



ANNUAL REPORT 2022

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

Helen Keller

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

Charity Commission
registration number 1108428

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

WELCOME

SJOG is a charity where people support people.

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

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

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

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

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

We know that the services that we provide change people's lives, but we invest in measuring the impact of what we do, supporting this with research and then sharing our learning of what has worked, and just as importantly what hasn't, with others, and particularly decision makers so that we can inform the next generation of services and can get better at targeting the resources that we have for maximum benefit.

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



EMMA GIBBONS
CHAIR OF TRUSTEES



PAUL BOTT
CHIEF EXECUTIVE

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

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

01 SJOG AT A GLANCE

OUR PURPOSE:

To meet need wherever we find it.

OUR VALUES:



HOSPITALITY

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



COMPASSION

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



RESPECT

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

OUR AIMS:

- To be a charity that is true to its values.
- To be a charity that is ambitious to be of more help to more people.
- To be a charity that is faithful to the inspiration of its founder.

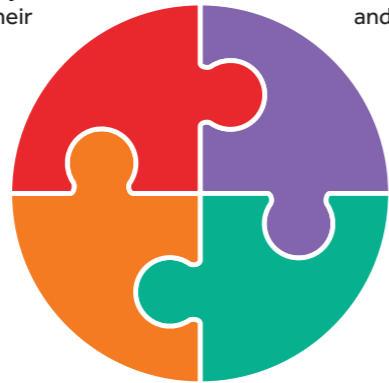


In times of crisis we provide a place of safety and specialist support to help people rebuild their lives, learn new skills and move on to lead fulfilling lives. Working with health colleagues, our service in London tackles tuberculosis and offers a hospital at home to those without one.



We have a 140-year history of supporting people to live the lives they choose. We provide expert care and support to meet the needs and aspirations of people with learning disabilities, physical impairments, autism and complex needs.

MORE HELP TO MORE PEOPLE:



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



SJOG is the UK's largest provider of safe houses for people subject to modern day slavery and trafficking. We work with people to help them recover from their experiences, and to rehabilitate and rebuild their lives.



02

OUR STRATEGY

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

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



COMMUNITY

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



QUALITY

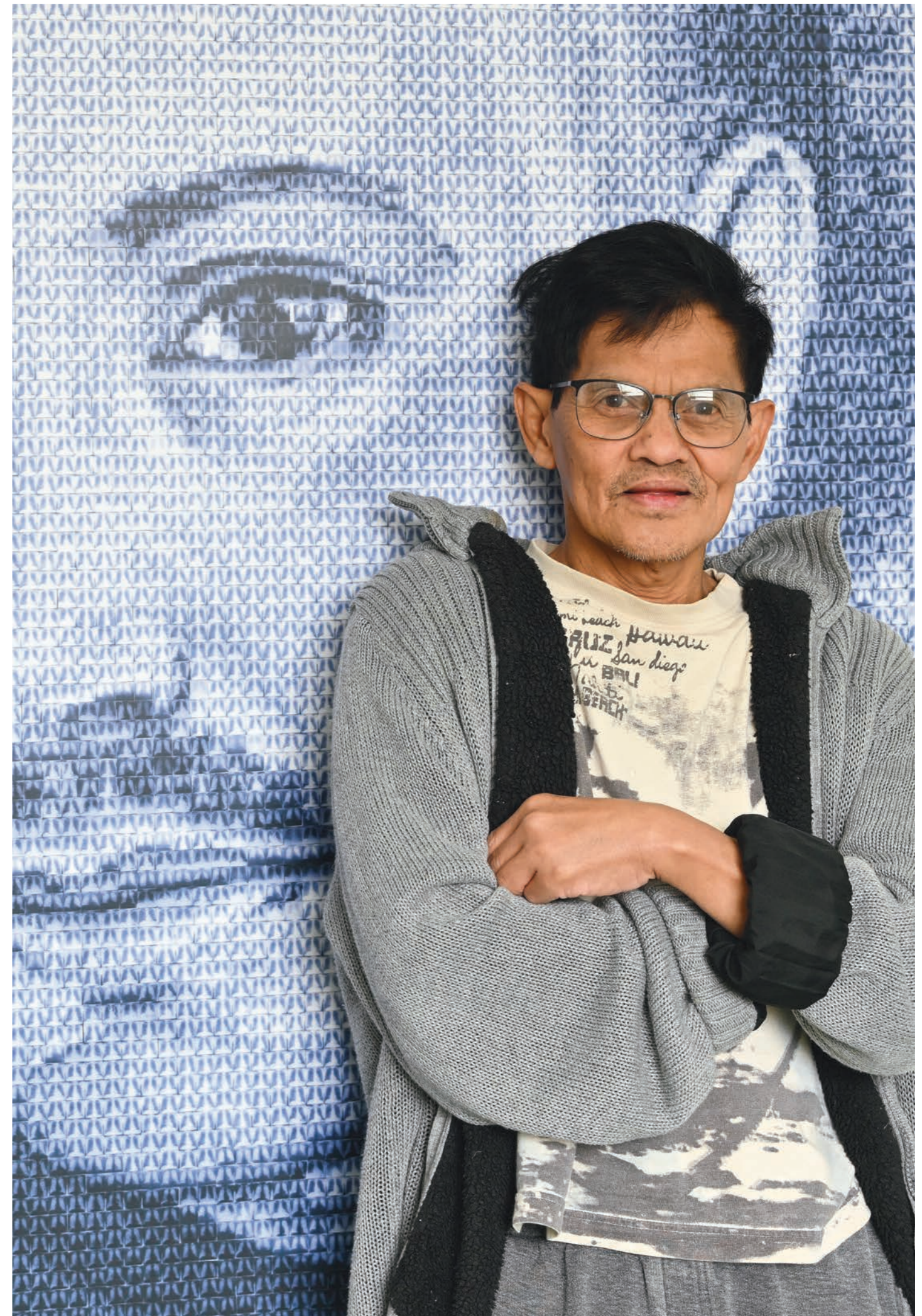
- 6 We will improve quality, embracing people's lived experiences.
- 7 We will ensure that the people we are here to serve gain control over their lives and the decisions in SJOG.
- 8 We will use technology to help people support people.



IMPACT

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

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



03

FINANCIAL REVIEW



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

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

Our total income for the group in 2022 was £23.9 m (2021: £20.9m) as shown in the Statement of Financial Activities. Charitable expenditure for the group was £22.6m (2021: £18.1m) and the group generated a surplus of £1.3m (2021: £2.8m). The reserves for the group grew from £5.7m at the end of

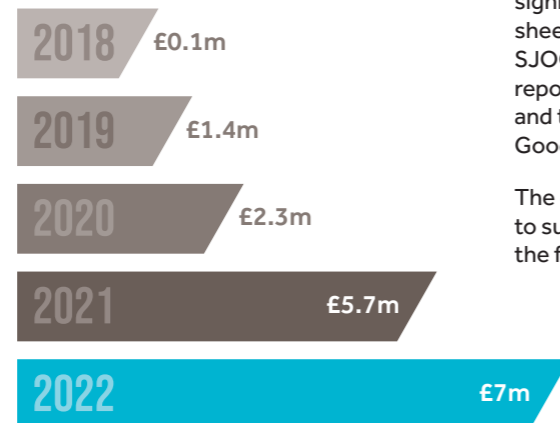
2021 to £7.0m at the end of 2022. Of these reserves £2.0m are restricted and £5.0m are unrestricted. £3.5m of the group's reserves are held as fixed assets. The charity's reserves grew from £5.0m at the end of 2021 to £6.3m at the end of 2022. Of these reserves £1.9m are restricted and £4.5m are unrestricted. £2.9m of the charity reserves are held as fixed assets. The trustees have a responsibility to hold a prudent level of reserves to ensure the sustainability of the charity.

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

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

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

RESERVES:



TOTAL INCOME:



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

CASE STUDY



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

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

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

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



FAISAL

Life for Faisal is good!



04

PLANS FOR FUTURE PERIODS

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



IN THE COMING YEAR WE WILL FOCUS ON:

1

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

2

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



SJOG IS A CHARITY WHERE PEOPLE SUPPORT PEOPLE

HOUSING

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

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

COMMUNITY

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

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

QUALITY

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

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

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

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

100%

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

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



IMPACT

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

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

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

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

Impact is both about the positive impact on the lives of the people that we are here to serve, and also on reducing our impact on the environments in which we are based. The charity's response to the ESG agenda will be a focus in the year.

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

GROWTH

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

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

CASE STUDY



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

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

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

I was struck from the moment that I was offered the job how friendly people were. Barely two weeks into the job, I needed to take emergency compassionate leave. I was made to feel that my problems were SJOG's problems, and I was able to go off and put my role on hold. This was hugely appreciated. I felt more than ever that I belonged to a family and that people here genuinely care and want to support each other. I value so much being able to have a good work life balance and this is properly encouraged.

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

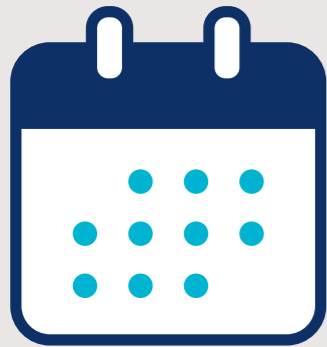
Achieving ISO27001, which is recognised worldwide, demonstrates to all our stakeholders that we have robust processes in place so that people can have faith that we are working hard to protect data. We work with vulnerable individuals for whom data theft could have significant consequences. I love working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



UGONWA ONWUNEME

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

ACHIEVEMENTS 2022



730

days of additional support available

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



40+ ideas and innovations developed

Trailblazers launched



focussing on raising awareness of MDS



SJOG celebrates the Order's 450th anniversary



950 HOURS

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



113 minutes of podcasts and videos aired in our autism awareness series



550 placements offered

under SJOG Homes for Ukraine Project



70% of colleagues benefit from SJOG becoming a Living Wage Employer

350 signatures

from colleagues signing up to Advisory Council's People's Charter



2 new properties supported by housing management services

05

ESG SUMMARY

ENVIRONMENTAL

ENVIRONMENT

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

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

ENERGY

In our updated environmental policy, we have undertaken to decarbonise our housing stock. We aspire to be carbon neutral and to reduce our energy usage. This includes making structural changes including improving insulation; the replacement of windows in our properties; renewable systems in all refurbishments; and to install solar panels in suitable locations. It also includes behavioural changes from our colleagues and the people which we are to support through information campaigns and a range of training.

WASTE

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

SJOG IS COMMITTED TO REDUCING WASTE



WE ASPIRE TO BE CARBON NEUTRAL



CASE STUDY

Róisín is one of SJOG's trustees; she joined the board in December 2020 and this was her first trustee role.



It may sound a cliché but SJOG really does do good.

I work as a private client solicitor and had been interested in taking up my first trustee role for some time. Following discussions with Paul [SJOG's CEO], an interview with the board, and considering the values and purpose of SJOG, I knew this was absolutely the right fit for me.

I really didn't know what to expect, and have to admit that at first, I felt a little bit 'rabbit in the headlights', but I received great advice and guidance from Paul and the team. The skill sets needed for both my roles complement each other well, and after just a few months in the role I was much more confident in making decisions to help steer the charity.

I joined at a particularly exciting time for the charity. The charity had undergone a turnaround and was coming into a much better place due to the fantastic work of the new EMT and trustees. It's great to be part of keeping it going in the right direction.

SJOG's main purpose is to do good and this is at the forefront of all the board's decision-making. It's certainly a privileged seat to sit in and being part of the decision-making that yields positive results is extremely rewarding. It's certainly exceeded expectations of that feel good factor.

It may sound like a cliché but SJOG really does do good.



RÓISÍN O'DONNELL

SOCIAL



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

LOOKING AFTER OUR COLLEAGUES

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

In 2022 the organisation invested in Optime, a wellbeing service that supports our colleagues' emotional, financial and physical wellbeing.

GENDER BALANCE

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

SJOG HOMES FOR UKRAINE

In 2022, we recruited a team of people who had been displaced by the war in Ukraine to run a programme for other people displaced by the war. During 2023 we are expecting 600 people to be housed and supported in the UK.

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



THE PEOPLE'S CHARTER STATES:

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



Supporting people to live the lives they choose

SOCIAL (CONTINUED)

LIFE COACHING FOR HOMELESS PEOPLE

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

The findings showed that life coaching requires a different thought approach than that of traditional support. Support workers reported that although the method has some real benefits, people supported need to be further on their support journey to make the most out of a coaching methodology.

RESEARCH

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

EMBRACING OUR COLLEAGUES' KNOWLEDGE AND CREATIVITY

Trailblazer is a programme set up to help SJOG become more entrepreneurial by using the creativity and knowledge of our colleagues to develop or improve

services to meet the needs of the people we support and their communities, and lead the way on social innovation projects. The learning materials and approach was developed and established in 2022 and cohorts developed initiatives to the pilot stage including Belong – Building Women's Trust.

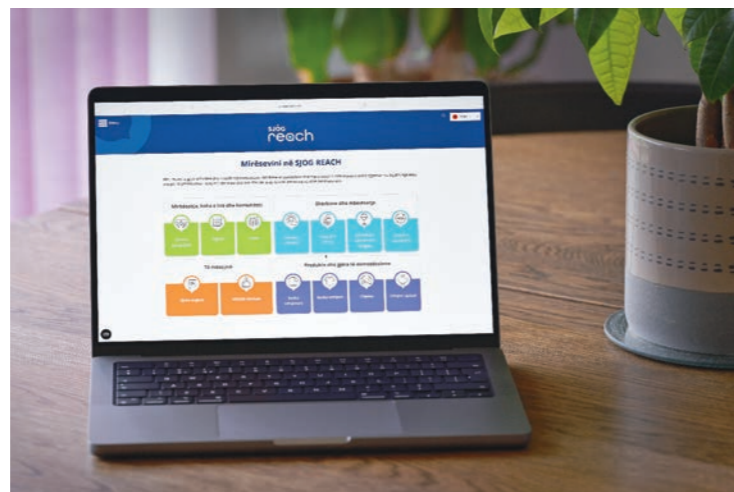
BELONG

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

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

REACH PLATFORM

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



Embracing the creativity and knowledge of our colleagues to develop and improve services.

reach

2022 ALSO SAW THE CREATION OF THE REACH PLATFORM.



CASE STUDY



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

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

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

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

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

Now I am starting to rebuild my life.



ANON



GOVERNANCE

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

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

The charity is governed by its Articles of Association, which was last reviewed and revised in 2019.

THE ARTICLES OF ASSOCIATION SET OUT THE CHARITABLE PURPOSES FOR PUBLIC BENEFIT IN THE FOLLOWING TERMS:

✓
The relief of poverty, sickness, old age, distress and disabled persons.

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

EVERY DAY WE SAY "COME IN, YOU ARE MOST WELCOME. HOW CAN WE BE OF HELP?"

SJOG abides by the Charity Governance Code, which sets the principles and recommended practice for good governance.

These cover the areas of:

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



ORGANISATIONAL PURPOSE

The charity's purpose is detailed in the charity's governing documents. These Articles of Association state that the charity's purpose is to meet need and to progress the aims of the Hospitaller Order of Saint John of God. The trustees are clear on this purpose and are mindful of these in decision-making.

SJOG can have up to 12 trustees on the board, each of whom serve a three-year term, after which they are eligible for re-appointment. The board met formally four times between January 2022 and December 2022. In addition, there were also eight committee meetings. All meetings were quorate and no member was absent for more than two meetings.

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

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.

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

The trustees are volunteers and bring a range of skills and experience to the charity. They delegate the day to day running of the charity and the delivery of the strategy to the chief executive, chief finance officer, chief operating officer and the chief development officer as the most senior managers in the charity, and hold them to account for the performance of the charity.



We have brilliant people in the charity supporting other people who are at points of crisis in their lives.

INTEGRITY

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

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

We record positive feedback as well as complaints, and declare fundraising complaints annually, though there were none in 2022.

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

Conflicts of Interest

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

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

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

Transparency and Trust

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

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





INTEGRITY (CONTINUED)

Modern Slavery and Human Trafficking

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

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

Equality and Fairness

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

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

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

Pay

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

We recognise that we have a financial responsibility to our colleagues and in 2022 became a Real Living Wage Organisation.

SJOG IS SUPPORTED BY GREAT VOLUNTEERS

CASE STUDY



I had a short but meaningful experience at Olallo Hostel.

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

Being a well-educated and wealthy woman, I would never have guessed that one day I would be victimised by my husband in this way and be so helpless that I had nowhere to go.

I shared my situation with the hospital authorities. A few days later they placed me safely in Olallo House. Olallo's manager, Pawel and Elena greeted me when I arrived. Their friendly and sincere approach really put me at ease during this difficult time.

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

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



MIRA*

**Name has been changed*





INTEGRITY (CONTINUED)

Gender Pay Gap

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

In 2022, we were pleased to note that SJOG's mean gender pay gap was significantly lower than that of other organisations and is smaller than the UK national average (7.1% compared to 15.4%: Office of National Statistics).

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

Ethnicity Pay Gap

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

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

- In 2022 (as at 31 December) our mean ethnicity pay gap was 4.1%. It is lower than our gender pay gap and is above the UK average of 2.3% (2019 – Office of National Statistics).
- 19.2% of our colleagues have told us they are from a black, Asian and minority ethnic background. This is above the national average of 13% (from the 2011 census).
- 8% of our colleagues - no data collected regarding their ethnicity.

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

Pay Principles

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

Senior Pay Disclosure

We recognise the recommendations made following the report of the inquiry into charity senior executive pay and guidance for trustees on setting remuneration by the National Council for Voluntary organisations. Consequently, we have provided additional information on the pay of the executive team.

SJOG has a commitment to fairness in recruitment, pay, promotion and development.

In 2022, SJOG's mean gender pay gap was 7.1% compared to a national average of 15.4%.



ACHIEVEMENTS 2022

97% 
of people

say they are treated with respect and kindness



TRAILBLAZER

The first courses completed delivering **3 new pilot projects** and 3 more to come

305

compliments received in the last year



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



RESEARCH

A total of **19 research studies** conducted and published

• **2 research papers** published in partnership with external organisations

• **3 national conference presentations** covering topics of homelessness and infection control

• **1 international conference presentation** on design and being an entrepreneurial charity

52
SERVICES

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

POLICY

Established dedicated research and policy offer role

6 papers produced responding to new government policies

446

property works completed



66
PROPERTIES

FUNDRAISED INCOME:

£1,350,513

and 19 projects supported



1295

In September 2021 we supported 961 people per month and we now support 1295

This is an increase of 35%



DECISION-MAKING, RISK AND CONTROL

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

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

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

Our risk management arrangements and processes therefore have to be robust, which is why we have them externally audited, accredited and certified by CHAS (Contractors Health and Safety Assessment Scheme).

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

Finance Oversight

The trustees are responsible for safeguarding the assets of the charity and the group. This is enabled through SJOG's financial policies and procedures. Compliance with these policies and procedures is mandatory for all employees, honorary officials and volunteers of SJOG. The board delegates the implementation of that strategy and the day-to-day management of SJOG to the chief executive, the executive team and through to individual budget holders following a detailed scheme of delegation that approves specified levels of expenditure.

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

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

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

Financial reporting

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



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.

Finance, Audit and Risk

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

The Committee's main duties are to:

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

Financial Risk

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

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

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

SJOG exists to facilitate changes in the lives of the people that we are here to serve.



SUCCESS IS RELIANT ON MAKING GOOD DECISIONS

DECISION-MAKING, RISK AND CONTROL (CONTINUED)

Health and Safety Risks

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

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

Information Risks

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

This includes security which can be applied through technology but perhaps more crucially the behaviour of the people who manage information. We support this through accreditation of the international standard for information management IS27001.

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

The process of review and improvement as we prepared ourselves for ISO 27001 has strengthened our information governance framework and continues to improve our management of associated risks. This year saw the recruitment of a dedicated information security lead.

People Risks

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

We recognise that people have a choice about where they work and we have improved the information about the work that we do, and that we are a great place to work through our #goodwork campaign. This has improved both retention and recruitment rates.

We benefit from fundraising, but our core services are funded through statutory authorities and we envisage that this funding will continue.

Though hospitalisations in the UK are down and Covid has moved towards being an endemic rather than a pandemic virus, we have responded accordingly.

Levels of sickness for our colleagues have been affected but not to a point where they cause undue concern. The trustees have reviewed detailed forecasts and cash flows for the next twelve months which provide assurance that going concern is not an issue for the charity.

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

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

Quality and Compliance

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

Pandemic Risks

Whilst the impact of Covid has abated somewhat, it has not gone away. As a charity we are part of the solution in meeting the health and social care needs of the Covid-19 pandemic and as such we expect our services to continue to operate.

Our Business Continuity Plans (BCP) have worked effectively and as the government advice has changed, so our BCPs have repeatedly evolved as well. At no point has the delivery of service been stopped by the pandemic, though we have developed new ways of supporting people.

THE AIM OF OUR APPROACH IS TO PRESERVE:

1

CONFIDENTIALITY

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

2

INTEGRITY

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

3

AVAILABILITY

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



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

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

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

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

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

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

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

PETER



TRUSTEE BOARD EFFECTIVENESS

Trustee recruitment is underway using an external organisation to ensure an open process. We have worked with this external organisation before and previous rounds have delivered a better gender balance on the board and whilst the board better reflects the communities that we work in, there is more to do. Due to the retirement of current trustees, it is envisaged that three new trustees will join the board in 2023.

Independence of Thought

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

Length of Service

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

Board Meetings

The trustee board meets formally at least 4 times a year. We have standing agenda items covering strategy, performance, risk and compliance matters.

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

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

Trustee Board Skills and Knowledge

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

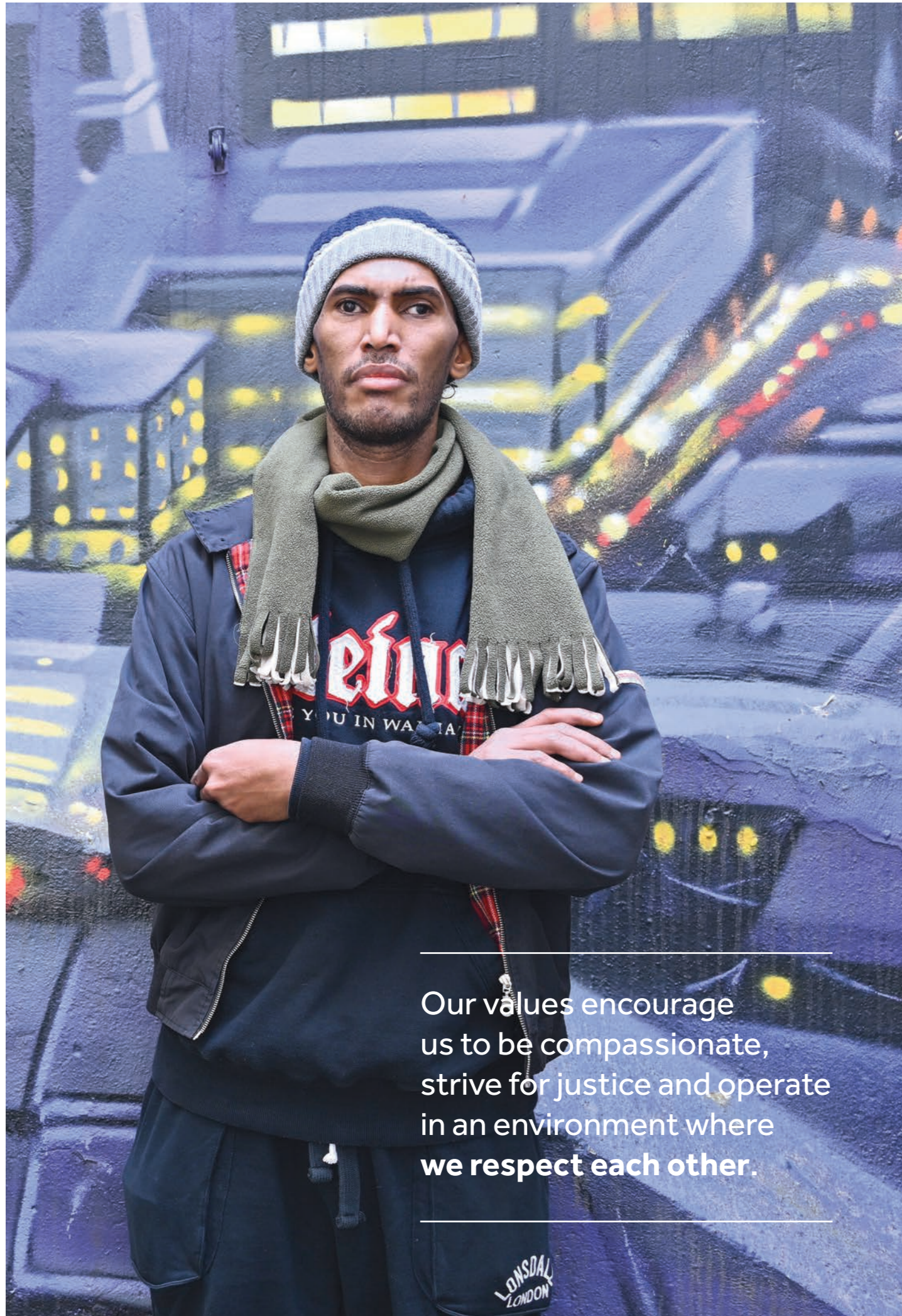
Trustees are briefed throughout the year on changes to regulation and standards throughout the year as part of the board meeting papers. Examples of this include our review and implementation of information governance arrangements and the trustees' new roles with regards to ISO27001 accreditation.



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

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





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

INCLUSION AND DIVERSITY

Gender Balance

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

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

Across the charity 76% of colleagues identify as female.

Hearing the voices of the people we support

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

The Advisory Council have however decided to take a different path and instead have started a process of review of policies and practices within the charity, and have created a People's Charter.

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

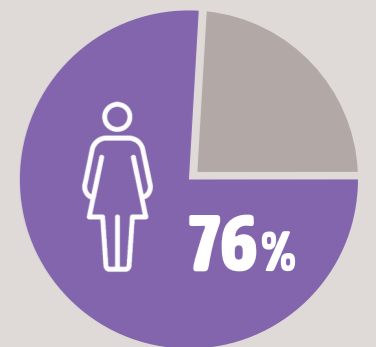


The Advisory Council produces films to inform colleagues and trustees, and spoke at the charity's conference.

Ethnicity

We have an aspiration for our colleagues to reflect the communities that they work in, and for this to be evident across the charity, particularly in senior roles. Achieving this will have a positive impact on the ethnicity pay gap. The starting point will be an audit and the creation of a working group focusing on the structure and cultures within the charity to eliminate inequality. Work began on this in 2021, and the creation of internal social media was seen as a means of delivering this. Leads were identified and initial plans put in place, but due to a change in personnel the work has not progressed as quickly as hoped and the body of work will now fall into 2023.

ACROSS THE CHARITY 76% OF COLLEAGUES IDENTIFY AS FEMALE.



AIMING TO REFLECT THE COMMUNITIES THAT WE WORK IN

OPENNESS AND ACCOUNTABILITY

We strive to be open in our charitable work and accountable for our activities and actions. We aim to keep our communities, supporters and stakeholders appropriately informed of our work, and hope that with their support and engagement we can deliver on our purpose providing real public benefit.

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

Raising Concerns

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

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

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

Safeguarding

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

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

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

Feedback

We continue to record and report on complaints and compliments we receive, and we review this information in reports to the trustee board and the two committees. Our focus in 2023 will be on further developing the work undertaken in 2021 and 2022 on improving our trend analysis to target areas for improvement.



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

STATEMENT OF DISCLOSURE TO AUDITOR

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

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

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

In so far as the trustees are aware:

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

The Trustee Report has been approved by order of the board of trustees.

Approved by the trustees on:
7 June 2023

Emma Gibbons
Chair of Trustees

Independent Auditor's Report

TO THE MEMBERS OF SAINT JOHN OF GOD HOSPITALLER SERVICES

Opinion

We have audited the financial statements of Saint John of God Hospitaller Services (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 December 2022 which comprise the Consolidated Statement of Financial Activities, the Charity Balance sheet, the Consolidated Balance Sheet, the Consolidated Statement of Cashflows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 December 2022 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.



Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

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

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

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

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

Use of our report

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

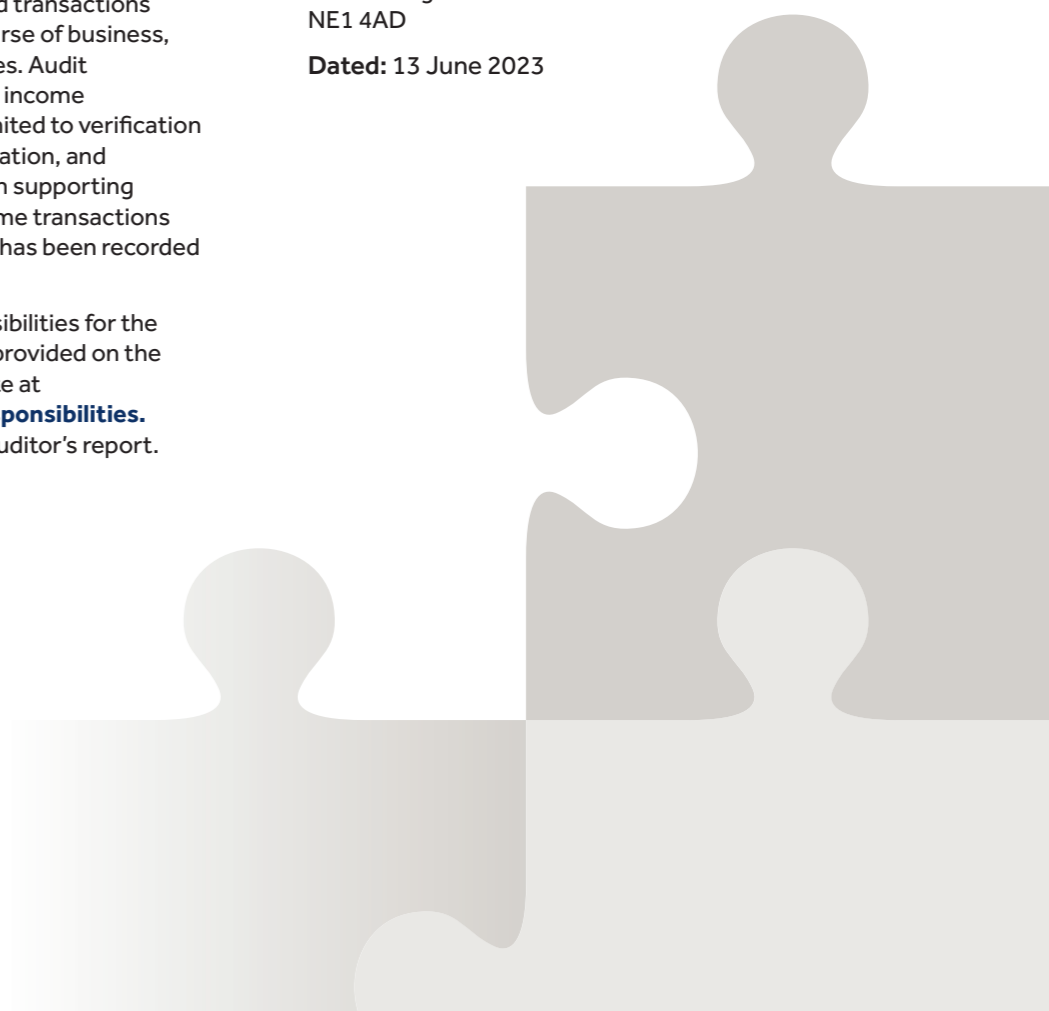


Claire Leece
(Senior Statutory Auditor)

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

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

Dated: 13 June 2023



Consolidated Statement of Financial Activities Including Income and Expenditure Account

FOR THE YEAR ENDED 31 DECEMBER 2022

	Notes	Unrestricted funds £'000	Restricted funds £'000	TOTAL 2022 £'000	TOTAL 2021 £'000
Income and endowments from:					
Donations and legacies	3	93	377	470	2,151
Charitable activities	4	19,383	3,892	23,275	18,506
Other trading activities	5	57	-	57	114
Investments	6	7	-	7	-
Other income	7	102	-	102	119
Total income		19,642	4,269	23,911	20,890
Expenditure on:					
Raising funds	8	388	9	397	287
Other costs	8	25	1	26	38
Charitable activities	9	18,001	4,186	22,187	17,772
Other finance costs		5	-	5	-
Total resources expended		18,419	4,196	22,615	18,097
Net incoming/(outgoing) resources before		1,223	73	1,296	2,793
Gross transfers between funds		109	(109)	-	-
Net movement in funds		1,332	(36)	1,296	2,793
Total funds brought forward		3,720	2,028	5,748	2,259
Funds gifted from Good Shepherd		-	-	-	696
Total funds carried forward		5,052	1,992	7,044	5,748

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

All income and expenditure derive from continuing activities.

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

Charity Balance Sheet

AS AT 31 DECEMBER 2022

	Notes	2022 £'000		2021 £'000	
Fixed assets					
Intangible assets	13		113		151
Tangible assets	14		2,868		2,633
			2,981		2,784
Current assets					
Debtors	15	2,610		1,761	
Cash at bank and in hand		2,813		2,909	
		5,423		4,670	
Creditors:					
amounts falling due within one year	16	(1,814)		(2,103)	
Net current assets			3,609		2,567
Total assets less current liabilities			6,590		5,351
Creditors: amounts falling due after more than one year					
	17		(302)		(299)
Net assets			6,288		5,052
Income funds					
Restricted funds	20		1,841		1,728
Unrestricted funds			4,447		3,324
			6,288		5,052

The financial statements were approved by the Trustees on 7 June 2023.



E Gibbons
Chair of Trustees

Consolidated Balance Sheet

AS AT 31 DECEMBER 2022

	Notes	2022		2021	
		£'000	£'000	£'000	£'000
Fixed assets					
Intangible assets	13		113		151
Tangible assets	14		3,476		3,237
			3,589		3,388
Current assets					
Debtors	15	2,676		1,836	
Cash at bank and in hand		3,172		3,165	
		5,848		5,001	
Creditors:					
amounts falling due within one year	16	(1,937)		(2,142)	
Net current assets			3,911		2,859
Total assets less current liabilities			7,500		6,247
Creditors: amounts falling due after more than one year					
	17		(456)		(499)
Net assets			7,044		5,748
Income funds					
Restricted funds	20		1,992		2,028
Unrestricted funds			5,052		3,720
			7,044		5,748

The financial statements were approved by the Trustees on 7 June 2023.



E Gibbons
Chair of Trustees

Statement of Consolidated Cash Flows

AS AT 31 DECEMBER 2022

	Notes	2022		2021	
		£'000	£'000	£'000	£'000
Cash flows from operating activities					
Cash generated from operations	22		696		2,249
Investing activities					
Purchase of intangible assets		(14)		-	
Purchase of tangible fixed assets		(653)		(1,874)	
Net cash used in investing activities			(667)		(1,874)
Financing activities					
New finance		-		327	
Loan repayments		(22)		-	
Net cash generated (used in) /from financing activities			(22)		327
Net increase in cash and cash equivalents			7		702
Cash and cash equivalents at beginning of year			3,165		2,207
Cash acquired on gift of Good Shepherd			-		256
Cash and cash equivalents at end of year			3,172		3,165

Notes to the Financial Statements

FOR THE YEAR ENDED 31 DECEMBER 2022

1. ACCOUNTING POLICIES

Charity information

Saint John of God Hospitaller Services is a charitable company limited by guarantee and has no share capital. The registered office is

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

Accounting convention

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

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

Basis of consolidation

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

All financial statements are made up to 31 December 2022. Where necessary, adjustments are made to the financial statements the subsidiary to bring the accounting policies used into line with those used by other members of the group.

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

Going concern

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

Charitable funds

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

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

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

Incoming resources

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

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

Charitable activities

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

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

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

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

Raising funds

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

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

Investment income

Investment income is accounted for on an accruals basis.

Donated services

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

Other income

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

Resources expended

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

Raising funds

These include salaries and directly attributable overheads.

Charitable activities

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

Other

Consultancy costs included the related salary costs.

Support costs

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

Intangible fixed assets other than goodwill

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

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

Software - 5 years

1. ACCOUNTING POLICIES (Continued)

Tangible fixed assets

Tangible fixed assets are initially measured at cost, or in cases where fixed assets have been donated to the Saint John of God Hospitaller Services, at valuation at the time of acquisition. The charity's policy is only to capitalise items with an individual or collective value (where it is a group of assets) exceeds £1,000.

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

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

Leasehold land and buildings

Term of the lease

Freehold property

4 – 25 years

Fixtures and fittings

3 to 10 years

Motor vehicles

4 – 8 years

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

Impairment of fixed assets

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

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

Cash and cash equivalents

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

Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

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

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 2022 £'000	TOTAL 2021 £'000
Donations and gifts				
Hospitaller Order of Saint John of God	-	-	-	562
Other	93	377	470	1,589
	93	377	470	2,151
For the year ended 31 December 2021				
Hospitaller Order of Saint John of God	562	-	-	562
Other	402	1,187	-	1,589
	964	1,187	-	2,151

4. CHARITABLE ACTIVITIES

	Accommodation and support £'000	Specialist Housing Support £'000	Religious Management Services £'000	Good Shepherd £'000	TOTAL 2022 £'000	TOTAL 2021 £'000
Charitable activities	8,409	10,885	3,417	564	23,275	18,506
Analysis by fund						
Unrestricted funds	8,039	10,843	-	501	19,383	
Restricted funds	370	42	3,417	63	3,892	
	8,409	10,885	3,417	564	23,275	

For the year ended 31 December 2021

Unrestricted funds	5,155	9,631	-	-	-	14,786
Restricted funds	1	-	3,719	-	-	3,720
	5,156	9,631	3,719	-	-	18,506

5. OTHER TRADING ACTIVITIES

	2022 £'000	2021 £'000
Trading income	57	114

6. INVESTMENTS

	2022 £'000	2021 £'000
Bank interest	7	-

7. OTHER INCOME

	2022 £'000	2021 £'000
Other income	102	1
Insurance claim income	-	2
Coronavirus Job Retention Scheme Grants	-	116
	102	119

8. RAISING FUNDS

	2022 £'000	2021 £'000
Direct costs	184	114
Staff costs	213	173
	397	287
Other costs		
Direct costs	8	33
Depreciation and impairment	18	5
	26	38
	423	325

9. CHARITABLE ACTIVITIES

	Accommodation and Support	Specialist Housing Support	Religious Management Services	Good Shepherd Care Services	TOTAL 2022	TOTAL 2021
	£'000	£'000	£'000	£'000	£'000	£'000
Staff costs	4,985	3,742	2,374	-	11,101	9,998
Depreciation and impairment	178	186	3	-	367	258
Activities directly undertaken	1,841	4,039	423	754	7,057	4,678
	7,004	7,967	2,800	754	18,525	14,934
Share of support costs (see note 10)	1,354	1,768	512	-	3,634	2,814
Share of governance costs (see note 10)	10	14	4	-	28	24
	8,368	9,749	3,316	754	22,187	17,772

Analysis by fund

Unrestricted funds	8,103	9,599	7	292	18,001
Restricted funds	265	150	3,309	462	4,186
	8,368	9,749	3,316	754	22,187

For the year ended 31 December 2021

Unrestricted funds	5,127	8,391	8	-	13,526
Restricted funds	20	313	3,913	-	4,246
	5,147	8,704	3,921		17,772

10. SUPPORT COSTS

	Support costs	Governance costs	2022	2021	Basis of allocation
	£'000	£'000	£'000	£'000	
Staff costs	2,630	-	2,630	1,931	
Depreciation and amortisation	79	-	79	61	
Legal and professional	33	-	33	34	Specific allocation
IT	254	-	254	383	Specific allocation
Finance	180	-	180	104	Specific allocation
Property	115	-	115	57	Specific allocation
Exec office	187	-	187	143	Specific allocation
HR	74	-	74	33	Specific allocation
Admin	82	-	82	68	Specific allocation
Audit fees	-	28	28	24	Governance
	3,634	28	3,662	2,838	

Analysed between

Charitable activities	3,634	28	3,662	2,838
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Support costs have been allocated to the different charitable activities on the basis of the income received for each activity. This is on the basis that it provides the fairest reflection of where the support is given.

Governance costs includes payments to the auditors of £28,000 (2021 - £24,000) for audit fees.

11. NET MOVEMENT IN FUNDS

	2022 £'000	2021 £'000
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	28	24
Depreciation of owned tangible fixed assets	414	274
Amortisation of intangible assets	52	50
Operating lease charges - land and buildings	949	1,202
Operating lease charges - other	-	6

12. EMPLOYEES

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Medical, Nursing and Allied Professions	8	8
Managers, Support Workers and Ancillary Staff	489	501
Executive	4	4
Managers and Other Staff	32	32
	533	545

	2022 £'000	2021 £'000
--	---------------	---------------

Employment costs

Wages and salaries	11,595	10,505
Social security costs	1,011	853
Other pension costs	289	284
Other staff costs	1,030	460
Restructuring costs	19	-
	13,944	12,102

Included in staff restructuring costs are 1 (2021: nil) redundancy payments totalling £19,027 (2021: £nil).

The key management personnel of the charity comprise the Trustees and the key management team.

Total employee benefits for the key management personnel were £456,338 (2021: £424,071).

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

	2022 Number	2021 Number
£60,000 - £69,999	1	1
£70,000 - £79,999	1	-
£80,000 - £89,999	-	2
£90,000 - £99,999	2	-
£120,000 - £129,999	-	1
£130,000 - £139,999	1	-

In the year, there were 5 employees (2021: 4) earning in excess of £60,000 per annum who participated in the defined contribution pension scheme (see note 25). Contributions of £13,394 were made in relation to these individuals during the year (2021: £15,863).

No trustee received any remuneration (2021: nil). Expenses were paid to 1 (2021: 2) trustees totalling £168 for travel and subsistence (2021: £582).

Excluding the volunteer trustees, the charity had 4 (2021: 16) volunteers helping with our activities. Most of these volunteers contributed on a part-time basis ranging from a few hours per month to 30 hours per week.

13. INTANGIBLE FIXED ASSETS

	Software £'000
--	-------------------

Group and charity Cost

At 1 January 2022 and 31 December 2022	251
Additions	14
At 31 December 2022	265

Amortisation and impairment

At 1 January 2022	100
Amortisation charged for the year	52
At 31 December 2022	152

Carrying amount

At 31 December 2022	113
At 31 December 2021	151

14. TANGIBLE FIXED ASSETS CHARITY

	Leasehold land and buildings £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
--	---------------------------------------------	--------------------------------------	----------------------------	----------------

Cost

At 1 January 2022	2,956	1,131	184	4,271
Additions	409	240	-	649
Disposals	-	(4)	(24)	(28)
Transfers	94	(80)	(14)	-
At 31 December 2022	3,459	1,287	146	4,892

Depreciation and impairment

At 1 January 2022	801	746	91	1,638
Depreciation charged in the year	224	176	14	414
Eliminated in respect of disposals	-	(4)	(24)	(28)
Transfers	94	(80)	(14)	-
At 31 December 2022	1,119	838	67	2,024

Carrying amount

At 31 December 2022	2,340	449	79	2,868
At 31 December 2021	2,155	385	93	2,633

14. TANGIBLE FIXED ASSETS GROUP

	Leasehold land and buildings £'000	Freehold property £'000	Fixtures and fittings £'000	Motor vehicles £'000	TOTAL £'000
Cost					
At 1 January 2022	2,956	600	1,163	184	4,903
Additions	409	-	244	-	653
Disposals	-	-	(4)	(24)	(28)
Transfers	94	-	(80)	(14)	-
At 31 December 2022	3,459	600	1,323	146	5,528
Depreciation and impairment					
At 1 January 2022	801	5	769	91	1,666
Depreciation charged in the year	224	-	176	14	414
Eliminated on disposal	-	-	(4)	(24)	(28)
Transfers	94	-	(80)	(14)	-
At 31 December 2022	1,119	5	861	67	2,052
Carrying amount					
At 31 December 2022	2,340	595	462	79	3,476
At 31 December 2021	2,155	595	394	93	3,237

15. DEBTORS

	Group 2022 £'000	Charity 2022 £'000	Group 2021 £'000	Charity 2021 £'000
Amounts falling due within one year:				
Trade debtors	1,971	1,905	460	441
Other debtors	33	33	16	16
Prepayments and accrued income	672	672	1,360	1,304
	2,676	2,610	1,836	1,761

16. CREDITORS

Creditors: amounts falling due within one year

	Group 2022 £'000	Charity 2022 £'000	Group 2021 £'000	Charity 2021 £'000
Borrowings	49	14	29	29
Trade creditors	158	158	160	160
Other taxation and social security	258	258	247	236
Deferred income	462	387	638	612
Other creditors	378	365	383	383
Accruals	632	632	685	683
	1,937	1,814	2,142	2,103

17. CREDITORS

Creditors: amounts falling due after one year

	Group 2022 £'000	Charity 2022 £'000	Group 2021 £'000	Charity 2021 £'000
Borrowings	456	302	499	299
	456	302	499	299

18. DEFERRED INCOME

	Group 2022 £'000	Charity 2022 £'000	Group 2021 £'000	Charity 2021 £'000
Balances at 1 January 2022	638	612	552	552
Released from previous years	(502)	(476)	(418)	(418)
Resources deferred during the year	326	251	504	478
	462	387	638	612

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

19. BORROWINGS

	Group 2022 £'000	Charity 2022 £'000	Group 2021 £'000	Charity 2021 £'000
Other loans	506	316	528	328
Payable within one year	49	14	29	29
Payable after one year	457	302	499	299

The charity has a mortgage with a nominal interest rate of 3.27% above base rate, with the final instalment due on 24th September 2026. The carrying amount at year end is £316k (2021: £328k). The loan is secured by way of a legal mortgage dated 27th September 2021 over the property known as The Old Vicarage.

The group has a consolidated loan of £190,000 (2021:£200,000) from the Hospitaller Order of Saint John of God. This loan is interest free and has no fixed repayment date.

20. FUNDS GROUP

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

	Movement in funds				
	Balance at 1 Jan 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2022 £'000
Unrestricted funds					
Accumulated fund	3,595	19,642	(18,419)	109	4,927
Designated fund	125	-	-	-	125
	3,720	19,642	(18,419)	109	5,052
Restricted funds					
Religious Management Services	-	3,417	(3,308)	(109)	-
Austin	5	-	(5)	-	-
Pret	-	10	(2)	-	8
Rockliffe Property Purchase	632	-	(26)	-	606
O'Gara Donation	5	-	-	-	5
Hospitality	-	-	-	-	-
Gabriel Howard	-	-	-	-	-
Terry Yorath House refurbishment	232	-	(41)	-	191
Finns Scott	2	-	-	-	2
LFCT Service donation	300	-	-	-	300
Olallo refurbishment	328	-	(46)	-	282
Lottery - Magic Bus	87	-	(1)	-	86
TSA - Covid Support	7	-	(7)	-	-
Bupa Foundation	12	109	(121)	-	-
London Response Fund	12	-	(12)	-	-
TYH COOP	6	-	-	-	6
Dalby View from AM Family	2	-	-	-	2
Connect Charity Donation	6	-	(2)	-	4
Order Convertible Donation	76	-	(19)	-	57
ICF Funding	4	-	-	-	4
HSBC Funding	12	-	-	-	12
Covid relief fund – Woodhall	-	11	-	-	11
Hertfordshire community foundation – Woodhall	-	19	(7)	-	12
Homes for Ukraine	-	195	-	-	195
Better Life – SJOG Foundation – Green Team	-	12	-	-	12
Garfield Weston	-	20	-	-	20

20. FUNDS GROUP (Continued)

	Movement in funds				
	Balance at	Incoming	Resources	Transfers	Balance at
	1 Jan 2022	resources	expended		31 Dec 2022
	£'000	£'000	£'000	£'000	£'000
Better Life – SJOG foundation Learning & Skills	-	13	-	-	13
Better life – Olallo bed	-	13	(15)	-	(2)
Better Life – Roots & Shoots	-	13	(2)	-	11
Leeds CC – rent contribution	-	53	(53)	-	-
West Riding Masonic Charities Ltd	-	5	(5)	-	-
Poor Service Mother of God	-	55	(55)	-	-
Congregation of the Sisters of Nazareth – donation	-	4	(1)	-	3
The Little Co of Mary	-	1	-	-	1
SJOG Research funding	-	7	(7)	-	-
Capital grants	-	58	(4)	-	54
Donations – charitable trusts	-	57	(51)	-	6
Individual donations	-	70	(47)	-	23
Organisations and companies	-	25	(18)	-	7
Grants and contracts statutory grants	-	102	(49)	-	53
Client welfare	20	-	(12)	-	8
Capital fund	270	-	(270)	-	-
Salary funds	10	-	(10)	-	-
	2,028	4,269	(4,196)	(109)	1,992
	5,748	23,911	(22,615)	-	7,044

20. FUNDS CHARITY

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

	Movement in funds				
	Balance at	Incoming	Resources	Transfers	Balance at
	1 Jan 2022	resources	expended		31 Dec 2022
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
Accumulated fund	3,324	19,141	(18,127)	109	4,447
	3,324	19,141	(18,127)	109	4,447
Restricted funds					
Religious Management Services	-	3,417	(3,308)	(109)	-
Austin	5	-	(5)	-	-

20. FUNDS CHARITY (Continued)

	Movement in funds				
	Balance at	Incoming	Resources	Transfers	Balance at
	1 Jan 2022	resources	expended		31 Dec 2022
	£'000	£'000	£'000	£'000	£'000
Pret	-	10	(2)	-	8
Rockcliffe Property Purchase	632	-	(26)	-	606
O'Gara Donation	5	-	-	-	5
Hospitality	-	-	-	-	-
Gabriel Howard	-	-	-	-	-
Terry Yorath House refurbishment	232	-	(41)	-	191
Finns Scott	2	-	-	-	2
LFCT Service donation	300	-	-	-	300
Olallo refurbishment	328	-	(46)	-	282
Lottery - Magic Bus	87	-	(1)	-	86
TSA - Covid Support	7	-	(7)	-	-
Bupa Foundation	12	109	(121)	-	-
London Response Fund	12	-	(12)	-	-
TYH COOP	6	-	-	-	6
Dalby View from AM Family	2	-	-	-	2
Connect Charity Donation	6	-	(2)	-	4
Order Convertible Donation	76	-	(19)	-	57
ICF Funding	4	-	-	-	4
HSBC Funding	12	-	-	-	12
Covid relief fund – Woodhall	-	11	-	-	11
Hertfordshire community foundation – Woodhall	-	19	(7)	-	12
Homes for Ukraine	-	195	-	-	195
Better Life – SJOG Foundation – Green Team	-	12	-	-	12
Garfield Weston	-	20	-	-	20
Better Life – SJOG foundation Learning & Skills	-	13	-	-	13
Better life – Olallo bed	-	13	(15)	-	(2)
Better Life – Roots & Shoots	-	13	(2)	-	11
Leeds CC – rent contribution	-	53	(53)	-	-
West Riding Masonic Charities Ltd	-	5	(5)	-	-
Poor Service Mother of God	-	55	(55)	-	-
Congregation of the Sisters of Nazareth – donation	-	4	(1)	-	3
The Little Co of Mary	-	1	-	-	1
SJOG Research funding	-	7	(7)	-	-
	1,728	3,957	(3,735)	(109)	1,841
	5,052	23,098	(21,862)	-	6,288

20. FUNDS (Continued)

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

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

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

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

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

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

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

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

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

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

Unrestricted funds

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

20. FUNDS (Continued)

For the year ended 31 December 2021:

	Movement in funds					Balance at 31 Dec 2021 £'000
	Balance at 1 Jan 2021 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Gift of Subsidiary £'000	
Unrestricted funds						
Accumulated fund	1,379	15,983	(13,851)	(187)	271	3,595
Designated fund	-	-	-	-	125	125
	1,379	15,983	(13,851)	(187)	396	3,720
Restricted funds						
Religious Management Services	-	3,718	(3,905)	187	-	-
Austin	-	5	-	-	-	5
Pret	-	10	(10)	-	-	-
Rockcliffe Property Purchase	-	647	(15)	-	-	632
O'Gara Donation	-	5	-	-	-	5
Hospitality	6	-	(6)	-	-	-
Gabriel Howard	41	-	(41)	-	-	-
Terry Yorath House refurbishment	252	-	(20)	-	-	232
Finns Scott	-	3	(1)	-	-	2
LFCT Service donation	-	301	(1)	-	-	300
Olallo refurbishment	369	-	(41)	-	-	328
Lottery - Magic Bus	61	39	(13)	-	-	87
TSA - Covid Support	12	-	(5)	-	-	7
Bupa Kickstart	-	157	(145)	-	-	12
London Response Fund	35	-	(23)	-	-	12
TYH COOP	-	6	-	-	-	6
Brother Malachy Olallo Donation	-	1	(1)	-	-	-
Dalby View from AM Family	-	3	(1)	-	-	2
Connect Charity Donation	6	-	-	-	-	6
Order Convertible Donation	93	-	(17)	-	-	76
ICF Funding	5	-	(1)	-	-	4
HSBC Funding	-	12	-	-	-	12
Client welfare	-	-	-	-	20	20
Capital fund	-	-	-	-	270	270
Salary funds	-	-	-	-	10	10
	880	4,907	(4,246)	187	300	2,028
	2,259	20,890	(18,097)	-	696	5,748

20. FUNDS CHARITY

For the year ended 31 December 2021:

	Movement in funds				
	Balance at 1 Jan 2021 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Balance at 31 Dec 2021 £'000
Unrestricted funds					
Accumulated fund	1,379	15,983	(13,851)	(187)	3,324
	1,379	15,983	(13,851)	(187)	3,324
Restricted funds					
Religious Management Services	-	3,718	(3,905)	187	-
Austin	-	5	-	-	5
Pret	-	10	(10)	-	-
Rockliffe Property Purchase	-	647	(15)	-	632
O'Gara Donation	-	5	-	-	5
Hospitality	6	-	(6)	-	-
Gabriel Howard	41	-	(41)	-	-
Terry Yorath House refurbishment	252	-	(20)	-	232
Finns Scott	-	3	(1)	-	2
LFCT Service donation	-	301	(1)	-	300
Olallo refurbishment	369	-	(41)	-	328
Lottery - Magic Bus	61	39	(13)	-	87
TSA - Covid Support	12	-	(5)	-	7
Bupa Kickstart	-	157	(145)	-	12
London Response Fund	35	-	(23)	-	12
TYH COOP	-	6	-	-	6
Brother Malachy Olallo Donation	-	1	(1)	-	-
Dalby View from AM Family	-	3	(1)	-	2
Connect Charity Donation	6	-	-	-	6
Order Convertible Donation	93	-	(17)	-	76
ICF Funding	5	-	(1)	-	4
HSBC Funding	-	12	-	-	12
	880	4,907	(4,246)	187	1,728
	2,259	20,890	(18,097)	-	5,052

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £'000	Restricted funds £'000	TOTAL £'000
Group			
Fund balances at 31 December 2022 are represented by:			
Intangible fixed assets	113	-	113
Tangible assets	2,394	1,082	3,476
Current assets/(liabilities)	2,545	1,402	3,947
Long term liabilities	-	(492)	(492)
	5,052	1,992	7,044
Group			
Fund balances at 31 December 2021 are represented by:			
Intangible fixed assets	151	-	151
Tangible assets	2,041	1,196	3,237
Current assets/(liabilities)	1,528	1,331	2,859
Long term liabilities	-	(499)	(499)
	3,720	2,028	5,748
Charity			
Fund balances at 31 December 2022 are represented by:			
Intangible fixed assets	113	-	113
Tangible assets	1,786	1,082	2,868
Current assets/(liabilities)	2,548	1,061	3,609
Long term liabilities	-	(302)	(302)
	4,447	1,841	6,288
Charity			
Fund balances at 31 December 2021 are represented by:			
Intangible fixed assets	151	-	151
Tangible assets	1,437	1,196	2,633
Current assets/(liabilities)	1,736	831	2,567
Long term liabilities	-	(299)	(299)
	3,324	1,728	5,052

22. CASH GENERATED FROM OPERATIONS

	Group 2022 £'000	Group 2021 £'000
Surplus for the year	1,296	2,793
Adjustments for:		
Impairment of investments	-	3
Amortisation and impairment of intangible assets	52	50
Depreciation and impairment of tangible fixed assets	414	274
Movements in working capital:		
(Increase) in debtors	(840)	(267)
(Decrease) in creditors	(226)	(604)
Cash generated from operations	696	2,249

23. OPERATING LEASE COMMITMENTS – GROUP AND CHARITY

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

	2022 £'000	2021 £'000
Land and buildings		
Within one year	1,287	527
Between one and five years	2,269	1,768
In over five years	782	1,198
	4,338	3,493
Other		
Within one year	-	6
Between one and five years	-	6
	-	12

24. RELATED PARTY TRANSACTIONS

Charity and group

The Hospitaller Order of Saint John of God (and its subsidiary St. John of God (Community Developments) Ltd) and the Hospitaller Order of Saint John of God Charitable Trust are separate registered charities. Some of the trustees of these charities were also trustees of Saint John of God Hospitaller Services during the period under review. Certain trustees are also members of the Board of Sponsors of Saint John of God Hospitaller Ministries, a canonical body established in Ireland.

Included within debtors is an amount of £1,023 (2021: £nil) owed from Hospitaller Order of Saint John of God for recharges of overhead costs.

During the year rental payments of £345,881 (2021: £345,881) were made to Hospitaller Order of Saint John of God for the use of fixed assets owned by the Order.

During the year donations amounting to £nil (2021: £561,631) were receivable from Hospitaller Order of Saint John of God.

Included within other creditors is an amount of £186,320 (2021: £304,321) owed to Hospitaller Order of Saint John of God.

Group only

There is a loan of £190,000 (2021: £200,000) included within other loans which is owed to Hospitaller Order of Saint John of God. Included within other creditors is an amount of £949 (2021: £nil) is owed from Hospitaller Order of Saint John of God.

25. PENSION COSTS

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

The total pension costs in the year were £292,749 (2021: £279,121). Amounts deducted but not yet paid over amounted to £63,333 (2021: £58,434).

26. ANALYSIS OF CHANGES IN NET DEBT

	1 January 2022 £'000	Cash flows £'000	Non-cash movements £'000	31 Dec 2022 £'000
Cash and cash equivalents				
Cash	3,165	7	-	3,172
Total cash	3,165	7	-	3,172
Borrowings				
Short-term borrowings	(29)	(20)	-	(49)
Long-term borrowings	(499)	43	-	(456)
Total borrowings	(528)	23	-	(505)
Net debt	2,637	30	-	2,667

27. MEMBER UNDERTAKINGS

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

The results of the member undertaking are summarised below:

	Total 2022 £'000	Total 2021 £'000
Income:		
Donations and legacies	250	255
Charitable activities	564	531
Miscellaneous income	-	25
	814	811
Expenditure:		
Charitable activities	(754)	(572)
	(754)	(572)
Net incoming resources	60	239

The net assets of the member undertaking at 31 December 2022 amounted to £756k (2021: £696k).

28. ULTIMATE CONTROLLING PARTY

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

Trustees

W Forkan
R Moore
M Francis
(resigned 26 January 2022)
N Brannigan
L K Selfe
E Gibbons
(chair of trustees)
R O'Donnell
S Robinson
(resigned 8 June 2022)
D Reid
C A Rennolds
A A Aromolaran
E J Peacock
(appointed 30 August 2022)

Charity Number:

1108428

Company Number:

05324279

Registered office

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

Auditor

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

Bankers

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

Solicitors

Womble Bond Dickinson LLP
Helix
The Spark
Draymans Way
Newcastle upon Tyne
NE4 5DE

Key management team:

Paul Bott
CHIEF EXECUTIVE
Leanne Welford
CHIEF FINANCE OFFICER
Dr Lisa Alcorn
CHIEF OPERATING OFFICER
Dr Jamie Mackrill
DIRECTOR OF OPPORTUNITIES

Thank you for the
kind support of:

The Albert Gubay Foundation
Austin and Hope Pilkington Trust
Department for Levelling Up Housing and Communities
Garfield Weston Foundation
Gilead Sciences Ltd
Hertfordshire Community Foundation
The Pret Foundation
Queen Mother's Clothing Guild
Saint John of God Foundation



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Registered Charity No. 1108428
Company No. 05324279