

Calendar and Annual Report



People are at
the centre of
all that we do





“

We believe in the **potential of people**, and that every person has intrinsic value and inherent dignity.

”

welcome

to the 2019/20 Calendar and Annual Review from SJOG

This annual review is one way of showcasing what SJOG does, the things we are proud of and sharing some of the developments, challenges, ups and downs and highlights of the period. We make mention of some of the personalities that played a role in making these happen, and those who we support in our services. We are reminded of some of the things that have caused us some sadness, including people who have left us. We remember all of these with abiding affection, gratitude and admiration.

This is an important year in the life of the Hospitaller family of Saint John of God. In 1539, 480 years ago, John Cuidad began his 'hospitality movement' that has lasted to this day and has spread throughout the world. John Cuidad who became known as John of God, was an extraordinary man, at a time in his life when he was homeless, friendless and penniless.

What is unique and central to the hospitality movement is that it placed humanity at its centre. The individual is surrounded by a chorus of love that gives dignity, and brings healing and hope to the individual.

In Granada, the music of hospitality vibrated from the streets and reached into the homes of the people. Most importantly it entered into the hearts and lives of the citizens and people became so transfixed and captivated by John's movement that it impelled them to action.

For those who embarked on this journey they found that by doing good to others they were doing good to themselves. The hospitality movement had a transforming effect on all who practised it, as much as on those who were the recipients of this altruistic love poured out upon them.

When we are LOVED – Living Our Values Every Day- we will ourselves be transformed as surely as we make a real difference in the lives of the people we support.

May John continue to inspire all of us and may the gift of hospitality that he has passed on to us like a bright burning torch, guide our paths as we journey into the future.

Br Donatus Forkan Chair of Trustees





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We want everyone who comes into contact with SJOG to **experience our values**. They are not just words but are part of everything we do.

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A word from the chief executive, Paul Bott



Welcome to our annual review and calendar. This looks both back to what has been achieved in 2018 and highlights key dates for the coming 12 months.

I am still new to the charity having started in October 2018. It was an interesting time to join the charity, which it is fair to say has been through a challenging few years, but I have been impressed by the quality of the interactions between the people who work and volunteer for SJOG and the people that we are here to serve. It is this that makes SJOG such a special charity.

We have benefitted from the work that Martin Jesper, Interim Chief Executive progressed during the year in reducing the costs within the organisation. We moved quickly in the last quarter of the year to establish an executive management team, and restructure our central services. These changes allow us to live within our means whilst bringing new ambition to the charity.

The year 2018 can best be summed up as a period of renewal. We are smaller than we were at the beginning of the year but we continue to deliver life-changing services. It was a financially challenging year and there were some tough decisions made, which included having to say goodbye to services that we could no longer deliver in the way we wanted to deliver them. We made these changes so that we can be here tomorrow to support the people we do today, and as we progress and grow, to support more people in the future.

The year 2019 will be a really important year for the charity. We will see the organisation become more inclusive and more effective. The people who benefit from SJOG's services will inform the way these services are delivered. This will be reflected in a new strategy that will be built on a mandate on the voices of the people we support.

Within this review we have tried to capture a flavour of the work that has been on-going and provide an overview of how we deliver services with hospitality in the future.

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changing lives



SJOG's mission is to meet need wherever we find it, and we are inspired by the example of our founder. In the UK we approach this mission by delivering support through a number of targeted services to meet the needs of people with learning disabilities and physical disabilities, older religious communities, people with complex care needs, as well as the social and health care needs of people who are homeless, and people who have been subjected to modern day slavery or trafficking.

Our goal is to meet the needs of more people in future years.

SJOG believes that every person has intrinsic worth and inherent dignity, and that with the right support each and every person can achieve their potential.

Our work began more than 480 years ago...

...with our founder Saint John of God, who having had personal experience of the care provided for people in asylums, spoke up for the sick and poor, and founded a hospital in Granada where people were treated with love and compassion.

His ways inspired work in 52 countries across all five continents and whilst we exist as separate organisations, our 60,000 coworkers supporting 1 million people every day are all inspired by the work of our founder.



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7 World Chocolate Day
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30 International Day of Friendship World Day against Trafficking in Persons	31				



hospitality

Hospitality: offering a welcome to those in any kind of need. We are inspired by the humanity and hospitality of the people that we work alongside.





achieving outstanding quality



We know the quality across SJOG's services is great, but in March 2018, Lindisfarne Court in Darlington became our first service to achieve an 'Outstanding' rating by the Care Quality Commission (CQC).

The Deputy Chief Executive of Adult Social Care commented, "This service provides excellent care. My inspectors commented on how committed the home was to help preserve the privacy and dignity of people who live in the home. Everyone we spoke with praised the passion and commitment of the registered manager. The manager and team demonstrated strong person-centred values and were committed to providing a first-class service."

In 2019 we will focus on improving our quality scores and ratings from the Care Quality Commission in all of our regulated services.

"I know that this is an excellent service but it is wonderful to see it in writing from CQC. I'm so proud of the staff team and we couldn't have done it without Amanda [the manager]. I'm overjoyed!"

Craig, who lives at Lindisfarne

2019

August

SJOG
Hospitaller Services



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
5	6	7	8	9	10	11
12 <small>International Youth Day</small>	13	14	15	16	17	18
19	20	21	22	23	24	25
26 <small>Summer Bank Holiday</small>	27	28	29	30	31	

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

renewal and growth

New services

On the path to independent living

In September 2018, we were approached by the Integrated Learning Disability Service in Ealing to assist in supporting people in a service where the provider had withdrawn their support at short notice.

We stepped in to support six people in the short term but following a successful tendering process we will continue to provide the service into the future. Since taking on the service, demand has grown and we now provide support to ten young adults with learning disabilities aged between 19 and 25 years old. We support people with daily tasks such as cooking and cleaning, benefits and correspondence, building friendships and personal support networks, and maintaining good mental health.

The service is a step on the path to more independent living and we are already seeing these young people learning to become more responsible and independent adults.



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21 World Gratitude Day	22
23	24	25	26	27	28	29 International Day of Older Persons
30						



We're ambitious to be of **more help** to more people.





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Bobby's story

My name is Bobby. It's good to meet you, now let me tell you about me and my journey...



*I like a giggle
and it's a good
job the support
staff do too.*

I lived at home with my mam, dad and two sisters. My sisters got married and moved on, and it was just me and my mam and dad.

A few years ago my mam and dad decided to get some extra help with my care. Then my mam passed away, and then it was just me and my dad, so he got more help.

My dad's health isn't great, so there was a big decision for me to make. I needed to move away from my family home.

It is with great pride that I can say that I live in a Supported Living Service in Scorton, North Yorkshire and WOW! It's great.

I'm having a whale of a time, my bedroom is huge and I have everything I need. I like a giggle and it's a good job the support staff do too.

I'm really happy and my family are overjoyed that I've settled in so well and that I am well cared for.

Well that's my story, so bye for now. Ta Ta!

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2019

October

SJOG
Hospitaller Services



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1 International Day of Older Persons	2	3	4 World Smile Day	5	6
7	8	9	10 World Mental Health Day	11	12	13
14	15	16	17 International Day for the Eradication of Poverty	18 Anti-Slavery Day	19	20
21	22	23	24	25	26	27
28	29	30	31			



compassion

Compassion: the support that we offer is underpinned by the active gift of kindness, caring and a demonstration of being willing to help.



new services

More than a maintenance team

Bryn talks about maintenance being the 'eyes and ears' of SJOG

In December 2017, Hertfordshire Intensive Housing Management Services was created and our existing maintenance team transferred across to this new service. Bryn talks about maintenance being the 'eyes and ears' of SJOG.

Bryn, along with Chris, do all the jobs you would expect of a maintenance team but whenever in a property, painting, fixing locks or repairing furniture, they are also talking to people and being part of their community of support.

Bryn has got to know all of the 85 people living in SJOG properties in Enfield and Hertfordshire, and contributes to their wellbeing. He listens to the positive changes and the challenges in people's lives, and where there are concerns, he alerts and works with SJOG's intensive housing management staff to address these.

For Bryn, the tasks may be of a maintenance nature, but his purpose is to make things better for all the people he comes into contact with.



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6 National Stress Awareness Day	7	8	9	10
11	12	13 World Kindness Day	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30 St Andrew's Day	



We believe with the right **support** each and every person can **achieve** their potential.



new brand new website

The rebrand hasn't changed our **values...**

"The values that you see on the floor of each of our services, match the values that you see written on the wall."



This year we took some time to review the way we communicated with the outside world.

The launch of the new website in December 2018 introduced our new branding, featuring a new logo and colour palette. One of main focuses of our rebranding was to adopt a less formal and more conversational tone of voice that more closely reflects who we are today and that hopefully makes it easier for people to engage with us. This is important to us as we aim to build partnerships to help us create a sustainable and positive future.

The website is one of the ways that will help us by providing a medium to share our successes and engage with people who might like to work with us, and help us engage better with the people we support or may support in the future.

Hospitality

Compassion

Justice

Respect

Trust

What our rebrand has captured is that our values of Hospitality, Compassion, Justice, Respect and Trust underline everything that we do and this is reflected in our new branding.

2019

December

SJOG
Hospitaller Services

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2	3	4	5 International Volunteers day	6	7	8
9	10 Human Rights Day	11	12	13	14 Christmas Jumper Day	15
16	17	18 International Migrants Day	19	20	21	22
23	24 Christmas Eve	25 Christmas Day	26 Boxing Day	27	28	29
30	31 New Year's Eve					



Every day we say, 'come in, you are welcome.'



new people

"For me it was all about getting experience. I get to go to college to gain a qualification and get loads of training at SJOG. It's been a great experience, with a great team."

Jonathan, apprentice at Dalby View.

As the organisation underwent a change in 2018, a new executive management team was established and SJOG welcomed:

Paul Bott, Chief Executive

Leanne Hannan, Chief Finance Officer

Dr Lisa Alcorn, Chief Operating Officer

Dr Jamie Mackrill, Director of Opportunities (early 2019)

The charity also benefitted from new skills to the board with Brian Boggon, a qualified accountant, being appointed as a trustee to add strength to our board.

Throughout the charity we continue to look at innovative ways to recruit staff.

Through the creation of an apprenticeship scheme with a local college, SJOG has been able to attract and train new staff to its services in the North East.



Paul Bott
Chief Executive



Leanne Hannan
Chief Finance Officer



Dr Lisa Alcorn
Chief Operating Officer



Dr Jamie Mackrill,
Director of Opportunities

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1 New Year's Day	2	3	4	5
6 Epiphany	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



justice

Justice: we believe that every person belongs to the same human family and so we respond to, defend and promote the rights of all.





Our plans going **forward**

looking ahead

In the coming year we aim to demonstrate that we are:

A well run 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 our founder

To achieve this we will:

Drive forward our **LOVED** programme – **Living Our Values Every Day**, to ensure that we don't just talk about the importance of our values, but we fully embrace them in everything we do.

Renew our strategic plan.

Recruit new trustees to increase the diversity of skills on our board.

Work on becoming a more attractive employer for disabled people.

Make sure voices are heard:

Create a new advisory group of people that use SJOG's services to review and comment on all matters.

Build on our approach 'enabling voices' to fully embed and respect the view of the people who live in and who work in the communities that we are here to serve. This approach to enabling voices, will drive the development of our new strategy.

2020

February

SJOG
Hospitaller Services



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14 <small>Valentine's Day</small>	15	16
17	18	19	20	21	22	23
24	25 <small>Shrove Tuesday</small>	26 <small>Ash Wednesday</small>	27	28	29	



Providing **help and support** creatively to people in the way they want to be helped and supported.



Mark's story

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My name is Mark, I'm 22 years old and a resident at Olallo House.



I had a difficult childhood and the experience contributed to me becoming homeless.

At the age of 7, I was diagnosed with depression and anxiety and experienced frequent panic attacks. During school time, I was a victim of bullying.

I still got good GCSEs and went on to college to study IT but I became affiliated with gangs and getting into trouble. I began smoking marijuana and having anger management issues. Then I dropped out of college and soon after was arrested, charged and sent to prison for two and a half years. When I was released from prison I was 20 years old, unemployed, homeless, and living on the streets of London, where I stayed until I was put in touch with Olallo House.

Olallo staff were fantastic. They supported me to have a medical appointment, and to get new glasses. They also bought me the necessities such as clothes (underwear, trousers, shirts etc), and I had a room and regular meals.

With the encouragement and support of the staff and a volunteer at Olallo, I was encouraged to think about working again. They helped me create a CV for a job with one of the Olallo's employment partners and one of the SJOG Brothers supported me to go shopping and bought clothes suitable for an interview (smart trousers and shirts, ties etc).

Olallo's volunteer provided a one-to-one interview workshop with me to go through interview skills and practice. Because of this, I now have a job and the employer has offered me a place to live whilst working there, so I know I will be leaving Olallo soon.

I am very happy, proud and thankful for everything Olallo has done for me. I am one of many people that this charity helps to take care of, each with their own stories (and some far more traumatic than mine). Most people need a lot more support than me, which the staff are dedicated to give.

My journey has been from one of being homeless to being offered a place to live at Olallo, and the chance to change my life. My future is bright and I want to develop a career for myself in the future and progress in the IT industry.

'Mark' asked that we didn't use his real name

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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1 St David's Day
2	3	4	5 World Book Day	6	7	8 St John of God Day International Women's Day
9	10	11	12	13	14	15
16	17 St Patrick's Day	18	19	20 International Day of Happiness	21	22 Mothering Sunday
23	24 World TB day	25	26	27	28	29
30	31					



An organisation that is true to its values.





looking ahead we will also...

Grow our services

There are opportunities for SJOG to be of more benefit to more people and this coming year we will see the charity grow its services. Initially the focus will be on services provided in partnership with religious communities and in developing new services that support people who are homeless or have been subject to modern day slavery.

Develop fundraising activities to support services in the UK

We have not actively fundraised for some time and whilst we have benefitted from the generosity of a large number of organisations and individuals, we know that we could do more. If we had more resources, more people could benefit from the services that SJOG offers now, and services that could be offered if we had the funding. So going forward, we intend to actively fundraise to support our services.

Support our colleagues...

Share their ideas and creativity through our new Director of Opportunities, who will take these ideas through to implementation with the aim of using the creativity of all the people at SJOG to help us continue to be better.

Further improve our quality scores and ratings from the Care Quality Commission in our regulated services

Whilst the quality ratings provided by our regulators demonstrate that our services are very caring, they do not necessarily reflect the quality of everything we do and we aim to address this.

2020

April

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2 World Autism Awareness Day	3	4	5
6	7 World Health Day	8	9	10 Good Friday	11	12 Easter Sunday
13 Easter Monday	14	15	16	17	18	19
20	21	22	23 St George's Day	24	25	26
27	28	29	30			



respect

Respect: we respect the dignity of each person, to choose how they live and our support and care does not degrade a person's inherent dignity.



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This year was a big year
as I took the next step...

Ashley's story

I used to live at Vincent House which gives young adults with learning disabilities the opportunity to prepare for adulthood and develop the skills they need to live more independently.

This year was a big year as I took the next step and moved to a lovely studio apartment in North London.

I'm near to people that I know and I still get support from Vivien and the rest of the team at SJOG, who also supported me at Vincent House.

I like my new independence and the responsibilities that come with this.

Vivien says that I've flourished since being in the flat. I plan my own meals, do my own shopping and cooking, and clean up after myself. I like to keep my flat clean and tidy and I do this by myself now.

I also know what to do when things don't work and I quickly report any repairs that might need doing in my flat.

I still need help with some things and I'm working on how to do all of my laundry and ironing. I'm learning how to use the washing machine so that I can do my own laundry without support.



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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6	7	8 Early May Bank Holiday	9	10
11	12 International Nurses Day	13	14	15 International Day of Families	16	17
18	19	20	21 World Day for Cultural Diversity	22	23	24
25 St Bede's Day Spring Bank Holiday	26	27	28	29	30	31

LOVED

Living **O**ur **V**alues **E**very **D**ay
and embracing them in all we do.



new opportunities

We believe in our 570 colleagues' ability to provide the best possible care and support to the people we serve. We also know that they strive every day to deliver better outcomes than they did the day before.

We have invested in a new post for the charity – a Director of Opportunities, to support our colleagues to share their ideas and creativity, and to take these ideas through to implementation, with the aim of using all the creativity of all the people at SJOG making us even better.

Our staff are the most important resource we have



Investing in our people

It's the people that makes SJOG the organisation it is and by investing in the people that deliver services, we get better services for the people that we are here to support.

Our LOVED programme (Living Our Values Every Day) promotes actively treating colleagues with hospitality, and compassion and focuses on supporting everybody's mental health and physical wellbeing. As well as support, training and development is a key focus. We're entrusting our teams with more decision making and giving them the skills, information and tools so that they are supported in making them.

2020

June

SJOG
Hospitaller Services



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15 <small>Saint John of God week</small>	16 <small>Saint John of God week</small>	17 <small>Saint John of God week</small>	18 <small>Saint John of God week</small>	19 <small>Saint John of God week</small>	20 <small>Saint John of God week</small>	21 <small>Father's day Saint John of God week</small>
22	23	24	25	26	27	28
29	30					



trust

{ **Trust:** our mutual need for one another demands that we always seek to promote confidence, we do what we say. }



The trustees' annual report and accounts

which contains a complete set of financial statements for 2018 can be found at our website www.sjog.org.uk in the about us / publications section, or to request a copy, please email us at enquiries@sjog.org.uk

Within the trustees' annual report and account, in addition to the statutory reporting area, you can also read about:

- what SJOG is doing to improve its commitment to safeguarding the environment
- a profile on each of the charity's trustees
- the charity's stance of modern day slavery and its commitment to equality, diversity and inclusion
- our risks and how we ensure they are managed effectively and positively
- our pay policy and gender pay gap reporting



financial report 2018

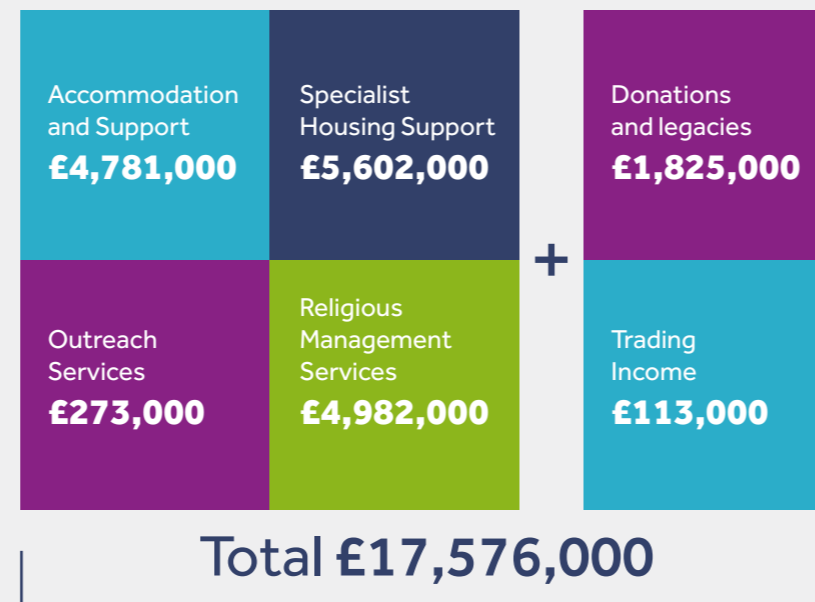
Financially 2018 was a challenging year for the charity. It is well recognised that the public sector funding environment as a whole is challenging, but there is much we can do to make ourselves as robust as possible.

During the year a lot of work has been done to address the gap between organisational expenditure and our income and this is being accelerated by the new executive team.

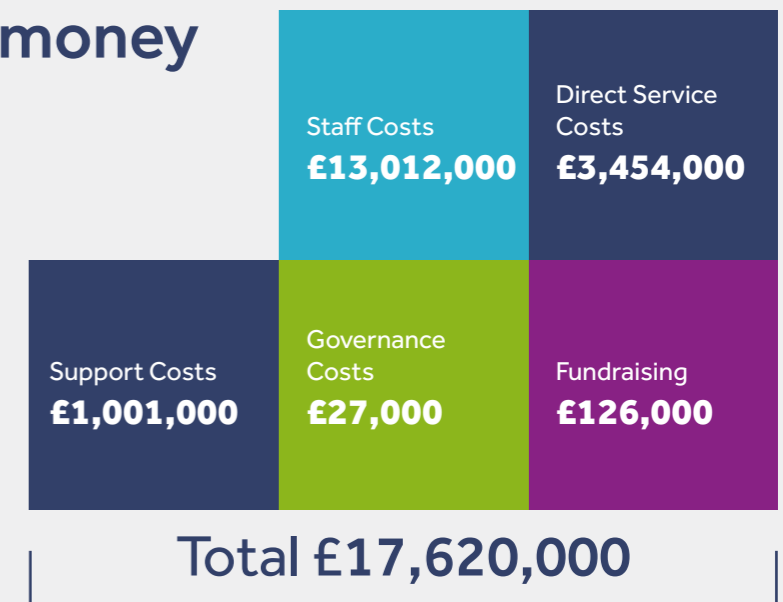
The charity has an appetite to be of more use to more people and an investment in generating new models of service and generating more voluntary income is planned for 2019. This should ensure that SJOG expands its reach in 2019 to enable more people to benefit from SJOG's services.

Where does our money come from?

The services we provide:



Where does our money go?





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