

TURNING
POINT



SOCIAL VALUE REPORT 2025



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FOREWORD



As a social enterprise, Turning Point invests any surplus we make back into the business, and into initiatives which support people to improve their health and wellbeing, and reduce health inequalities. Social value is the added value organisations bring to the economy, community life, the health of the local population, and the environment. It is an integral part of our vision.

A social value focus is well aligned with the current government's policy priorities – driving economic growth, making Britain a clean energy superpower, getting more people into work and reforming the NHS through '3 left shifts' including a greater focus on prevention.

The importance of social value considerations in public sector procurement continues to grow. Turning Point's core business is the delivery of public services, so being able to evidence our social impact is crucial. This year new procurement regulations came in The Procurement Act (2023) and corresponding Procurement Regulations (2024) which relaxed the rigid requirements for a separate

Social Value section. Instead, commissioners are now encouraged to embed Social Value throughout service specifications and bid questions to maximise public and community benefits. While there is an increasing emphasis on social value in public sector commissioning, reporting can be onerous and costly to providers. Hopefully this situation will improve as the field continues to develop.

I am delighted that this year we have been able to evidence £166.67m in social value, which represents an increase of over £100m over the past five years. This report shares some of our achievements over the past year.

JULIE BASS
Chief Executive





EXECUTIVE SUMMARY

Five years ago, Turning Point took the decision to use the Social Value Portal TOMs (Themes, Outcomes, Measures) framework to measure our social value. Each year since, we have increased the quantifiable social impact that we are able to evidence. In 2024/5, we delivered £166.67m in social value. However, our true social value goes far beyond that, for example in our work to tackle health inequalities and improve services for people with the most complex needs. This report covers both TOMs measures and the wider social value we deliver.



WELLBEING

At Turning Point, we recognise the importance of enabling the people we support, our colleagues and our local communities to stay well. To that end, we regularly publish free resources, practical guides and training materials. This year we published a DNACPR (Do Not Attempt Cardiopulmonary Resuscitation) information pack which has been downloaded 1,334 times so far.

This year we continued our focus on reducing the harm caused by alcohol and drugs:

- This year, Turning Point carried out 11,405 Hepatitis C tests, an increase on the previous year
- Our third annual Safer Lives conference (Turning Point led conference focusing on harm reduction efforts within the substance use sector) in November 2024 had over 200 delegates
- We continue to prioritise making sure naloxone (fast acting medication used to reverse effects of opioid overdose) is available to anyone who needs to use it. Following a successful pilot scheme in 2024, we rolled out naloxone postal services across all our services in 2025. In total our services have dispensed over 12,456 naloxone kits in 2024/5 and officers in both Lincolnshire and Thames Valley Police now trained and carrying kits
- We invested in FibroScan equipment in all our drug and alcohol services to increase the availability of this simple non-invasive procedure which assesses someone's liver health. In 2024/5, we delivered 7,448 Fibroscans across the organisation, a 300% rise on the previous year.

The health and wellbeing of our colleagues remains a top priority. Our multi-dimensional wellbeing programme and workplace screening and support for anxiety and depression delivered £1.40m in social value over the past year, including; £676,726 through the provision of a multi-dimensional wellbeing programme; and £730,120 through the provision of workplace screening and support for anxiety and depression to all colleagues.

This year, we continue to promote Equity, Diversity, and Inclusion (EDI) through a range of different activities. We provide EDI training for all colleagues. Based on values taken from the TOMS framework, uptake of this training results in the creation of £248k of social value.

Turning Point's employee networks continue to grow and promote diversity and inclusion. The Ethnic Diverse Community Network (EDCN) held its first away day in Birmingham, focusing on Cultivate, Develop, Enlighten, and Improve principles. The Autism and Neurodiverse Allies Forum collaborated with local services to introduce tools to improve accessibility for neurodivergent individuals, such as ear defenders, emotecards, and sensory aids. Our Disability Network embedded

the Inclusion passport in managerial practices, supporting disabled staff during new contract transfers. The LGBTQ+ Network has grown over 4 years, now with wider representation from Trans, Non-Binary, Lesbian, and Gay colleagues. The Menopause Network facilitates discussions among colleagues and supported the launch of Turning Point's Menopause Policy in October 2024.

Rightsteps, Turning Point's business-to-business brand supporting employee's health and wellbeing, continues to work with employers, enabling us to 'get upstream' and use our expertise to promote good mental health in the wider population. Over the past year, 633 people used Rightsteps to access therapy. The number of people choosing to improve their understanding of their own mental health grew significantly during the year, with over 3,000 completions of our Mental Health Self-Assessment tool and over 1,200 new users for the My Rightsteps Hub.

Engagement remained high for our 2024 colleague engagement survey, with 69% stating that Turning Point gives a high priority to colleague wellbeing. 87% of colleagues are aware of the health and wellbeing support available.



COMMUNITY

Turning Point's social impact includes the contributions we make to our local communities. In 2024/5 we invested £7.79m in local voluntary community and social enterprise organisations.

During 2024, our Community Innovation Fund continued to inspire the people we support, colleagues, local people and local organisations to come together and create projects that improve wellbeing, reduce isolation and leave a positive legacy for our services and the wider community. We had 57 applications to the fund over two rounds of funding, one in Spring and one in Autumn. At the start of 2025, over 1,000 people had benefitted from the projects either by being part of development and delivery or through participation.

This year we have increased our focus on securing grant income to support activities that enhance life choices, community inclusion, access to services, quality of life, and better health. In 2024/25, we secured grants totalling £413.7k. Such projects include the provision of improved accessibility for individuals supported by our learning disability service in Sandwich Kent, as well as recycling materials to preserve the environment and reduce costs. Another peer-led project in Manchester transformed a run-down and under-used area into the Cornish Close Community Comfort Garden, creating a calming and dignified outside space where people we support and their friends and families can spend time together.

Our involvement networks are expanding, allowing people to share their expertise and influence nationally. The National Service User Council, our network of those with experience of accessing substance use services, collaborated on initiatives to gather insights into users' needs for better service interactions. These insights will guide future good practice principles. Horizons, Turning Point's mental health involvement network, started in summer 2024. It focuses on co-developing a language guide aimed at Speaking Without Stigma, launching in June 2025. The Learning Disability People's Network involves members in key projects like the recent updating of our DNACPR support pack with Learning Disability England.





ECONOMY

We contribute to the local economy in the areas where we deliver services in a range of different ways.



We are first and foremost a people business and of our 5,194 staff, 3,779 (73%) live inside the boundaries of commissioning authorities. We create local jobs and as a result, much of the money we spend on salaries will flow through to the local economy, creating £131.87m of social value, (an 11% increase on the previous year).

Beyond our investment in local jobs, last year we spent £18.85m with local suppliers and £7.91m with Small and Medium-Sized Enterprises (SME).

We invest in our workforce. We provide a wide variety of learning and development opportunities for colleagues - in 2024/5, our colleagues completed over 20,000 courses.

Our apprenticeship programme continues to grow. In 2024/5, 45 colleagues started an apprenticeship, and 17 colleagues completed their apprenticeship. All colleagues who completed an apprenticeship in 2024 passed, with 54% achieving a merit or distinction. Turning Point has 70 colleagues on programme and has supported 95 colleagues to complete their apprenticeship to date.

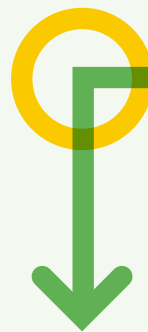
We work closely with educational institutions to help skill up the next generation. Last year we had 76 students on placements working with us.

For many of the people we support, finding paid work can improve life chances and likelihood of better long-term health outcomes. Last year we supported people to access new education, training or employment (ETE) opportunities. 16% went on to find paid work as a result. We also know that bringing lived experience into the workforce enhances our services. Sixty per cent of our workforce have some sort of lived experience, either in their own right or as a family carer. We have a range of paid and unpaid roles specifically for people who have lived experience of mental health, drug and alcohol or sexual health issues. In the last year:

- ▶ we had 234 people working with us as peer mentors, a 29% increase on the previous year and 82 volunteers
- ▶ 36 peer mentors moved into paid work, 21 of these were with Turning Point.



ENVIRONMENT



Following a full certification audit in December 2022, in 2024 we successfully retained certification to ISO14001, our environmental accreditation. In line with Turning Point's commitment to monitoring and minimising its environmental impact, we transitioned to Electric Green Energy in April 2022 and have renewed the 'green' electricity supply effective from 1st April 2025 to 31st March 2026. There is a mandatory reporting framework for large organisations in the UK - Streamlined Energy and Carbon Reporting (SECR). Turning Point's greenhouse gas emissions under SECR were 1,903.6 tonnes CO₂e for 2024/2025, this is 6% higher than in 2023/2024. These include emissions associated with UK electricity and natural gas consumption, as well as business travel in company operated and private vehicles by colleagues. The location-based intensity of 9.9 tonnes CO₂e per £m is -9% lower than last year.

We have made significant steps forward with our waste disposal efforts. In 2024/5 we recycled 302,213kg of materials and 98% of all waste was diverted from landfill. Our waste to energy conversion rate has improved significantly. The amount of waste to energy created was 20,187kg in 2024/5, over a 12-fold increase since 2019. Our Green Heart community continues to grow, encouraging and inspiring an environmentally conscious Turning Point, providing two-way communication and improving connection. In 2024/5, Green Heart Viva Engage has 377 active members. We continue to work with our suppliers to maximise social impact and limit environmental damage through our supply chain.





MEASURING SOCIAL VALUE

TURNING POINT'S SOCIAL VALUE MEASURES

Our social value measures stem from our vision of social value as the economic, social and environmental benefits we provide to the communities we work in, often going above and beyond the delivery of our services.



WELLBEING

Contributions Turning Point makes to the wider public health agenda. These include how we work to improve the health and wellbeing of the people we support, Turning Point colleagues and the wider community.



COMMUNITY

Contributions Turning Point makes to a vibrant and cohesive community and achieving equality, diversity, inclusion, increasing civic engagement and building stronger partnerships.



ECONOMY

Contributions Turning Point makes to the local economy, including retaining, re-circulating and leveraging funds in the local area. We also consider our wider contribution to improving skills and tackling worklessness.



ENVIRONMENT

Minimising our negative impact on the environment, including, supporting local activities that seek to protect the local environment from waste and pollutants.

ALIGNMENT WITH THE NATIONAL TOMS FRAMEWORK

The National Social Value Measurement Framework – or National TOMs (Themes, Outcomes, Measures) for short – is a method of reporting and measuring social value to a consistent standard. It provides the golden thread between an organisation's overarching strategy and vision, to the delivery of that vision. The Framework was developed by Social Value Portal and launched in 2017. It is reviewed and endorsed by the National Social Value Taskforce. As part of maximising our social value, we undertook an assessment to align our work with the Framework. This means we can report better on the work we do.

Throughout this report there are examples of where we've measured our social value work against the TOMs framework. At Turning Point, we view social value as intrinsic and central to everything we do as an organisation. While we are ambitious about capturing and increasing our impact, we recognise that not all social value can be measured and aim to take a qualitative and quantitative approach.





WELLBEING



At Turning Point, we recognise the importance of enabling the people we support, our colleagues and local communities to stay well. This is crucial for individual wellbeing and on a wider societal level, as healthier communities mean better quality of life and a reduced demand on public services, which are under significant pressure.

We provide a range of services to support people to achieve a healthier lifestyle. These are designed to be accessible to everyone, including people commonly excluded such as rough sleepers, people with a learning disability and those with substance use and mental health issues.

TACKLING HEALTH INEQUALITIES:

PROMOTING THE HEALTH AND WELLBEING OF THE PEOPLE WE SUPPORT

Poor health and wellbeing are often rooted within wider social and economic inequalities. The different circumstances in which we are born, grow and live, can either contribute towards protecting us or become factors that risk our quality of life.

While we support people individually in areas such as lifestyle choice which can make a difference to their wellbeing, we also focus on the wider factors and social determinants which have the biggest impact on improving health and wellbeing in the short and longer-term, such as safe housing, good work and education.

At Turning Point, we support people who are more likely to suffer poorer health outcomes than others. For example, discriminatory attitudes towards people with a learning disability are all too clear, restricting life chances and impacting health outcomes for people with a learning disability. Similarly, people who struggle with substance use or mental illness account for 21.3% of the total morbidity in England¹.

¹ UK Health Security Agency (2018) Health Matters: Reducing health inequalities in mental illness. Access here.

Over the past few years, we have focussed on:

- ▶ tackling health inequalities experienced by people with a learning disability
- ▶ addressing stigma
- ▶ better equipping the sector and the public in supporting people with coexisting mental health and substance use needs
- ▶ reducing the prevalence of blood borne viruses
- ▶ hosting a national 'Safer Lives' conference focussed on reducing opiate related deaths.

SUPPORTING PEOPLE WITH A LEARNING DISABILITY TO IMPROVE THEIR HEALTH AND WELLBEING

Approximately 2% of the population (or 1.5m people) have a learning disability (ONS 2024). Estimates suggest only a quarter of people with a learning disability are identified in GPs' learning disability registers and known to specialist learning disability services (BJGP 2021).

Consequently, health inequalities remain greater for this group of people. This is evident in statistics surrounding early avoidable mortality and rates of morbidity. LeDeR (Learning from lives and deaths) is an annual review of the lives and deaths of people with a learning disability and autistic people. The most recent report shows the rate of avoidable deaths in 2022 was nearly twice as high (42% compared to 22.8%) for people with a learning disability than for the general population (LeDeR report 2023). Most of the avoidable deaths in people with a learning disability are because

timely and effective treatment is not given. Such inequalities are both unfair and avoidable.

This is even more problematic when coupled with reduced funding for learning disability services. The CQC 2024 State of Care Report particularly highlighted concerns around funding for supported living services. It reported a significant fall in profitability in 'specialist services', including supported living services and other residential and homecare services for autistic people and people with a learning disability.

Turning Point's work in supporting greater independence for people with a learning disability to live their lives within their local communities is an essential component in supporting people to have a health life with improved physical and mental health and wellbeing.

Supporting people with a learning disability to lead independent healthy lives

We are committed to supporting people to lead the healthiest and most enriching lives they can, increasing their health, life chances and quality of life.



A RIGHT TO LIVE INDEPENDENTLY

OLIVIA'S STORY

Olivia is supported by Turning Point. Until recently she had lived in long-stay institutions for most of her life.

Olivia has learning disabilities; mental health needs and profound hearing loss and she has experienced traumatic events in her past.

In hospital, Olivia had very little freedom. Her weekly escorted leave was often withheld as a punishment. Olivia moved into her own home in 2024. When she was first referred to Turning Point she was assessed as needing 3:1 support at all times. Within just a few months of moving, Olivia had settled into her new home and built trusted relationships with the staff supporting her. Her support subsequently reduced to 1:1 and she can have periods of time on her own. She is the proud owner of a rescue cat, Bonnie.

What's it like living in your own home?

I love it. Now I can have everything. I can have ornaments, I can have glass stuff, I can have china, I can have cutlery, I can make my own drink. I go to bed when I want. I've got a cat, which I like, named Bonnie. And I like her a lot. I looked at two but one was only a kitten and it wouldn't come to me, and I thought "oh why won't it come to me, it doesn't like me or something". She was meowing at the door straight away. Yesterday was the first time she slept across my legs.

I can't wait to go on my holiday on Friday. I'm going for two nights on my holiday to Dymchurch. I just can't wait for it because last year Dr L- who was my doctor at the hospital, she did write to the Home Office about it and that was to get me some time to go on holiday. But they said no, the Home Office, so I got let down.

So, I'm going this time. [The last time I went on holiday was] about 50 years ago. I'm going to go to the caravan. When we get there, we're going to get all our clothes and everything out and get all sorted out. Then we're hoping to go out for a meal and perhaps go for a little drive somewhere around. Then the next day we're hoping to get up early and go to like second hand shops and arcades and that.

How did you feel when you were told that you were moving to your own home in the community?

I was happy. I couldn't wait. I used to say to Dr L- "Have you heard anything yet? Have you heard anything yet? Am I moving yet?" And she'd go "Not yet. I've got nothing yet." And this come up, they came and told me straight away. "They're going to start coming to see you quite soon, the people" so I thought "Oh lovely". When they were telling me about it and that, each day I was going "Is there anything yet? Am I moving right now? Have I got a date?" And she's going, "No, not yet" and I'm going, "Well, hurry up then". She goes "Alright, we'll hurry up, we'll try to get that pushed along".

What would you like to do in the future?

I'd love to work at the church place you know, helping them to put stuff out and that. Price the stuff and stuff like that. When I come back off my holiday, I'm hoping to go and you know, try it out. I'm very, very happy and pleased. I'm out of hospital and living out here in my own flat with my cat, with my stuff, what I got around me. It could be no better for me."

JACK'S STORY

'Jack' (not his real name) is supported by our Warwickshire Wellbeing Service. He has had immense progress with his physical health, since beginning Walk Talk Walk programme (a local GP led walking group). Jack has a learning disability and has been dealing with mental health issues and the team hoped that physical activity would help with this. At his last meeting, Jack was visibly elated with his weight loss, feeling and looking a lot slimmer too. He's accessed a Personal Trainer following successfully completing a 6-week healthy living course. As a result he has been

outside a lot more, doing more long walks with his brother in the area, participating in walking groups with 'Walk Talk Walk' which he used to be worried about. He has completed his process of medication reduction. In addition, he's now going swimming, once or twice a week. The progress he's made is great and he's pushing to do much more. The support he received from our team set him off in the right direction, but he is continuing to progress by himself, finding and attending activities independently.

REVISED AND REFRESHED DNACPR INFORMATION PACK

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 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 one third of cases.

This is why, during 2023/24, Turning Point once again joined forces with Learning Disability England to review and refresh the DNACPR information pack. A new interactive resource, including video and 'top tips' from people with lived experience was launched in July 2024. We co-produced this information pack with the help of different people and organisations. These include self-advocates, family members and advocacy organisations. Expertise was also provided by academic specialists, the National Mental Capacity Forum, CQC and NHS England.

Since its launch, the resource pack has been visited by a total of 1,334 people.



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

SUPPORTING WOMEN WITH A LEARNING DISABILITY

We have seen a significant increase in women with a learning disability accessing sexual health and relationship support, a 500% increase since our sexual health services mainstreamed the learning disability pathway back in 2022. emotional health, physical health, sexual health, and relationships.

Back in 2023, we launched a new version of the health and wellbeing handbook, including new Easy Read versions, aimed at empowering people with learning disabilities to make informed choices about their health. The handbook contains information and practical tips on healthy lifestyles, staying safe, emotional health, physical health, sexual health, and relationships.

The resource was developed collaboratively with colleagues from across Turning Point, bringing together expertise in the areas of drugs, alcohol, mental health, sexual health, healthy lifestyles, and learning disability to develop a tool which can be used across services.

It is also used as a resource to support the health action plan, which is a personal plan to stay healthy, developed by the person with a learning disability with their practitioner.

Turning Point support staff review the health action plan monthly with the people we support to agree short-term health and wellbeing goals. These goals are often set by looking through and discussing information provided in the health and wellbeing handbook. There is also an official annual review of the health action plan between the support worker and the person being supported.



SUPPORTING PEOPLE WHO USE DRUGS AND ALCOHOL TO IMPROVE THEIR HEALTH AND WELLBEING

Eliminating blood-borne viruses

Hepatitis C is a bloodborne virus that damages the liver. Over time, persistent infection can lead to cirrhosis, liver failure or cancer. Globally, Hepatitis C causes around 290,000 deaths and 1.5m new infections each year. Injecting drug use (previous or current) continues to be the most important risk factor for Hepatitis C infection in the UK. The World Health Organization has set an aim of eliminating the virus as a major public health threat by 2030.

NHS England have set targets to ensure people accessing drug and alcohol services are offered a Hepatitis C test, with the majority being tested and starting treatment if their test result is positive. This year we have seen excellent progress within our services for the provision of testing. This year, Turning Point carried out 11,405 Hepatitis C tests, a 59% increase on the previous year.

Micro-elimination is a strategy aimed at incrementally achieving national elimination of Hepatitis C through initiatives targeting specific populations, such as particular settings, geographic areas, or age cohorts.

Turning Point has reached several milestones in the past year. It successfully achieved micro-elimination for its Herefordshire drug and alcohol service in August 2024 and successfully maintained micro-elimination in our Slough and Oxfordshire services.

Turning Point has also created a new visual tool for National Hepatitis Micro Elimination. This tool assists staff in tracking testing according to micro-elimination criteria. Ongoing training and promotion are being conducted to ensure its full utilisation.

KASIA'S STORY

Kasia tested positive for Hepatitis C in 2012. The diagnosis came as a shock to her. Though she had previously used heroin in the late 90s, she had mainly smoked it and only injected it a couple of times.

At the time of her diagnosis for Hepatitis C, doctors did a number of blood tests and liver checks and concluded that she hadn't had the disease for a long time.

"I was getting pins and needles in my hands – that was my main symptom but when the GP told me that the blood test to check my liver was not good, it came as surprise because I never drank a lot," said Kasia. After a third blood test, the GP called me and told me I had Hep C, I didn't even know what it was. The doctor reassured me and told me not to worry and that Hep C can be cured. When I started reading about it, I remember I just started crying because it's quite serious if you don't have treatment."

At her first appointment at Manchester virology department, Kasia was told that she will need six months of treatment that will include a course of tablets and injectable medicine and the possible side-effects. During the six months, she went for regular check-ups and by the end, she was cured of Hepatitis C.

"I would urge everyone to get checked for Hepatitis C and not to be scared of the treatment. I got one

or two side-effects but it is more important to be cured of Hep C. Turning Point staff and other medical professionals will support you all the way and it will improve your life and health."

Though she stopped using heroin in the late 90s, Kasia went on to use cocaine and marijuana. However, she has been completing abstinent from drugs for almost three years.

Last year, she started volunteering at Turning Point and is now a peer mentor at the Rochdale drug and alcohol service – using her own life experiences to support other people going through the struggles she once went through. She has found that with her Polish background, she has become someone who can engage with service users from an eastern European background.

"I know what it's like to be an addict and for a very long time, I always said I would like to help people. I know a lot of Polish, Russian, eastern European people are scared (to access services). I try to encourage people from different backgrounds to get in touch with organisations like Turning Point because they will help you."

Identifying liver disease earlier

Official figures show that in 2023, 10,473 people died from causes specifically related to alcohol. This is the highest number recorded. Deaths from liver disease alone have increased by 400% since the 1970s and account for the majority of alcohol-related deaths.

Turning Point supports over 14,000 people annually for alcohol-related problems and has seen a rise in referrals for those with end-stage liver disease. This demonstrates the urgent need for wider availability of liver testing to reach individuals before their condition deteriorates, and to reduce the strain on the NHS.

Fibroscans are a non-invasive procedure which can identify individuals who are drinking at dangerous levels and detect liver disease before any physical symptoms develop. These tests can be carried out by healthcare professionals and measure inflammation of the liver. Conducting such tests on a larger scale would enable treatment services to intervene earlier and potentially prevent serious illness.

We continue to heavily invest in FibroScan equipment in all our drug and alcohol services to increase the availability of this simple non-invasive procedure which assesses someone's liver health. In 2024/5, we conducted 7,448 Fibroscans across the organisation, a dramatic 300% rise on the previous year.



SUPPORTING PEOPLE WITH MENTAL HEALTH CHALLENGES TO IMPROVE THEIR HEALTH AND WELLBEING

Mental illness is associated with many forms of inequalities. People are at greater risk of poor physical health and reduced life expectancy compared to the general population, smoking rates are high and exercise is often less accessible to people with mental health issues.

Keeping active 'one step at a time'

'One Step At A Time', is a peer-led and person-centred fitness pilot for people we support. It includes a mental health aware personal trainer and aims to increase the physical health and wellbeing of individuals with enduring mental health challenges. The programme also helps develop confidence in physical wellbeing abilities at our Nurse-led mental health hospital, Pendlebury House, through tailored group and one-to-one settings.

One Step at a Time is co-produced with residents at Douglas House. Focus groups enabled people we support to explore ideas and approaches to improve health and wellbeing. Their discussions highlighted:

- ▶ How the effects of their medication often left them feeling ill and unmotivated with all aspects of daily tasks. This often led to them de-prioritising physical health initiatives in their lives
- ▶ The impact of low self-esteem, perceptions of their body-image and social anxiety, all of which were seen as barriers which prevented them considering accessing community resources
- ▶ Financial inaccessibility of usual pathways such as gyms or sport classes.

HOOF League

Using funding from the Barclays Sported Fund and match funding contributed by Turning Point suppliers, this grass roots initiative supported individuals across mental health and substance use services with a history of insecure housing to play community sports. In partnership with The Falcon Centre and The Leicestershire and Rutland County FA, the opportunity was open to all services supporting people across the East Midlands. It focussed on reducing the barriers people supported face in accessing recreational football.

The grant enabled access to equipment as well as a qualified fitness and mental health coach. This has meant that people supported at Douglas house now have access to:

- ▶ Move and Mindfulness Group Sessions
- ▶ 1:1 PT Sessions
- ▶ Group Workout Sessions
- ▶ Personalised nutritional advice and plans
- ▶ Tailored Physical Wellness Plans to their goals.

Virtual Experiences, real outcomes in mental health

The idea of this project is to give some of the most marginalised people in society the opportunity to access the benefits of virtual and mixed reality, using ten virtual reality headsets in selected Turning Point mental health accommodation-based services. Initially, this will be a trial focussing on relaxation, mindfulness and fitness outcomes. The objective is to improve individual engagement with health and wellbeing activities and goals through a medium which enables them to become more active in spaces where they feel safe and in control and expands opportunities for anxiety and stress relief in worlds they choose and inhabit.

Supporting people to stop smoking

Our stop smoking service in Hammersmith and Fulham targets groups of people who are known to have a high prevalence of smoking and, therefore, a greater risk of associated health conditions. In 2024/5, we supported 232 people to achieve their goals to quit smoking. 41% of them were also struggling with drug and/or alcohol addiction, and 43% had a mental ill-health diagnosis. Over 50% of people who access our service quit successfully, which is something to celebrate, given the challenges many of the people we see experience in tackling what is often a long-term habit and addiction.

**OVER 50% OF
PEOPLE WHO
ACCESS OUR
SERVICE QUIT
SUCCESSFULLY**



MARIA'S STORY

Marie was supported by our Smoking Cessation Service at Turning Point Hammersmith and Fulham.

"There's no way that I could have successfully stopped smoking if it hadn't been for the NHS vapes that Turning Point gave me. It was great to have someone to talk to about it, because I didn't realise smoking had been bothering me, because we push it to the back of our mind. What if I get lung cancer? Because literally every time you smoke you've got that subconscious thought am I going to kill myself? Is this going to give me cancer?"

Now, you've tested my lungs they're healthy, so that's a good feeling. I really appreciate it. You're amazing! The keyworker spoke to me on the phone initially and he was very persuasive at getting me to try it. Without Turning Point, and without the help that I

got, I would probably still be subconsciously worrying about cigarettes and creating lung cancer in my life.

Now a lot more people can stop smoking because of vapes, because it's not such a shock to the system to go from 20 cigarettes to nothing. You showed me how to use them as I'd never used those types of Vapes before. Eventually I found myself needing it less and less. I wanted to get the energy of addiction out of my life, and I've noticed my lungs are clearer and my house smells much better. And my breath - I don't have to have mints on me all the time!

Just give it a try. If you want the peace of mind, it's worth it."



TACKLING STIGMA AND EXTENDING OUR REACH

Many people with mental health or substance use challenges and people with a learning disability face stigma, prejudice and exclusion. We see it as part of our role to ensure that the needs of people with often multiple and complex needs are acknowledged and understood as this is vital for changing attitudes for the better and to ensure that service provision and public policy is relevant and effective.

A central way in which we tackle this stigma is through celebrating diversity and embedding this through all levels of our organisation. We want to tackle the fact that people from minority backgrounds can face lack of representation, microaggressions, unconscious bias, and other stressors that impact their mental health and psychological safety at work.

Tackling stigma and building relationships is of great importance to the wellbeing of individuals and society as a whole. The damage that stigma can cause can be significant, it can fracture communities

and limit people's ability to access services and support, as well as effecting their likelihood of recovery and their perceptions of themselves.

A good example of how we can tackle stigma is our annual #ProudToSay campaign - an opportunity to shine a light on achievements and progress made rather than problems and challenges. Last year the social media campaign reached 52,059 people.

Some other examples of work we do to tackle this stigma and raise awareness are seen below:

RAISING AWARENESS

Turning Point's 60th year celebrations

Our story has always been about the people we support, so in January 2024 we launched our campaign to tell the 'Story of Turning Point in 60 objects' to mark our 60th year. We asked people to submit their story using an everyday object that best represented it. This gave us an accessible and vital way to learn and share moments of hope and inspiration. Our dedicated website www.TP60.co.uk hosted a wealth of materials for people and organisations to get involved in the campaign, and we received an overwhelming response. The idea of telling the stories of all those who make Turning Point what it is gave us the perfect opportunity to co-design our 60th anniversary activities alongside the people we support. This aligns with our commitment to meaningfully involve the people we support in all that we do.

Our growing involvement networks played a key role in our national planning throughout the year, helping to provide guidance on the year of celebrations from the perspectives of those with lived experience. We convened a reference group of people we support and crafted ideas and plans collaboratively, culminating in our 60 objects campaign. Nearly 45,000 visitors viewed our TP60 exhibition website and over 1,000 people visited our in-person exhibition event last June.



RAISING AWARENESS

World Mental Health Day at Wakefield Talking Therapy

The team at Turning Point Talking Therapies in Wakefield hosted their second annual World Mental Health Day (WMHD) event on 10th October 2024 to help raise awareness of mental health and promote access to the service.

The aim of the event was to encourage conversations around mental health. The event featured stalls from Turning Point Inspiring Recovery, Andy's Man Club, The Samaritans, Future Selph, The Art House, Penny Appeal, and many more. Local organisations provided attendees with valuable information about the community resources and support networks they could access.

A special guest speaker, Ben Richardson from We Are Wellbeing, a local workplace wellbeing organisation, delivered a talk on 'Prioritising mental health in the workplace'. The event also included chair-based aerobics, music from a local choir, The Sandal Singers, as well as a story from a volunteer who shared a personal journey of a clients' experience of the service.

The Wakefield Talking Therapies employment support team hosted a successful careers support event during the day, giving guidance, advice and information on how to improve wellbeing around employment.

To close the day, Wakefield Mayor, Darren Byford, gave a speech with a clear message: "Talk to people and do not bottle it up. Whether it's a professional or a friend, share your thoughts. You will feel so much better afterwards."



"Talk to people and do not bottle it up. Whether it's a professional or a friend, share your thoughts. You will feel so much better afterwards."

Darren Byford, Wakefield Mayor



DEVELOPING INNOVATIVE SERVICE MODELS

We are constantly looking for ways services can be improved for people with complex needs. We are constantly developing and piloting new service models which aim to improve health outcomes for people. These include supporting people experiencing homelessness and people with acute mental health needs and coexisting mental health and substance use needs.

BIRMINGHAM SPECIALIST SOCIAL PRESCRIBING

In 2021, Turning Point and Our Health Partnership (OHP), a GP partnership working across Birmingham and Shropshire, developed and launched the UK's first specialist social prescribing service, serving a total patient population of over 200,000 across 29 surgeries. Over the past few years, the service has continued to grow and increase its reach within the community.

The difference between this specialist service and other social prescribing services is the enhanced support on offer for vulnerable groups and people with complex needs who often face chronic discrimination and exclusion. This can include sex workers, those struggling with substance use, acute mental health issues and or homelessness.

Turning Point's Specialist Link Workers work collaboratively with statutory and community organisations across Birmingham, including existing link workers. The team works with an individual for three to six months, visiting them in their own home and attending appointments with them, with a particular focus on ensuring they are getting the right support from specialist services.

As much as they want to, GPs are often unable to spend enough time with this cohort of patients. The specialist social prescriber role bridges the gap, reduces GP caseloads, and frees up clerical colleagues time by updating records directly.

The service's year in numbers:

- 1063 people were referred and seen in 24/25 by social prescribing service, a rise of 4% on previous year
- 3157 sessions were accessed by people supported by the service over 2024/5
- 774 people (72%) achieved their goals, seeing scores increase across one or more of the following domains:
 - Physical health, Home Life, Community Life, Emotional Wellbeing, Prevocational & Employment needs
 - 46% of individuals seen were identified as needing less support around physical health from their GP, following social prescribing interventions
 - 58% of people seen were identified as needing less support around emotional wellbeing from their GP, following social prescribing interventions
 - Of 96 people identified in year as needing support with employment, 94 people (98%) were supported to gain employment by the service.



EQUINE THERAPY

When Turning Point's Somerset substance use service was looking at therapy to go alongside the traditional support it was providing its young clients, equine-assisted therapy was something that the team felt had the potential to work well with its service users.

Equestrian therapy, or equine-assisted therapy, utilises the unique relationship between humans and horses to help individuals improve their mental, physical, and emotional well-being. It involves engaging in various activities with horses, such as grooming, feeding, and leading them, all while guided by a therapist and/or equine specialist.

Turning Point's Young Persons and Families lead, Dawn Holmes, was familiar with equine-assisted therapy but knew it would be expensive.

"We didn't have the budget for it, and also, because of the complexities of the young people we support, with many experiencing significant trauma, it needed to be the right equine therapist," said Dawn.

One of Dawn's colleagues knew a local therapist, Philip King, who had an extensive background working in mental health. He had started to run equine-assisted therapy as he had his own horses.

"Whilst most of his sessions were for corporate clients and team-building sessions for organisations, Philip was keen to get involved with Turning Point due the nature of our work. Initially when he started with us, he didn't even get paid."

Dawn managed to get funding from the Avon and Somerset Police and Crime Commissioner (PCC) who gave £13,000 to pilot the project for a year. This enabled the team to embed the equine-assisted therapy sessions into the care plans for young people. Whilst the young people don't ride the horses, they will interact with them, going into the stables, grooming them and leading them for walks.

"Horses have this innate ability to engage with people. They say a horse can hear someone's heartbeat from across the field. When a young person's gets upset or agitated, the way the horse engages with them is really calming," said Dawn. She describes the sessions as being geared towards "understanding relationships and improving communication".

"The environment gives young people the opportunity to open up and talk about things that they probably wouldn't talk about if they were just sat in a session with someone in a small room. For a lot of our young people, they've never been in a space with a real-life horse. A lot of them have disadvantaged backgrounds, they wouldn't have had the opportunity to go horse riding. It's a real opportunity for them to feel comfortable in an environment and open up about the struggles they are going through and receive support from an experienced therapist."

During the pilot of the equine-assisted therapy sessions, the service has supported 25 young people.

VICKY'S STORY

Vicky (not her real name) is someone who was supported by RBKC's Rough Sleepers Drug and Alcohol Service.

"I started using drugs at 17. My day consisted of taking heroin, shop lifting on High Street Kensington, then I'd do nightwork on the streets. My using resulted in me losing my children, going to prison and I lost my leg from using drugs in my groin. When I went to Turning Point, the staff were like family, no one was judging. Within a few weeks I could talk about anything. That's when my life slowly started to pick up and become more stable. Turning Point offered me one-to-one counselling. Even when



I relapsed a couple times, they understood that coming off the street was not easy. My key worker Liam was brilliant, he checks on me even now. He will call me, ask me how I'm feeling, ask me about my mental health. He also helps with my housing, helps stuff get done - things that I need to improve my life."

Supporting people experiencing homelessness

Levels of homelessness and rough sleeping have continued to increase across the UK.

Turning Point have 50 years' experience supporting the rough sleeping population in central London, providing harm reduction advice and drug and alcohol treatment. Our aspiration is that no-one need be homeless in the UK.

The Royal Borough of Kensington and Chelsea's Rough Sleepers Drug and Alcohol Service opened in 2022. Last year it worked with 157 people who were sleeping rough or staying in emergency accommodation (hostels and hotels). The team successfully supported 31% of the people they supported to move into more stable and secure housing and to address their substance use.

In July 2024, the service was shortlisted for the London Homelessness Awards. Now in its 25th year, the awards recognise innovation and encourage radical but practical solutions to homelessness and rough sleeping in London.

Colleagues provide face-to-face support in places where people who are rough sleeping go, including day centres, hostels, and faith-based centres. No appointments are needed, and people can commence treatment the same day. The team includes peer mentors with lived experience of homelessness and substance use who provide advice and guidance to support people on their recovery journey. They also give harm reduction advice if a person is not yet ready to make a change in their substance use. The team led the establishment of several multi-agency groups in the borough. They also have a learning programme that shares training with local professionals.



"Being shortlisted for the London Homelessness Awards is a tremendous achievement and a testament to the impactful work Turning Point is doing in our community. Their innovative approach and commitment to supporting rough sleepers and those struggling with substance use have made a significant difference in the lives of many residents.

This recognition highlights the importance of our collaborative efforts and the wider work we do across the Council to focus support on those who need it. It reinforces our dedication to preventing rough sleeping in Kensington and Chelsea and we are incredibly proud to be working with Turning Point."

Anna Raleigh, Bi-borough Director of Public Health, Royal Borough of Kensington and Chelsea and Westminster City Council.



"We are very proud to have been shortlisted for the London Homelessness Awards and could raise the profile of the issues facing people sleeping rough in London. We have seen from our work how much homeless people rely on our services. People sleeping rough on the streets is not inevitable and nobody is beyond help – with the right support, people can turn their lives around. We've supported people who are sleeping rough to find stable accommodation, to address their substance use problems and to engage in our wider Get Connected offer that supports people to go back to work, back into education, and access funding for goods for their accommodation."

Mark Dronfield, Senior Operations Manager at Turning Point's Royal Borough of Kensington and Chelsea Rough Sleepers Drug and Alcohol Service.

REDUCING THE HARM CAUSED BY SUBSTANCE USE

For the third year running, we held our Safer Lives conference, providing a space for individuals and organisations to come together to share new ways of working to reduce drug deaths. We continue to prioritise making sure naloxone is available to anyone who needs to use it. Following a successful pilot scheme in 2024, we are rolling naloxone postal services out across all our services in 2025. Our services dispensed over 12,456 naloxone kits in 2024/5 and officers in both Lincolnshire and Thames Valley Police now trained and carrying kits. Turning Point has also increased efforts to target young people within harm reduction activities with in-service training for young people specific interventions.

EXPANDING THE DISTRIBUTION OF NALOXONE

Throughout the year, Turning Point's Safer Lives strategy has maintained a focus on reducing avoidable opiate overdose deaths. In response to the ongoing issue with synthetic opioids, we have continued to prioritise ensuring naloxone is available to anyone who may be able to use it. Everyone we support who is at risk of overdose is issued with two kits as standard, but we recognise that there are people not in touch with our services who we need to reach with this life saving medication. One way we are doing this is by making naloxone available to order online.

Whilst there are successful postal naloxone services in both Scotland and Wales, Turning Point has launched the first and only service of this kind in England. Beginning with a pilot scheme in our Somerset service, throughout 2024 we have proceeded to roll out Click & Deliver naloxone across our services, with Herefordshire, Lincolnshire, Leicester City and Leicestershire joining Somerset and we plan for the rest of our services to follow in 2025. In 2024 we posted out 250 orders, and for many this is the first naloxone kit they have ever received. A significant percentage of the kits have gone to family members of people at risk of an opiate overdose, and we know of at least seven kits issued through Click & Deliver that have been used successfully to reverse an overdose.

In our continuing work to ensure naloxone is available anywhere it may be needed, Turning Point colleagues collaborated with more police forces in 2024, with officers in both Lincolnshire and Thames Valley Police now trained and carrying kits. Our teams have continued their excellent work providing naloxone training for a range of partner agencies including training staff in probation offices across our regions. In total our services have dispensed over 12,456 naloxone kits in 2024/5, a 5.6% increase on the previous year.



**OUR SERVICES HAVE
DISPENSED OVER 12,456
NALOXONE KITS IN 2024/5**

SAFER LIVES CONFERENCE

In November 2024 Turning Point held our third Safer Lives conference. We invited two hundred delegates from across England, Scotland, and Wales, including colleagues from across the substance use sector, NHS providers and public health.

With changing drug markets and the increasing emergence of synthetic opioids, the theme for the event was 'Harm Reduction in a Time of Change'. We felt it was important to provide a space for individuals and organisations to come together and share new ways of working to reduce drug deaths. Speakers from Turning Point and the wider sector presented on a range of topics including responding to the local presence of synthetic opioids, the value of peer Naloxone distribution and novel ways of providing young people with harm reduction information. Feedback from delegates described the event as well organised, and full of inspiring and thought-provoking content to take back and use to develop local service delivery.



HARM REDUCTION AND YOUNG PEOPLE

In the face of increased risk to young people from contaminated drugs, we have developed a young person specific overdose awareness and naloxone training package. We have trained managers and young people's workers in our Young People and Family Teams to deliver an intervention that can be tailored to a young person's specific needs. It focuses on the importance of calling 999 if someone is unwell and includes an aftercare plan to ensure that if a young person witnesses or responds to a drug related emergency, they have a clear plan for accessing support. It has generated a lot of interest as there is no other training of this kind available, and we will be making it available as a free downloadable resource in 2025.



PROMOTING THE HEALTH AND WELLBEING OF OUR COLLEAGUES

Turning Point places a high value on colleague wellbeing. This is key to providing high quality services and attracting and retaining the best people. Below are some examples of the work we have done to promote good health and wellbeing among our colleagues in 2024/5.

Health and Wellbeing

We have a clear and ambitious Health and Wellbeing strategy, with strong executive sponsorship. The strategy harnesses the broad range of skills and capabilities Turning Point's colleagues have to develop interventions for the people we support, as well as for colleagues. This includes smoking cessation, menopause support, and managing stress at work.

Our workplace wellbeing programme delivers £1.40m social value:

- £676,726 through the provision of a multi-dimensional wellbeing programme
- £730,120 through the provision of workplace screening and support for anxiety and depression to all colleagues.

We are focusing increasingly on the colleague and manager experience and reviewing how work gets done, how people are supported, and making sure colleagues have the right tools, at the right time, to support their own health and wellbeing.

Rightsteps has provided therapy for Turning Point colleagues for the last nine years. This is in addition to the therapy offered via our Employee Assistance Programme (EAP) provision.

We continue to develop and provide a wide range of health and wellbeing offerings to our colleagues, including:

- MyStrength™ App which provides tools for emotional health in addition to the support which is already available via our Rightsteps wellbeing service and our EAP
- Toothfairy™ App which is the first UK regulated smart dental app which provides 24/7 unlimited instant access to advice, guidance, and prescriptions, as well as discounts on cosmetic dentistry all from the comfort of home
- A Care Concierge service for members of our group pension plan, which provides free expert guidance on care and support options that might be available for colleagues supporting or caring for older family members or friends. We know more of our colleagues are becoming carers with the ageing population.

Our MyBenefits platform remains popular, as colleagues are able to quickly access and make great use of the benefits we have. This includes Financial Education; Blue Light Card; Discounts Marketplace; Mobile discounts; Life Cover; Pensions; and Refer a Friend Bonus Scheme.

We also offer Salary Finance, where colleagues can 'Save as you earn', access advanced pay and affordable loans, in addition to accessing educational webinars, guides and other resources to support financial wellbeing. Since the launch, Salary Finance has supported colleagues with advances, loans, and savings. In 2024/5, we supported 695 colleagues, with a total value of £1,306,299.

Through our EAP, both colleagues and family members have access to 24/7 online GP, second medical opinion, diet support and fitness plans, smoking cessation, legal guidance, therapy and much more, to support them at their time of need.

We often receive feedback from colleagues about how our benefits have a positive impact on them, whether it is making good use of our

EAP or through our own Rightsteps service.

We have again delivered a successful seasonal flu vaccine scheme, which is open to all colleagues who want it, which runs alongside NHS scheme.

We continue to promote the use of an Inclusion Passport, to extend our reach, as we want to ensure that we provide the best environment for all our colleagues at work to enable them to reach their full potential. This also considers any disability (including long-term health conditions), gender identity, menopause, religious practices, caring responsibilities, that colleagues may have. The passport is designed to ensure a smooth transition for the colleague and continuity of adjustments, if they change role, or are assigned a new line manager.

Engagement remained high for our 2024 colleague engagement survey, with 69% stating that Turning Point gives a high priority to colleague wellbeing. 87% of colleagues are aware of the health and wellbeing support available.

SUPPORTING EQUITY, DIVERSITY, AND INCLUSION THROUGH OUR EMPLOYEE NETWORKS

At Turning Point, we embrace diversity because it matters. It improves decision making, enables us to co-create better working environments, delivers better outcomes and supports growth and innovation.

Turning Point has established various employee networks to promote diversity and inclusion among colleagues. These networks include the Ethnic Diverse Community Network (EDCN), Autism and Neurodiverse Allies Forum, Disability Network, LGBTQ+ Network, and Menopause Network, each focusing on specific community needs and support.

The role of these networks and their activities is to support and facilitate networking, mentoring and development opportunities for network members, providing mutual support, encouragement, socialising opportunities and events for network members. The networks hold us all to account by challenging and raising awareness of discriminatory practices, systems and processes adversely affecting colleagues and the people we support. They challenge stereotyping and assumptions among colleagues and stakeholders through education and role modelling.



THE ETHNIC DIVERSE COMMUNITY NETWORK

The Ethnic Diverse Community Network provides mutual support, encouragement, guidance and networking opportunities for network members. As champions of diversity and inclusion, they raise awareness of relevant issues and help build a culturally competent approach. In 2024/5 some of their activities included:

- Reviewing pharmacy documents to feedback any cultural or spiritual considerations including the medication optimisation, medication administration policy, and supervised consumption information leaflet
- Delivering three Black Women Safe Space workshops, providing a safe space for Black Women to address difficult conversations and self-care
- The first network away day in Birmingham, building on the network principles of Cultivate, Develop, Enlighten, and Improve
- Activated Black History Month, including the first Black History Month quiz, won by a group of colleagues and people we support at the Yeovil hub in Somerset Drugs and Alcohol Service.



THE AUTISM AND NEURODIVERSE ALLIES FORUM

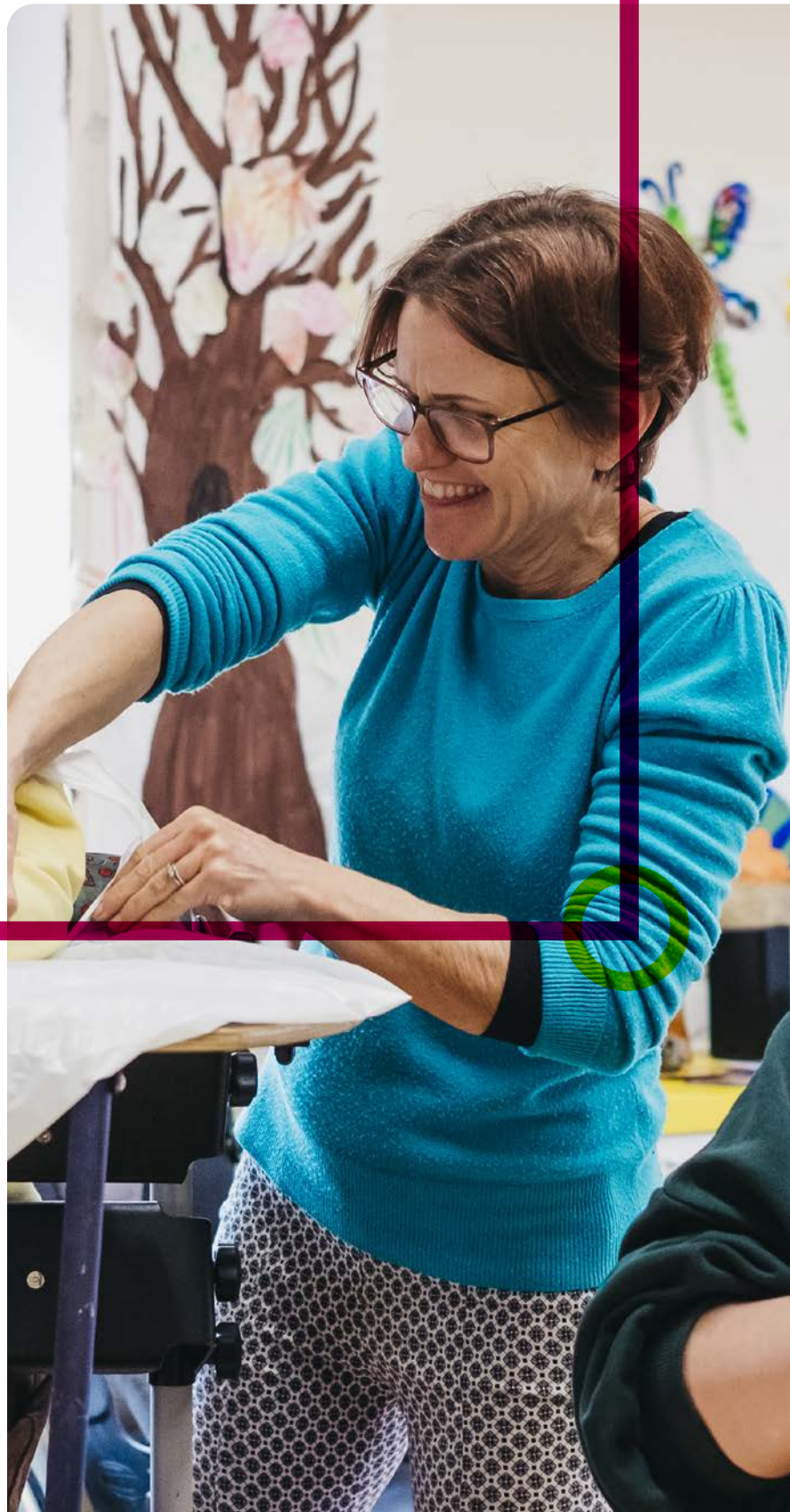
The Autism and Neurodiverse Allies Forum promotes the interests of colleagues, volunteers and peer mentors who are autistic or have neurodiverse support needs. as well as offering advice, guidance and support for colleagues working with autistic and or neurodiverse clients. they offer support and advice to the organisation in both policy and practice within Turning Point, acting as a critical friend to the business to support improved equity and inclusion.

Some of their 2024/5 highlights include promoted resources and information from specialist organisations such as Ambitious About Autism and the National Autistic Society, as well as celebrating national awareness days with colleagues. They have worked with local services to introduce tools and resources for people who are neurodivergent, including use of ear defenders, emote cards and sensory aids.

THE DISABILITY NETWORK

The Disability Network promotes the interests of colleagues, volunteers and peer mentors with disabilities and/or chronic health conditions. They offer support and advice to the organisation in adopting the social model of disability and embedding this model in both policy and practice within Turning Point. In 2024/5 the group:

- Advocated for embedding the Inclusion passport into managerial practice, devised and initiated by the Disability Network. It now supports the transfer of disabled staff through the TUPE process for new contracts, ensuring that reasonable adjustments and any specialist equipment transfers with new staff
- Through sharing their own experiences on internal platforms such as Spark and Viva Engage, the Network continue to promote a culture of equity, diversity and inclusion and belonging within the organisation, with a particular focus on disabilities and neurodivergence, but also with reference to the intersectionality with other minority communities such as LGBTQIA+ and ethnicity
- Led discussions around visible and invisible disabilities, focusing on perceptions, attitudes, and the impact of stereotyping and labelling
- Facilitated peer support discussions to provide a platform for sharing experiences and advice in a confidential, psychologically safe space that is free from judgement
- Celebrated key awareness days, working to change stigma and promote inclusion through sharing experiences. These include World Autism Awareness Day in April, Disability Pride in June, and ADHD Awareness Month in October.



THE LGBTQ+ NETWORK

The LGBTQ+ Network continues to grow and thrive having now been running for 4 years we continue to evolve, having a wider representation of the LGBTQ+ community attending, both supporting and getting supported with more Trans, Non-Binary, Lesbian and Gay men attending the groups than ever before. In the last year we also saw Turning Point holding space at a record 10 Pride events round the country which in turn helps us shine a light on our cultural competence when supporting this cohort of clients as well as being another strong signal to a more diverse and welcoming workforce.

We have also seen the meeting extend from 60 to 90 minutes with the final 30 minutes having a Trans and Non-Binary focus whilst remaining open and welcoming to all. This change came about from one of our monthly sessions which had Trans identities as its main topic and the discussion that followed being

so rich and varied with what felt like not enough time to discuss everything that came up, so after many external meetings and with the motivation from two of our more regular Trans attendees (one being the Co-Chair) the space was created.

Historically we have been a critical friend to the organisation helping improve policies and increase internal signalling such as providing rainbow lanyards and encouraging the use of pronouns on email signatures and will continue to do so where or if necessary. As a Network we strive to learn from mistakes and build on successes, shining a light on best practice in all its forms and to try and deliver this across all our services more consistently whilst also helping the members connect and feel seen and heard giving them the encouragement to be their authentic selves which in turn helps our clients do the same.

THE MENOPAUSE NETWORK

The Menopause Network aims to keep menopause in the conversation at Turning Point is the menopause network, creating a safe space for colleagues with lived experience to discuss and share and further increasing our employee voice. As well as looking at ways Turning Point can better support colleagues, the network focuses on increasing awareness and education. Some of the activities in this period included:

- Launching Turning Point's Menopause Policy on October 18th to coincide with International Menopause Day
- Collaborating with Rightsteps who facilitated two network sessions highlighting what's available to support to colleagues and how to access it
- A session on tips to manage sleep during Menopause
- Development of new Menopause learning resources to include Diverse Ethnic Women and Menopause, and LGBTQ+ Menopause.



PROMOTING THE HEALTH AND WELLBEING OF THE WIDER COMMUNITY

Rightsteps, Turning Point's Business-to-Business brand, continues to work with employers to support their workforce directly and continues to enable us to extend our reach to new audiences, supporting individuals' mental health earlier and helping prevent issues from escalating.

Rightsteps works directly with employers to support their workforces through its range of innovative and impactful solutions. This includes support for Mental Health First Aiders in the workplace, emotional support for employee groups struggling with the impact of their roles on their mental health, and access to online guidance and clinically developed digital interventions. Rightsteps also works closely with many benevolent organisations and charities, enhancing their wellbeing offer and supporting in the delivery of their charitable objectives.

We are continuing to expand access to the online support we have developed for people experiencing difficulties with night sweats and hot flushes associated with the menopause. People who access our NICE recommended support show improvements across all outcome measures, including the severity and frequency of night sweats and hot flushes, anxiety and low mood.

The number of people choosing to improve their understanding of their own mental health grew significantly during the year, with over 3,000 completions of our Mental Health Self-Assessment tool and over 1,200 new users for the My Rightsteps Hub. Over the past year, 633 people used Rightsteps to access therapy. This helps people better understand how they feel and

guides them to the type of support that is most appropriate for their needs. The aggregated data from completion of the self-assessment tool provides a real insight to the level of difficulties many people are experiencing, which in turn informs the support Rightsteps provides.

Meeting customers' needs is critical to Rightsteps. We do this by listening to what our customers tell us, continually evolving our products and services and by providing fantastic customer support. Rightsteps' customer retention provides evidence of this, with contract renewals at over 80% for the year. We are also extremely proud that each year more and more organisations choose Rightsteps to support their mental health and wellbeing objectives. For instance, in 2024 Admiral Insurance selected Rightsteps to support its Mental Health First Aid community.

OVER THE PAST YEAR, 633 PEOPLE USED RIGHTSTEPS



Rightsteps



“Rightsteps have provided our colleagues with personalised, tailored counselling support to help improve and manage their health and wellbeing. As a result of this service, we have seen improved attendance at work, but more than that they have provided essential support to our colleagues when they need it most, such as not having to wait to access talking therapy through their GP. The team are super helpful and friendly and always offer considered solutions and options in times of crisis.”

Dawn Houghton – Head of People, Vets4Pets

In 2024/5 Rightsteps’ refreshed and rebranded My Rightsteps Hub, our online mental health platform. The Hub has a programme of new content and support for users along with a new look and feel and improved navigation. This is just the start of a new phase for Rightsteps’ online support, building on customer feedback and reflecting our drive to continually improve how we meet customers’ needs. Alongside this, Rightsteps launched its new website with new branding and a new structure to help those considering Rightsteps as a mental health and wellbeing partner to quickly understand who we are and how we can support them.



INFLUENCING POLICY

Turning Point continues to engage with national health and social care policy and aims to amplify the voices of the people supported within external policy discussions.

At the start of this year, evidence was submitted to the Health and Social Care Committee's inquiry into community mental health services for adults with severe mental illness. The response focused on the current state of access in the mental health landscape and the barriers that many face. The submission was received positively, and Turning Point was invited to submit oral evidence to the committee. The purpose was to discuss the role of the VCSE sector in community mental health services, highlighting both the challenges faced by the sector and potential solutions. Stephen Parker, Head of National Service for Mental Health, attended the session and presented further evidence based on his lifelong experiences working within mental health and the content presented in the written submission.

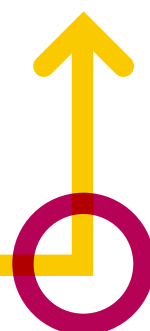
In May 2025, evidence was submitted to the Supported Housing Regulation consultation, which sought views on the implementation of measures in the Supported Housing (Regulatory Oversight) Act 2023. It focuses on details of a licensing regime and National Supported Housing Standards, including content on Housing

Benefit. The submission supported the proposed standards for supported housing, promoting consistency and reducing complexity for tenants and providers. It advocated that improved regulation must be accompanied by adequate funding and streamlined processes to ensure the maintenance and enhancement of services.

In June 2025, a response was submitted to the Welfare Reform Green Paper, regarding the government's proposed welfare reforms aimed at getting people back into the workforce. Discussions were set up with people supported across the organization to gather views on several topics relevant to the consultation, such as changes to PIP criteria and universal credit. This data was collated and submitted to ensure that those impacted by these reforms had an opportunity to express their views to policymakers.

At the beginning of 2025, in the lead-up to the NHS 10-Year Plan, evidence was submitted in response to a call-out for contributions from the health and social care sector. The research and submission focused on the importance of shifting care, where appropriate, from hospital to community settings.

Additionally, in response to high prison capacity pressures, in January 2025, a response was submitted to the Independent Sentencing Review 2024/5, gathering internal stakeholder experience to address key themes on improving prison sentencing. Advocacy included trauma-informed support for vulnerable cohorts of offenders, more meaningful community sentencing, integration between probation and VCSE services, and supporting people through the transition from custody to the community pre-release and post-release.



LAUNCHING OUR HEALTH AND CARE FUTURES SERIES

As part of our celebrations to mark 60 years of Turning, we worked with leading sector experts and people with lived experience to create a collection of webinars and essays looking at some of the major challenges facing the health and social care sector at the end of the first quarter of the 21st century.

Themes that emerged from the Health and Care Futures series included the critical roles of political and personal leadership and of collaboration and partnership. The strong guiding values of social justice, solidarity and inclusion were also important topics. The series highlighted the resilience of individuals in the face of adversity and their courage, determination and strength. The collection underlined the importance of working together to mobilise the current complex, fragmented system to deliver holistically focused services, as close to home as possible with an emphasis on prevention and early intervention alongside treatment pathways.



To showcase the series, we hosted a series of seven webinars during October and November 2024, and over 900 people joined the conversation. In January 2025, we were delighted to be hosted by the Speaker of the House of Commons, the Rt Hon Sir Lindsay Hoyle to launch the essay collection. This was attended by many of our stakeholders including commissioners, partner organisations and parliamentarians.

- ▶ The Rt Hon Patricia Hewitt wrote about her vision for the role of the VCSE sector in the delivery of public services
- ▶ Leading broadcaster and academic, Professor Tom Shakespeare, wrote about his hopes for social care
- ▶ Professors Jon Glasby and Robin Miller from the University of Birmingham wrote about moving more people with a learning disability and autistic people out of locked hospital settings. Olivia, who is supported by Turning Point, shared her personal experience
- ▶ Isaac Samuels, a person with lived experience and a friend of Turning Point, shared his vision for the future of mental health service
- ▶ Michael Linnell, who co-ordinates UK and Ireland DrugWatch and wrote the national guidance on Local Drug Information Systems, wrote about addressing the emerging threat of synthetic opioids. Deb Hussey, Turning Point Safer Lives Lead, wrote about what Turning Point are doing in this space
- ▶ Dr Richard Piper, Chief Executive of Alcohol Change UK, wrote about his vision for a society free from alcohol harm. Heather, a peer mentor with Turning Point in Wakefield, shared her lived experience
- ▶ Professor Sir Michael Marmot and Dr Jessica Allen from the Institute of Health Equity wrote about shifting the dial on health inequalities. Clare Wightman, Chief Executive of Grapevine Coventry and Warwickshire, wrote about the vital role of community power in this.



COMMUNITY



Turning Point's social impact includes the contributions we make to our local communities. We work closely with local community and voluntary sector organisations, building community capacity and encouraging community-led innovation, community cohesion, and working to create fairer, more tolerant and inclusive communities.

We strive to enable the people we support to actively participate in their local community wherever possible. This may be about involving the people we support in service development and design or individual participation in community volunteering, activities and other groups. As part of these efforts, we also strive to work with and involve family carers and affected others.

SUPPORTING LOCAL COMMUNITIES AND VOLUNTARY SECTOR ORGANISATIONS

As a social enterprise, maximising social value is at the heart of the work we do at Turning Point. Whether it is through our service provision or the local projects we get involved with, we strive to ensure a lasting positive impact, not only with the people we support but also with the local communities we work within. In 2024/5 we invested £7.79m in local voluntary community, social enterprise organisations. All our sub-contractors are local not-for-profit organisations.

These include:

- Active Luton
- Aspire Oxfordshire Community Enterprise
- Age UK Leicestershire & Rutland
- Build on Belief
- Dear Albert
- Double Impact
- DHI
- Early Break
- Falcon Support Services
- Family Action
- Framework
- Groundwork
- Healthwatch Herefordshire
- Intuitive Thinking Skills
- Julian House
- London Friend
- The Metro Centre
- Mind in the City, Hackney and Waltham Forest
- Naz Project London
- The Nelson Trust
- Spinney Hill Recovery House
- Suffolk Family Carers
- Wellwomen Centre

THE POWER OF PARTNERSHIP

LINCOLNSHIRE RECOVERY PARTNERSHIP ONE YEAR ON

1st April 2025 marks the first anniversary of 'Lincolnshire Recovery Partnership', Turning Point's new partnerships with Framework and Double Impact to deliver substance use treatment across Lincolnshire.

The service's strength lies in the coming together of national and local, of lived experience and professional expertise. In our first year, we grew our Lincolnshire team to over 160 people, introducing several new key roles to support quality and governance, including a Clinical Lead Consultant Psychiatrist and a Safeguarding Manager. We have also significantly increased the number of Recovery Connector roles which enable a clear pathway into employment for people in recovery.

We have invested heavily in our premises across Lincolnshire to create accessible and welcoming new hubs which add value for those who work in them and those who access our services. We opened our new hub in Grantham in September 2024 with a well-attended launch event for the local community. Our refurbished hub in Spalding opened shortly afterwards. We will soon be following these with renovated sites in Skegness and Boston and a new hub in Gainsborough.

Our new Individual Placement Support service, delivered by Double Impact, launched in October and has already supported 66 service users, with 24 securing employment in the first seven months. The service has received national recognition for the number of service users referred to it, and the number of roles the team have supported service users in securing.

We launched naloxone Click & Deliver in October, making us the third Turning Point service to offer the postal service in England. We have been working closely with Lincolnshire Police to offer training and kits to officers and are proud to have trained 250 officers to date, with many more training sessions planned. We have also worked closely with the police force on outreach operations to identify, contact and support people across the county.

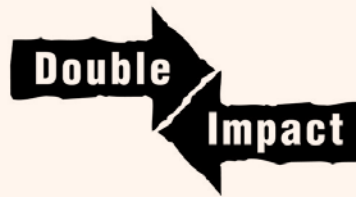
We have appointed a dedicated women's lead, a veteran's lead, and have recently launched a Polish-speaking recovery group to widen our reach. We worked closely with local universities to support their freshers' campaigns and to deliver presentations and training to students. We also exhibited at several local Pride and agricultural events. Our leaflets are now available in four languages as well as in an easy read format. As we head into our second year, a key focus is enabling access and inclusivity for the rich tapestry of people who live across our county.

Following the success of our implementation, we are delighted to have been awarded a second contract by Lincolnshire County Council to deliver a service for local families, friends and others who are affected by a person's use of alcohol or drugs. The service aims to equip affected others with the knowledge, tools and emotional resilience they need to navigate the impact of substance use within an inclusive, nurturing environment. The new service, called Beacon, will join Lincolnshire Recovery Partnership in April 2025.



**Lincolnshire
Recovery
Partnership**

CASE STUDY



DOUBLE IMPACT

Double Impact work with Turning Point and Framework to deliver Lincolnshire's substance use service, with the collective name of Lincolnshire Recovery Partnership.

Double Impact is a Lived Experience Recovery Organisation (LERO) established over 27 years ago and now offering recovery support across Lincolnshire as well as Nottingham City and Nottinghamshire.

From humble beginnings, the organisation has grown to employ over 80 members of staff, and supports around 1,000 people each year.

Over 70% of the team are in recovery, many of them 'graduates' of the service, using their lived experience to support others. They also run an alcohol-free venue in Nottingham, Café Sobar, which has been open for over ten years.

The Double Impact team, with the support of Peer Mentors and Recovery Connectors, run over 1,600 groups a year. Alongside the Recovery Connector Apprenticeship Scheme, Double Impact also provides the IPS Employment Service offered to Lincolnshire Recovery Partnership's service users, supporting them to find meaningful employment in their local area.

ENGAGING DIVERSE COMMUNITIES IN LEICESTER

Over the past 12 months, our commitment to engaging diverse communities and connecting individuals with the support they need has continued to grow. We recognise that each community has unique needs, challenges, and cultural considerations and have taken a tailored approach to ensure our work remains effective, accessible, and impactful.

Our work in community engagement focuses on understanding and responding to the needs of specific groups through a culturally competent lens. By working closely with local mosques, community centres and faith-based organisations, we have strengthened connections within Leicester and beyond. A key focus has been breaking down barriers that prevent individuals from seeking help, whether due to stigma, lack of awareness, or concerns about cultural appropriateness.

A major achievement this year has been the ongoing success of our bilingual multi-faith 12-step Islamic-based recovery group, which meets every Thursday evening. This supportive space allows individuals to check in with peers, reflect on their progress, and receive guidance rooted in faith and evidence-based recovery principles. Additionally, our partnership with Spinney Hill Recovery has remained instrumental, with our dedicated Recovery Worker available at the centre every Thursday for one-to-one sessions, further bridging the gap between community engagement and formal treatment pathways.

We have also launched a 12-step peer-led group on Tuesdays at The Sikh Temple. This group is facilitated by trained peer mentors and provides a welcoming space for individuals seeking recovery support within their own cultural and faith-based context.

Beyond Leicester, our outreach has extended to the African Caribbean, South Asian and Polish communities, thanks to our growing and dedicated team. Our team includes Nimisha (Gujarati Lead), Julia (Polish Lead), Sadaf (Punjabi Lead), and Sumayya, all of whom play vital roles in ensuring our services remain inclusive and responsive to the specific challenges faced by different communities.

A crucial element of our work is not only supporting clients during their treatment journey, but also ensuring they receive continued support beyond treatment. We now have a highly skilled and diverse group of peer mentors and peer support workers who bring lived experience and a deep understanding of cultural barriers and stigma. Their role in guiding individuals' post-treatment has been essential in fostering long-term recovery and reintegration into the community.



COMMUNITY INNOVATION FUND

During 2024, our Community Innovation Fund continued to help inspire the people we support, staff, local organisations and residents to come together and create projects that improve wellbeing, reduce isolation and leave a positive legacy for our services and the wider community. We had 57 applications to the fund over two rounds of funding, one in Spring and one in Autumn. Each applicant demonstrated an ability to co-produce with community stakeholders, resilience and determination to overcome challenges, and a

dedication to the work they do. At the start of 2025, over 1,000 people had benefitted from the projects either by being part of development and delivery or through participation.

Our rotating panel is made up of people we support, staff and previous recipients. They had the difficult challenge of shortlisting 18 projects to receive funding. We continue to follow these projects and to offer them support and share their successes throughout our organisation.

The 18 shortlisted projects are:

- Falcon FC – Falcon Recovery Services
- Rounds to Recovery – Team Valentine
- My Journey, My Way – Turning Point Beacon Lodge and Angel Lace
- Community Pharmacy: Time to change the script - Turning Point
- Stafford Courtyard of Success
- Disability Champions - J7 Health and Fitness CIC Manchester
- Writing in Recovery – Turning Point Herefordshire
- Brown Girl in a Bottle – Turning Point Leicester, Leicestershire and Rutland
- Stafford Self-Care Project
- Birchwood Forest School – Turning Point Birchwood
- Mental Health Lending Libraries – Turning Point
- Speaking without Stigma – Turning Point Service User Council
- Wakefield Arts and Crafts – Turning Point Wakefield
- Virtual Experiences, Real Outcomes – Turning Point
- Making recovery visible and connecting with the community – Turning Point Somerset
- Bees and Refugees Farm Visits - Bees and Refugees
- Rabbits Warren - Development Plus
- Digital Developments Turning Point Wakefield Talking Therapies

CASE STUDY

FALCON FC

Falcon Support Services is a homeless and community project that supports people across Leicestershire and Rutland. Falcon Support Services applied to the Community Innovation Fund for £2,000 to support them with the hire of an indoor football pitch and for equipment to ensure that not being able to afford boots or shin pads is not a barrier to playing football. They planned to create a borrowing bank of equipment that could be cleaned between sessions.

Since receiving the fund, being able to offer the correct footwear for these events has really given the service users a boost. The team's dedication and hard work has been amazing, and we have had some significant improvements in fitness and reducing substances. In the first three months of



Knowing I have this every week to come to helps me get motivated"

Participant

the project there were 54 individual visits to the training sessions. The amount of interest service users have shown in getting involved in the football training is a mark of the success of this project.

In September 2024, we put together a football tournament with eight teams from across Leicestershire, Derby and Nottingham. 90 people attended or took part in the event. All involved were in recovery or seeking recovery from substance use.

INSPIRING POSSIBILITY THROUGH GRANTS

This year we have increased our focus on securing grant funding for activities that enhance life choices, community inclusion, access to services, quality of life, and better health. We support individuals and communities by securing funding for projects that meet their needs. This creates opportunities for education, employment and personal growth, improving life choices and fostering self-efficacy.

Our funding priorities include initiatives aimed at fostering interaction and understanding among diverse groups. These activities support the development of stronger, more cohesive communities where all individuals are recognised, respected and included.

In 2024/5, our work also focused on improving access to physical and recreational activities, environmental enhancements, and arts and culture projects. These initiatives aimed to improve the living environment and provide opportunities for fitness, relaxation, shared experiences, and fun. Our grant applications drive positive change, achieving more than contract funding alone. In 2024/5, the total amount raised from grants equalled £413.7k.

SOME RECENT PROJECTS FUNDED THROUGH THE GRANT SCHEME INCLUDE:

St Barts (Sandwich, Kent Learning Disability) Turning Point and The Lawson Trust

This project provided improved accessibility for individuals supported by our learning disability service in Sandwich, as well as recycling materials to preserve the environment and reduce costs.

Cornish Close Community Comfort Garden (Wythenshawe, Greater Manchester Learning Disability) Neighbourhood Investment Fund, Great Places Landlord, Turning Point, and Manchester Airport Group

This peer-led initiative transformed a run-down and under-used area into the Cornish Close Community Comfort Garden, creating a calming and dignified outside space where people we support and their friends and families can spend time together. Volunteers from Good Gym helped to create the garden and Manchester Airport Group provided funds for benches and planters which volunteers from their team also built. The garden brought the local community, councillors, and the MP together to increase community representation for an often-forgotten group.



Five places at the Beyond Food course (London)

We cover the costs of Beyond Food's course for five people we support in London. The course aligns with Turning Point's approach to supporting people with budgeting, independent living and healthy eating, as well as having a tangible, positive impact on sustainable employment which can improve the wellbeing, confidence, quality of life and resilience of people we support. The chef and front of house course is up to nine weeks long and finishes with work experience in a professional fine dining restaurant, alongside experienced staff catering for paying customers.

Staffordshire Rough Sleepers outreach - Stafford Borough Council grant

This grant funds outreach work to rough sleepers and people who are experiencing homelessness in Stafford. Our Rough Sleeper Outreach Worker and colleagues within Turning Point provide rapid response in the community to verify individuals reported as rough sleeping to Stafford Borough Council and their partner agencies. This enables Stafford Borough Council to refer individuals to the most appropriate service, including housing options, substance use services and mental health support services. We encourage people to engage with relevant services by providing ongoing support tailored to their needs, with the aim of accessing suitable and sustainable accommodation with support.

Manchester Crisis House and Recovery Lounge and CERT

Local developers CERT created and ran a series of themed events around mental health within the Northern Quarter of Manchester. CERT will donate all the funds raised through these events to fund the development of our Crisis House and Recovery Lounge Community Garden.

The Wilderness Programme. Turning Point, the RSPB and external donations

Wilderness environments hold many benefits for the human psyche. The Wilderness Programme - a residential, non-medical and nature-based recovery programme aimed at creating opportunities for the long term recovery from mental health related problems - started in 2017 and has continued developing since then. The Wilderness Programme is running an eight-person pilot programme to gather data, including data about the physiological impact of their programme. Places are available for Turning Point peer workers and volunteers within the Northwest. They create a safe space for participants to explore and develop their goals for life and options for wellbeing.

WORKING IN PARTNERSHIP TO MEET LOCAL NEEDS

Up and down the country our services are working with local partner organisations to deliver training and joint projects to improve access for specific sections of the community or raise awareness of particular issues. Here are just a few examples:

PARTNERSHIPS WITHIN SEXUAL HEALTH

Our central London sexual health service provides training for professionals working in Westminster, Kensington and Chelsea and in Hammersmith and Fulham. Topics covered included: Introduction to gender and sexuality diversity; Introduction to teaching relationships and sex education; How to talk to young people about sex and relationships; Introduction to chemsex; HIV awareness and stigma; and STI awareness.

In the year 2024/5, the service provided 117 workshops, and 106 events and drop-in sessions in partnership with local schools, youth clubs, colleges and universities. Topics included: About SASH, contraception, staying safe, healthy relationships, STIs, consent and LGBTQ+ awareness. Over the year, the SASH team has trained 98 external professionals to better support people with their sexual health and wellbeing.

EDUCATION SESSIONS IN SCHOOLS AND YOUTH CENTRES

In all our young people's drug and alcohol services, we deliver education sessions in schools. For example, our Leicester City Drug and Alcohol Service has established good relations with local schools and provides students with regular outreach Q&A sessions, mental health support and advice. It also provides one to one work with vulnerable students and has a regular clinic which was established in January 2024. The team have also supported schools' health and wellbeing week.

Horizon, our dedicated team for young people in Lincolnshire, has built strong relationships with local schools and colleges and its outreach approach means we can meet our younger service users wherever they feel most comfortable. Horizon is part of the Stay Safe Partnership. Along with partners, including local police, road safety and fire and rescue, it facilitates drug and alcohol awareness sessions in secondary schools, alternative education settings, colleges and to year 6 primary students. In the last academic year, they delivered awareness sessions to over 25,000 students. They were recently invited to present to several

Children's Centre Hubs across the county, supporting the people who work there to understand and identify signs of substance use, and giving them the tools to signpost people to our service. The team received great feedback from these sessions.

Inspiring Futures is our young people's drug and alcohol service in Wakefield. It delivers training to a range of community organisations and educational establishments to build awareness among young people and staff members, and provide information on the service, the support and interventions available. The service continues to deliver regular outreach sessions to young people, delivering one to one work and psychosocial interventions in venues of their choice, such as family hubs, schools, social care venues, and community venues such as libraries.

The Wakefield service has also strengthened the working relationship between its nursing team and local school nurses to better support the wellbeing of school children and increase referrals to the service for harm reduction support, or more structured treatment, if required.

PARTNERSHIPS WITH A&E

Turning Point's mental health crisis houses offer a preventative and alternative measure for people experiencing an acute mental health crisis. These projects offer a place of respite that prevent hospitalisation. A place of refuge is offered with 24/7 staffing in place. Our mental health crisis houses de-escalate crises, reducing the likelihood that someone will be sectioned under the Mental Health Act. They also take pressure off A&E departments that are often overstretched and not the suitable environment for people experiencing a mental health crisis³.

Crisis Point is a seven-bed short-stay accommodation in Manchester's city centre for local people going through a mental health crisis. The Crisis Point service, which is very well regarded locally, provides a safe, welcoming, non-medicalised space to go in times of mental health crisis. Its assessments are clearly established and dynamic, and it uses a referral/acceptance process.

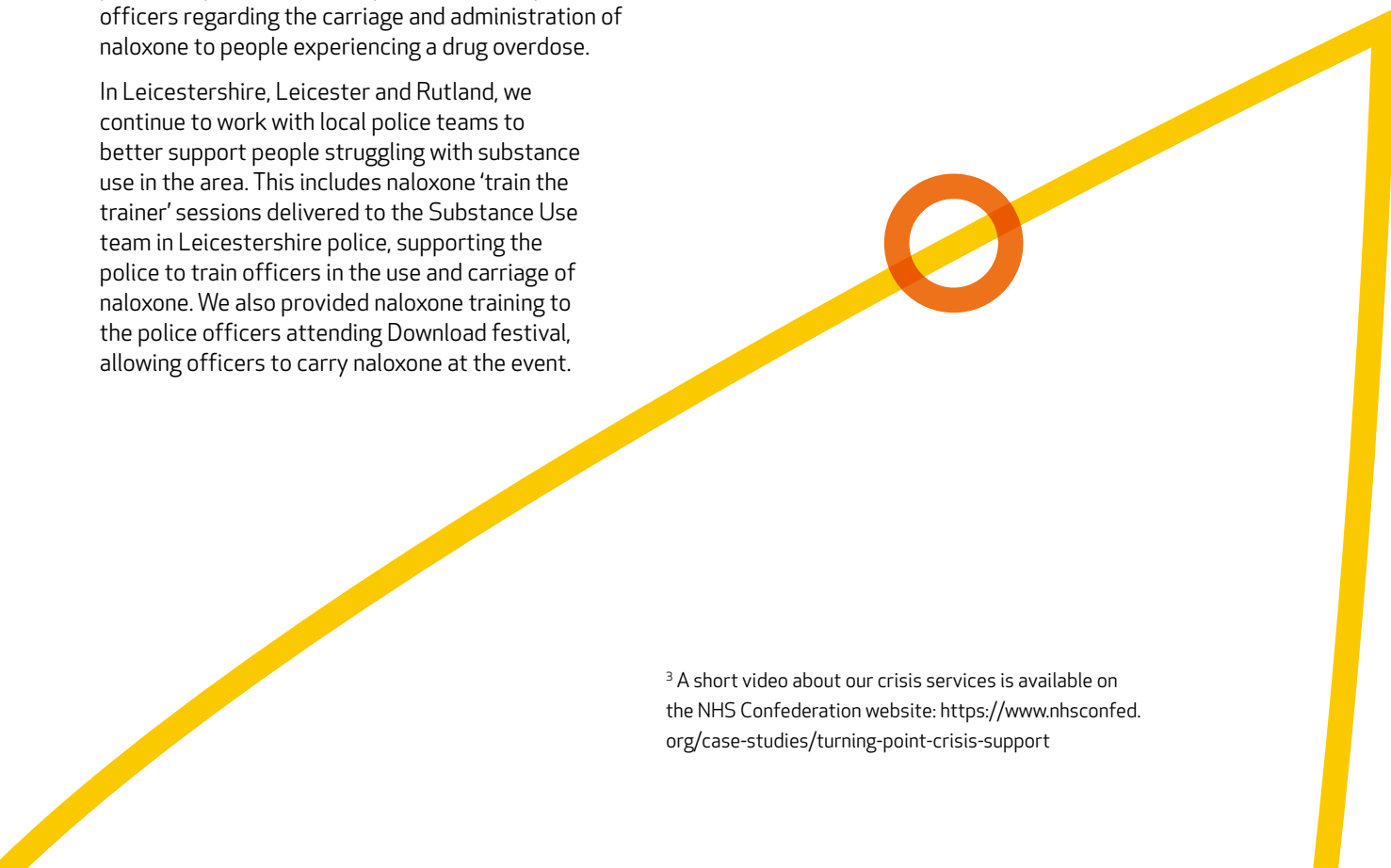
These are key to its success, along with strong management and a stable team who are all clear on what the service offers. The Recovery Lounge, also funded by Greater Manchester Mental Health NHS Trust, is based on the 'Crisis Café' model and offers a non-clinical alternative to A&E for people in crisis and delivers on average 3 interventions per evening (roughly 1,100 per year). The success of the service has led to its expansion in 2025 to provide in-reach services to support people attending A&E to divert them to non-clinical crisis alternatives which further removes the pressures in A&E departments and inpatient beds.

As well as building a good relationship with Greater Manchester Mental Health NHS Trust, Turning Point continues to also work with Greater Manchester Police, taking referrals from their city-centre based officers who have been called out to mental health related incidents.

LOCAL PARTNERSHIPS WITH POLICE FORCES

Many of our substance use services work in partnership with their local police force to upskill officers regarding the carriage and administration of naloxone to people experiencing a drug overdose.

In Leicestershire, Leicester and Rutland, we continue to work with local police teams to better support people struggling with substance use in the area. This includes naloxone 'train the trainer' sessions delivered to the Substance Use team in Leicestershire police, supporting the police to train officers in the use and carriage of naloxone. We also provided naloxone training to the police officers attending Download festival, allowing officers to carry naloxone at the event.



³ A short video about our crisis services is available on the NHS Confederation website: <https://www.nhsconfed.org/case-studies/turning-point-crisis-support>

AWARD WINNING PUBLIC HEALTH INITIATIVE

This year, we worked with Leicester city council's public health team worked and the police to develop a new lifesaving initiative, which has potentially already saved 14 lives in its first 12 months of operation.

The initiative received a Local Government Chronicle Award, which recognise excellence in local government across the UK.

The partnership was developed in response to a national rising trend in drug deaths. Many of these could have been avoided with the use of the antidote naloxone, which reverses the effects of an opiate overdose – if given quickly enough.

Initially small groups of police officers were given training in overdose awareness and administering naloxone, and as a result almost 200 officers voluntarily agreed to carry it.

In the first 12 months of the scheme, police officers administered naloxone on 14 separate occasions, in situations where people would have likely otherwise died, before calling for ambulance back-up. New recruits to Leicestershire Police are now trained in administering naloxone as part of their core training, and offered the chance to carry at that time. Since this was introduced, every new recruit has volunteered to carry it.



In the event of an opiate overdose, administering an immediate dose of naloxone by nasal spray reverses respiratory arrest and allows time for emergency medical services to be called. Police officers are most likely to be the first on scene at such incidents, and thanks to years of hard work by all involved, we believe that the Leicestershire police service is now the first in England and Wales to commit to enabling all front-line officers to carry naloxone. This incredible partnership work has not only saved lives, and will save lives in the future, but is also supporting a broader understanding of the challenges faced by people who use drugs."

Rob Howard, Leicester's
Director of Public Health

**POTENTIALLY
ALREADY SAVED 14
LIVES IN ITS FIRST
12 MONTHS OF
OPERATION**





ASSET MAPPING

Every community has assets. These might be facilities such as libraries and community centres, valued businesses, parks and forests, organised community groups or individuals who have skills and talents. All of these can be mapped to create a picture of the community showing its capacity and potential. The goal of asset mapping is to involve residents and people we support to help identify and document the community's existing resources to create a picture of the opportunities available.

We want to support our communities to have access to asset maps. Whether by supporting an existing community map in the local area or helping to develop one, we aim for all of our services to have access to asset maps in the future. Turning Point have partnered with aDoddle as a platform to help our communities to develop their maps in areas where one doesn't already exist.

aDoddle is the UK's first network of connected community maps focused on supporting people and communities. With over 150,000 charities and even more local community groups and organisations providing vital support, opportunities to volunteer, places to connect or resources, there has never been a more critical time to bring this information together in one place.

Our initial pilot has been with our two talking therapy services in Wakefield and Luton. We are working with aDoddle to ensure that the maps meet the needs of the local community and are beginning the process of encouraging our community partners to promote their wellbeing activities through the maps.

PARTICIPATION AND INCLUSION

Our services work to challenge discrimination and promote inclusive practice. It is essential that we work to break down barriers that prevent people from seeking support or treatment. This is a key element of our approach to social value. The social care system has many inequalities, with some demographics not receiving the same quality or availability of treatment.

As part of our work on this, we provide equality, diversity and inclusion training for all staff. Based on values taken from the Social Value Portal's TOMS framework, uptake of this training results in the creation of £248k of social value. Below are some examples community outreach programmes designed to provide better access to groups or communities who may be unaware, or unwilling, to seek help.



MY TURNING POINT EXPERIENCE SURVEY

We continue gaining the rich insight that informs and improves the support we provide through the many ways we have of listening to, learning from, and collaborating with people we support across our organisation. One of our ambitions is to meaningfully involve all in everything we do. We have continued growing involvement across our services and national initiatives, from involvement forums and co-production projects to service design and quality improvement initiatives.

Alongside qualitative insight and collaborative working with people we support, we recognise the benefit strong quantitative metrics can play in understanding people's experiences. This year we focussed on this by working to strengthen how we enable people to rate aspects of their support easily, and how we learn from what they tell us.

Our co-designed My Turning Point Experience measures give everyone supported by Turning Point the chance to answer questions about their overall satisfaction, and some specific questions about aspects of their support. Through looking at combined data from all our services, we are building a national picture of how people feel about their support and an understanding of any themes

and variances across our three business areas. Services are beginning to use their real-time data to monitor experience ratings of the people they support and to reflect on and learn from the data.

As data continues to build, we will be able to glean more from it across Turning Point. We plan to continue embedding My Turning Point Experience to make sure every person we support has the chance to feed back to us.

What people we support told us this year:

- 87% people have an overall positive experience of support from Turning Point
- 85% feel they get the support that matters to them
- 88% feel listened to and well communicated with
- 84% feel involved in decisions about their own support
- 90% feel safe in the service they use.

(based on 1,936 responses)

OUR SERVICE USER COUNCIL

Our involvement networks of people we support are also growing. These groups provide the chance for individuals from services across the country to come together to feed in their expertise by experience and influence the national picture.

The National Service User Council is our network of people with experience of our substance use services. We collaborated with them on a range of initiatives this year.

This year, the Council has been involved in insight gathering within our substance use services with the aim of understanding what people accessing services want from their first interaction with services. This includes physical and psychological safety, inclusivity and a 'warm or welcoming' ethos. This insight will inform a set of good practice principles which will be implemented across our substance use services in the future.

The group has also raised its voice outside of Turning Point, contributing to our submissions on national consultations and strengthening our organisational positions on national drug and alcohol policy.

HORIZONS NETWORK

Horizons is Turning Point's central mental health involvement network, bringing together people with lived experience from across our mental health services. People come together to share their experiences of the wide range of mental health services Turning Point provides. The group began in summer 2024 and its focus has been co-developing a language guide around Speaking Without Stigma in mental health. The group has begun to welcome different Turning Point teams to join discussions and hear members' perspectives, including around government proposals to make changes to the threshold for PIP payments.

LEARNING DISABILITY PEOPLE'S NETWORK

Our Learning Disability People's Network, a new forum of people from our learning disability services, was formed last year. It is beginning to have an impactful voice. Members have been involved in important work including a partnership project with Learning Disability England to update our do not attempt cardiopulmonary resuscitation (DNACPR) support pack. The resource was originally developed during the Covid-19 pandemic to help people with a learning disability and their families understand DNACPR and challenge them if they were being wrongly applied. Last year we held workshops with people we support, their loved ones and professional advocates to review and redesign the materials. We co-developed the content and format of the refreshed materials, so they are as accessible and useful as they can be. The pack is undoubtedly a

higher quality resource because of this collaboration.

This year, the network has been working to strengthen how Turning Point carries out support planning. The network has been consulted on what is important to them in the creation of a support plan. This involvement has informed Turning Point's updated role profiles for support workers as well as our training delivered around support planning.

Some groups, such as autistic people and those with a learning disability can often find themselves left behind or not sufficiently listened to within politics. Turning Point are determined to ensure that people with a learning disability have their voices heard in Westminster.



ENCOURAGING ENGAGEMENT AND ACTIVITY WITHIN LOCAL COMMUNITIES THROUGH OUR INSPIRED BY POSSIBILITY AWARDS

The Inspired by Possibility awards are all about shining a spotlight on those who have made remarkable progress over the past year and encourages greater activity within local communities. They give us the opportunity to recognise the efforts people have made in their lives, or to steadfastly stand by others in the pursuit of possibility.

During 2024/5, 421 people were nominated for an award, including contracted employees, people we support and our peer mentor and volunteer community. Whether through personal achievements, acts of kindness, or inspiring others with their determination, every nominee has shown what is possible with resilience and support.

PRECIOUS

Among the winners was Precious who is supported at Douglas House, Turning Point's independent mental health hospital in Didsbury. Precious was recognised for his incredible progress, resilience, and dedication to personal growth. Since joining Douglas House ten months ago, staff said he had made remarkable strides in building confidence, engaging with others, and improving his overall well-being. They praised his journey from isolation to actively participating in conversations, joining the gym, and prioritising self-care. He has embraced positive changes and shown motivation and commitment to leading a healthier and happier lifestyle. Hannah McGlinchey, a senior nurse at Douglas House, nominated Precious for the award. She said: "Despite challenges, Precious has demonstrated remarkable strength in communicating his needs and working towards his goals. He is now preparing for the next steps in his journey, and his achievements deserve to be celebrated."



HANNAH



We were also delighted to award Hannah, who is supported by Turning Point's Warwickshire Wellbeing service for people with a learning disability. Hannah was recognised for the remarkable progress she has made in building her confidence, independence, and passion for supporting others. Staff said since she joined the service, her growth has been inspiring. She has transitioned from attending workshops to co-delivering them, demonstrating incredible personal development.

Last month, she co-delivered a lesson at Warwickshire College, sharing her experiences and becoming a fantastic role model for others. After collecting her award, Hannah thanked the staff at Warwickshire Wellbeing, by saying: "With your help, and the amazing opportunities that I've been given, I've been able to grow by pushing myself and prove that I am capable. I am also having fun whilst improving, as well as making some great friends through groups and workshops. Sometimes it feels unreal the amount of progress I've made. I'm really looking forward to the future."



ECONOMY



We contribute to the economy in a range of different ways. We choose to do business with local suppliers and small business in the areas where we deliver services. We support people who are out of work to access education, training, volunteering and employment opportunities. We also invest in our staff development providing opportunities to our colleagues to enhance their skills and expertise with benefits for the wider health and social care sector. These activities help us to contribute positively to the local economies in which we operate, as well as providing tailored health and wellbeing services to improve the lives of the people we support.

INVESTING IN LOCAL JOBS AND THE LOCAL ECONOMY

We are primarily a people business and of our 5,194 staff, 3,779 (73%) live inside the boundaries of commissioning authorities. We create local jobs and as a result, much of the money we spend on salaries will flow through to the local economy. Using the proxy measures included in the TOMs framework, we calculate that our employment of local people creates £131.87m of social value, an 11% increase on the previous year).

Beyond our investment in local jobs, last year Turning Point spent £18.85m with local suppliers and £7.91m with Small and Medium-Sized Enterprises (SME). This includes our pharmacy contracts (supervised consumption and needle exchange), buildings/venue costs, cleaning contracts, agency and sessional staff. The benefits of using local suppliers include flexibility, control and reduced cost but there are also significant benefits for the local economy and the environment. SMEs are key to economic growth. They create many new job opportunities, are competitive and drive innovation and productivity at the macro-level, which is why SME spend is a key measure in the TOMs framework.



EDUCATION, TRAINING AND EMPLOYMENT OPPORTUNITIES FOR PEOPLE WE SUPPORT

We know that finding paid work can improve financial security, boost feelings of self-worth and provide a sense of purpose and belonging. All our drug and alcohol, mental health, learning disability and sexual health services support people to access education, training, and employment opportunities, if an individual has identified that this will support them to improve their wellbeing and achieve their aspirations.

At Turning Point, we have range of paid and unpaid roles specifically for people who have lived experience of mental health, drug and alcohol or sexual health issues.

We also know that bringing lived experience into the workforce enhances our services. 60% of our workforce have some sort of lived experience, either of the issues we support people with, or as a family carer.

OVERCOMING BARRIERS TO EMPLOYMENT

At Turning Point, we know the value of employment opportunities in promoting good health and wellbeing. Last year we supported people to access new education, training or employment (ETE) opportunities. 16% went on to find paid work as a result.

In several areas, IPS (Individual Placement and Support) schemes have been established which offer targeted ETE support to people recovering from drug or alcohol issues or serious mental illness. We work closely with these services to ensure that our service users get joined-up support. We also provide ETE support and work with other partner organisations to support other service users who aren't eligible for IPS.

We support people to explore their interests, set goals, develop their job search goals and build their confidence, as well as providing financial support where needed (for example, to cover course fees, equipment, or clothing).



SARAH'S STORY

Sarah (not her real name) sought treatment at Turning Point for potential alcohol dependency while sleeping rough and in crisis. She engaged in thrice-weekly interventions, a structured alcohol reduction plan, daily contacts, and psychosocial interventions. Equipped with tools to manage her alcohol use, Sarah stabilized and actively participated at a high level. Suitable housing options became available, and she was placed in safe accommodation where her basic needs were met. Reflecting on her situation, Sarah initiated significant changes. She is now employed full-time, has established deposit funds through appropriate schemes, and is privately renting, reclaiming control over her life.



GEORGE'S STORY

In 2023, George (not his real name), was rough sleeping and drinking excessively to dependent levels. George consistently accessed support from Turning Point, attending sessions and working towards residential treatment. Admitted to detox and rehab in October 2023, George used this opportunity for recovery, gaining insights and developing skills. After completing rehab, he moved into residential services, where he initially settled well, forming friendships and attending various recovery groups. Turning Point provided essential support like food vouchers, bus passes, and a clothing budget, emphasizing equal opportunities and tailored support.

Following his grandmother's death in early spring 2024, George relapsed into alcohol use. However, through continued structured support and employment assistance, George has again reduced his alcohol use and secured a job as a Health Care Assistant. This employment boosted his confidence and supported his recovery, demonstrating the effectiveness of combined housing and recovery support.



BRIAN'S STORY

Brian lives his own flat with support from Turning Point's Cumbria Learning Disability Supported Living service. He volunteers at the DEBRA charity shop. Brian said:

"I really enjoy working in the shop. It is such an important cause as the money the shop raises helps people with a skin condition there is no cure for. It is very important to me that I can give back. I'm fortunate to be able to go out and about and enjoy my life - I'm so lucky - whereas some people can't do that because of a condition they have.

Some people come into the shop and say, 'I don't know anything about this shop,' and the manager says, 'go over and speak to Brian - he will tell you all about it.' I quality check the clothes that have been donated. We get bags and bags of clothes. I need to check they are not stained. The good ones make it to the shop floor. I put them on the coat hangers and fold them so people can see them clearly and decide if they want to buy. I also help choosing the outfits for the mannequins and dressing them. I have quite a lot of responsibility. I am proud to be able to help others.

What I also want to share

I think sometimes people think certain things about people with a disability. The worst thing to hear is, 'have you ever had a job?' or 'have you ever learnt to drive?'. I have a lot to contribute.

When I was young at school, I was the only person with a disability. I was left alone and not supported well. My mum used to take me on a three-wheeler trike to get there. It wasn't a happy experience. Things have changed a lot since then. My Mum and Dad aren't with me anymore, but me and my sister are very close.

Where I live at the flats everyone is buzzing. I can wheel myself around and I have independence. Everyone is so happy, and I'm very well supported.

Things have changed for the better and now I can give back. Thank you, Turning Point, for this opportunity to share this and for supporting me to have my flat.

My hope for the future

I want to keep giving back. I hope that in the next generation a cure is found for epidermolysis bullosa - the condition the shop I work in helps to raise funds for. I want to keep going with my job for as long as I'm alive. I'm not one for saying no to going to work!

TED'S FUND

Ted's Fund was set up in memory of Ted Unsworth (Turning Point's Chair from 1987 to 1995, and Chief Executive from 1998 to 2001) to help the people we support take the next step in their lives. People can apply to the fund to pay for work supplies (toolkits, equipment, clothing), study materials, tuition fees or clothing to attend job interviews. Over the past few years we have streamlined the funding process. To help as many people as possible the fund is now open for applications year-round with awards announced monthly. Last year awards totalling £1,820 were made to help people take the next steps in life.



JESS'S STORY

Jess, a Family Safeguarding Recovery Worker from a Turning Point service in the Somerset area, submitted an application for a person we supported, who had to stop working due to their mental health, alcohol use and other factors, that led to them bravely deciding to work on themselves before they got back into full-time working.

One way they decided to do this was by going to the gym to improve their physical and mental wellbeing. However, it was hard for them to afford the gym membership due to not being in employment, so a 6 month membership was awarded from after a successful application through Ted's Fund.

Jess has since said "The gym membership has been incredible for the person we supported in getting their life back on track, they are a very active, energetic person and the membership gave them something to channel this into as they weren't able to pay for their own membership. Their mental health has got a lot better since using it and they feel so much better for exerting their energy and bettering themselves. They have now been abstinent for just over a year and was so thankful for this."



A YOUNG PERSON'S STORY FROM WAKEFIELD

A colleague at Turning Point submitted a Ted's Fund application on behalf of a young person we support, explaining that the individual's current laptop was not adequate for obtaining the necessary software for their studies. They indicated that the funding would be used to upgrade the laptop, which would also benefit the individual when seeking employment in the future.

The application was accepted, and a new laptop was provided to the individual. The applicant from Ted's Fund later reported that the laptop has increased their productivity and enabled them to work remotely, resulting in improved university grades for the young person we support.

PEER MENTORS AND VOLUNTEERS

Last year we had 234 people working with us as peer mentors, a 29% increase on the previous year, and 82 volunteers.

Peer mentors play an essential role in our services. They have lived experience of the recovery process, and are well placed to offer guidance, friendship and hope to those experiencing similar issues.

Our peer mentors:

- Use their life experience to support others with substance use issues through their treatment pathway to recovery
- Ensure that our services meet the needs of the people we support
- Provide different skills and perspectives of recovery

- Increase our contact with the local communities we serve
- Help build visible recovery communities to support individuals to remain abstinent.

Through their work, peer mentors represent the future and what it means to be substance-free, or to have moved on from a period of mental ill health, into recovery. They are positive role models who encourage the people we support to achieve their own recovery and, at the same time, this involvement with others can also support their own recovery journeys.

Peer support plays a primary role in decreasing drug and alcohol usage during the treatment process. All our peer mentors are required to complete our accredited peer mentor training programme at the end of which they receive an Open Awards Level

3 Certificate in Peer Mentoring Skills, Recovery Principles & Substance Misuse Information. The QCF (Qualifications and Credit Framework) Unit Titles are:

- Introduction to peer support skills
– Unit Level 1, Credit Value 2
- Communication in the workplace –
Unit Level 2 & 3, Credit Value 3
- Developing own interpersonal skills
– Unit Level 1, Credit Value 3

In 2024/5, 145 people completed peer mentor training. The programme lasts 24 weeks, ensuring that our peer mentors are trained to a high standard. We had 234 people working with us as peer mentors during 2024/5.

Research shows that peer support can improve people's wellbeing, meaning that they have fewer hospital stays, larger support networks, and better self-esteem, confidence and social skills (Chinman M et al. 2024).

Feedback from our peer mentors indicates that taking on the opportunity has benefits for the wellbeing and recovery of the peer mentor themselves, as well as the people they are supporting. By giving something back and learning new skills along the way peer mentors develop their own skills and personal wellbeing too. Peer mentoring can provide opportunities to:

- connect with people
- give something back
- learn new skills
- take part in physical activity (helping deliver activities provided by the service)
- and take notice of the environment that surrounds them (new experiences).

Many of our peer mentors have been out of work for a long time and peer mentoring can be the first step towards gainful employment in the health and social care sector.

Turning Point holds an annual awards ceremony, Inspired By Possibility, Where Peer mentors and volunteers are recognised for their dedication and hard work. The event celebrates the achievements of individuals who have used their life experiences to support and help transform the lives of people facing challenges with alcohol, drugs, mental health and learning disabilities.



I was arrested and although the case was closed, I was referred for treatment in Kensington and as part of this went to rehab, I was using heroin and cocaine. I was in rehab for 4 and half months.

I got housed temporarily and accessed 12 step fellowships. I went to university and gained a qualification in criminology. I got support from the employment, training and education team. I have also been attended the fitness program.

I did the peer mentor programme and am doing a placement with Turning Point, and I want to work in the field and complete my counselling course to facilitate therapeutic groups."

Peer mentor in central London

PAUL'S STORY

One of the award recipients was Paul, a peer mentor at Turning Point's Rochdale and Oldham Active Recovery Service (ROAR) which provides an integrated drug and alcohol service for residents. Paul was recognised for his incredible journey from someone Turing Point supported to becoming a valued volunteer and then peer mentor at the Smithfield Detox Unit in Manchester where he worked until August.

His journey started in September 2023 when he started shadowing experienced peer mentors before going on to support new volunteers and peer mentors. Colleagues praised his attitude and willingness to help wherever needed which has seen him become "invaluable to both the people we support and staff".

PROGRESSION ROUTES FOR PEER MENTORS AND VOLUNTEERS

Through effective induction, supervision and access to training, Turning Point aspires for its peer mentors and volunteers to develop both personally and professionally by acquiring new skills, knowledge and experiences in the workplace. The aim is that with these new skills and knowledge peer mentors will be able to take the next step and access further education, training, volunteering and employment opportunities in either the substance misuse field or other sectors. All peer mentors complete a personal

development plan which is reviewed at three months and six months to support their progression and development while they are with Turning Point.

In 2024/5, 36 peer mentors moved into paid work during the year, 21 of these were with Turning Point.

During 2024/5 the number of paid peer roles across the organisation increased from 29 to 32, with 16 in our public health and substance use services and 16 in our mental health services.



IN 2024/5, 36 PEER MENTORS MOVED INTO PAID WORK DURING THE YEAR, 21 OF THESE WERE WITH TURNING POINT

LUKAS'S STORY

Lukas had an extremely difficult early life. He was subject to violent abuse and neglect in childhood from a family with lots of mental health and substance use issues. He was taken into care and subsequently adopted but this broke down and became homeless when he was a teenager. He has been street homeless twice - once when he was 14 and again when he was 16. He started using substances at a very young age including alcohol,

party drugs, research chemicals and heroin and crack and at 14 his mental health deteriorated quite significantly. Lukas completed treatment with Turning Point's Herefordshire service in 2024. During his time in treatment he volunteered as a Service User Representative and he subsequently trained as a peer mentor. This year he moved into a paid role with Turning Point and has represented Turning Point at a number of national events.

DEVELOPING THE HEALTH AND CARE WORKFORCE

Turning Point provide a wide variety of learning and development opportunities for staff. These opportunities help build people's skills and the enable us to maximise the quality of service delivery. They also enhance people's career prospects, whether someone is early, mid or late career. For those at the start of their career journey, we also offer local student placements within many of our services. This allows us to best prepare the next generation of practitioners.

RECRUITMENT AND RETENTION

By the end of 2024/5, our average vacancy rate was just 3.7%. Our voluntary colleague turnover rate stood at 17.5%, significantly lower than the sector average of 24.8% (Skills for Care). Our approach not only addresses workforce shortages but also fosters a vibrant, inclusive, and committed team.

Colleague engagement refers to the degree to which an employee feels connected to their work, their colleagues, and the wider business. The average employee engagement rate in the UK is 66% (Engage for Success). Colleague engagement at Turning Point increased to 79% last year.

Creating opportunities for people with a non-traditional or potentially challenging backgrounds is important to us. It enables us to reach a wider pool of people in the labour market, and to increase the likelihood of filling vacant posts. Our inclusive approach to recruitment ensures our workforce reflects the communities we serve. It enables us to focus on the candidate's values which are key to ensuring the support we provide is as high quality as possible. Formal qualifications aren't always necessary when we're recruiting. We care about finding the right person – someone who shares our values and can commit to the challenge of supporting people through good times and bad.



BUILDING STRONG RELATIONSHIPS WITH LOCAL COMMUNITIES

Our strong relationships within local communities are key. By partnering with councils, universities, and job centres, and by attending job fairs and hosting recruitment open days on weekends, we can showcase our opportunities and accommodate potential candidates' schedules. This inclusive approach makes our application process accessible to all, supports working families, and enhances our appeal to a wider audience. As a result, we can attract a richer, more diverse workforce.

Our referral system in hard-to-recruit areas has seen true success. By encouraging our current employees to refer like-minded individuals and family members, we have tapped into a network of passionate and dedicated individuals. This approach fosters a sense of involvement and belonging among our staff. The personal connections and values our referred candidates share have made our workforce more cohesive and motivated, ensuring we maintain a fully staffed service even within tight timelines.

One of our standout stories comes from our Wiltshire service. Faced with significant recruitment challenges, we leveraged our sponsorship status to offer permanent opportunities to individuals who had previously been overlooked for permanent opportunities. This initiative not only filled critical vacancies but also brought in a group of highly motivated and dedicated professionals. Their enthusiasm and commitment have been instrumental in creating a stable and engaged workforce. As a result, we have been able to provide consistent, high-quality care to those we support, ensuring continuity and building trust within the community.

In 2024, Turning Point was awarded a new young person's Sexual Health service in London. The staffing model included a dedicated role for a care experienced individual from the local area to be part of the team delivering sexual health support to young people, ensuring community-informed services. Our goal was to create a supportive recruitment and onboarding process. We aimed to offer opportunities based on passion and interest, without being limited by education or qualifications.

OUR APPRENTICESHIPS PROGRAMME

Over the past year we have continued to develop our apprenticeships programme and our approach. Our priorities are to: ensure the programme is equitable, develop the range of apprenticeships available and the support for apprentices and to educate and engage the workforce about apprenticeships.

We developed apprenticeships with providers for the level 3 public health and substance use bespoke apprenticeship and supported the development of Trailblazers with other employers and providers. In September 2024, we launched our Level 3 Team Leader apprenticeship (formerly Level 3 Team Leader/Supervisor), and Level 5 Operations Manager apprenticeship (formerly Operations and Departmental Manager). These align with our Aspire and Inspire leadership programmes to support colleagues' progression and develop our leaders' and future leaders' knowledge, skills and behaviours.

We have grown our apprenticeship programme from 43 standards in 2024 to 61 standards in 2025. As our organisation grows, we need a robust and

growing apprenticeship programme that supports colleagues in their roles. We also need to be able to explore the new opportunities that apprenticeships can provide in supporting growth and economic stability, in line with the Department of Education and the apprenticeship reforms introduced in 2024.

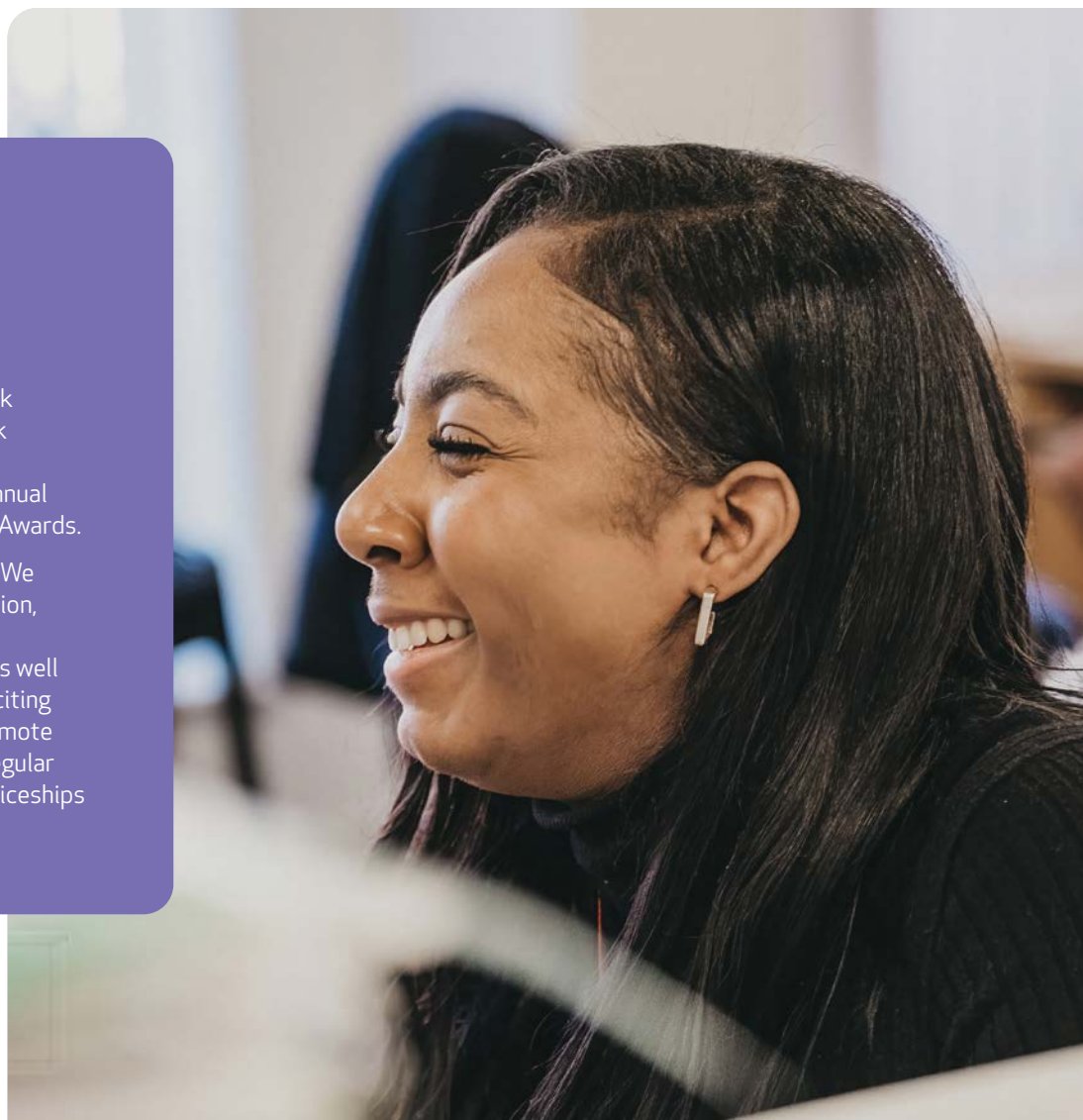
As we have grown the programme, the number of colleagues on clinical apprenticeships has increased. This will help us ensure we can fill clinical roles and fulfil our value of developing existing colleagues into key roles across the organisation.

Most of our apprenticeship providers have complimented us on the high quality of learners on the programme and the sustainable support network we provide for colleagues involved in apprenticeships. We launched the apprenticeship community fully in October 2024 and have added all programmes with more than one learner to the community. Knowledge experts who support learners peer to peer are also members of the community.

NATIONAL APPRENTICESHIP WEEK 2025

To celebrate apprenticeships, we took part in National Apprenticeship Week by hosting five live online events for colleagues to attend, and our third annual Apprenticeship Graduation and Star Awards.

The theme focused on Skills for Life. We looked at what we do as an organisation, how we can align with the off-the-job requirements of an apprenticeship, as well as how to engage colleagues with exciting content. We used Viva Engage to promote and share examples internally on a regular basis. We also promoted our apprenticeships externally through four mini blogs.



APPRENTICESHIPS IN NUMBERS

In 2024/5, 45 colleagues started an apprenticeship and we had 25 colleagues sign up to an apprenticeship.

17 colleagues completed their apprenticeship in 2024 and were invited to our 2025 Apprenticeship Graduation and Star Awards.

All colleagues who completed an apprenticeship in 2024 passed, with 54% achieving a merit or distinction. This was a 4% increase on those who achieved a merit or distinction in 2024.

Turning Point has 70 colleagues on programme and has supported 95 colleagues to complete their apprenticeship to date.

In 2024/5, 2 individuals achieved a masters-level apprenticeship.

The majority of colleagues who have completed an apprenticeship since 2018, 22% have progressed into a new role and this could be internally or externally.

APPRENTICESHIPS DIVERSITY PLEDGE

The Apprenticeship Diversity Champions network is now part of our Apprenticeship Ambassador Network, so we decided to honour our commitment to make the apprenticeship programme diverse and inclusive. We focus on this through our pledges:

- 1) Providing a wider and more diverse workforce with access to apprenticeships across Turning Point.
- 2) Improving our approach to social mobility and how we provide access to apprenticeships and support for those on our apprenticeship programme.
- 3) Using equity, diversity and inclusion (EDI) analytics and developing case studies.

- 4) Upskilling colleagues around apprenticeships and debunking myths about apprenticeships.

Our apprenticeship programme reflects our diverse workforce. We tailor the learning experience to individual apprentices to ensure we take account of their unique needs and provide them with a bespoke and empowering experience. We constantly review our apprentices' experience to make sure the support we offer is right for them. In this way, we have created a programme with the apprentice and not the apprenticeship at its heart.

GEMMA'S NURSING ASSOCIATE JOURNEY

My first experience in a clinical role was when I joined Turning Point in 2016. I was selected to become part of the Health Trainer Service as a health checker. The health trainer service was composed of a team of health trainers and health checkers, and my role was to carry out NHS health checks in the community. I was trained to provide preventative healthcare assessments and to identify people at risk of cardiovascular disease. I was primarily based in local pharmacies where I supported eligible people to get an NHS health check, this involved blood pressure, blood sugar and cholesterol checks and lifestyle advice. This role opened doors for me to move on to other roles within Turning Point, including as a health trainer and a recovery worker. I held the role of a recovery worker for 5 years, and during this time I discovered how passionate I was working in the substance use field. I felt this was the area of work I wanted to expand on, but at the time, the only way to move up was going into a managerial position. For many years, I felt an inclination to become a substance use nurse, but due to my personal circumstances and finances, I could not give up my job to pursue a degree in nursing. When a Health

Care Assistant (HCA) role became available I was encouraged by my manager to apply. I believe he saw potential in me. Little did I know, that the skills and experience I acquired as a health checker would give me an opportunity to become a HCA. For me, this was a great opportunity to develop my clinical skills and continue working in the substance use field. Almost a year into my new role as a HCA, I was given the opportunity to access a nursing associate apprenticeship, which I accepted without hesitation. I started my nursing associate apprenticeship in December 2024, and I am embracing every moment of it. As a mature student, I find learning at a degree level quite challenging, especially when English is not my native language. However, with my determination and the right support, I can overcome these challenges and successfully pass my course.

The nursing associate apprenticeship will enhance my clinical skills, knowledge, and competencies to advance in my career. I feel honored for this opportunity given to me by Turning Point, and thankful to my team who are very supportive.



LEARNING AND DEVELOPMENT

In 2024/5, colleagues completed over 20,000 courses. These included:

- ▶ 20,800 e-learning
- ▶ 1,264 workshops
- ▶ number of people who have completed the equality and diversity training: 2,457

Nearly 200 courses are on offer with topics covered ranging from autism to medicines administration to conflict management and project management.

Our Leadership and Management Academy is designed to help colleagues be the best leaders they can in their career. It helps them develop skills and behaviours that will lead to improved outcomes and growth for themselves, the organisation and the people we support. The Aspire leaders programme supports colleagues who are not currently people managers to grow professionally and personally so that they can become tomorrow's great leaders. Aspire is designed to be learner-led and bespoke to the individual's needs. To achieve this, we take all delegates through a 360° assessment against our value-led leadership framework and develop a personalised development plan from this. Alongside the learning, delegates can choose

to access coaching and/or complete a level 3 apprenticeship in Leadership and Management. This year 72 colleagues signed up for Aspire.

Leaders can access learning and coaching and complete a level 5 Leadership and Management or Coaching apprenticeship as part of the Inspire programme. 194 managers have signed up for Inspire to date.

We launched the Manager's Induction in September 2024 to support new managers joining Turning Point or stepping up into a new role. The induction is designed to support managers to land in their roles as effectively as possible. Since the launch, we have had 56 managers join the Managers Induction.

We also supported wider developments in the sector by being an early adopter for the Care Workforce Pathway, developed by Skills for Care and the Department of Health and Social Care. The pathway aims to standardise various job roles within the care sector. This initiative aligns the values of the care workforce with those of organisations, identifies skill gaps, and outlines clear progression opportunities and accountabilities.

Through working with Skills for Care as part of the early adopters' programme, we have been able to help support and shape this key initiative that will contribute to a more competent, motivated, and effective care workforce.



STUDENT PLACEMENTS

We work closely with educational institutions to pass on and build on our existing expertise and insight and help skill up the next generation. Over 2024/5, we had 76 student placements working with us.



ENVIRONMENT



There are many areas where Turning Point is making an environmental impact or working to reduce its impact. We use energy in heating, cooling, lighting, the operation of electrical equipment and transportation. We produce waste – office, clinical, hazardous, electrical and residential. We recycle as much as possible or dispose of waste in accordance with relevant legislation. We purchase a wide range of products and services and consider the 'green' credentials of our suppliers and the use of local suppliers.

Turning Point has held the ISO14001 Environmental Standard for many years and we deliver our commitment to it through an Environmental Management System which is overseen by the Environmental Management Group – a small team of senior managers from across the risk and assurance, operations, people, procurement and property teams. We successfully re-certified our certification to ISO14001 last year as well as renewing our 'green' electricity supply until March 2026.



CUTTING ENERGY USE AND CARBON EMISSIONS

In line with Turning Point's commitment to monitoring and minimising its environmental impact, we transitioned to Electric Green Energy in April 2022 and have renewed the 'green' electricity supply effective from 1st April 2025 to 31st March 2026. There is a mandatory reporting framework for large organisations in the UK - Streamlined Energy and Carbon Reporting (SECR). Turning Point's greenhouse gas emissions under SECR were 1,903.6 tonnes CO₂e for 2024/2025, this is 6% higher than in 2023/2024. These include emissions associated with UK electricity and natural gas consumption, as well as business travel in company operated and private vehicles by colleagues. The location-based intensity of 9.9 tonnes CO₂e per £m is -9% lower than last year.



INFORMATION MANAGEMENT TECHNOLOGY

The Information Management and Technology strategy for 2022-27 puts the reduction of environmental impact centre stage:

- 1. New ways of working:** Payroll has moved to electronic P45s resulting in significant paper and posting reductions of 8kg of CO₂ in 2024/5 and pension letters for all new starters are now included in contracts rather than paper format which has resulted in a 6kg reducing in CO₂ emissions in 2024/5. DBS applications and refreshers are now also processed electronically, resulting in 11kg of reductions in 2024/5.
- 2. Devices and connectivity:** Virgin Media Business connect our locations via a wide area network. Since 2020 Virgin Media Business reduced their carbon emissions by 45% and aim to deliver net zero operations, products and supply chain by 2040. Our devices are provided by Hewlett Packard who follow a

circular economy approach, driving more effective use of energy and materials.

- 3. Digital transformation of paper records:** We have implemented Docman, Summary Care Records and NHS Emails in our community drug and alcohol services. These remove the need for hard copy printing and posting of client related documents.
- 4. Digital working:** Increased home working and reduced travel continues to reduce our environmental impact. In 2024/5, we made 82,147 Teams calls, an average of 456 each day.
- 5. Recycling and repurposing expired IT equipment:** Work is ongoing to implement a sustainable programme of collection and recycling for decommissioned IT kit peripherals (cables, keyboards, mice & monitors) across the organisation.



TRAVEL

Since the pandemic, the number of in-person meetings and events has steadily increased. This, along with our growing workforce, is reflected in increased travel and associated carbon emissions, which have increased from 22,513 CO2 kg in 2022/23 to 24,231 CO2 kg in 2023/24. Similarly, carbon emissions associated with hotel stays have increased from 18,056 CO2 kg in 2022/23 to 21,392 CO2 kg in 2023/24. However, efficiency has improved with the average CO2 per journey reducing from 8 CO2 kg in 2021/22 to 6 CO2 kg in 2023/24.

The Company launched the Electric Vehicle Scheme in February 2024, which gives our colleagues the opportunity to sacrifice some of their salary in return for a brand new, fully maintained and insured car, including fully electric and hybrid vehicles. The scheme provider is an award-winning salary sacrifice car scheme provider, who have been carbon-neutral for more than 10 years and are committed to supporting the move towards sustainable transport.

PROPERTY

2023/24 was the first full year that Turning Point operated out of new head office premises in Manchester and London. These moves were a direct result of hybrid working and the reduced need for office space. Environmental savings in energy consumption from this first year represent 702 tonnes of CO2 per annum.

The Property Strategy 2023-26 outlines the way in which local service accommodation is provided. The Property Strategy sets out the key principles to be observed when considering all property matters. It acknowledges that property has a significant role to play in environmental sustainability.

An increasingly acute challenge for Turning Point is heating our properties. Our portfolio is almost

entirely leased, so we are not in ultimate control of most of our sites as they are owned and maintained by third parties. Whilst in most cases we have no contractual right or obligation to change the heating a property uses, the emissions from heating the property form a large part of our carbon footprint.

Turning Point uses OSS as its reactive and planned maintenance service provider. We recently renewed their contract which included a review of environmental impact. Where possible, all boilers are replaced with energy efficient boilers from the Worcester Bosch range which are both robust and value for money. Replacements are carried out not only when a boiler fails, but when it is identified that the boiler has reached the end of its economic life.



REDUCING WASTE

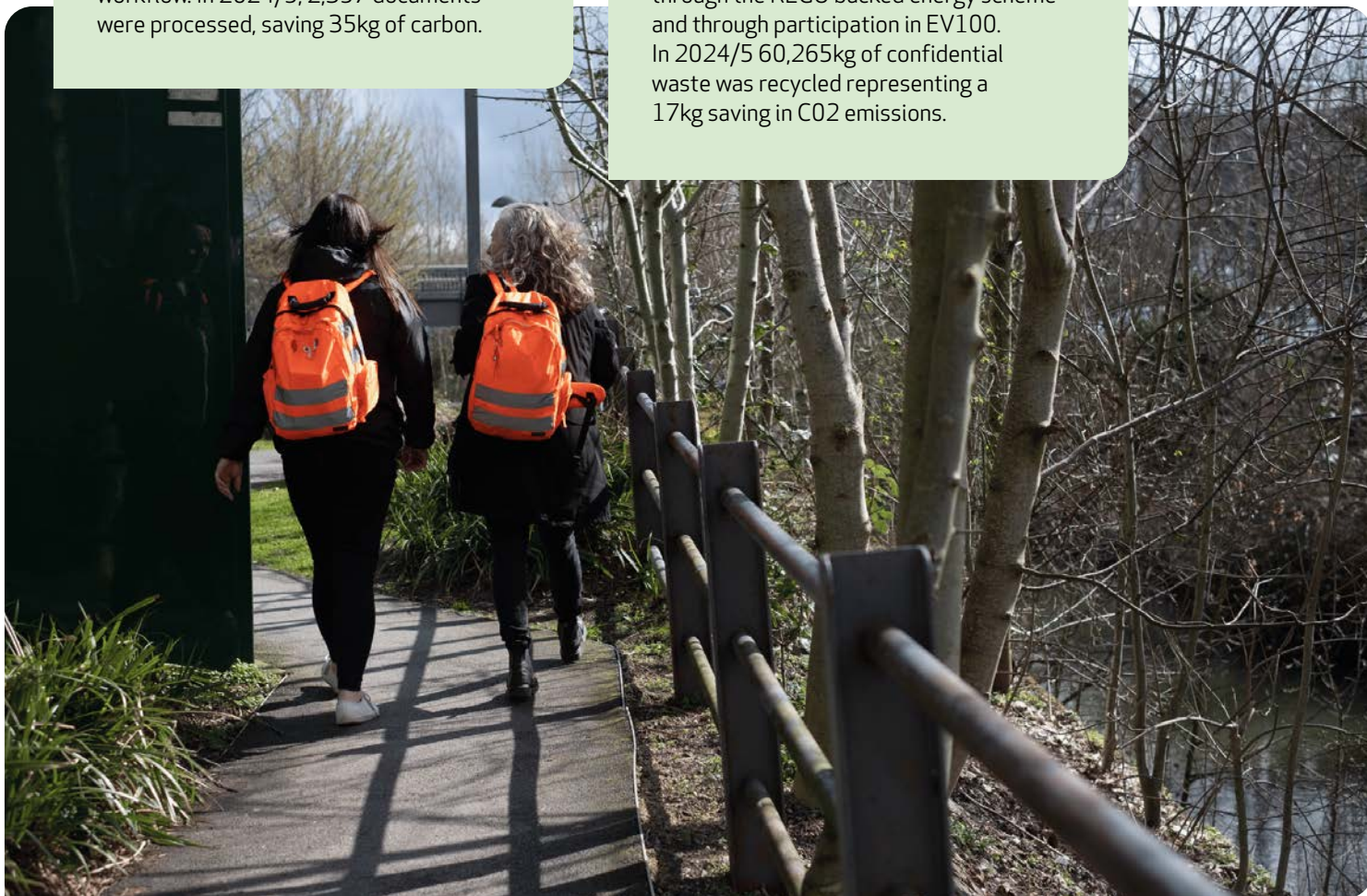
We have made significant steps forward with our waste disposal efforts. Since April 2021, our general waste provision has been centralised to one central contract, allowing us to increase recycling even further. In 2024/5 we recycled 302,213kg of materials and 98% of all waste was diverted from landfill. Our waste to energy conversion rate has improved significantly. The amount of waste to energy created was 20,187kg in 2024/5, a 12-fold increase since 2019.

REDUCING PAPER USAGE IN OUR SERVICES

Turning Point uses Adobe Sign, a digital workflow solution which digitalises paperwork and replaces ink and paper signature and delivery. The online software creates 95% less environmental impact than a paper workflow. In 2024/5, 2,357 documents were processed, saving 35kg of carbon.

RECYCLING CONFIDENTIAL WASTE

Restore supplies confidential waste management to Turning Point. Restore aim to reduce, reuse or recycle and move its consumption to sustainable resources where possible. It sources most of its electricity from renewable power providers through the REGO backed energy scheme and through participation in EV100. In 2024/5 60,265kg of confidential waste was recycled representing a 17kg saving in CO2 emissions.



RAISING AWARENESS AND MOBILISING SUPPORT

A staff survey on the environment undertaken in October 2021 found:

80% of colleagues say it's important to them that Turning Point takes action to reduce its carbon emissions

29% of colleagues say they are aware of the actions that Turning Point is taking to limit its impact on the environment

Our Green Heart microsite and Viva Engage group (internal social media), launched in 2021 in response to the findings from the survey. The Green Heart initiative aims to minimise the environmental impact of our organisation's activities. The site signposts staff to our Environmental Policy, our Environmental Management System and provides access to information around forming and practicing environmentally friendly habits in the workplace. It also gives links to environmental related articles and websites - showcasing news items with environmental relevance. In 2024/5, 4,187 people visited the microsite – a five-fold increase over two years.

In December 2021 our communication channel, Viva Engage, was launched to improve communication, collaboration and engagement across teams, shifts, locations and business units. It enables

our people to communicate with each other on shared interests, things they need to know, something new or best practice and good news or success stories. Green Heart Viva Engage is about encouraging and inspiring an environmentally conscious Turning Point and supports the Green Heart microsite, providing two-way communication and improving connection. In 2024/5, Green Heart Viva Engage has 377 active members.

Participation in the national Cycle to Work scheme is encouraged among staff and a Cycle to Work Rewards scheme is in place, administered for Turning Point by Cyclescheme, the leading provider of Cycle to Work schemes in the UK. There is a Cycling Group Viva Engage page which is promoted by the internal communications team. Currently, 63 staff have joined the Cycle to Work Reward Scheme.

RAISING AWARENESS ACROSS THE SECTOR

In 2022, we signed up to the Climate Change Charter: Royal Pharmaceutical Society and Pharmacy Declares. The Charter addresses climate change impacts on human health and well-being in multiple ways, such as hampering access to clear air, safe drinking water, food and shelter. The Charter asks members to commit to:

- Understanding how human health and the systems which underpin it are reliant on the state of our natural environment
- Actively exploring ways to make pharmacy practice and medicine use more sustainable
- Collaborating and sharing best practice to improve sustainability in pharmacy and healthcare
- Demonstrating leadership on sustainability or being a champion for sustainability at work
- Assisting patients to optimise their medicine use to increase both health outcomes and environmental sustainability.

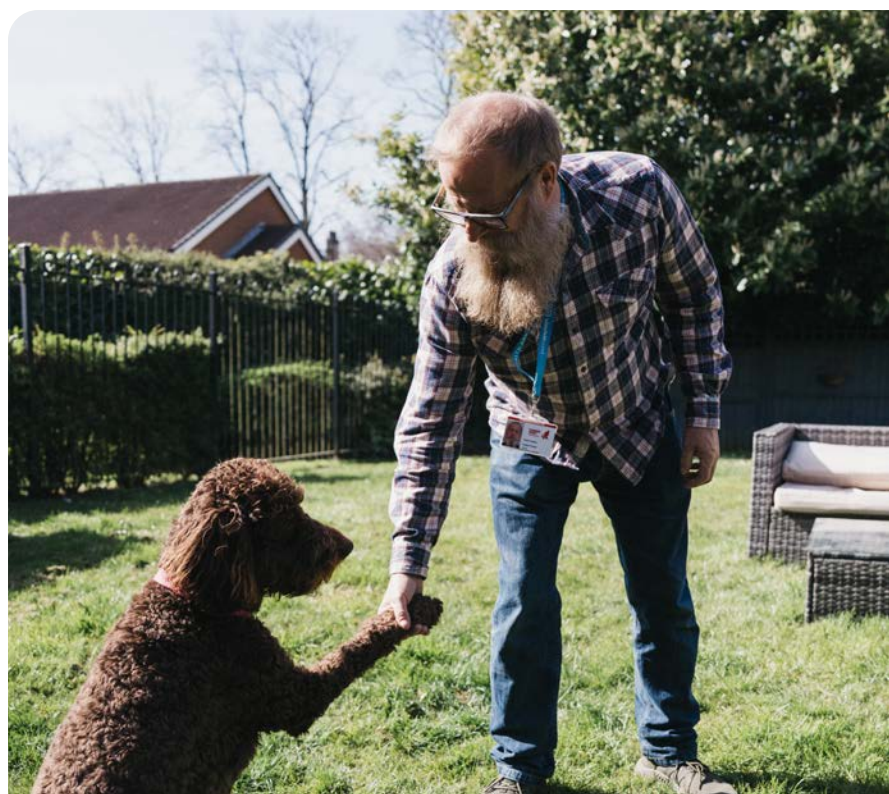
A GREENER SUPPLY CHAIN

We rely on various suppliers for the delivery of technology, facilities management, harm reduction products and agency colleagues, amongst other things. We maintain good working relationships with our suppliers to ensure good value, social impact and environmental commitments are in place throughout the duration of our contracts. Tenders and Quick Quotes are evaluated against pre-determined selection criteria with weighting applied for the demonstration of contribution to Social Value in delivery of the service. Some of our suppliers include:

Broomwell HealthWatch provide telemedical monitoring equipment. Social value endeavours include a policy to always pay at least the real living wage – including to staff who are under 20 years old, and to offer access to a BUPA run employee assistance telephone helpline which supports staff with their wellbeing. Broomwell also provide teaching courses to NHS doctors and nurses who would like to enhance their ECG skills. The company has an environmental policy and a Carbon Reduction Plan in place and has achieved ISO 14001 certification. They are externally audited each year under the ISO 14001 and have passed this audit each year. The business uses 100% renewably generated electricity under Scottish Power's 'Renewable for business' tariff.

Clarity provides support managing business travel bookings and travel management programme. All clarity staff are given opportunities to do community work during work time and volunteer days and community activities are promoted internally. They also have a healthy space team that provides regular workshops and staff reach outs to ensure all our staff are supported. Finally, throughout the year they work closely with charity Maxmillan, to raise money and awareness via fundraising activities. Clarity is committed to achieving Net Zero. Their 2025 carbon reduction plan, due to be published later this year will include new baseline emissions. To support this journey, they are in the process of committing to setting Science Based Targets. They are also working closely with landlords to switch to renewable energy tariffs where possible. Additionally, currently two out seven offices have solar panels installed.

Matrix provides recruitment and agency services. In order to continue progress to achieving Net Zero, they have adopted the following carbon reduction targets. They project that carbon emissions will decrease over the next five years to 50 tCO₂e by 2030. This is a reduction of 28.6%. Since 2021, the following environmental management measures and projects have been implemented and/or completed: certification to ISO 14001 Environmental Management, implementation of remote working tech, and switched their company car scheme to Octopus so all cars are electric and consolidated their data centre.



Blueleaf Care provide care and nursing home products to Turning Point. Blueleaf has a target to achieve a 5% year on year reduction in carbon emissions. In the most recent assessment, it reduced its annual carbon footprint by 13.4%, a figure achieved through various ongoing initiatives including a specific focus on reducing emissions associated with both waste and fleet travel.

GSS Cleaning provide cleaning products. They primarily use cleaning products which have been given the 'green tick' – minimising their environmental impact. All of our paper supplies are produced either from recycled or sustainable materials. As a member of the government initiative SME Climate Hub, GSS has proudly committed to carbon net zero by 2050. GSS uses 100% green electricity within its head office and 25% of the company's vehicle fleet is electric. The company is committed to a rolling programme of switching all current fleet vehicles to electric. This forms a major part of the company's Carbon Net Zero Strategy goals, which GSS continues to strive towards.

Eden Springs has achieved certified CarbonNeutral® electricity consumption and provides water solutions with Zero emissions. Plastic bottles are reused up to 50 times before recycling and 100% renewable energy is sourced to cover the electricity consumption of all their operations.





**FUTURE
STRATEGY**



Turning Point is committed to the communities we work with, both the geographical communities where we deliver services and the communities of interest where we have particular insight and expertise we are able to share. Social value is central to the 5-year overarching corporate strategy.

We are committed to reducing worklessness and we do this by providing volunteering opportunities, apprenticeships, bursaries and support access to education, training and employment for all. We invest in the local economy by buying local and supporting local community organisations. The wellbeing of our staff and the people we support is a major priority for us. We recognise the value of social connections which is why we support families and carers and support people to participate in

community life. We are committed to playing our part in tackling the climate emergency. We want to work in partnership with national organisations across the private, public and charitable sectors to maximise the social value we can deliver. As a social enterprise, we will only invest any surplus into initiatives which support people to improve their health and wellbeing and tackle health inequalities.

Key objectives included in the organisation's social value strategy for 2023-2026 are:

ECONOMY

- Expand the employment and volunteering opportunities for people we support in services and central support teams.
- Expand the number of opportunities for people who have been out of work for a long time targeting disadvantaged groups.
- Improve data collection around inclusive recruitment practices, peer mentor and ETE support provided.
- Increase the number of people supported by Rightsteps to stay in work.
- Increased local economic benefit delivered through our supply chain.
- Improve training opportunities for staff and increase support for apprenticeships.

WELLBEING

- Continue to refine the scope and extend the reach of our staff wellbeing and mental health offer.
- Achieve micro-elimination of Hep C across all our drug and alcohol services.
- Continue to deliver the Safer Lives annual conference.
- Improve access to mainstream healthcare services for the people we support.
- Continue to develop Turning Point's framework and action plan for our contribution to a reduction in inequalities and increased life chances.
- Continue to extend the impact of our colleague networks.

COMMUNITY

- Support our VCSE sub-contractors to build their capacity and increase the services they are able to deliver.
- Improve data capture for community participation within our learning disability supported living services through digital care planning.
- Extend the reach and impact of the Turning Point Community Innovation Fund.

ENVIRONMENT

- To minimise environmental impact by managing the supply chain to ensure suppliers comply with environmental legislation where required and certify to ISO14001.
- To minimise environmental impact in terms of waste production with particular focus on clinical waste.
- To raise awareness of environmental matters to the workforce so that personal behaviours at work are sensitive to environmental consequences.
- To ensure compliance with policies and procedures to meet compliance obligations.
- To influence property providers to consider environmental impacts at key decision points in relation to the provision of accommodation for the people we support.
- To reduce the likely adverse impact of climate change effects on the services we provide and the people we support through service design and the locations from which services are provided.





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