

**ANNUAL  
REVIEW  
2019**

**MORE SERVICES MORE PARTNERSHIPS MORE INNOVATION MORE NEEDS MET**



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Welcome from the Chair of Trustees and Chief Executive .....	01
About SJOG .....	02
We're here to help .....	04
SJOG people .....	06
SJOG is growing again .....	16
Investing in SJOG .....	19
Financial review .....	20
Looking ahead .....	22
Officers and contacts .....	25



# Welcome

## to the 2019 Annual Review from the Chair of Trustees and Chief Executive

This was a year of transformation for SJOG. There were things that we needed to sort out so that the charity can have a very positive future, and this has been done. Relationships have been rebuilt, new partnerships formed and lots of work done on putting the charity on a good financial footing so that we can be here to support people tomorrow as well as today.

We've focused on making sure that our colleagues live our values every day. They have responded with enthusiasm, ambition and energy, demonstrating what a difference can be achieved by good people working on a good plan.

We've listened to the communities that we support, and built a new strategy 'We're here to help' to deliver on what they want SJOG to help them with.

The conversations we had this year in building the strategy helped us to re-engage with our ambition as a charity.

In this year we added new services to meet the needs of older communities and of people who have been trafficked or subject to modern day slavery and the coming year will see us continue to grow; to continue to listen to people; and to better support our colleagues so that they can better support the people we are here to serve.

Hospitality remains at the heart of what we do. We are here to help.



**Brother Donatus Forkan**  
Chair of Trustees



**Paul Bott**  
Chief Executive



# About SJOG

## OUR PURPOSE:

To meet need wherever we find it.

## OUR VALUES:

HOSPITALITY, COMPASSION, JUSTICE, RESPECT AND TRUST.

# 3 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.

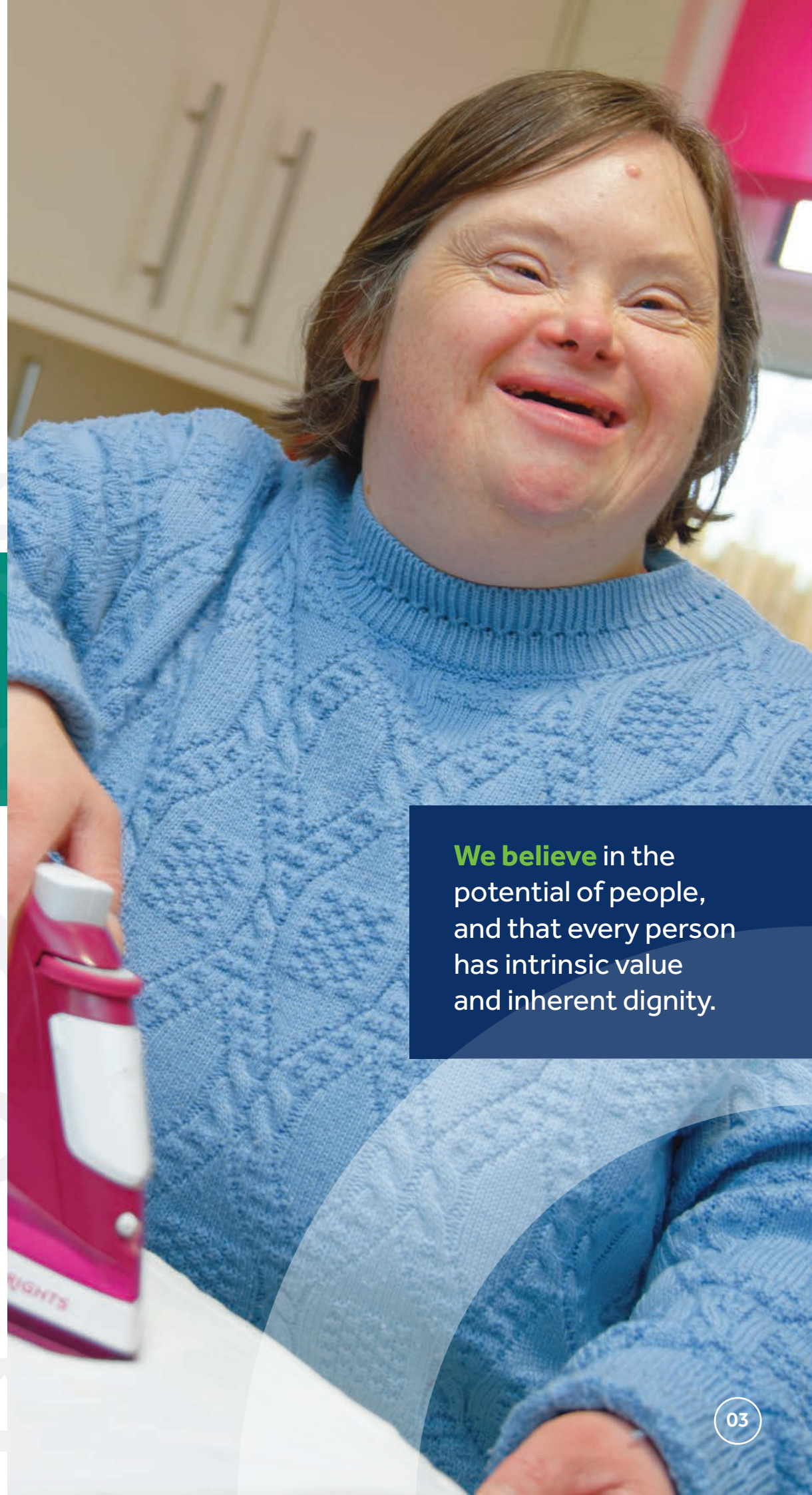
## OUR METHOD:

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 social and health care needs of people who are homeless, or who have been subject to modern day slavery or trafficking.

## WE BELIEVE:

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

In achieving this we recognise that we are guests in people's lives. We ask how can we help and then work alongside them bringing our professional skills to bear, but being led by their aspirations.



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



# We're here to help



## Listening...

This year we have spent more time listening to the people who are involved and connected to the charity. The more we listened the more they told us what was good about SJOG, what they didn't like, and what they wanted SJOG to be in the future. From this, our new strategic direction was created. There is a reason that it is called 'We're here to help'.

## Our Strategy For the Future

'We're here to help' defines the purpose of the charity.

People told us they want SJOG to focus on the three areas that help them to live more worthwhile lives.

### RELATIONSHIPS

Being important to someone and having someone that they are important to.

### HAVING A PURPOSE

Something that people love to do, that is meaningful to them and has value.

### BEING WELL

Being physically and mentally healthy.

We will deliver this through...





# SJOG is all about brilliant people



## The people we support

There are those brilliant people who use SJOG services to grow, develop and change their lives.

### Two personal achievements...

Graham and Anthony are both residents at our care home, Dalby View in Teesside which they share with six other people with physical and learning disabilities. Both men enjoy lots of activities and attend day services but both were unable to eat and were fed by a feeding tube directly into their stomachs. The enjoyment of taste and food, as well as the social aspect of eating has been denied to Graham and Anthony for so long.

For Graham, it was with tenacious encouragement by SJOG's team at Dalby View and a real upturn in Graham's confidence, that he progressed from the small steps of a tiny amount of food on the back of the spoon and gradually building up to a larger amount and as long as it is pureed, Graham is enjoying eating many different things. And Anthony who had refused to eat for several years benefited from gentle encouragement from the support team, and began eating again. The benefits for both these men can't be over-stated. Their families are 'over the moon', as are the staff team at Dalby.



# SJOG People

## Our colleagues

And we have brilliant people in those who do the supporting.

We are a charity where people support people. We couldn't offer the great support we do without great people.

# 2019

In 2019, we made big strides forward in being a better employer and putting in place a number of great initiatives for the people who work for SJOG:

**Supporting our colleagues with their physical, financial and emotional health** with a range of benefits and reward packages such as an online employee assistance programme, access to health insurance, reduction on gym membership, access to credit unions and improvements in parental leave and discount schemes through access to the Blue Light Card.

**Working to be a compassionate employer** by promoting and supporting the health and well-being of all our colleagues, supporting their learning and ambition and strengthening their financial well-being.

**Living Our Values Every Day** - our LOVED programme is a movement to show our colleagues how seriously we take ensuring our values: Hospitality, Compassion, Justice, Respect and Trust are evident in all that we do.

**"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."**



**"We are now on a journey to being a charity that works as an ally of the people that it exists to serve."**

Paul Bott, Chief Executive



**Supporting mental health** - LOVED continues to develop with better support for our colleagues' mental health through the mental health first aid scheme and through the Time to Change programme.

**Providing the right tools** so that our colleagues can focus on providing the best support to the people we are here to serve. We've invested in technology so that colleagues have more time on face to face support and less time on paperwork.

**Investing in learning and development** - We've invested in, and we've launched, an e-learning academy that means that our colleagues have access to great training and the evidence to demonstrate that learning. All roles within the charity now have their own training pathway as well as a core pathway that focuses on the charity and pastoral care.

## New Executive Team

The executive team consists of the Chief Executive, Paul Bott who joined SJOG in October 2018; the Chief Finance Officer, Leanne Welford who joined in November 2018; the Chief Operating Officer, Lisa Alcorn in December 2018 and the Director of Opportunities, Jamie Mackrill joined in March 2019.

"Our colleagues are remarkable; we recruit them for the values and provide the training they need to be well knowledgeable and well skilled. This year we were better at listening to them and through two conferences gave them the opportunity to share the great work that they do, learn from others and to get to work on being bigger, bolder and brighter."

**Lisa Alcorn, Chief Operating Officer**

"The executive team has provided direction and provided real energy during this transformational year. All of the executive team have made regular visits to all services, listening to their colleagues, and discussing 'what rocks, and what blocks', and then shaping and improving services to better deliver to the people that we are here to serve."

**Brother Donatus Forkan, Chair of Trustees - SJOG**



We are a  
charity of  
people  
supporting  
people



# SJOG is a great place to work

Hear from our colleagues...

I would like to thank each and every one of you for making my job the best one I have ever had! All the team has integrated and supported me from the beginning and it has been a pleasure and an honour to learn from everyone. I will miss all of you and I wish you all the best in your life journeys! A big special thank you as well to Pawel, Miguel, Brother Andrzej and Brother Malachy, for reminding us every day to find the best in ourselves and share it with others that need it most and to help 'every passenger waiting at the stop to take the right bus'. **Neta**

The welcome you receive at SJOG is lovely and very unique. From the induction to a walk around of services and office staff. I really enjoyed this and it has re-engaged my interest and excitement in social care which I thought might be lost after some negative experiences. This is credit to everyone past and present. **Ashley**

An organisation that is true to its values







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

## A volunteer's story

I began volunteering at SJOG's Olallo House in January 2019 teaching English every Monday afternoon to the people for whom Olallo was a temporary home.

Over just a short period of time people picked up basic English language skills useful for their everyday communication and also to assist them in finding work.

For me, it gave me the opportunity to usefully use my current skills, obtain new ones and at the same time enjoy being able to contribute and engage further as an individual with local communities. The chance to work with people from all walks of life helped me improve my communication skills and contributed to my personal well-being. While I am a qualified teacher with previous experience in teaching Greek to British children, it is a great challenge to teach a foreign language to people where we have no common language. This challenge motivated me to work harder on delivering the course, better understand the students' needs and adapt my practices according to their capabilities and understanding.

I am very grateful to all the staff at Olallo House as they have accommodated all my needs, both personally and professionally. To be specific, while they have created an environment that is enjoyable to work in, they have given to the residents the right incentives to join the English course and improve their command of English.

I look forward to continuing to volunteer at Olallo House.

**Manolis**



# SJOG is growing again

SJOG's mission is to meet need wherever we find it and we continue to be inspired by the example of our founder, Saint John of God.

Since the Brothers of the Hospitaller Order of Saint John of God arrived in the UK in the 1880s, SJOG in the UK has developed to support three main needs:



1. Services for people with a learning or physical disability.
2. Support for older communities primarily through partnerships with religious orders.
3. Services to support people who are homeless, have been trafficked or subject to modern day slavery.

Currently SJOG works in 35 communities and we will continue to seek out the opportunities that exist to increase our presence in these communities and more widely, to be of greater benefit to more people.



## Growing our services

### Homelessness and modern day slavery

The work in homelessness and modern day slavery is a growing area of need and consequently SJOG established five new services in 2019 to meet this need and have a further five services in development to start in 2020.

### Working in partnership

We recognise the strength that working in partnership brings and all of our services are being developed in partnership with others.

- At the beginning of 2019 we saw the start of a relationship with the Salesian Sisters as we support them to run their home for older members of their community in Oxford.
- Our partnership with The Salvation Army was particularly beneficial in the development of new modern slavery services and conversations are underway as to how we can build on this relationship in the coming year.
- Partnerships with University College Hospital London facilitate the tuberculosis clinic at Olallo House, which achieves astounding results with homeless people with drug resistant tuberculosis.
- The development of new ways of meeting need and in building on the genius of the people we support, are progressing and thanks to our funding partners, like Bupa UK Foundation, a number of initiatives are tabled to start in 2020.

## Growing our funds and opportunities

The charity has invested in a new team to help the charity grow in new ways and to find innovative effective ways of meeting need in the future. Dr Jamie Mackrill joined the charity in March 2019 as the Director of Opportunities and with his team, has raised £413,000 to improve services.





...really **making a difference** in the lives of the people that we are here to serve.

# Investing in **SJOG**

## Making **SJOG Sustainable**

In 2019 we put in the building blocks for the future:

**We invested in people • We invested in technology**

**We invested in different ways of working that more closely reflect the wishes of the people we support.**

35

The charity is now financially sustainable, raising enough money to cover its costs, and is starting to grow to meet our purpose of meeting the needs of the people that we work alongside.

Currently SJOG works in 35 communities and we continue to seek out the opportunities that exist to increase our presence in these communities, and to be of greater benefit.

### And our aim for the environment

As part of our strategy, we are working not only to measure the impact of what we do on people and our financial impact, but also on our impact on the planet. Consequently, we are working to embed the UN Sustainable Development Goals within the strategy and have built a governance suite that reports on the 17 inter-related goals.

### Supporting Research

This year has seen an engagement with research. Some of the papers have been generated in-house by SJOG's Director of Opportunities, Dr Jamie Mackrill, and SJOG's Chief Operating Officer, Dr Lisa Alcorn. Some have been the result of partnerships with other entities within the SJOG family in Ireland and Malawi, and in partnership with University College Hospital London.



# Financial review

Financially, 2019 was a transformational year for the charity. We were able to achieve a break-even position and to build reserves making SJOG more financially independent and viable.

We worked to address the issues of underperforming services and reduce costs both at service and head office level.

The care sector remains a challenging environment to operate in but we've done a lot of work with commissioners that has led to increased income across several services.

The charity wants to be of more help to more people and we will continue in investing in generating new models of service and generating more voluntary income. This should ensure that SJOG continues to expand its reach in 2020 to enable more people to benefit from SJOG's services.



The trustees' annual report and accounts, which contains a complete set of financial statements for 2019 can be found at our website [www.sjog.org.uk](http://www.sjog.org.uk) in the about us/publication section, or to request a copy, please email us at [enquiries@sjog.org.uk](mailto:enquiries@sjog.org.uk)

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

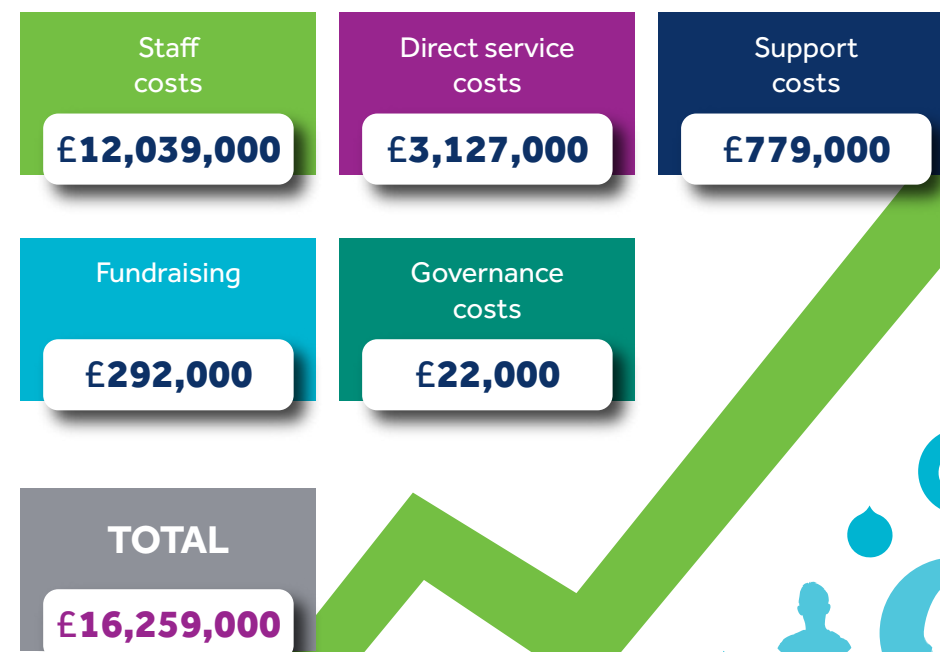
- the charity's stance of modern day slavery and its commitment to working with our partners and suppliers to ensure compliance with the UK Modern Slavery Act 2015
- our pay policy and gender gap reporting
- the charity's aims to support the UN's sustainable development goals
- our risks and how we ensure they are managed effectively and positively

## Where does our money come from?

The services we provide:



## Where does our money go?





# Looking ahead

## Continue to meet more need

We will continue to seek out opportunities to be of more benefit to more people in the coming year as we look to continue growing our services.

## Continue to build on our good quality ratings

Our new quality framework has seen an increase in the number of services that are rated as good or outstanding within our internal quality systems, and as our external regulators visit they are reflecting this in their ratings.

## Continue to support our colleagues

We will continue in our aims to be a good employer and make SJOG an inspirational place to work and where we promote the health, well-being of each person and offer learning and development opportunities to all.

# 2020

We fully expect that 2020 will result in every service being rated as Good or Outstanding.



## Continue to develop fundraising activities to support our services

Having more resources will enable more people to benefit from the services SJOG offers now, and services that could be offered if we had the funding.

## Continue to become more and more efficient and help the environment

We will continue the work we have started this year to be more environmentally friendly including seeking to fund photovoltaics into our services to reduce our energy usage. We are committed to reducing our waste and aspire to sending zero waste to landfill by 2024.



## Continue to improve promoting the voices of the people we support

We are implementing a drive to better hear the voices of the people we are here to serve. As part of this we are establishing an Advisory Council consisting of the people we support.

The Advisory Council will meet in the weeks before each board meeting to review and offer their comments on matters going to the board, so that their voices can be heard when trustees come to make decisions.





Thanks go to all of the people who work, live, volunteer, fund and support the organisation.

We are a community working together to change the world of each of the people that we come into contact with.

# Thank you



## Officers and Contacts

### Trustees

William (Donatus) Forkan	Chair of Trustees
Robert Moore	Vice Chair
Anthony Moore	<i>(To Feb 20)</i>
Niall (Malachy) Branningan	
Gerald Kidd	<i>(To Feb 20)</i>
Michael Francis	
Lesley Selfe	<i>(From Jul 19)</i>
Emma Gibbons	<i>(From Jul 19)</i>
Paul Forster-Jones	<i>(From Jul 19)</i>

### Key Personnel

Paul Bott	Chief Executive
Leanne Welford	Chief Finance Officer
Lisa Alcorn	Chief Operating Officer
Jamie Mackrill	Director of Opportunities

### Principle Address

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Company Number	05324279