



Social Interest Group (SIG) Trustee Pack

Social Interest Group is a leading UK charity providing bespoke person-centred health and social care services through its subsidiary charities. Our Mission is to empower independence through trauma-informed solutions and dynamic partnerships that keep people out of prison, out of hospital, and off the streets. Our Values of Ambition, Empowerment, Transparency, and Inclusivity drive everything we do.

Social Interest Group believes that good care and support improve lives, our success is due to our collaborative approach to service delivery. We provide thousands of people with good-quality support and care through various environments including residential, drop-in centres, community floating support services, probation settings, prisons, and hospitals. We do this across London, Brighton, Bedfordshire, Luton, Kent, and Liverpool.

Together, we provide a range of high-quality services for people who have or are affected by:

- Mental Health
- Substance and alcohol use
- Homelessness
- Trauma
- Personality Disorder
- Criminal Justice System

How We Work

We specialise in supporting people with the most complex multiple disadvantages and challenges in life who often have chaotic backgrounds, including forensic histories, substance and alcohol use disorders, mental ill-health, and behaviours that challenge services due to personality disorders, many of whom live with trauma.

We work closely in partnership with commissioners, mental health trusts, GPs, clinicians, local community groups and people in the criminal justice service to help better understand the needs and identify the proper support and care for our residents and participants.



Our Values

Ambition

Eager to succeed and to accomplish as much as possible for our people

Empowerment

Giving staff and the people we support the tools, training and information they need to achieve their potential

Transparency

Upfront and visible about our actions and open to scrutiny from stakeholders, residents, participants, and staff

Inclusivity

Listening to, understanding, and including stakeholders to ensure we make a difference and get things right

Using our bespoke Theory of Change, we focus on five key areas with residents and participants to ensure they have the best chance of moving in a positive direction:

Economic Well-Being

Each resident and participant have their journey to achieving economic well-being. We provide support tailored to individual circumstances. Maximising income early in the support planning process helps foster independence and recovery.

Staying Safe

We support people in addressing specific risk areas. Positive risk management and good decision-making can keep residents, participants and the local community safe. It can be a gradual process as residents and participants engage and develop trust in the support provided by us.

Achieving Ambitions

We support residents and participants in achieving their ambitions and aspirations. These may include gaining basic skills, including literacy and social skills. We provide support to improve social links with family, develop positive social links with friends and develop roots within the local community.

Healthy Living

We support residents and participants to access the primary healthcare they require and take responsibility for their nutrition and exercise. To achieve this, we work in partnership with various specialist agencies. We also run events and programmes designed to foster healthy lifestyles, increasing social inclusion and improving links with the local community.

Making positive Contributions

Residents and participants begin contributing from the outset as services are co-produced with them. Lived experience is used across the organisation in training staff and policy development. We work in partnership with the community, voluntary, and statutory agencies to create opportunities for residents and participants to utilise their skills and time positively in the local community.

Our Strategic Objectives

These objectives provide a solid understanding of what is expected from each team member and how their daily actions fit into the bigger picture. All staff have visibility of how their actions impact the Group and, ultimately, those we serve. Our core values are embedded in all we do, and we ensure our behaviours reflect our values.

1: To improve the standard and quality of our delivery across the Group, both centrally and on the front line. We will aim to:

- Create a culture of inclusivity in all areas of our work
- Improve the quality of the content of our services by increasing knowledge and understanding of our staff, and their use of our bespoke theory of change, trauma and psychologically informed frameworks.
- We will look to develop our biosocial support mechanism by the recruitment of our central psychologist and development of our bespoke training programs. We will do this through the direct involvement of our residents, participants and existing psychologists, clinical lead and occupational therapists and our staff team's skills and knowledge.
- Develop a strategy to introduce the National Federation of Housing regulatory framework across our residential units.
- Increase resident and participant involvement and develop a charter
- Carry out at least 6 internal audits across the central and front-line services. Measuring against the new CQC standards and QAF frameworks and ensure we adapt our audit tools and improvement plans accordingly.
- Increase mandatory training and development of staff and improve our attendance and learning rates.

2: To develop new ways of working that bridge the gaps in health and social care, housing and criminal justice service arenas.

By:

- Opening at least three new services each year over the next three years

To achieve this, we will:

- Identify trends in policy and best practice externally and internally
- Identify opportunities to develop solutions, from feedback gained from participants and residents, commissioners, staff and partners

3: To retain all the services, we have so we remain relevant and sustainable. We will:

- Build commissioner relationships
- Retain all existing contracts. Providing they remain financially viable and strategically important
- Ensure residents and participants are happy and have achieved their personal goals by constantly surveying, reviewing, learning from incidents, feedback given and what works and does not work so well
- Ensure continued staff retention and continuity
- By developing training, career development and staff pay
- Ensure budgets are used correctly and targets met
- Voids and bad debts are better than budget
- Risks are managed and understood
- Transition plans are carried out when new business mobilised and new managers come into post.
- By appointing a Head of IT, to develop our strategy and enhance our use of technology
- To maximise the time our staff can spend supporting residents and participants whilst driving a culture of learning and continuous improvement
- Increasing our organic growth around existing services.
- Develop sufficient reserves to create innovative solutions and to ensure we start to set aside funds for the SIG HT property strategy, which it holds for the SIG Group.

Joining SIG

Through our values, we are committed to:

- Delivering excellence and innovation
- Promoting equality and mutual respect
- A belief that positive change is possible
- Involving and consulting residents and participants in decision making and beyond
- Active citizenship and community involvement
- Valuing staff, harnessing their full potential

In sustaining a healthy organisation, we recognise the critical importance of exercising good governance and effective leadership by the Board of SIG. We are currently implementing a recruitment strategy to fill vacancies on our Board to maintain a representative and diverse membership, reflecting the services we deliver and the communities we serve.

What we look for:

We are keen to have an inclusive board, therefore background and experience is less important than having the passion, ambition and interest to help SIG fulfil its mission.

You will have:

- A clear commitment to the mission and values of the Group
- The capacity to participate actively and from an informed position
- A willingness to use personal networks and resources of relevance to our charitable purpose
- Specialist knowledge of relevance to the Group, particularly in relation to IT, Public Relations, Marketing, and Operations
- Experience as a service user/carer/or a track record at a senior level in a not for profit, private, or public sector organisation
- A passion for the work the Group does and to promoting SIG and its subsidiaries as an organisation