

TURNING  
POINT



# TENANTS REPORT 2025





## WHO WE ARE



At Turning Point, we constantly find ways to support more people to discover new possibilities in their lives. We are a leading social enterprise, designing and delivering health and social care services in the fields of substance use, mental health, learning disability, autism, acquired brain injury, sexual health, homelessness, healthy lifestyles, and employment. Over the last sixty years, we have grown and changed, just as the society we live and work in has too. We currently work in over 270 locations across England, empowering those we support to improve their health and wellbeing, learn, and bring about positive change in their lives.



## WHAT WE DO



We are continually inspired by the stories, experiences, and possibilities created by those we meet. We have expertise in delivering innovative, integrated support in a range of places including people's homes, workplaces, communities, and specialist settings.

Most of our services are commissioned by the public sector, but increasingly we are expanding the ways in which people can access and pay for our support directly. We work closely with local authority adult social care and public health teams, the NHS, Integrated Care Boards (ICB), the Ministry of Justice, HM Prison and Probation Service, the Office for Health Improvement and Disparities (OHID), the Department for Work and Pensions and many private, benevolent and voluntary community and social enterprise (VCSE) organisations. As a social enterprise, we invest any surplus we make back into the organisation, for the benefit of the people we support.

# OUR YEAR IN NUMBERS

IN 2024-25



Turnover  
**£191.9m**



Total number of  
people supported  
**202,694**



Total number of people  
supported by our mental  
health services  
**102,531**



Total number of people  
supported by our drug  
and alcohol services  
**74,070**



Total number of people  
supported by our healthy  
lifestyle's services  
**12,594**



Number of colleagues  
**5,194**



Total number of locations  
**270**



Total number of people  
supported by our sexual  
health services  
**1,444**



Total number of people  
supported by our learning  
disability services  
**1,035**



Number of peer mentors  
**234**



Total number of volunteers  
**82**



Percentage of employees with  
lived experience of the issues  
facing people we support for  
themselves or as a carer\*  
**60%**



Regulated services rated  
Good or Outstanding by CQC  
**96%**

\* Based on Colleague Engagement Survey 2024 responses

## OUR PROMISE

**1** Provide a safe and supportive environment

**2** Treat you with due respect and dignity at all times

**3** Recognise individual opinions and values

**4** Embrace diversity and ensure everyone has a voice

**5** Ensure terms and conditions are in line with regulations

**6** Respond to repairs quickly and effectively

## AS TENANTS YOU HAVE A RIGHT TO:

**1** Get relevant accessible information about the services we provide to you and the management of your housing.

**2** Understand the standards expected of the service you receive – and to be able and supported to raise concerns about them.

**3** Set the agenda for involvement in our services.

**4** Be consulted with and listened to about changes to the services you receive or new approaches to delivering care.

**5** See how we have responded to your concerns and issues raised through involvement.

# OUR PERFORMANCE THIS YEAR

## Property maintenance statistics

	Learning Disability	Mental Health	Substance Use	
Amount spent on reactive repair work	£121,265	£176,433	£360,109	
Amount spent on planned repairs cost	£26,765	£56,439	£75,304	
<b>Total repairs cost</b>	<b>£148,030</b>	<b>£232,872</b>	<b>£435,413</b>	<b>£816,315</b>

## Attendance Statistics

Total tasks completed where Turning Point is responsible for repairs

**1287**

Percentage within target

**49%**

4 hour call outs within target

**64%**

First time fixes

**40%**

Increase in prices means contractors are holding reduced stock levels meaning second visits maybe required

# REPAIRS, SAFETY & TENANT SATISFACTION IN 2025

To strengthen our understanding of the experiences of people we support as their landlord, we undertook proactive tenant engagement.

A key development was the launch of our new Tenant Satisfaction Survey, designed to capture people's perceptions, priorities, and overall experience of living in Turning Point properties. Combined with our existing data on repairs, maintenance, and responsiveness, the survey has enabled us to build a clearer, more comprehensive picture of tenant satisfaction and the areas where we can continue to improve.

## TENANT SATISFACTION AT A GLANCE

These measures reflect how tenants experience the repairs service and the condition of their homes. They form the core Regulator of Social Housing (RSH) satisfaction requirements.

**Repairs satisfaction**

**73%**

repairs service overall

**64%**

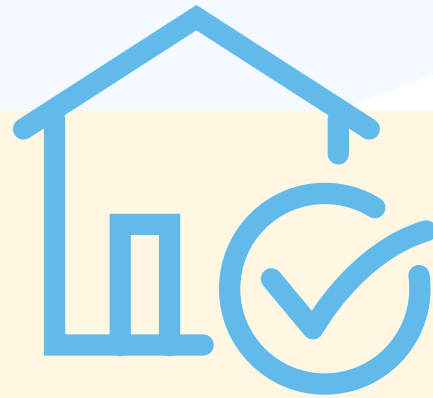
taken to complete repairs

**Home, quality and safety**

**85%**

maintained versus the national average of 72%

**84%**



## Communication, Respect and Customer experience

These indicators demonstrate how we engage with tenants and how effectively we communicate.

**79% 85% 90%**

their views and  
act on them

say we keep  
them informed

feel they are  
treated fairly and  
respectfully



## OUR VISION

To constantly find ways to support more people to discover new possibilities in their lives.

The quality of our services means everything to us. The people we work with inspire us and in turn we look for new ways to inspire change. We owe it to the people we work with to grow and shape the future, because we believe in what we do.

# OUR VALUES



We all communicate in an authentic and confident way that blends support and challenge.



We commit to building a strong and financially viable Turning Point together.



We deliver better outcomes by encouraging ideas and new thinking.



We treat each other and those we support as individuals however difficult and challenging.



We believe that everyone has the potential to grow, learn and make choices.



We are here to embrace change even when it is complex and uncomfortable.



## ADVOCATING FOR CHANGE

DNACPR stands for Do Not Attempt Cardiopulmonary Resuscitation. It is a recommendation from a doctor that CPR is not performed on someone when their heart stops. 'Learning disability' should never be a reason for a DNACPR recommendation.

During the pandemic, we saw an unprecedented increase in the number of people we support with learning disabilities being subject to inappropriate DNACPR recommendations. In response, Turning Point worked with Learning Disability England to put together a DNACPR checklist to help people with a learning disability and their family, carers and support workers to understand the law and their rights.

Unfortunately, the problem remains. The 2022 LeDeR (Learning from lives and deaths) review found that where a DNACPR was in place at the time of death, DNACPR documentation and processes were not correctly completed and followed in over a third of cases.

This is why Turning Point joined forces with Learning Disability England again last year to review and refresh the DNACPR information pack. A new interactive resource, including videos and 'top tips' from people with lived experience was launched in July 2024. We coproduced this information pack with the help of different people and organisations. These include self-advocates, family members and advocacy organisations. Academic specialists, the National Mental Capacity Forum, CQC and NHS England also provided expertise.

The Information Pack is available at [www.turning-point.co.uk/support-we-offer/learning-disability/dnacpr](http://www.turning-point.co.uk/support-we-offer/learning-disability/dnacpr)

**"Sometimes we don't know how to challenge and it's really important we understand what to do about it and who to go to."**

MEL SUPPORT WORKER

**"There was a general lack of awareness and confidence among people, families and care workers about what a DNACPR decision meant, and how to challenge this."**

CARE QUALITY COMMISSION (CQC)

**"It's not an illness a learning disability. You're born with a learning disability, but you don't die from it."**

BRIAN SELF ADVOCATE

**"We're all human, we're all equal - and no one should be discriminated against."**

LINDA FAMILY CARER

# MARIE-ANN AND ALISTAIR'S DNACPR DECISION NOTE

## PROTECTING THE RIGHTS OF PEOPLE WITH A LEARNING DISABILITY.

**“My brother, Al, loves living at Rix House, a residential centre for people with a learning disability that’s run by Turning Point. In April 2020, right in the early stages of the pandemic, Al’s doctor called to tell me that Al wouldn’t be admitted to the hospital if he fell ill. The doctor also said they were issuing a DNACPR decision.**

At the time, my overriding feeling was relief. At least Al wouldn’t need to go to hospital by himself; he has a strong fear of hospitals and needs a familiar person by his side. Since no-one was allowed to accompany their loved ones to hospitals back then, I was reassured he’d at least be surrounded by love and care.

However, as I thought things over that evening, I became more and more troubled that the doctor hadn’t said how long the DNACPR decision would be in place. The next morning, I called the doctor to ask about the timeframe and expressed my shock when I was told there was no specific limit. That was when the doctor agreed to set the timeframe at three months.

Wanting to talk things through, I called Al’s dedicated key worker, Vivienne and told her about the order and my conversation with the doctor. A few days later, Vivienne called me back. She was furious. The centre had received a blanket DNACPR decision for all residents. This included one resident, perfectly capable of making their own decision, who hadn’t even been consulted.

Thankfully, Vivienne decided to contact our local MP, Robbie Moore. She told him what had happened and explained her disgust

that people were being disregarded, and their lives considered insignificant. Robbie Moore immediately recognised the injustice and raised the issue with Bradford Clinical Commissioning Group. It was April 15th when Vivienne first emailed Robbie and by April 25th, the DNACPR orders had been cancelled.

Similar stories in the news made it clear that Al wasn’t alone in facing this kind of prejudice. People with learning disabilities and

**I’LL BE FOREVER GRATEFUL TO VIVIENNE FOR EVERYTHING SHE DID**

elderly residents in care homes, some of whom were veterans, were being denied the same opportunities as others. I’ll be forever grateful to Vivienne for everything she did and enabling me to realise that not everything was being done with Alistair’s wellbeing in mind.”



## CRAFTING CONNECTIONS:

# A NEW CHAPTER FOR WELLBEING

This year, Wakefield's community witnessed the launch of a vibrant new wellbeing initiative, funded by Turning Point's Community Innovation Fund.

Hosted in the Methodist church hall, the monthly sessions have quickly become a cornerstone for people with learning disabilities across our Wakefield services. The project, led by Vicki Place and team managers Ann Langan and Juile Godfrey, was designed to foster creativity, confidence, and connection.

Each session blends hands-on crafts—ranging from Chinese lanterns and seasonal decorations to scented drawer fresheners—with open conversations on vital health topics such as cancer screening, mindfulness, and carers' support. The inclusive approach ensures everyone, regardless of ability, can participate fully, supported by accessible materials and attentive staff. Attendees not only learn new skills but also build friendships and engage with the wider community.

The impact has been immediate and profound. Individuals who once struggled with social anxiety now flourish in a safe, encouraging environment. Laughter, creativity, and shared experiences fill the hall, with simple activities like bingo sparking joy and camaraderie. As Vicki Place reflects, "Quality time sitting together, communicating, and engaging in shared experiences has a huge impact. Teaching new skills is vital—it's about more than just doing things for people."

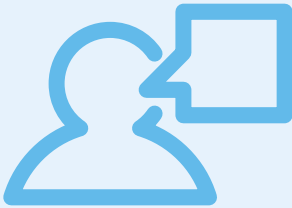
With twelve months of themed activities ahead, the foundations for a more connected, confident, and inclusive community have been firmly laid. Wakefield's hub is not just about crafting—it's about crafting a future where everyone belongs.



# HOW TO GET INVOLVED

There are a lot of ways to get involved:

Take part in your house meeting to raise any concerns and share ideas. Many services also have forums for family and friends to get together, support each other and provide feedback to Turning Point.



Join your regional People's Parliament for people we support with a learning disability or attend our other involvement forums and workshops.



Talk to our members of staff – they are there to help you get involved and make sure you have a voice in how our services are managed.



Share your views in our surveys and questionnaires.



Many of our services have opportunities for people with lived experience to get involved in providing support to others. These include peer mentor volunteer roles, paid peer support worker roles and new quality improvement roles.



## ADAM'S STORY

# THE PEOPLE'S CHAMPION

**Adam Hardaker is the Supported Living Manager at Turning Point Cornish Close, a residential unit that consists of five terraced bungalows that supports 14 people with learning disabilities and complex needs.**

People who live at Cornish Close are supported with their emotional, physical and cultural needs so that they can live their lives to the fullest. Adam leads a team that provides the very best care and a person-centred approach that fosters a close-knit community atmosphere for all those who live at Cornish Close.

In the summer of 2024, Adam won the prestigious People's Champion award at the annual Greater Manchester Health and Care Champion Awards. The award recognises an individual or team for their commitment to improving the health and wellbeing of others. Organised by NHS Greater Manchester, they are the only Greater Manchester-wide awards which recognise the exemplary contributions of our whole health and care workforce. The judging panel said Adam was recognised for his "work and passion, supporting people with learning difficulties and disabilities to improve their day-to-day quality of life". After collecting his award, Adam said: "To just be nominated by the families of the people we support and other members of the public for the work that I do within the health and social care sector was such an honour itself. To win such a prestigious award is something that is difficult to put into words. I am privileged to work with and alongside some of the

most amazing people who work tirelessly for the people we support so they can live great, healthy, meaningful and fulfilling lives. This award is not just for me, but also all our brilliant support workers, as well as Katie, Charlotte, Brendan, and Karl - we all come together with the aims and vision of Turning Point at heart. Every person at Cornish Close brings their own uniqueness to achieving all that we do. A massive thank you to all those who have helped along our journey, and long may it continue."

Karl Howard-Jones, Locality Manager, Learning Disability at Turning Point, said:

"Since the transfer of Cornish Close to Turning Point in October 2022, Adam has worked tirelessly to advocate for the people we support. He has led his team through the myriad changes required from the previous care provider to the high standards that Turning Point require. Sometimes this has been difficult, from liaising with property personnel regarding refurbishment work, health professionals, as well as supporting and directing the support team in implementing all the changes that were required to support plans for the residents. This award given to Adam recognises his efforts in the best of ways."

# YOUR FEEDBACK

We really value your feedback and want to hear about your thoughts, ideas and opinions. We are always looking for new ways to improve our services. You, your family, carers or even friends can make suggestions by:

- ▶ Speaking to the lead member of staff for involvement or a support worker to explain how you can change things in your service
- ▶ Attend your house meetings, forums, people's parliaments and one-to-ones to have your say
- ▶ Complete our satisfaction surveys
- ▶ You can share any compliments, concerns or complaints on our website: **[www.turning-point.co.uk/contact-us](http://www.turning-point.co.uk/contact-us)**. We do take complaints and concerns seriously so please let us know if you are unhappy about something



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