	**93**	**2,633**
At 31 December 2020	**703**	**61**	**271**	**-**	**1,035**

14. TANGIBLE FIXED ASSETS GROUP

	Leasehold land and buildings £'000	Freehold property £'000	Assets under construction £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
Cost						
At 1 January 2021	1,366	-	61	894	78	2,399
Additions	1,590	-	-	237	45	1,872
Gifted by Good Shepherd Services	-	600	-	32	-	632
Other changes	-	-	(61)	-	61	-
At 31 December 2021	**2,956**	**600**	**-**	**1,163**	**184**	**4,903**
Depreciation and impairment						
At 1 January 2021	663	-	-	623	78	1,364
Depreciation charged in the year	138	-	-	123	13	274
Gifted by Good Shepherd Services	-	5	-	23	-	28
At 31 December 2021	**801**	**5**	**-**	**769**	**91**	**1,666**
Carrying amount						
At 31 December 2021	**2,155**	**595**	**-**	**394**	**93**	**3,237**
At 31 December 2020	**703**	**-**	**61**	**271**	**-**	**1,035**

15. DEBTORS

	Group 2021 £'000	Charity 2021 £'000	Charity 2020 £'000
Amounts falling due within one year:			
Trade debtors	460	441	468
Other debtors	16	16	93
Prepayments and accrued income	1,360	1,304	933
	1,836	**1,761**	**1,494**

16. CREDITORS

Creditors: amounts falling due within one year

	Notes	Group 2021 £'000	Charity 2021 £'000	Charity 2020 £'000
Borrowings		29	29	-
Trade creditors		160	160	315
Other taxation and social security		247	236	230
Deferred income	18	638	612	552
Other creditors		383	383	959
Accruals		685	683	622
		2,142	2,103	2,678

17. CREDITORS

Creditors: amounts falling due after one year

	Group 2021 £'000	Charity 2021 £'000	Charity 2020 £'000
Borrowings	499	299	-
	499	299	-

18. DEFERRED INCOME

	Group 2021 £'000	Charity 2021 £'000	Charity 2020 £'000
Balances at 1 January 2021	552	552	333
Released from previous years	(418)	(418)	(276)
Resources deferred during the year	504	478	495
	638	**612**	**552**

Deferred income relates to income charged for services in advance of the accounting period.

19. BORROWINGS

	Group 2021 £'000	Charity 2021 £'000	Charity 2020 £'000
Other loans	528	328	-
Payable within one year	29	29	-
Payable after one year	499	299	-

The charity has a mortgage with a nominal interest rate of 3.27% above base rate, with the final instalment due on 24th September 2026. The carrying amount at year end is £328k (2020: £nil). The loan is secured by way of a legal mortgage dated 27th September 2021 over the property known as The Old Vicarage.

The group has a consolidated loan of £200,000 from the Hospitaller Order of Saint John of God. This loan is interest free and has no fixed repayment date.

20. FUNDS GROUP

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds					
	Balance at 1 Jan 2021 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Gift of Subsidiary £'000	Balance at 31 Dec 2021 £'000
Unrestricted funds						
Accumulated fund	1,379	15,983	(13,851)	(187)	271	3,595
Designated fund	-	-	-	-	125	125
	1,379	**15,983**	**(13,851)**	**(187)**	**396**	**3,720**
Restricted funds						
Religous Management Services	-	3,718	(3,905)	187	-	-
Austin	-	5	-	-	-	5
Prett	-	10	(10)	-	-	-
Rockliffe Property Purchase	-	647	(15)	-	-	632
O'Gara Donation	-	5	-	-	-	5
Hospitality	6	-	(6)	-	-	-
Gabriel Howard	41	-	(41)	-	-	-
Terry Yorath House refurbishment	252	-	(20)	-	-	232
Finns Scott	-	3	(1)	-	-	2
LFCT Service donation	-	301	(1)	-	-	300
Olallo refurbishment	369	-	(41)	-	-	328
Lottery - Magic Bus	61	39	(13)	-	-	87
TSA - Covid Support	12	-	(5)	-	-	7
Bupa Kickstart	-	157	(145)	-	-	12
London Response Fund	35	-	(23)	-	-	12
TYH COOP	-	6	-	-	-	6
Brother Malachy Olallo Donation	-	1	(1)	-	-	-
Dalby View from AM Family	-	3	(1)	-	-	2
Connect Charity Donation	6	-	-	-	-	6
Order Convertible Donation	93	-	(17)	-	-	76
ICF Funding	5	-	(1)	-	-	4
HSBC Funding	-	12	-	-	-	12
Client welfare	-	-	-	-	20	20
Capital fund	-	-	-	-	270	270
Salary funds	-	-	-	-	10	10
	880	**4,907**	**(4,246)**	**187**	**300**	**2,028**
	2,259	**20,890**	**(18,097)**	**-**	**696**	**5,748**

20. FUNDS CHARITY

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				
	Balance at 1 Jan 2021 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2021 £'000
Unrestricted funds					
Accumulated fund	1,379	15,983	(13,851)	(187)	3,324
	1,379	**15,983**	**(13,851)**	**(187)**	**3,324**
Restricted funds					
Religous Management Services	-	3,718	(3,905)	187	-
Austin	-	5	-	-	5
Prett	-	10	(10)	-	-
Rockliffe Property Purchase	-	647	(15)	-	632
O'Gara Donation	-	5	-	-	5
Hospitality	6	-	(6)	-	-
Gabriel Howard	41	-	(41)	-	-
Terry Yorath House refurbishment	252	-	(20)	-	232
Finns Scott	-	3	(1)	-	2
LFCT Service donation	-	301	(1)	-	300
Olallo refurbishment	369	-	(41)	-	328
Lottery - Magic Bus	61	39	(13)	-	87
TSA - Covid Support	12	-	(5)		7
Bupa Kickstart	-	157	(145)	-	12
London Response Fund	35	-	(23)	-	12
TYH COOP	-	6	-	-	6
Brother Malachy Olallo Donation	-	1	(1)	-	-
Dalby View from AM Family	-	3	(1)	-	2
Connect Charity Donation	6	-	-	-	6
Order Convertible Donation	93	-	(17)	-	76
ICF Funding	5	-	(1)	-	4
HSBC Funding	-	12	-	-	12
	880	**4,907**	**(4,246)**	**187**	**1,728**
	2,259	**20,890**	**(18,097)**	**-**	**5,052**

20. FUNDS (Continued)

The restricted funds represent segregation of monies held for where the fund provider has specified particular purposes for which the funds are to go, so as to ensure that they are spent as the donor specified. The funds entitled 'Religious Services' are funds given by specific religious orders in relation to homes managed by Saint John of God Hospitaller Services, to pay for the upkeep of their respective care homes which remained unspent at the period end and will be used in care provision in the coming years.

The Hospitality Fund was inherited at the time the charity was formed and represents a specific fund to assist beneficiaries who encounter personal financial difficulties.

The Gabriel Howard Fund was a specific family bequest to be used to ensure a beneficiary is well cared for in life within Saint John of God Hospitaller Services. This fund is being managed effectively for its intended use, should the beneficiary change care provider then this fund would be transferred.

The Terry Yorath House Refurbishment Fund relates to funding received from Leeds City Council to update and improve the building.

The Tees Valley Community Foundation Fund relates to local funding for bikes and games for the modern day slavery safe house.

The Pear Tree Fund was received from the local council to fund activities around a community day.

The Olallo Refurbishment Fund relates to funds raised to restore and improve the building in Euston following a significant flood.

The Lottery - Magic Bus Fund represents funds provided to build a mobile sensory bus.

The TSA - COVID support fund represents support for IT equipment and additional cleaning costs due to Covid 19.

The Bupa Foundation supported SJOG to deliver the community kickstart project, delivering practical courses to assist people to live, healthier, happier lives by promoting mental health and wellbeing. Due to the impact of Covid these courses could not be fully delivered and BUPA supported SJOG to use of these fund to develop SJOG internal mental health training through online courses.

The London Response Fund represents funding to purchase and fit televisions and tablets in our southern Modern Day Slavery services.

The In This Together Fund represents support towards personal protective equipment and cleaning in our southern moderns day slavery services.

The Gilihead Fund represents bed sponsorship for a bed at our homelessness hostel in London. This funding was specifically for HIV, Hep B and COVID prevention.

The Arsenal Fund represents support towards additional personal protective equipment costs.

Connect Charity provided funding to support the delivery and development of the Digswell project.

The Order Convertible Donation represents relates to funding received from The Hospitaller Order of Saint John of God to assist with building development and improvement costs at Woodhall Community Centre and Enfield.

The ICF Funding represents funding received from the UK national government via local authorities to reduce the risk of Covid 19 in Care Homes.

20. FUNDS (Continued)

All other funds represent specific bequests or donations to the services named to be spent specifically on improvements to those services as deemed necessary.

Unrestricted funds
General funds are 'Free reserves' available to spend at the trustees discretion.

For the year ended 31 December 2020:

	Movement in funds				
	Balance at 1 Jan 2020 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2020 £'000
Unrestricted funds					
Accumulated fund	858	12,993	(12,472)	-	1,379
	858	**12,993**	**(12,472)**	**-**	**1,379**
Restricted funds					
Religous services	-	4,525	(4,525)	-	-
Hospitality	6	-	-	-	6
Gabrielle Howard	41	-	-	-	41
Terry Yorath House refurbishment	128	140	(16)	-	252
Olallo refurbishment	410	-	(41)	-	369
Lottery - Magic Bus	-	61	-	-	61
TSA - Covid Support	-	28	(16)	-	12
London Response Fund	-	44	(9)	-	35
In This Together	-	10	(10)	-	-
Gilihead	-	25	(25)	-	-
Arsenal	-	1	(1)	-	-
Connect Charity Donation	-	6	-	-	6
Order Convertible Donation	-	93	-	-	93
ICF Funding	-	104	(99)	-	5
	585	**5,037**	**(4,742)**	**-**	**880**
	1,443	**18,030**	**(17,214)**	**-**	**2,259**

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £'000	Restricted funds £'000	TOTAL £'000
Group			
Fund balances at 31 December 2021 are represented by:			
Intangible fixed assets	151	-	151
Tangible assets	2,041	1,196	3,237
Current assets/(liabilities)	1,528	1,331	2,859
Long term liabilities	-	(499)	(499)
	3,720	**2,028**	**5,748**
Charity			
Fund balances at 31 December 2021 are represented by:			
Intangible fixed assets	151	-	151
Tangible assets	1,437	1,196	2,633
Current assets/(liabilities)	1,736	831	2,567
Long term liabilities	-	(299)	(299)
	3,324	**1,728**	**5,052**
Charity			
Fund balances at 31 December 2020 are represented by:			
Intangible fixed assets	201	-	201
Tangible assets	436	599	1,035
Current assets/(liabilities)	742	281	1,023
	1,379	**880**	**2,259**

22. CASH GENERATED FROM OPERATIONS

	Group 2021 £'000	Charity 2021 £'000	Charity 2020 £'000
Surplus for the year	2,793	2,793	816
Adjustments for:			
Investment income recognised in statement of financial activities	-	-	(1)
Impairment of investments	3	3	3
Amortisation and impairment of intangible assets	50	50	50
Depreciation and impairment of tangible fixed assets	274	274	160
Movements in working capital:			
(Increase)/decrease in stocks	-	-	3
(Increase)/decrease in debtors	(267)	(267)	83
(Decrease) in creditors	(664)	(664)	(154)
Increase in deferred income	60	60	219
Cash generated from operations	**2,249**	**2,249**	**1,181**

23. OPERATING LEASE COMMITMENTS – GROUP AND CHARITY

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £'000	2020 £'000
Land and buildings		
Within one year	527	865
Between one and five years	1,768	1,908
In over five years	1,198	1,623
	3,493	**4,396**
Other		
Within one year	6	6
Between one and five years	6	12
	12	**18**

24. CAPITAL COMMITMENTS GROUP AND CHARITY

	2021 £'000	2020 £'000
Expenditure contracted for but not provided in the financial statements:	-	38,351

The above capital commitment was funded by The National Lottery.

25. RELATED PARTY TRANSACTIONS

Charity and group

The Hospitaller Order of Saint John of God (and its subsidiary St. John of God (Community Developments) Ltd) and the Hospitaller Order of Saint John of God Charitable Trust are separate registered charities. Some of the trustees of these charities were also trustees of Saint John of God Hospitaller Services during the period under review. Certain trustees are also members of the Board of Sponsors of Saint John of God Hospitaller Ministries, a canonical body established in Ireland.

Included within debtors is an amount of £nil (2020: £2,833) owed from Hospitaller Order of Saint John of God for recharges of overhead costs.

During the year rental payments of £345,881 (2020: £345,881) were made to Hospitaller Order of Saint John of God for the use of fixed assets owned by the Order.

During the year donations amounting to £561,631 (2020: £92,500) were receivable from Hospitaller Order of Saint John of God.

Included within other creditors is an amount of £304,321 (2020: £561,631) owed to Hospitaller Order of Saint John of God.

Group only

There is a loan of £200,000 (2020: £nil) included within other loans which is owed to Hospitaller Order of Saint John of God.

26. PENSION COSTS

The company makes available a contributory money purchase scheme which all employees can join. This is administered by Scottish Equitable and each person has their own independent pension policy. The charge for the period represents contributions payable in the period.

The total pension costs in the period were £279,121 (2020: £307,208). Amounts deducted but not yet paid over amounted to £58,434 (2020: £57,536).

27. ULTIMATE CONTROLLING PARTY

The sole member of the charity is the Saint John of God Hospitaller Services Group, a company limited by guarantee and registered in the Republic of Ireland (company number 568740).

28. SUBSIDIARY

On 14 October 2021, Saint John of God Hospitaller Services became the sole member of Good Shepherd Services (Charity number 1165909). The income and expenditure of the Charity was immaterial to the group and the transaction has been accounted for with effect from the 31 December 2021.

The registered office of the subsidiary is 65 Waterloo Road, Wolverhampton WV1 4QU.



TRUSTEES

Emma Gibbons
CHAIR OF TRUSTEES
(from Dec 2020)

Robert Moore
VICE-CHAIR

William Forkan

Niall Brannigan

Michael Francis
(resigned Feb 2022)

Lesley Selfe

Brian Boggon
(resigned May 2021)

Sophie Robinson Davies

Roisin O'Donnell

Duncan Reid

Catherine Rennolds
(from September 2021)

Fela Aromoralan
(from September 2021)

FINANCE, AUDIT AND RISK Committee

Emma Gibbons (Chair)
Roisin O'Donnell
Fela Aromoralan

QUALITY AND SAFETY Committee

Lesley Selfe (Chair)
Niall Brannigan
Duncan Reid
Catherine Rennolds

KEY PERSONNEL

Paul Bott
CHIEF EXECUTIVE

Leanne Welford
CHIEF FINANCE OFFICER

Lisa Alcorn
CHIEF OPERATING OFFICER

Jamie Mackrill
DIRECTOR OF OPPORTUNITIES

PRINCIPAL ADDRESS

Yarn, Lingfield House
Lingfield Point
Darlington
County Durham
DL1 1RW

Charity Number:
1108428

Company Number:
05324279

AUDITORS

RSM UK Audit LLP
1 St James Gate
Newcastle Upon Tyne
NE1 4AD

SOLICITORS

Womble Bond Dickinson
St Ann's Wharf 112 Quayside
Newcastle Upon Tyne
NE1 3DX

BANKERS

Barclays Bank
31 High Row
Darlington
County Durham
DL3 7QS

Thank you for the kind continuing support of:

Arsenal Community Trust
Austin Hope
Co-op Local Community Fund
Crisis
Hertfordshire Community Foundation
HertsAbility
HSBC
Gilead
London Funders
National Lottery Community Foundation
Pret Foundation
Stockton Borough Council





WE BELIEVE IN THE POTENTIAL OF PEOPLE



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

www.sjog.uk

SAINT JOHN OF GOD HOSPITALLER SERVICES

England & Wales - Charity number 1108428

Accounts



ANNUAL REPORT 2020

SJÖG



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Trustees Annual Report (incorporating Strategic Report) for
Saint John of God Hospitaller Services
Registered Charity No: 1108428
Company No: 05324279

WHAT A YEAR IT'S BEEN

WELCOME FROM THE CHAIR OF TRUSTEES AND CHIEF EXECUTIVE

In a time of global pandemic our colleagues have been fantastic in continuing to strive to be of use to their communities. As key workers they have continued to be out and about supporting people at a point of crisis, and supporting some of the most vulnerable people in our society.

This has meant that whilst the world has been locked down, we have opened ten new services, primarily services for people who have been subject to modern day slavery or human trafficking.

IT SEEMS STRANGE TO SAY, BUT IN THIS YEAR SJOG HAS GONE FROM STRENGTH TO STRENGTH

Colleagues who are used to working in offices prepared themselves for working at home, and the investment we had made in cloud-based technology in 2019 really came into its own. Our colleagues balanced the pressures of working at home, whilst home schooling and dealing with the emotional rollercoaster that was 2020.

In response, we invested in our colleagues enhancing the LOVED programme to create our mental health support line, Brightline. Colleagues were provided with the resources to keep themselves and others safe as we all tried to work out what the changes would mean for us all.

It seems strange to say, but in this year SJOG has gone from strength to strength. The financial transformation of the charity has been completed and the quality of our services is at an all-time high and we enhanced our ability to provide evidence of the impact of the charity. Our investment in research will bear fruit as we can better communicate the impact of what we do to those with the power and influence to make the societal changes that are needed to deal with the root causes of the issues we address every day.

In a time of Covid, our colleagues have been remarkable, and our plans to be of more help to more people are only achievable because of their dedication to the people we serve and the hospitality they demonstrate every day.



Emma Gibbons
Chair



Paul Bott
Chief Executive

A SNAPSHOT OF SJOG

OUR PURPOSE:

To meet need wherever we find it.

OUR VALUES:

Hospitality, Compassion and Respect.

OUR AIM:

To be

- A charity that is true to its values.
- A charity that is ambitious to be of more help to more people.
- A charity that is faithful to the inspiration of its founder.

OUR STRATEGY

SJOG's strategic direction 'We're here to help' was developed by capturing the voices of the people we're here to support, and focuses on what they want and need from a charity.

1. PEOPLE

SJOG is a charity where people support people.

We believe that every person has intrinsic worth and inherent dignity, and that with the right support each and every person can achieve their potential.

We're led by the aspirations of the people we're here to help, bringing our professional skills to bear whilst recognising that we are guests in people's lives.

We are a diverse charity meeting need where we find it. In our 140 year history we have grown services for people with learning disabilities and complex physical impairments, we have developed partnerships to support older people. More recently the growth in need has been in mental health, homelessness and modern day slavery.

MAKING A DIFFERENCE IN THE LIVES OF THE PEOPLE THAT WE ARE HERE TO SERVE

Even in a time of Covid we have remained ambitious for the people that we are here to serve, opening 10 new services and increasing both the reach and the range of the support offered.

2. COLLEAGUES

The number of colleagues employed by SJOG increased slightly in the year as we opened new services.

At our heart we believe that every person has intrinsic worth and inherent dignity, and that with the right support each and every person can achieve their potential and that is as true for our colleagues as for the people we support.

Our move to e-learning in 2019 paid dividends in 2020 as the nation was locked down. Our colleagues continued to learn and develop, and whilst e-learning is great, we recognise that some training benefits from face-to-face discussion and interaction with colleagues and we continue to find ways to provide this.

This year saw the further development of 'The Ministry of Hospitality' offering a learning pathway for each of our colleagues to develop their knowledge and skills and achieve their potential.

LOVED continues to support our colleagues' physical, financial and emotional health, with a particular focus this year on mental health. In the year colleagues trained as Mental Health First Aiders, a mental health support line was launched and free access to mental health professionals was built into the LOVED programme.

In the global pandemic our colleagues as key workers were still in the community doing the work that they do. They are remarkable and they supported each other to be remarkable, increasing the sense of community and mutual support through the '#staying positive' initiative that grew spontaneously from services.

3. GROWTH

We exist to meet need where we find it, and with a growing need we opened 10 new services this year; seven whilst the nation was in lockdown.

Our partnership with The Salvation Army continues to be particularly beneficial, and with new services in Birmingham, Middlesbrough and Brighton, SJOG became the UK's largest provider of safe houses for people who have been trafficked or subject to modern day slavery.

The rate of growth continues as we work to open a further 10 new services in 2021, with six of these opening in the first quarter of 2021.

4. SUSTAINABILITY

The charity is now financially sustainable, raising enough money to cover its costs, and we have rebuilt reserves to sensible levels.

Whilst financial sustainability is core, it is not everything and so we are working to embed the UN Sustainable Development Goals and have built a governance suite that reports on the 17 inter-related goals, covering finance, people and environmental impact.

The development of new ways of working was already underway with partnerships with the universities of Warwick and Northumbria, and this work was given a particular focus by the pandemic.

Built into these initiatives are impact measurements and ongoing learning from the lives of the people that we are here to serve.

FINANCIAL REVIEW

FINANCIALLY, THIS HAS BEEN ANOTHER SUCCESSFUL YEAR FOR THE CHARITY, WHICH BUILT ON THE WORK STARTED IN 2019.

The sector remains a challenging environment to operate in, but closer relationships working with commissioners have led to SJOG receiving a fair rate for the care and support provided.

New services in the year benefitted from robust financial modelling, ensuring their viability and sustainability. Cash flow was made a priority and significant improvements continued to be made in credit control.

Our total income in 2020 was £17.7m (2019: £17.6m) as shown in the Statement of Financial Activities.

Charitable expenditure was £17m (2019: £16m) and the charity generated a surplus of £0.8m (2019: £1.3m).

Reserves grew from £1.4m at the end of 2019 to £2.3m at the end of 2020 of these £0.9m are restricted and £1.4m are unrestricted. £1.2m of reserves are held as fixed assets.

The trustees have a responsibility to hold a prudent level of reserves, to ensure the sustainability of the charity. The trustees have set a reserves target of £1.5m. This is necessary for day to day working capital and to cover potential financial risks and is in accordance with the Charity Commission's recommendations and guidance.

The result of the turnaround in the financial performance of the charity has significantly strengthened the balance sheet.

The turnaround is in part making better decisions, based upon better information, both financial and non-financial

The charity reviews a suite of KPIs on a monthly basis which cover financial and operational matters.

Financial results are reviewed against budget at national, regional and individual service level.

Working capital is monitored through debtor and creditor days and cash flow forecasting.

A detailed operational dashboard provides information on quality, staffing, safeguarding, occupancy and compliance with regulators and our own standards.



"IT'S OFFICIAL, WE'RE THE BEST IN THE BUSINESS"

WHAT WERE YOUR HIGHLIGHTS OF 2020?

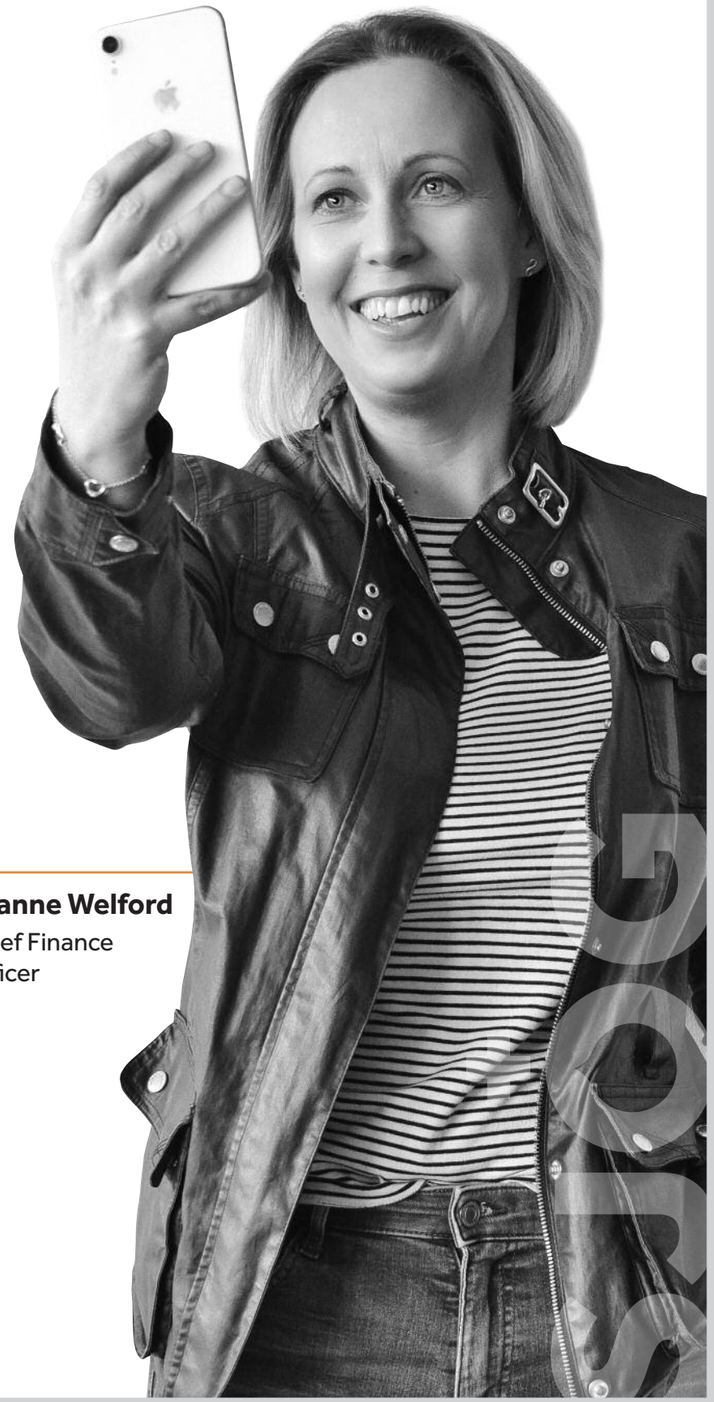
Of course I would have to say winning the Finance Team of the Year in the Third Sector Annual Awards. The work the team has put has put in over the last few years and the outcomes achieved have been phenomenal. From improving working capital, to building relationships and creating financially sustainable services. The turnaround in the charity's finances has been remarkable. I was delighted for the team to get the recognition.

The other highlight has been seeing how colleagues adapted and pulled together. Central office teams packed up their desks one Friday and began working from home seamlessly the following Monday. The investments we made in technology and software paid off immeasurably. Frontline colleagues showed enormous strength and stoicism in the face of COVID; facing the unknown with courage, supporting each other and always prioritising the safety of the people we support. I'm in awe of the good work they have done this year.

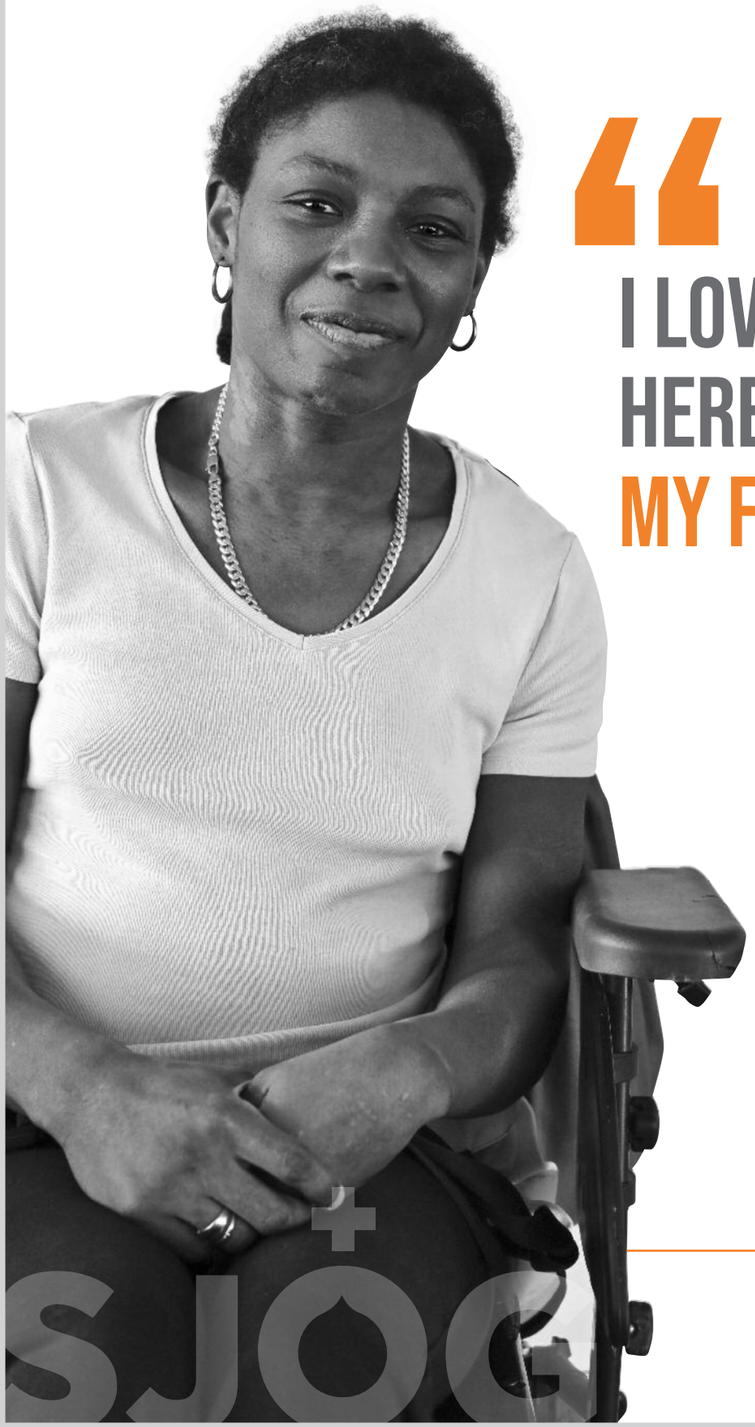
WHAT ARE YOU LOOKING FORWARD TO IN 2021?

I'm looking forward to restrictions easing and getting out and about visiting our services again; seeing people face to face.

We expanded and opened new services throughout 2020, but I hope we will have the opportunity to do more in 2021. There are lots of opportunities for us to expand existing services and open new exciting ones, and now we have a stable financial platform we are in a great position to explore those opportunities.



Leanne Welford
Chief Finance Officer



MY HIGHLIGHT FOR 2020 WAS MOVING INTO TERRY YORATH HOUSE

Hi my name is Amina. I have lived at Terry Yorath House in Leeds since January 2020. Before then I had been coming into respite for a number of years. I realised my mum was getting older and my father was unwell, and in addition I really wanted a bit more independence and a chance to strike out on my own. So I was thrilled when a permanent vacancy came up at Terry Yorath House. I have a lot of friends here and get on really well with the staff who are really caring, thoughtful and funny people.

> I LOVE BEING HERE WITH ALL MY FRIENDS

WHAT ARE YOU LOOKING FORWARD TO IN 2021?

I came into Terry Yorath House to learn new skills and become more independent with a view to moving into my own place. Unfortunately because of Covid, this has been harder to do, but now things are looking better, I am sure I can make some progress with the help of the staff team here. Talking of Covid, I am also really excited about getting out and about again, doing things like going on the bus to town to go shopping (I love shopping!) or people watching. I can also get out to see all my other friends and have a coffee and a catch up. Roll on the rest of 2021!

Amina Braimah
Resident



PLANS FOR FUTURE PERIODS

We retain the ambition to meet need where we find it.

> 2020 WAS A REMARKABLE YEAR FOR THE CHARITY. TEN NEW SERVICES WERE OPENED, SEVEN OF WHICH WERE WHILST THE UK WAS IN LOCKDOWN.

The coming year will continue this trend with 10 new services planned for 2021, with new services for people who have been subject to modern slavery, new services supporting older religious communities and new services for people with learning disabilities and complex physical impairments.

Work has already begun on a community initiative called 'Pomegranate' that will develop both work opportunities and provide food to communities. The first of these will hopefully open in the West Midlands in the middle of 2021.

As a charity where people support people, it is important that we can attract great colleagues as we grow, and important that we pay our current colleagues a fair rate for the work they undertake. Further progress will be made towards being a real living wage employer. We will close the gap in 2021 with plans to achieve this in 2022.

We will ensure that our services remain safe for the people we support and the colleagues who work and volunteer in them. This includes ensuring that individuals' data is kept safe. The charity will achieve ISO 27001 for information security, further strengthening the trust that the people that we support, funders, and colleagues have in the charity.

We will better hear the voice of the people we are here to support. The Advisory Council, consisting of people who use SJOG's services was formed in 2020 and will further develop their work to ensure that the board better hears their voices.

GOVERNANCE

SJOG is the trading name of Saint John of God Hospitaller Services and is led and governed by a trustee board. The trustees are volunteers and give their time and experience freely.

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).

The charity is governed by its Articles of Association, last reviewed and revised in 2019. 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 persons.
- To further the charitable purpose for the time being of Hospitaller Order of Saint John of God and in a manner that is consistent with catholic social teaching.

SJOG abides by the Charity Governance Code, which sets the principles and recommended practice for good governance. These cover the areas of:

1. **Organisational Purpose**
2. **Leadership**
3. **Integrity**
4. **Decision Making, Risk and Control**
5. **Trustee Board Effectiveness**
6. **Inclusion and Diversity**
7. **Openness and Accountability**

ORGANISATIONAL PURPOSE

The charity's purpose is detailed in the charity's governing documents.

These Articles of Association state that the charity purpose is to meet need and to progress the aims of Hospitaller Order of Saint John of God. The trustees are clear on this purpose and are mindful of these in decision making.

LEADERSHIP

SJOG is both a registered charity and a company limited by guarantee. Trustees are both trustees of the charity and the legal directors of the company. The trustees have complied with their duty in accordance with the Charities Act 2011 to follow the Charity Commission's guidance on the operation of public benefit.

SJOG can have up to 12 trustees on the board, each of whom serve a three-year term, after which they are eligible for re-appointment.

The board met formally four times between January 2020 and December 2020, though there were also 12 committee meetings. All meetings were quorate and no member was absent for more than two meetings.

Though the year started with three committees: Finance, Audit and Risk; Quality and Safety, and Governance, following a review of governance, the Governance Committee was disbanded and its role absorbed into board and other committees.

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 Finance Officer, Chief Operating Officer and the Director of Opportunities as the most senior managers in the charity, and hold them to account for the performance of the charity.

INTEGRITY

INTEGRITY IS ABOUT DOING WHAT IS RIGHT, AND BEING OPEN AND TRANSPARENT

Our trustees scrutinise the decision- making 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.

We record positive feedback and complaints, and declare fundraising complaints annually, though there were none in 2020. This reflects the decision to step away from face to face fundraising. Consequently, the charity chooses not to use third party fundraisers, and there were no breaches of the Fundraiser Regulator Code.

Conflicts of Interest

SJOG operates a Conflict of Interest Policy for all trustees. Conflicts of interest are collated annually and new declarations of conflict of interest are made and recorded at the start of every formal meeting.

The trustees and executive team review all declarations in line with the Commission's disqualification criteria guidelines, the accounting requirements for charities laid down in the Statement of Recommended Practice (SORP) and HMRC 'fit and proper persons'.

Saint John of God Hospitaller Services Group remains the sole member of the charity.

Transparency and Trust

As a charity, SJOG must demonstrate that we use our supporters' generous donations of time and money wisely. We have rigorous financial controls to ensure funds are monitored, tracked and go to the right places at the right time.

Modern Slavery and Human Trafficking

As a charity directly supporting people who have been subject to modern slavery and human trafficking, SJOG is committed to ensuring modern slavery and human trafficking are not present in its supply chains.

We are working with our partners and suppliers to ensure compliance with the UK Modern Slavery Act 2015. We have introduced, and will continue to develop, processes and procedures to ensure we understand our suppliers' ethical, environmental and social practices.



SJOG IS SUPPORTED BY GREAT VOLUNTEERS WITH A RANGE OF PROFESSIONAL AND PERSONAL SKILLS

Environment

SJOG has committed to using the UN sustainable development goals in measuring the sustainability of the charity and to eliminating or reducing our negative environmental impacts and maximising the benefit from positive environmental opportunities.

Energy

In our updated environmental policy we aspire to be carbon neutral for electricity and gas, and to reduce our energy usage, including improving insulation, and the replacement of windows in our properties as well as renewable systems in all refurbishments and to install solar panels in suitable locations.

Waste

SJOG is committed to reducing waste and aspires to sending zero waste to landfill by 2024. We are developing our understanding of the types and quantities of waste and how to track our progress. The environmental audit to baseline the charity's current impact, though planned for 2020, was delayed due to the global pandemic.

Equality and Fairness

SJOG is supported by great volunteers with a range of professional and personal skills. The charity is also led by a volunteer trustee board.

SJOG only employs paid colleagues where necessary. They run and support complex services delivering them as safely as possible, but ensuring maximum benefit to the people that we are here to support.

We have a financial responsibility to our colleagues. We have an aspiration to pay them a living wage, though due to the funding of social care in the UK this is an aspiration that we are still working towards.

SJOG undertakes a full and fair consideration of applications for employment made by disabled persons, having regard to their particular aptitudes and abilities. We arrange training for employees who have become disabled persons while employed, and also consider the training and career development and promotion of disabled persons.

In reaching decisions about levels of pay, the board receives reports on the prevailing market conditions, relevant external benchmarks, the organisation's budget, our future plans and past performance.

Pay Policy

SJOG's pay policy was reviewed within the year and in setting pay levels for our colleagues, we take into account the pay practices in other similarly sized charities and the local market.

We aim for a sustainable and consistent pay strategy that supports the aspirations detailed in the strategy.

Gender Pay Gap

SJOG has a commitment to fairness in recruitment, pay, promotion and development. SJOG is an organisation where over 80% of the team are female.

We have a requirement to report in line with the UK Equality Act 2010 (Gender Pay Gap Information) Regulations. In 2020 we were pleased to note that SJOG's gender pay gap was significantly lower than that of other organisations and is significantly smaller than the UK national average (4.6% compared to 15.5%: Office of National Statistics). We are not complacent and more work will be undertaken in the year.

The details of the gender pay gap are published on the government's designated website and sjog.uk.

Ethnicity Pay Gap

We recognise the importance of publishing our ethnicity pay gap and calculate this in accordance with Government regulations for calculating gender pay gaps.

From next year we will publish our ethnicity pay gap report every year. This is another step we are taking to be open and transparent.

The ethnicity pay gap is the average difference in hourly rate of pay between white and black, Asian and minority ethnic (BAME) employees.

- The UK 2020 median ethnicity pay gap average is 3.8%.
- 13% of the nation's workers are from a black, Asian and minority ethnic background (2011 census).

There is more work for us to do in this area and an equality diversity and inclusion report has been commissioned as has a survey of all the data we hold on our colleagues.

We have an aspiration for our colleagues to reflect the communities that they work in, and for this to be evident across the charity, particularly in senior roles. Achieving this will have a positive impact on the ethnicity pay gap.

Pay Principles

Pay is reviewed consistently using the same approach for all colleagues, including the executive team and the chief executive. No individual performance bonuses are paid.

Annual pay budgets take into account affordability, economic trends and external market pay movement and are agreed by the trustees during the setting and signing off the annual budgets.

Senior Pay Disclosure

We recognise the recommendations made following the Report of the Inquiry into Charity Senior Executive Pay and Guidance for Trustees on Setting Remuneration by the National Council for Voluntary Organisations. Consequently, we have provided clarity on the pay of the executive team.

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TECHNOLOGY... WITH A LITTLE BIT OF MAGIC!



Emma Frew
Fundraising

WHAT WAS YOUR HIGHLIGHT OF 2020?

Bringing 'Magic Space' to the charity was definitely a highlight. A first of its kind, Magic Space combines new advancements in immersive technology and traditional sensory therapies, wrapped in an accessible mobile unit to go to wherever people are. Magic! Securing £100k of funding from the National Lottery Covid Relief Fund enabled us to make this magic happen.

We can have people immersed in a concert of their idol, like Neville who lights up when he hears Michael Jackson songs, or David who can literally feel the wind on his face when watching his beloved trains. It's really exciting to provide sensory experiences tailored to each person.

WHAT ARE YOU LOOKING FORWARD TO IN 2021?

The technology that we have on Magic Space is opening up our thinking on how technology can support people in even greater ways. We are currently exploring 360 immersive therapy and touch screen interactive learning for example. The development of our 'Tango Teach' learning library is also very exciting, particularly when we see the delight on the faces of the people we support. This is what really makes our jobs worthwhile.

For our HMDS services, we hope that 2021 sees our plans to create enterprise ideas (such as pomegranate cafés) come to fruition. These will help to upskill people and give them the confidence to move onto a brighter future. These are exciting opportunities and I'm looking forward to helping create something really special.

DECISION-MAKING, RISK AND CONTROL

WE WANT TO BE SUCCESSFUL IN WHAT WE DO, AND THAT SUCCESS IS RELIANT ON MAKING GOOD DECISIONS AND MANAGING RISK EFFECTIVELY

We work with people: people with mental health issues, homelessness and we provide services for people who have been subject to modern day slavery. The work that we do is not without risk.

SJOG exists to facilitate changes in the lives of the people that we are here to serve, and this can only be achieved by taking positive risks to get positive outcomes. We are fully committed to ensuring that these risks are managed so that the people supported, volunteers and colleagues are as safe as possible.

Our risk management arrangements and process therefore have to be robust, which is why we have the externally audited, accredited and certified by CHAS.

Our key risks are contained within the risk register that is reviewed at each board meeting, the board also receives reports on our quality assurance systems and with the implementation of the Access integrated software, better information has reduced the risk in services and has resulted in a demonstrable improvement in externally regulated quality ratings.

Finance Oversight

The trustees are responsible for safeguarding the assets of the charity and the group. This is enabled through SJOG's financial policies and procedures. Compliance with these policies and procedures is mandatory for all employees, honorary officials and volunteers of SJOG.

The board delegates the implementation of that strategy and the day- to-day management of SJOG to the chief executive, the executive team and through it to individual budget holders following a detailed scheme of delegation that approves specified levels of expenditure.

Each year budget holders put together a costed plan to deliver on the strategic aims of the charity. The plans are aggregated into departmental and then an organisational business plan. The trustees approve both the business plan and the detailed annual budget, which defines specific projects and detailed departmental plans for the next financial year.

The finance department is also involved in any major project or programme work, providing the necessary support to ensure the right financial decisions are made and on providing the necessary management reports to inform in year decision making.

Financial Reporting

There are two elements to financial reporting: reporting on annual report and accounts, and monthly accounts. The monthly accounts and associated reports are of sufficient detail to allow the executive team to make ongoing financial decisions.

AN ORGANISATION THAT IS TRUE TO ITS VALUES

Finance, Audit and Risk

The Finance, Audit and Risk Committee is a standing committee of the trustee board and has delegated authority to act on behalf of the board in relation to the matters set out in its terms of reference. The Committee is chaired by a trustee with significant senior leadership and management expertise.

The Committee's main duties are to:

- review and challenge the work of the executive team and of the internal and external auditors;
- provide the trustee board with an independent and unbiased view of the effectiveness and appropriateness of the financial reporting, internal controls, risk management, and regulatory compliance procedures of SJOG.

Financial Risk

The most significant financial risks for SJOG are income uncertainty and the ability to operate services within the staffing budgets. SJOG reviews its financial plans on a regular basis and manages these significant risks accordingly, through income pipelines, budgetary control, programme management and capital planning.

Income uncertainty has reduced significantly within the year and there has been a real focus on negotiating a fair rate for the care provided. This has led to a significant improvement in like for like income.

External Audit

External auditors review SJOG's annual financial statements and give an opinion on them.

The board approves the appointment, remuneration, re-appointment and removal of the external auditors in relation to statutory audit arrangements.

Risk Management

Effective risk management is also key to successfully delivering our strategy and developing SJOG for a sustainable future. We are now making better use of our risk data to help shape and prioritise SJOG's future delivery of programmes and projects, providing a sharper focus on those things that present the greatest threats – and opportunities.

WE RECOGNISE THAT PEOPLE HAVE A CHOICE ABOUT WHERE THEY WORK. WE HAVE IMPROVED THE INFORMATION ABOUT THE WORK THAT WE DO AND THAT WE ARE A GREAT PLACE TO WORK VIA OUR #GOODWORK CAMPAIGN.

Health and Safety Risks

We are fully committed to looking after our people and anyone who could be affected by our actions. To do this:

- our safety management system ensures health and safety is an integral part of how we work;
- health and safety training is mandatory for all colleagues and is supported by an ongoing programme of internal awareness campaigns;
- operational policies and procedures have all been reviewed in the year to ensure compliance with high standards;
- we continue to provide sufficient resources to support the implementation and assurance of policies.

Information Risks

We take the safe storage of data seriously, and a programme of embedding an understanding of GDPR across the charity has continued to be developed.

We have improved our IT security this year, improving the defensiveness of our IT systems from unauthorised access or misuse, and we are working to achieve ISO27001 certification in 2021.

The process of review and improvement as we get ourselves ISO27001 ready has strengthened our information governance framework and continues to improve our management of associated risks.

People Risks

We are a charity of people supporting people. The challenge of recruiting colleagues has led to the improvement in pay and non-pay rewards, which form part of the LOVED (Living Our Values Every Day) programme.

We recognise that people have a choice about where they work. We have improved the information about the work that we do and that we are a great place to work via our #goodwork campaign. This has improved both retention and recruitment rates.

Quality and Compliance

We provide care and support to people. We are heavily regulated and we are committed to delivering a service that is exceptional, to reflect the value of each and every person that we work with.

Our new quality framework has delivered 'Good' and 'Outstanding' ratings in all our services through our internal audits though the lockdown prevented CQC visiting to confirm this.

Pandemic Risks

As a charity we are part of the solution in meeting the health and social care needs of the Covid-19 pandemic and as such we expect our services to continue to operate.

Our Business Continuity Plans (BCP) have worked effectively and as the government advice has changed, so our BCPs have repeatedly evolved as well. At no point has the delivery of service been stopped by the pandemic though we have developed new ways of supporting people.

We benefit from fundraising, but our core services are funded through statutory authorities and we envisage that this funding will continue. The trustees have reviewed detailed forecasts and cash flows for the next twelve months which provide assurance that there are no material uncertainties in respect of going concern. Detailed financial reporting is reviewed monthly by the executive management team and quarterly by the board. Income and costs are continually monitored.

We have great people, and in this year we have continued to grow services thanks to our colleagues' desire to be of more help to more people. Our colleagues have been fantastic, and we are working hard to keep them safe, and to support them so that they can continue to support others.

The work that has been taken in the past year to support our colleagues better, to ensure that the charity is financially sustainable and to build partnerships for a purpose, all stand us in good stead to weather this particular storm.

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HOW WAS 2020 FOR YOU?

2020 was a difficult year for most of us due to Covid-19. It obviously dominated the year. People lost loved ones and everyone had to go through a lot of change in their lives to adjust to the reality that the strict guidelines entailed. It was a year that taught us that global problems need global effort and togetherness to overcome. At SJOG it certainly felt that we came together to make keep everyone as safe as possible and continue to provide the best service possible for people we support.

> “WE CAME TOGETHER TO MAKE EVERYONE SAFE”

AND LOOKING FORWARD TO 2021?

2021 has brought hope that life can go back to normal. I joined SJOG in December 2019, so the majority of my time here has been working during the pandemic. I’m looking forward to being able to enjoy the outside community with those we support. We’ve been indoors for a long time!

We must learn from the past and find a better way to protect ourselves and others until this virus vanishes from the face of the earth.

Robel Gebresillassie
Support worker, Leeds

WE BELIEVE IN THE POTENTIAL OF PEOPLE

TRUSTEE BOARD EFFECTIVENESS

Appointments

In 2020 a recruitment firm was used to recruit trustees through an open process. The recruitment delivered an excellent quality of candidates and 10 new trustees could have been recruited, however three individuals were asked to join the board.

The recruitment process brought in younger trustees and the board now also has a better gender balance. The move to create a more balanced and diverse board that better reflects the communities that we work in will continue.

Independence of thought

SJOG ensures that it can demonstrate that any decision or action is aligned with the delivery of our charitable aims and there is no personal or individual bias.

All trustee board decisions are recorded in a decision log at the end of each meeting’s minutes. These are reviewed at the following board meetings.

Any communications we make internally or externally aim to demonstrate our independence of thought and action.

Length of service

Trustee board members serve a three-year term and may be reappointed for up to a further two terms. We aim to match the skills on the board to our strategic goals and business plan needs as well, and the use of the Institute of Directors’ framework focusing on skills, knowledge and mindset identified where to focus our recruitment process.

Board Meetings

The trustee board meets formally at least four times a year. We have a list of standing agenda items covering strategy, performance, risk and compliance matters.

While the chief executive and executive team are present at the trustee board meetings, they do not have any voting rights. Decisions lie with the trustees.

Twice a year trustees and the executive team meet to discuss the strategic opportunities and risks we may face in the future. In 2020 however these were curtailed due to the pandemic.

Trustee Board Skills and Knowledge

For the trustees appointed in the year, a new induction process was put in place that provided formation on the history of the charity, the Order and the life of Saint John of God, their role requirements, core responsibilities, as well as the strategy, performance and structures within the charity.

We also continue to brief our trustees in changes to regulation and standards throughout the year as part of the board meeting papers. Examples of this include our review and implementation of GDPR (legislation in relation to data protection) and our information governance arrangements.

INCLUSION AND DIVERSITY

Gender balance

Historically the board has been made up of Brothers from the Hospitaller Order of Saint John of God.

This has meant that the board has been exclusively male, though there has been an opening up to people who are not Brothers of the Order.

In 2020 there were four women and six men on the board. Emma Gibbons became chair of trustees of SJOG in December 2020 taking over from Brother Donatus. Across the charity 83% of colleagues are female.

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 of people that we are here to serve, was created in 2020 and meets in the weeks before the board meeting to review and offer their comments on matters going to the board, so that their voices can be heard when trustees come to make decisions.

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, particularly in senior roles. Achieving this will have a positive impact on the ethnicity pay gap. The starting point will be an audit and the creation of working group focusing on the structure and cultures within the charity to eliminate inequality.

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"WITH TEN NEW SERVICES WE CAN HELP SO MANY MORE PEOPLE"



WHAT WERE YOUR HIGHLIGHTS OF 2020?

The year started on such a great note with our homeless and modern day slavery / trafficking services growing. Then the pandemic started, and everything around us seemed to be coming to halt; life was not the same anymore. Yet it never daunted our spirit or the growth. We grew from 9 safe houses to 19 safe houses - offering our support to over 200 clients by the year end. And there was plenty to be thankful for, we were a strong team and every member had put in their best to support the services and our clients through the pandemic.

WHAT ARE YOU LOOKING FORWARD TO IN 2021?

I hope I can go and see my parents in India, once the restrictions ease on travelling and I hope the same for everyone else, who has longed to see loved ones. I am also looking forward to be able to take masks off (it's my least favourite accessory!) and as well to start seeing our colleagues in person.

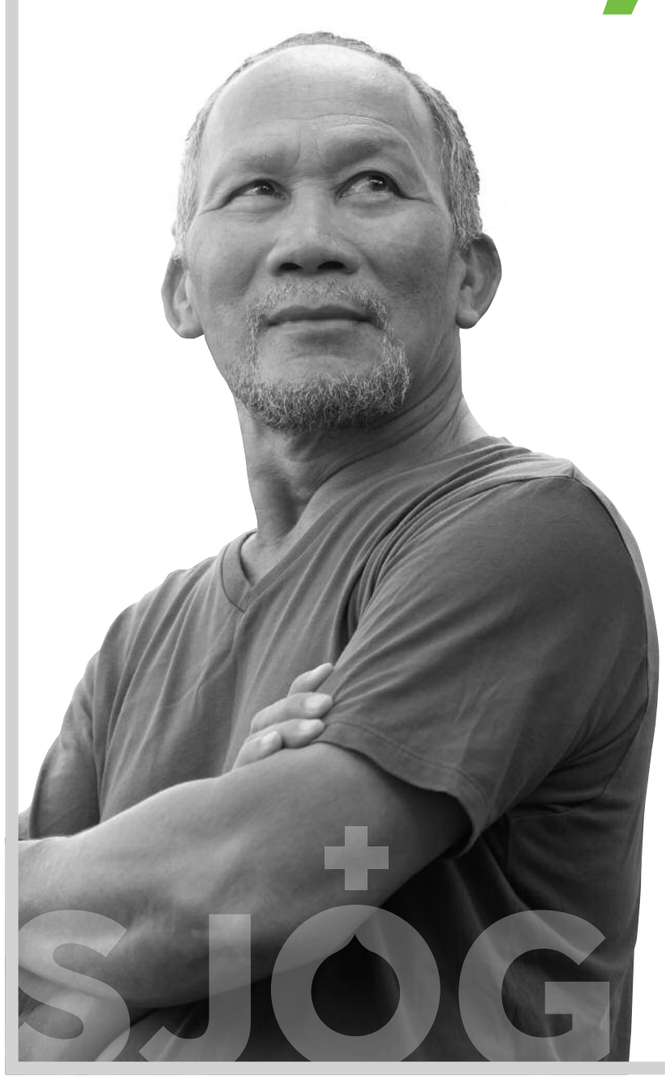
At the start of 2021, we ventured into outreach services, adding another 280 plus clients by mid-May, with a projection of a bigger number by year end. I feel truly blessed to be part of such an exponential team, surrounded by lovely and supporting colleagues and working for a wonderful charity that believes in living its values.

Sirpreet Kaur

Deputy Ops Manager – Homelessness & Modern Day Slavery

MR B IS A 51 YEARS OLD CHINESE NATIONAL AND WAS TRAFFICKED INTO THE UK IN 2007

“SAVED FROM A LIFE OF SLAVERY”



Mr B is a 51 years old Chinese national and was trafficked into the UK in 2007. He was forced to grow cannabis and deal drugs by the same group of people by whom he was trafficked. Periods of detention followed in both an immigration detention centre and prison. It was a very difficult period.

Mr B was eventually referred to the Salvation Army and onto SJOG where he began his placement in the summer of 2019.

Mr B's mental health was not good. When he first arrived at SJOG he was stressed and depressed. He felt constantly anxious about his future, struggled to sleep and had nightmares. This all caused low mood and there were often incidents of abusive behaviour and displaying issues of anger management. This was exacerbated by his poor physical health.

The SJOG team were able to identify triggers for his behaviour and worked really hard on strategies to assuage his anger and abusiveness.

Whilst in SJOG's support Mr B's mental health improved. He began to gain confidence and felt less depressed. He was sleeping better and felt more reassured. His physical health also improved and he was able to manage his own medication and monitor his own blood sugar levels for his diabetes.

During his stay, Mr B gained his residency permit and granted leave to stay in UK. Staff have supported him to access benefits and he is now ready to move onto supported accommodation.

Stock photo. Posed by model.

WE HOPE THAT WITH SUPPORT WE CAN DELIVER ON OUR PURPOSE OF PROVIDING REAL PUBLIC BENEFIT

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, and hope that with their support and engagement we can deliver on our purpose of providing real public benefit. Each year we openly share our work and the progress we have made in our annual report, in an annual review and we publish our research papers and publications on our charity website and in other public communications.

Raising concerns

There are lots of ways for SJOG people to flag a concern, from starting with a simple conversation with a colleague and, if necessary, chatting to a line manager, through to using the services of the grievance process.

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.

Safeguarding

SJOG's safeguarding policy was rewritten and strengthened in 2019 and reviewed in 2020. This and the code of conduct apply across the whole organisation and are supported by a range of policies and procedures to reduce the risk of harm to beneficiaries, supporters, colleagues and volunteers.

We work with some of the most vulnerable adults and families, and all of our colleagues are therefore trained in safeguarding. In the year we introduced e-learning modules around safeguarding to supplement the face to face training that is already in place.

We reviewed and strengthened the reporting lines, and improved reporting mechanisms, ensuring that we notify and work with statutory partners.

We work closely with partner organisations to help ensure that children, vulnerable adults and their families receive appropriate community support.

Feedback

We continue to record and report on complaints and feedback we receive, and we review this information in reports to the trustee board. Our focus in 2021 will be on improving our trend analysis and thereby targeting areas for improvement.

We want to learn and use the insight from feedback to inform our future activity.

“I LOVE MY JOB. ST. PAUL’S IS AN AMAZING PLACE TO WORK!”



LOOKING BACK AT 2020

I started working for SJOG in February 2020, so for me 2020 was a great year, despite Covid! The Sisters at St Paul’s are all amazing and lovely people. It’s a privilege to work here and my colleagues too are great – we all work together as team. Day to day I provide a range of activities for the Sisters – their favourites include boxercise, Monday’s bingo, and the pamper days are quite a favourite too. If I had to pick out two extra specials days in the year, it was the celebration of VE day – we had such a good party, and Christmas day was fantastic – a real spirit of community with everyone coming together. We organised video calls so families and friends who couldn’t visit in person could still be part of the sisters’ day.

LOOKING FORWARD TO 2021

I look forward to every day and with some good summer weather (hopefully) will particularly enjoy going for walks around the grounds at Selly Park with the Sisters. The grounds are wonderful – we’re very lucky. Personally I’m looking forward to going concerts and the theatre again, (and even further ahead to 2022, to my honeymoon which was postponed in 2019).

Suzi Kavanagh
Activities Co-ordinator,
St Paul’s Nursing Home

I WAS BORN IN LANCASHIRE IN 1923 AND ENTERED THE SISTERS OF CHARITY OF ST. PAUL THE APOSTLE IN SELLY PARK, BIRMINGHAM, IN 1942

“OUR HOME IS SUCH A LOVELY, WARM COMMUNITY”



I left a very happy family with my parents, six brothers and one sister to join another happy family. Once I set foot in Selly Park I never looked back - I felt at home immediately.

I’ve worked throughout my life to support the Congregation’s mission in various places in England, South Africa and Scotland. When I retired, I returned to Selly Park and at the age of 97 years, my care needs increased and it was time for me to move to St. Paul's Care Home. Since I arrived in December 2020 I’ve settled in well and I feel I can still contribute to the life of the care home. I have got to know the staff and they know me, and respond very well to my needs.

I still have the opportunity to live my religious life, attend mass and prayers from the chapel gallery or from my room. I like to keep up with hobbies –it’s a good way of sharing your interests with others.

St. Paul's offered me a home from home in my youth and now St. Paul's Care Home has become the home where I am well cared for.

Sr. Kevin,
St Paul’s Nursing Home

STATEMENT OF DISCLOSURE TO AUDITOR

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and
- the trustees, having made enquiries of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

RSM UK Audit LLP has indicated their willingness to continue as auditor.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of SJOG for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Standards and Statements of Recommended Practice;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards and Statements of Recommended Practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustee Report has been approved by order of the Board of Trustees:

Signed:



Emma Gibbons, Chair of Trustees

Dated: 23 June 2021



> EVERY DAY WE SAY, 'COME ON IN, YOU ARE VERY WELCOME'

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF SAINT JOHN OF GOD HOSPITALLER SERVICES

Opinion on financial statements

We have audited the financial statements of Saint John of God Hospitaller Services (the 'charitable company') for the year ended 31 December 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report and the Strategic Report prepared for the purpose of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report and the Strategic Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report or the Strategic Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees' (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees' determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF SAINT JOHN OF GOD HOSPITALLER SERVICES (CONTINUED)

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory frameworks that the charitable company operates in and how the charitable company is complying with the legal and regulatory framework;
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, the Charities SORP (FRS 102), Companies Act 2006, Charities Act 2011 and the charitable company's governing document. We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing the financial statements including the Trustees' Report, remaining alert to new or unusual transactions which may not be in accordance with the governing documents.

The most significant laws and regulations that have an indirect impact on the financial statements are those in relation to the Care Act 2014 and the Data Protection Act 2018. We performed audit procedures to inquire of management and those charged with governance whether the charitable company is in compliance with these law and regulations and inspected correspondence with regulatory authorities where appropriate.

The audit engagement team identified the risk of management override of controls and income recognition as the areas where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments, evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business, challenging judgments and estimates and reviewing income transactions around the year end to consider if it is recorded in the correct period.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at **www.frc.org.uk/auditorsresponsibilities**. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Claire Leece
(Senior Statutory Auditor)

RSM UK Audit LLP

Dated: 29 June 2021

For and on behalf of RSM UK Audit LLP,
Statutory Auditor

Chartered Accountants
1 St. James' Gate
Newcastle upon Tyne
United Kingdom
NE1 4AD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 DECEMBER 2020

	Notes	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2020 £'000	TOTAL 2019 £'000
Income and endowments from:					
Donations and legacies	3	294	406	700	1,198
Charitable activities	4	12,204	4,631	16,835	16,057
Other trading activities	5	193	-	193	179
Investments	6	1	-	1	3
Other income	7	301	-	301	128
Total income		**12,993**	**5,037**	**18,030**	**17,565**
Expenditure on:					
Raising funds	8	214	-	214	150
Other costs	8	130	-	130	142
Charitable activities	9	12,128	4,742	16,870	15,967
Total resources expended		**12,472**	**4,742**	**17,214**	**16,259**
Net movement in funds		521	295	816	1,306
Total funds brought forward		858	585	1,443	137
Total funds carried forward		**1,379**	**880**	**2,259**	**1,443**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

BALANCE SHEET

AS AT 31 DECEMBER 2020

	Notes	2020 £'000	2020 £'000	2019 £'000	2019 £'000
Fixed assets					
Intangible assets	13		201		175
Tangible assets	14		1,035		851
Investments	15		-		2
			1,236		**1,028**
Current assets					
Stocks	16	-		3	
Debtors	17	1,494		1,579	
Cash at bank and in hand		2,207		1,445	
		3,701		**3,027**	
Creditors: amounts falling due within one year	18	(2,678)		(2,612)	
Net current assets			1,023		415
Total assets less current liabilities			**2,259**		**1,443**
Income funds					
Restricted funds	20		880		585
Unrestricted funds			1,379		858
			2,259		**1,443**

The financial statements were approved by the Trustees on 23 June 2021:

E Gibbons
Chair of Trustees

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2020

	Notes	2020 £'000	2020 £'000	2019 £'000	2019 £'000
Cash flows from operating activities					
Cash generated from operations	22		1,181		582
Investing activities					
Purchase of intangible assets		(76)		(175)	
Purchase of tangible fixed assets		(345)		(672)	
Proceeds on disposal of tangible fixed assets		1		7	
Interest received		1		3	
Net cash used in investing activities			(419)		(837)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			762		(255)
Cash and cash equivalents at beginning of year			1,445		1,700
Cash and cash equivalents at end of year			**2,207**		**1,445**

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2020

1 ACCOUNTING POLICIES

Charity information

Saint John of God Hospitaller Services is a charitable company limited by guarantee and has no share capital. The registered office is Suite 1-3 Yarn, Lingfield point, Darlington, County Durham, DL1 1RW.

Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £'000.

Going concern

The trustees have examined the appropriateness of preparing the financial statements on the going concern basis. Cash generation has increased in the year and cash balances remain positive at the year end and with no utilisation of the overdraft facility at the year-end. They have considered the statement of financial activities, balance sheet and cash flow forecast for a period in excess of twelve months from the date of approval of these accounts and having regard to the projected cash requirements of the charity, the trustees believe that there are no material uncertainties and that it is wholly appropriate to continue to prepare the financial statements on a going concern basis.

Charitable funds

The charity's unrestricted funds consist of funds that the charity may use for its charitable objectives at the trustee's discretion.

The trustees of the charity may put aside part of the accumulated funds to meet specific future expenditure. As a general principle, these funds were given or raised with projects in mind, but their use is not restricted. The trustees take the view that use of such funds should be designated.

Any income given to the company for a specific purpose has been separately identified so as to ensure that it is spent as the donor dictated.

Incoming resources

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably. Income includes:-

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Donations are recognised when receivable.

Charitable activities

Grant income: Grant income is recognised when the charity is entitled to receipt.

Religious services: Income is recognised when the service has been delivered.

Care and support packages:
Are recognised when the services are delivered or the beds / housing vacancies are occupied or agreed funded voids have crystallised.

Raising funds

Consultancy income: Is recognised when the services have been completed and invoiced.

Garden Centre income: All retail income is accounted for when the sale takes place.

Community Centre income: All such income is accounted for on completion of the relevant facility usage.

Investment income

Investment income is accounted for on an accruals basis.

Donated services

In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. Refer to the Trustees' Annual Report for more information about their contribution.

Other income

Other income relates to monies received in relation to flooding and is recognised when the charity is entitled to receipt.

1 ACCOUNTING POLICIES (Continued)

Resources expended

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the charity to the expenditure. Expenditure is accounted for on an accruals basis. Irrecoverable VAT is included with the expenses items to which it relates. Resources expended comprise:-

Raising funds

These include salaries and directly attributable overheads.

Charitable activities

Includes all direct salaries and other costs incurred in delivering the charity's charitable activity of delivering care services, together with the costs directly associated with the governance of the charity, including legal and regulatory compliance and strategic planning and also an appropriate proportion of the central and regional support costs of the organisation.

Other

Garden Centre costs include the costs of goods sold and the direct costs of operating the retail unit.

Consultancy costs included the related salary costs.

Support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These represent direct finance, human resources, IT and property service costs incurred by the organisation in carrying out its activities. Allocations of support costs are based on a pro rata of direct expenditure for different activities.

Intangible fixed assets other than goodwill

Intangible assets are initially recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses. Intangible assets are amortised at their expected useful economic lives on a straight line basis as follows:

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software - 5 years

Tangible fixed assets

Tangible fixed assets are initially measured at cost, or in cases where fixed assets have been donated to the Saint John of God Hospitaller Services, at valuation at the time of acquisition. The charity's policy is only to capitalise items with an individual or collective value (where it is a group of assets) exceeds £1,000.

Freehold land and assets in the course of construction are not depreciated.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings
- 4 to 25 years

Fixtures and fittings
- 3 to 8 years

Motor vehicles
- 4 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

Fixed asset investments

Quoted investments are valued at the mid-market price at the close of business at the year-end. Unquoted investments are valued by the trustees after taking appropriate professional advice. Unlisted investments are valued at the average of the bid and offer prices or, if the bid price is not available, by adjustment to the offer price. Realised gains on investments are calculated as the difference between the sale proceeds and the carrying value of the investment and included in the SOFA.

Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Intangible assets with indefinite useful lives and intangible assets not yet available for use are tested for impairment annually, and whenever there is an indication that the asset may be impaired.

Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits

As a charity we may be committed, by legislation, by contractual or other agreements with employees or their representatives or by a constructive obligation based on business practice, custom or a desire to act equitably, to make payments (or provide other benefits) to employees when it terminates their employment. Such payments are termination benefits.

Termination benefits are employee benefits payable as a result of either:

- an entity's decision to terminate an employee's employment before the normal retirement date; or
- or an employee's decision to accept voluntary redundancy in exchange for those benefits.

Recognition of such payments as a liability and an expense only when it is demonstrably committed either:

- to terminate the employment of an employee or group of employees before the normal retirement date; or
- to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

Retirement benefits

The company makes available a contributory money purchase scheme which all employees can join. This is administered by Scottish Equitable and each person has their own independent pension policy. The charge for the year represents contributions payable in the year.

Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease.

2 CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 DONATIONS AND LEGACIES

	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2020 £'000	TOTAL 2019 £'000
Donations and gifts	294	406	700	1,126
Legacies receivable	-	-	-	72
	294	406	700	1,198
For the year ended 31 December 2019	**567**	**631**		**1,198**
Donations and gifts				
Hospitaller Order of Saint John of God	-	93	93	609
Other	294	313	607	517
	294	**406**	**700**	**1,126**

4 CHARITABLE ACTIVITIES

	Accommodation and support £'000	Leisure, Education and Occupational Services £'000	Specialist Housing Support £'000	Religious Management Services £'000	TOTAL 2020 £'000	TOTAL 2019 £'000
Charitable activities	4,994	96	6,691	5,054	16,835	16,057
Analysis by fund						
Unrestricted funds	4,890	96	6,690	528	12,204	
Restricted funds	104	-	1	4,526	4,631	
	4,994	**96**	**6,691**	**5,054**	**16,835**	
For the year ended 31 December 2019						
Unrestricted funds	4,669	251	5,984	516		11,420
Restricted funds	-	-	-	4,637		4,637
	4,669	**251**	**5,984**	**5,153**		**16,057**

5 OTHER TRADING ACTIVITIES

	2020 £'000	2019 £'000
Trading income	193	179

6 INVESTMENTS

	2020 £'000	2019 £'000
Bank interest	1	3

7 OTHER INCOME

	2020 £'000	2019 £'000
Other income	3	-
Insurance claim income	16	128
Coronavirus Job Retention Scheme Grants	282	-
	301	128

8 RAISING FUNDS

	2020 £'000	2019 £'000
Direct costs	103	114
Staff costs	111	36
	214	**150**
Other costs		
Direct costs	107	84
Staff costs	19	55
Depreciation and impairment	4	3
	130	**142**
	344	**292**

9 CHARITABLE ACTIVITIES

	Accommodation and support	Leisure, Education and Occupational Services	Specialist Housing Support	Religious Management Services	TOTAL 2020	TOTAL 2019
	£'000	£'000	£'000	£'000	£'000	£'000
Staff costs	3,718	127	3,147	4,085	11,077	11,169
Depreciation and impairment	54	1	87	2	144	71
Activities directly undertaken	782	20	2,088	541	3,431	3,337
	4,554	**148**	**5,322**	**4,628**	**14,652**	**14,577**
Share of support costs (see note 10)	605	12	965	611	2,193	1,368
Share of governance costs (see note 10)	7	-	11	7	25	22
	5,166	**160**	**6,298**	**5,246**	**16,870**	**15,967**
Analysis by fund						
Unrestricted funds	5,063	160	6,185	720	12,128	
Restricted funds	103	-	113	4,526	4,742	
	5,166	**160**	**6,298**	**5,246**	**16,870**	
For the year ended 31 December 2019						
Unrestricted funds	4,887	266	5,689	376		11,218
Restricted funds	5	-	3	4,741		4,749
	4,892	**266**	**5,692**	**5,117**		**15,967**

10 SUPPORT COSTS

	Support costs £'000	Governance costs £'000	2020 £'000	2019 £'000	Basis of allocation
Staff costs	1,459	-	1,459	779	
Depreciation and amortisation	62	-	62	13	
Legal and professional	19	-	19	74	Specific allocation
IT	306	-	306	187	Specific allocation
Finance	107	-	107	22	Specific allocation
Property	101	-	101	153	Specific allocation
Exec office	75	-	75	93	Specific allocation
HR	22	-	22	37	Specific allocation
Admin	42	-	42	10	Specific allocation
Governance	-	25	25	22	Governance
	2,193	**25**	**2,218**	**1,390**	
Analysed between					
Charitable activities	**2,193**	**25**	**2,218**	**1,390**	

Support costs have been allocated to the different charitable activities on the basis of the income received for each activity. This is on the basis that it provides the fairest reflection of where the support is given.

Governance costs includes payments to the auditors of £17,500 (2019 - £15,000) for audit fees.

11 NET MOVEMENT IN FUNDS

Net movement in funds is stated after charging/(crediting)	2020 £'000	2019 £'000
Fees payable to the company's auditor for the audit of the company's financial statements	18	15
Depreciation of owned tangible fixed assets	160	87
Loss on disposal of tangible fixed assets	-	3
Amortisation of intangible assets	50	-
Operating lease charges - land and buildings	1,202	1,202
Operating lease charges - other	6	6

12 EMPLOYEES

Number of employees

The average monthly number of employees during the year was:

	2020 Number	2019 Number
Medical, Nursing and Allied Professions	15	17
Managers, Support Workers and Ancillary Staff	477	489
Executive	4	1
Managers and Other Staff	28	16
	524	523

	2020 £'000	2019 £'000
Employment costs		
Wages and salaries	10,785	9,860
Social security costs	879	823
Other pension costs	309	266
Other staff costs	603	1,030
Restructuring costs	90	60
	12,666	12,039

Included in staff restructuring costs are 34 (2019: 7) redundancy payments totalling £90,257 (2019: £60,177).

The key management personnel of the charity comprise the Trustees and the key management team. Total employee benefits for the key management personnel were £407,101 (2019: £328,753).

The number of employees whose annual remuneration was £60,000 or more were:

	2020 Number	2019 Number
£60,000 - £69,999	3	2
£80,000 - £89,999	2	1
£120,000 - £129,999	1	-

In the year, there were 6 employees (2019: 3) earning in excess of £60,000 per annum who participated in the defined contribution pension scheme (see note 26). Contributions of £14,979 were made in relation to these individuals during the year (2019: £7,350).

No trustee received any remuneration (2019: nil). Expenses were paid to 2 (2019: 2) trustees totalling £582 for travel and subsistence (2019: £740).

Excluding the volunteer trustees, the charity had 16 (2019: 34) volunteers helping with our activities. Most of these volunteers contributed on a part-time basis ranging from a few hours per month to 30 hours per week.

13 INTANGIBLE FIXED ASSETS

	Software £'000
Cost	
At 1 January 2020	175
Additions	76
At 31 December 2020	251
Amortisation and impairment	
At 1 January 2020	-
Amortisation charged for the year	50
At 31 December 2020	50
Carrying amount	
At 31 December 2020	201
At 31 December 2019	175

14 TANGIBLE FIXED ASSETS

	Leasehold land and buildings £'000	Assets under construction £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
Cost					
At 1 January 2020	1,247	-	734	78	2,059
Additions	119	61	165	-	345
Disposals	-	-	(5)	-	(5)
At 31 December 2020	**1,366**	**61**	**894**	**78**	**2,399**
Depreciation and impairment					
At 1 January 2020	572	-	558	78	1,208
Depreciation charged in the year	91	-	69	-	160
Eliminated in respect of disposals	-	-	(4)	-	(4)
At 31 December 2020	**663**	**-**	**623**	**78**	**1,364**
Carrying amount					
At 31 December 2020	**703**	**61**	**271**	**-**	**1,035**
At 31 December 2019	**675**	**-**	**176**	**-**	**851**

15 FIXED ASSET INVESTMENTS

	Unlisted investments £'000
Cost or valuation	
At 1 January 2019 & 31 December 2019	5
Impairment	
At 31 December 2020	3
Impairment losses	2
At 31 December 2020	5
Carrying amount	
At 31 December 2020	-
At 31 December 2019	**2**

16 STOCKS

	2020 £'000	2019 £'000
Finished goods and goods for resale	-	3

17 DEBTORS

Amounts falling due within one year:	2020 £'000	2019 £'000
Trade debtors	468	810
Other debtors	93	101
Prepayments and accrued income	933	668
	1,494	**1,579**

18 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Notes	2020 £'000	2019 £'000
Trade creditors		315	502
Other taxation and social security		230	193
Deferred income	19	552	333
Other creditors		959	1,104
Accruals		622	480
		2,678	**2,612**

19 DEFERRED INCOME

	2020 £'000	2019 £'000
Balance as at 1 January 2020	333	523
Released from previous years	(333)	(276)
Resources deferred in the year	552	86
	552	**333**

Deferred income relates to income charged for services in advance of the accounting period and as at 31 December 2020 also included £193k of income received in advance from local authorities as part of government guidance on advance payments at the start of the Covid-19 Pandemic.

20 FUNDS

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds			
	Balance at 1 January 2020 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 December 2020 £'000
Unrestricted funds					
Accumulated fund	858	12,993	(12,472)	-	1,379
	858	**12,993**	**(12,472)**	**-**	**1,379**
Restricted funds					
Religious services	-	4,525	(4,525)	-	-
Hospitality	6	-	-	-	6
Gabriel Howard	41	-	-	-	41
Terry Yorath House refurbishment	128	140	(16)	-	252
Olallo refurbishment	410	-	(41)	-	369
Lottery - Magic Bus	-	61	-	-	61
TSA - Covid Support	-	28	(16)		12
London Response Fund	-	44	(9)	-	35
In This Together	-	10	(10)	-	-
Gilihead	-	25	(25)	-	-
Arsenal	-	1	(1)	-	-
Connect Charity Donation	-	6	-	-	6
Order Convertible Donation	-	93	-	-	93
ICF Funding	-	104	(99)	-	5
	585	**5,037**	**(4,742)**	**-**	**880**
	1,443	**17,748**	**(16,932)**	**-**	**2,259**

20 FUNDS (Continued)

The restricted funds represent segregation of monies held for where the fund provider has specified particular purposes for which the funds are to go, so as to ensure that they are spent as the donor specified. The funds entitled 'Religious Services' are funds given by specific religious orders in relation to homes managed by Saint John of God Hospitaller Services, to pay for the upkeep of their respective care homes which remained unspent at the period end and will be used in care provision in the coming years.

The Hospitality Fund was inherited at the time the charity was formed and represents a specific fund to assist beneficiaries who encounter personal financial difficulties.

The Gabriel Howard Fund was a specific family bequest to be used to ensure a beneficiary is well cared for in life within Saint John of God Hospitaller Services. This fund is being managed effectively for its intended use, should the beneficiary change care provider then this fund would be transferred.

The Terry Yorath House Refurbishment Fund relates to funding received from Leeds City Council to update and improve the building.

The Tees Valley Community Foundation Fund relates to local funding for bikes and games for the modern day slavery safe house.

The Pear Tree Fund was received from the local council to fund activities around a community day.

The Olallo refurbishment Fund relates to funds raised to restore and improve the building in Euston following a significant flood.

The Lottery - Magic Bus Fund represents funds provided to build a mobile sensory bus.

The TSA - COVID support fund represents support for IT equipment and additional cleaning costs due to Covid 19.

The Bupa Foundation supported SJOG to deliver the community kickstart project, delivering practical courses to assist people to live, healthier, happier lives by promoting mental health and wellbeing. Due to the impact of Covid these courses could not be fully delivered and BUPA supported SJOG to use of these fund to develop SJOG internal mental health training through online courses.

The London Response Fund represents funding to purchase and fit televisions and tablets in our southern Modern Day Slavery services.

The In This Together Fund represents support towards personal protective equipment and cleaning in our southern moderns day slavery services.

The Gilihead Fund represents bed sponsorship for a bed at our homelessness hostel in London. This funding was specifically for HIV, Hep B and COVID prevention.

The Arsenal Fund represents support towards additional personal protective equipment costs.

Connect Charity provided funding to support the delivery and development of the Digswell project.

The Order Convertible Donation represents relates to funding received from The Hospitaller Order of Saint

John of God to assist with building development and improvement costs at Woodhall Community Centre and Enfield.

The ICF Funding represents funding received from the UK national government via local authorities to reduce the risk of Covid 19 in Care Homes.

All other funds represent specific bequests or donations to the services named to be spent specifically on improvements to those services as deemed necessary.

Unrestricted funds
General funds are 'Free reserves' available to spend at the trustees discretion.

For the year ended 31 December 2019:

	Movement in funds				
	Balance at 1 January 2019	Incoming resources	Resources expended	Transfers	Balance at 31 December 2019
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
Accumulated fund	87	12,297	(11,510)	(16)	858
	87	**12,297**	**(11,510)**	**(16)**	**858**
Restricted funds					
Religious services	-	4,725	(4,741)	16	-
Hospitality	9	-	(3)	-	6
Gabriel Howard	41	-	-	-	41
Terry Yorath House refurbishment	-	130	(2)	-	128
Tees Valley Community Foundation	-	1	(1)	-	-
Pear Tree	-	2	(2)	-	-
Olallo refurbishment	-	410	-	-	410
	50	**5,268**	**4,749**	**16**	**585**
	137	**17,565**	**(16,259)**	**-**	**1,443**

21 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	TOTAL
	£'000	£'000	£'000
Fund balances at 31 December 2020 are represented by:			
Intangible fixed assets	201	-	201
Tangible assets	436	599	1,035
Current assets/(liabilities)	742	281	1,023
	1,379	**880**	**2,259**
Fund balances at 31 December 2019 are represented by:			
Intangible fixed assets	175	-	175
Tangible assets	397	454	851
Investments	2	-	2
Current assets/(liabilities)	284	131	415
	858	**585**	**1,443**

22 CASH GENERATED FROM OPERATIONS

	2020 £'000	2019 £'000
Surplus for the year	816	1,306
Adjustments for:		
Investment income recognised in statement of financial activities	(1)	(3)
(Gain)/loss on disposal of tangible fixed assets	-	3
Impairment of investments	3	3
Amortisation and impairment of intangible assets	50	-
Depreciation and impairment of tangible fixed assets	160	87
Movements in working capital:		
Decrease/(increase) in stocks	3	(1)
Decrease/(increase) in debtors	85	(303)
Increase/(decrease) in creditors	(154)	(320)
Increase/(decrease) in deferred income	219	(190)
Cash generated from operations	**1,181**	**582**

23 OPERATING LEASE COMMITMENTS

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2020 £'000	2019 £'000
Land and buildings		
Within one year	865	200
Between one and five years	1,908	393
In over five years	1,623	383
	4,396	**976**
Other		
Within one year	6	6
Between one and five years	12	6
	18	**12**

24 CAPITAL COMMITMENTS

	2020 £'000	2019 £'000
Expenditure contracted for but not provided in the financial statements:	38	-

The above capital commitment is being funded by The National Lottery.

25 RELATED PARTY TRANSACTIONS

The Hospitaller Order of Saint John of God (and its subsidiary St. John of God (Community Developments) Ltd) and the Hospitaller Order of Saint John of God Charitable Trust are separate registered charities. Some of the trustees of these charities were also trustees of Saint John of God Hospitaller Services during the period under review. Certain trustees are also members of the Board of Sponsors of Saint John of God Hospitaller Ministries, a canonical body established in Ireland.

Included within debtors is an amount of £2,833 (2019: £6,145) owed from Hospitaller Order of Saint John ofGod for recharges of overhead costs.

Included within other creditors is an amount of £302,320 (2019: £314,320) due to Hospitaller Order of Saint John of God.

During the year rental payments of £345,881 (2019: £356,110) were made to Hospitaller Order of Saint John of God for the use of fixed assets owned by the Order.

During the year rent amounting to £nil (2019: £30,000) was paid to St. John of God (Community Developments) Ltd, a company of which one of the trustees is also a director. There was £nil outstanding at 31 December 2020 (2019: £nil).

During the year donations amounting to £92,500 (2019: £609,000) were receivable from Hospitaller Order of Saint John of God.

Included within other creditors is an amount of £561,631 (2019: £654,131) owed to Hospitaller Order of Saint John of God.

26 PENSION COSTS

The company makes available a contributory money purchase scheme which all employees can join. This is administered by Scottish Equitable and each person has their own independent pension policy. The charge for the period represents contributions payable in the period.

The total pension costs in the period were £307,208 (2019: £273,245). Amounts deducted but not yet paid over amounted to £57,536 (2019: £55,187).

27 ULTIMATE CONTROLLING PARTY

The sole member of the charity is the Saint John of God Hospitaller Services Group, a company limited by guarantee and registered in the Republic of Ireland (company number 568740).

TRUSTEES

William Forkan	Chair of Trustees *(to Dec 2020)*
Emma Gibbons	Chair of Trustees *(from Dec 2020)*
Robert Moore	Vice-Chair
Niall Brannigan	
Michael Francis	
Lesley Selfe	
Brian Boggon	
Anthony Moore	*(resigned Feb 2020)*
Gerald Kidd	*(resigned March 2020)*
Paul Forster Jones	*(resigned Dec 2020)*
Sophie Robinson Davies	*(from Oct 2020)*
Roisin O'Donnell	*(from Oct 2020)*
Duncan Reid	*(from Oct 2020)*

GOVERNANCE Committee

Robert Moore • Paul Forster Jones

FINANCE, AUDIT AND RISK Committee

Emma Gibbons (Chair) • Brian Boggon • Paul Forster Jones

QUALITY AND SAFETY Committee

Lesley Selfe (Chair) • Niall Brannigan

KEY PERSONNEL

Paul Bott	Chief Executive
Leanne Welford	Chief Finance Officer
Lisa Alcorn	Chief Operating Officer
Jamie Mackrill	Directors of Opportunities

PRINCIPAL ADDRESS

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Charity Number:
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Company Number
05324279

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SOLICITORS

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Thank you for the kind continuing support of:

BUPA UK Foundation
Finnis Scott Foundation
Tees Valley Community Foundation
Pret Foundation
Porticus
Garfield Weston Foundation
Gilead Sciences Ltd (Educational Grant)
Bruce Wake Charitable Trust
Poor Servants of the Mother of God
Nandos
Caritas Westminster



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