



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



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(incorporating the Strategic Report)**

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IN

YOU ARE MOST WELCOME

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



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



**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**



**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**

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)



Social media (Tik Tok)
123% increase in 2024



100k people
reached



137k views
on Facebook



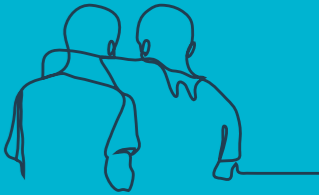
HERE TO HELP

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

20

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.



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.

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.



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.

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*



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.

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.



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*

We’re making an impact



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.

05 ESG SUMMARY

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.



Supporting people to live as independently as they choose, whatever their ability



WE'RE
HERE TO
HELP

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](https://www.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.

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.

HEARING THE VOICES



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

Information 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.



IT'S ALL ABOUT TRUST

05 ESG SUMMARY

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.

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.

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	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

		2024		2023	
	Notes	£'000	£'000	£'000	£'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

		2024		2023	
	Notes	£'000	£'000	£'000	£'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.

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.

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.

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 £'000	2023 £'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.

Rockcliffe Property Purchase - The Rockcliffe 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	-
Rockcliffe 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	Incoming resources	Resources expended	Transfers	Balance at 31 Dec 2023
	£'000	£'000	£'000	£'000	£'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	Restricted funds	TOTAL
	£'000	£'000	£'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.



**Saint John of God
Hospitaller Services**

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Registered Charity No. 1108428
Company No. 05324279