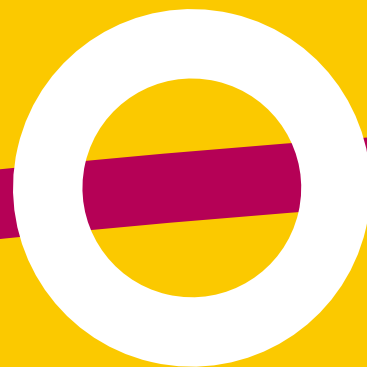




SOCIAL VALUE REPORT 2026



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FOREWORD

The social value agenda has gathered significant momentum over the past year. Changes introduced through the Procurement Act and the Government's updated Social Value Model have placed greater emphasis on demonstrating the wider social, economic and environmental value created through public services. Expectations are shifting from good intentions to measurable impact.

This is an agenda that aligns closely with Turning Point's purpose. For more than 60 years, we have supported people to improve their health, wellbeing and independence, creating benefits that extend far beyond the services we deliver. Every day, we see how recovery, employment, stable housing, social connection and improved mental health can transform lives and strengthen communities.

The growing focus on economic inactivity and programmes such as Keep Britain Working reinforce the importance of this wider impact. Good work can be a powerful driver of better health, confidence and opportunity, and we remain committed to helping people overcome barriers and fulfil their potential.

Prime Minister, Andy Burnham, consistently championed the role of social value in creating inclusive growth and ensuring public spending delivers tangible benefits for local communities in his previous role as Mayor of Greater Manchester. His long-standing commitment to social value

suggests that this agenda is not a passing trend but an increasingly important measure of how public services create lasting value for communities.

The implementation of the Social Value Act remains inconsistent. My hope is that the measurement and reporting of social value becomes more nuanced and better able to recognise and invest in inherent social value, as distinct from additional social value.

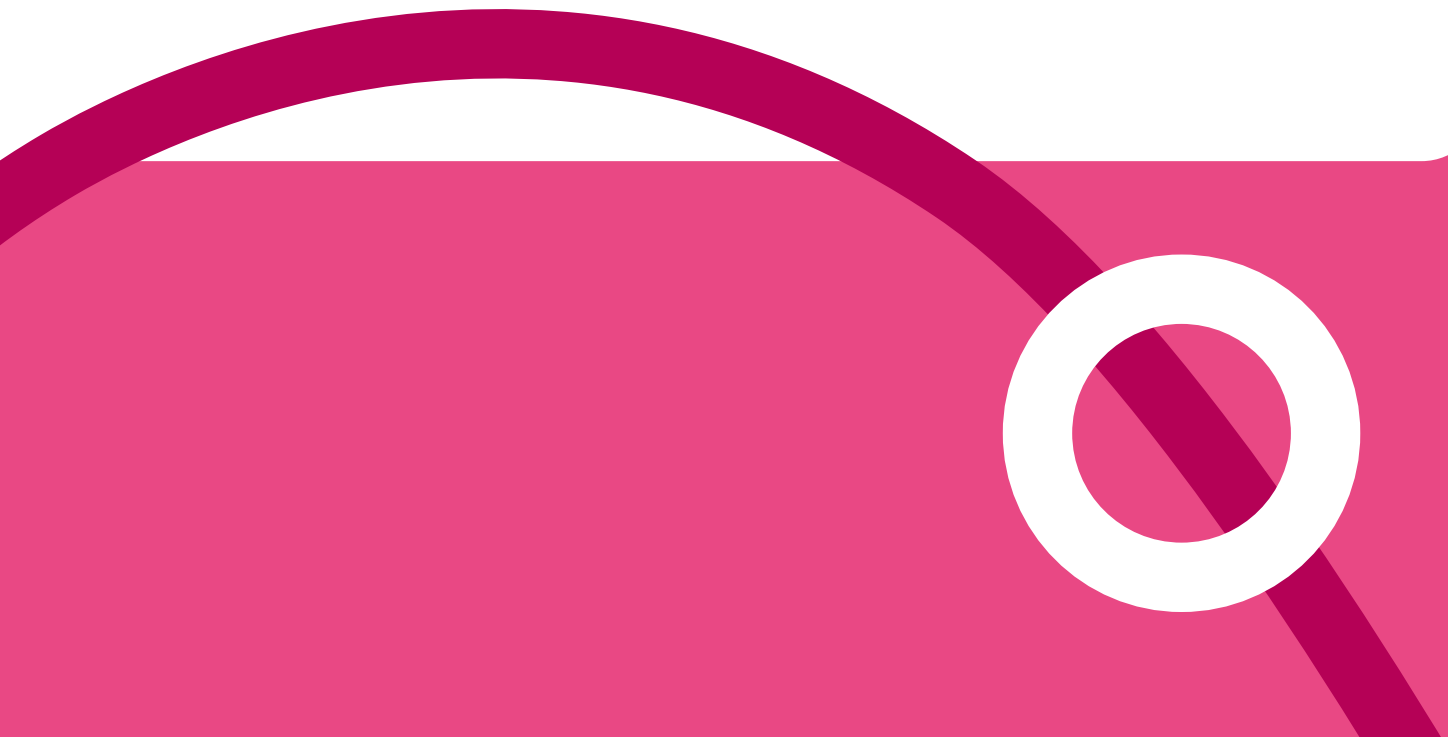
This report aims to capture both, demonstrating the difference Turning Point makes every day as a purpose-driven people-focused business: supporting individuals to thrive, strengthening communities, reducing inequalities and creating lasting value for society.

I am incredibly proud of the impact achieved by our colleagues, partners, volunteers and the people we support, and I am pleased to share that story with you here.

JULIE BASS
Chief Executive

EXECUTIVE SUMMARY

Six 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 2025/6, we delivered £171.95m 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. Health and wellbeing underpin everything we do, from tackling health inequalities to supporting people to lead fulfilling, independent lives.

This year, we have continued to focus on addressing the wider determinants of health and reducing inequalities experienced by some of the most marginalised groups, including people with a learning disability, those affected by substance use, and individuals experiencing mental ill health.

We have strengthened our work to reduce harm and improve outcomes for people using drug and alcohol services. In 2025/6, we carried out 12,017 Hepatitis C tests, representing a 5.2% increase on the previous year, supporting early detection and treatment. Six of our services have now achieved micro-elimination, meeting national NHS targets.

We continue to prioritise early intervention and prevention. In response to rising alcohol-related harm and liver disease, we delivered 3,843 FibroScan tests across our services in 2025/6, supporting earlier diagnosis and treatment and contributing to increased access to alcohol treatment.

We expanded access to naloxone, purchasing over 31,500 kits for distribution and scaling up our postal naloxone service across multiple regions to reduce barriers and save lives.

We also continued to bring the sector together to drive innovation and shared learning. Our fourth annual Safer Lives conference, held in November 2025, welcomed around 200 delegates from across the country to share evidence-based approaches to reducing drug-related harm.

Alongside this, we have strengthened our focus on tackling stigma and improving access to support. Through initiatives such as our "Speaking Without Stigma" guides, we are working to change perceptions and ensure services across health and social care are more accessible and inclusive.

The health and wellbeing of our colleagues remains a key priority. Our workplace wellbeing programme delivered £1.44m in social value in 2025/6, including £693,403 through our multidimensional wellbeing programme and £748,113 through workplace screening and support for anxiety and depression.

Engagement remained high for our 2025 colleague engagement survey, with 69% of colleagues stating that Turning Point gives priority to wellbeing and 72% believing the organisation takes reasonable steps to ensure their safety and wellbeing at work.

Our employee networks remain central to promoting inclusion, diversity and belonging. Networks such as the Ethnic Diverse Community Network, LGBTQ+ Network, Disability Network and Neurodiversity Forum continue to grow, providing safe spaces, influencing organisational practice and supporting improved outcomes for colleagues and the people we support.

Rightsteps, our business-to-business brand, continues to expand our reach, supporting employers to improve workforce wellbeing and enabling earlier intervention. In 2025/6, more than 2,500 people completed our Mental Health Self-Assessment tool, helping individuals better understand their needs and access appropriate support.



COMMUNITY

Turning Point's social impact includes the contributions we make to our local communities, strengthening partnerships, building capacity within the voluntary sector and supporting community-led innovation.

In 2025/6, we invested £10.79m in local voluntary, community and social enterprise organisations, a 32% increase on the previous year.

Our Community Innovation Fund continues to play a vital role in enabling local people, organisations and the people we support to co-create solutions to local challenges. Since launching, the fund has supported 50 projects, benefiting over 3,400 people directly, while investing £112,000 into communities. In 2025/6 alone, the fund supported 18 projects, investing over £31,000 into initiatives that focused on reducing inequalities, improving health and wellbeing, building skills and strengthening community resilience.

We have also continued to secure external funding to enhance community-based support. In 2025/6, we secured £212k in grant income, supporting projects that improve access to services, create opportunities for education and employment, and enhance quality of life.

Across our services, we are expanding opportunities for participation and co-production. Our My Turning Point Experience survey shows that 90% of people report a positive experience of support, with high levels of satisfaction around safety, communication and personalised care.

Our involvement networks continue to grow, ensuring the voices of people we support shape service design and national conversations. The National Service User Council is our network of people with experience of our substance use services. Over the last year, the Council has:

- Co-designed a model for lived experience quality assessments to assure quality and drive continuous improvement, which are now being piloted.
- Led the development of a video series delivering key messages on speaking without stigma, based on the TP (Turning Point) language guide, reaching audiences through social media.

Horizons is Turning Point's central mental health involvement network, bringing together people with lived experience from across our mental health services. Over the last year, the Network has:

- Contributed to training resources to improve support planning, identifying what good looks like so colleagues can deliver truly person-centred plans.
- Collaborated on approaches to improve family involvement and develop outcome measures that are meaningful to people.

Our Learning Disability People's Network, a new forum of people from our learning disability services, was formed in 2024 and it already has an impactful voice. Over the last year, the group has:

- Co-produced Speaking Without Stigma guidance for Turning Point colleagues, the wider sector, and the public, aiming to reduce stigma.
- Provided insight and lived experience to inform key government consultations, including proposed changes to the Mental Health Act affecting people with learning disabilities and autism, and changes to PIP payments.



ECONOMY

We contribute to the local economy in the areas where we deliver services by creating jobs, investing in local suppliers and supporting people into education, training and employment.

In 2025/6, Turning Point employed 5,322 colleagues, with 70% living within the communities we serve, generating £131.73m in social value through local employment.

We also spent £20.1m with local suppliers and £7.88m with SMEs, supporting local economic growth and strengthening community-based organisations.

We continue to invest in workforce development and skills. In 2025/6, colleagues completed over 63,800 courses, supporting professional development and improving the quality of service delivery.

Our apprenticeship programme continues to grow, with over 100 colleagues supported to complete apprenticeships to date, including higher-level qualifications up to master's level.

We work to improve life chances for the people we support by increasing access to education, training and employment opportunities. Our peer mentor and volunteering programmes remain central to this approach. In 2025/6, we trained 234 peer mentors across our services, with 43 peer mentors progressing into paid employment during the year.

We work closely with educational institutions to help skill up the next generation. During 2025/6, we had 49 students on placements working with us.



ENVIRONMENT

Turning Point remains committed to minimising its environmental impact and supporting the transition to a more sustainable future. We continue to work towards achieving Net Zero carbon emissions by 2050, embedding sustainability across our operations and supply chain.

In 2025, our carbon emissions were 1,807 tCO₂e, representing a 5% reduction on the previous year, with further reductions achieved in travel-related emissions.

We are investing in long-term decarbonisation through initiatives such as our electric vehicle scheme, energy efficiency improvements and enhanced data tracking to monitor emissions and progress towards our targets.

Alongside this, we continue to develop environmental projects within our services and communities, including green spaces, therapeutic gardens and nature-based activities that support wellbeing, build skills and strengthen community connections.





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 PEOPLE WE SUPPORT

Poor health and wellbeing are often shaped by wider social and economic inequalities. The circumstances in which people are born, grow up and live can either protect their quality of life or place it at risk.

While we support people individually in areas such as lifestyle choices that can improve wellbeing, we also focus on the wider social determinants with the greatest short and long-term impact on health, including safe housing, good work and education.

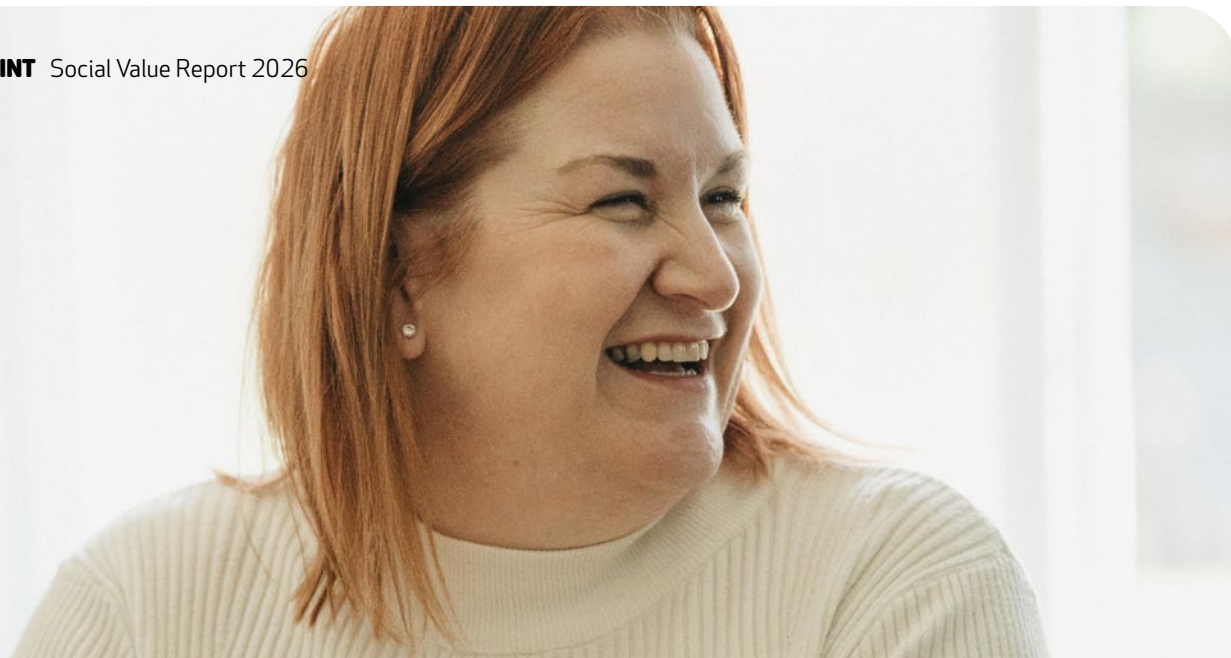
At Turning Point, we support people who are more likely to experience poorer health outcomes. For example, stigmatising attitudes towards people with a learning disability continue to limit life chances and worsen health outcomes. Similarly, people affected by substance use or mental illness account for 21.3% of total morbidity in England.

**PEOPLE
AFFECTED BY
SUBSTANCE
USE OR MENTAL
ILLNESS
ACCOUNT FOR
21.3% OF TOTAL
MORBIDITY
IN ENGLAND**

OVER THE PAST FEW YEARS, WE HAVE FOCUSED ON:

- tackling health inequalities experienced by people with a learning disability.
- tackling stigma across every sector in which we operate including learning disability, mental health, substance use and sexual health.
- better equipping health sectors and the public in supporting people with coexisting mental health and substance use needs.
- reducing the prevalence of blood borne viruses.
- Intervening earlier to reduce alcohol related harm
- hosting a national 'Safer Lives' conference focused on reducing opiate related deaths.

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



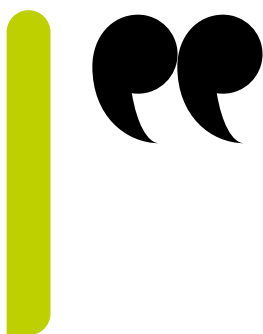
SUPPORTING PEOPLE WITH A LEARNING DISABILITY TO IMPROVE THEIR HEALTH AND WELLBEING

Approximately 2% of the population (or 1.5m people) have a learning disability (ONS 2025). 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 2023 was nearly twice as high (40.2% compared to 21.8%) for people with a learning disability than for the general population (LeDeR report 2026). 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.

Turning Point is committed to reducing inequalities and improving health and wellbeing for people with a learning disability. We develop co-created health and wellbeing plans with the people we support, setting personal health and life goals that are reviewed each month. This is a proactive and collaborative discussion with people we support and is a holistic approach to health and wellbeing.

We know that accessible support is essential to improving health and wellbeing and the application of reasonable adjustments for people we support is central to this. We continue to inform the people we support of the required provision of reasonable adjustments by health and social care services, which also constitutes an important aspect of support planning.

For many people, better health and wellbeing depends on having the right support in place to live well day to day. At Turning Point, we are committed to continually improving the quality of that support.



I continue to make positive progress with the right support in place. I benefit from a structured, routine, regular engagement in activities and person-centred care. Ongoing support remains important to maintain my safety and ensure my needs are met"

An individual supported by our Learning disability services, Health and Wellbeing Survey 2026

SUPPORTING INDEPENDENCE FOR PEOPLE WITH A LEARNING DISABILITY

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. This principle is embodied by our Allensgreen, which is more than just a service but a community. It is a place where people are supported to be themselves, build friendships and take steps towards the life they want.

Cerys, Senior Support Worker, shared what makes Allensgreen so special:

“Allensgreen is a service that promotes independence in every aspect of daily life. Since moving in, each person we support has made significant progress towards their individual goals and aspirations. While everyone has their own routines, interests and support needs, there is a strong sense of community throughout the service. The people who live here have built meaningful connections with one another, creating a warm, welcoming and supportive atmosphere for everyone.”

Every day, the team helps people build skills, grow in confidence and feel supported by someone who believes in them. At Allensgreen, support is about walking alongside people, helping them make their own choices and live life on their own terms.

For Cerys, this way of supporting people is at the heart of everything they do:

“Great supported living is about supporting people to live a fulfilling, meaningful life on their own terms. We work alongside the people we support, providing guidance and encouragement while promoting choice, control and independence. By focusing on individual strengths and goals, we support people to build confidence, develop life skills and achieve outcomes that matter to them. Our aim is not to lead people's lives, but to empower them to lead their own.”

WAYNE'S STORY



Wayne is one of the people who calls Allensgreen home. This year, he was recognised with Turning Point's Inspired by Possibility Award, which celebrates courage, strength and the power of never giving up.

For Wayne, winning the award meant so much more than a moment of celebration.

“It felt magical, absolutely amazing. Made me feel incredibly proud and happy. It has inspired me to do more and work on myself and other things.”

Wayne's journey has not always been easy. What makes him truly inspiring is his decision to keep going and to help others along the way.

He has created a boot camp for people with disabilities, using his background in personal training to support and encourage others.

“I like to help people. It's something that I'm used to doing with doing personal training previously, and it means I can still do that now in a slightly different way while still helping people.”

For Wayne, helping others is deeply personal.

“I feel like that's what I'm still here to do, I survived the stroke so I want to help other people anyway I can. I know what it's like to be in the worst state of mind, so I want to help people who might feel like that.”





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 lead a healthier life with improved physical and mental health and wellbeing.

A DAY WITH STEVEN

Finding joy in everyday moments



Steven's day begins with a simple but important routine: saying hello to his cat, Seagull. Moments like this help create a calm and positive start to his day.

Steven enjoys staying active and spending time in his local community. On this particular day, he went to the bank and did some shopping, taking part in everyday activities that build his independence and confidence.

A visit to the garden centre was a real highlight. Steven treated himself to an ice cream and spent time exploring the different plants. He enjoyed experiencing a range of scents and discovering which ones he liked best.

Later, Steven chose a takeaway for his evening meal. Being able to decide what he wants to eat is an important part of having choice and control in his daily life.

Steven likes to keep busy, and it is clear how much he values getting out

and taking part in activities. With the support he has in place, he is able to continue doing the things he enjoys and stay active in his community.

Kathryn, Team Leader, shares what this looks like day to day:

"Steven is happiest when he is playing his xylophone, which his sister gave him, and spending time with his robo cat, Seagull, these moments really make him smile and laugh. Being out in the community is also incredibly important to him, as he loves meeting and talking to people. We support Steven by offering choices in his daily activities, using visual prompts, and helping him access what's happening locally so he can continue doing the things he enjoys."

Steven's day shows how, with the right support, people can thrive and live full, active lives.



Physical activity plays an important role in health and wellbeing, and we continue to support people across our learning disability services to find what works best for them when it comes to exercise and sport.

LIAM'S STORY



Living an active life

For Liam, who is supported by Turning Point, fitness and sport is an essential aspect of building his independence and confidence. Here is a day in a life with Liam:

Starting strong at the gym

Liam begins part of his day in the gym, where he focuses on building both his physical strength and confidence. With support, he takes part in structured exercises using gym equipment, showing determination and focus throughout.

From working through his routine to staying engaged with each activity, the gym is more than just exercise for Liam. It is a space where he is developing independence, improving his wellbeing and gaining a sense of achievement.

Preparing for the football tournament

Sport is a big part of Liam's life, and his day includes preparations for a football tournament. Whether it is getting ready, being part of the team or travelling to the event, this moment highlights the importance of routine and shared experiences.

Across both the gym and the football tournament, Liam's day shows how important it is to have access to meaningful activities.

Liam's day is a reminder of what is possible with the right support and opportunities. His day isn't just about what he does. It's about the confidence he is building, the connections he is making and the joy that comes from living life on his own terms.

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

Get Connected: opening doors to possibility

Get Connected Fitness Programme, which supports people using Turning Point's central London substance use services, began in 2010 with a single weekly park fitness session. Over time, it has grown into a programme that places movement, routine and connection at the centre of recovery. Today, sessions run every day of the week, with 50–80 people taking part on average.

Inclusivity is central to how the programme works. Get Connected introduced fitness sessions for women who had experienced trauma and didn't feel ready to exercise in mixed groups. In 2022, this grew to include a women's residential trip to the South Downs, offering time away, shared experiences and space to rebuild confidence together.

The programme also runs sessions at the Clore Learning Centre at Kensington Palace, a warm and welcoming space supporting people who are sleeping rough, homeless, or moving on from hostels. Through partnerships with Historic Royal Palaces, participants are also able to attend cultural events at places such as the Tower of London and Hampton Court.

Get Connected has received local recognition for its impact, but its real success is found in everyday

moments: someone turning up for the first time, a shared laugh, a growing sense of belonging. The ambition now is to build on what's been learned and develop similar programmes across Turning Point services so that when people take that first step through the Get Connected door, they discover many more doors waiting beyond it.



KELLY'S STORY



When Kelly first came to Get Connected three years ago, she was drinking throughout the day and couldn't see a way forward. What she did know was that she needed structure. Somewhere safe to go. A reason to leave the house.

She initially signed up for a month, using the regular instructor-guided park fitness sessions to bring some routine into her life as she prepared to enter residential rehab for alcohol dependency. At a time when everything else felt uncertain, turning up and moving her

body gave her something steady to hold on to. After completing treatment, Kelly returned to Get Connected as part of her aftercare and relapse prevention, and to rebuild her physical and mental health.

Today, Kelly's life looks very different. She now works as a peer support worker, helping to deliver the Get Connected programme. She is also the service manager for Build on Belief (BoB), a weekend recovery service that runs Get Connected sessions in partnership with Turning Point.



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. With the availability of modern antiviral medication, hepatitis C is now almost always curable when detected early.

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 12,017 Hepatitis C tests, a 5.2% 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. To date, six Turning Point

services have achieved micro-elimination, including in Herefordshire, Oxfordshire, Slough, City and Hackney, Hammersmith and Fulham, and Oldham all achieved micro-elimination by meeting NHS targets, ensuring that:

100% of people using our services were offered a hepatitis C test

- The vast majority of those with a history of injecting were tested
- At least 90% were retested within 12 months
- 90% of those diagnosed began treatment

In some areas, performance exceeded national benchmarks, reflecting sustained local commitment and deep partnership working.

EMILY'S STORY



When Emily (not their real name) first came to Turning Point, she had already spent many years facing the challenges of high-risk drug use and receiving opiate substitute treatment. Her journey had not been easy, and over time her health had also been affected by a diagnosis of Hepatitis C, requiring a daily course of medication. At that stage, Emily was reluctant to begin treatment and found it difficult to engage with wider psychosocial support.

Recognising that she needed a different approach, the team introduced contingency management and incentive-based support. This became a turning point in Emily's recovery journey, creating the motivation and encouragement she needed to take the next steps. With the right

support in place, Emily successfully completed her Hepatitis C treatment.

Completing treatment marked a significant change. Free from Hepatitis C, Emily began to see new possibilities for herself and her future. Her confidence started to grow, and she began engaging more positively with support, volunteering opportunities and community groups. This renewed sense of purpose helped her build momentum in other areas of her recovery.

Alongside treatment, Emily has increased her volunteering and created more structure in her day-to-day life, helping her strengthen both routine and independence.

A personalisation budget also played an important role in her progress, helping

Emily rebuild her sense of identity and self-esteem as she prepared for the next stage of her recovery journey within the reduction clinic. Through the wellbeing aftercare programme, she is now able to access the gym and take part in other social activities with confidence, further strengthening her self-worth and recovery capital.

Emily's story shows how the right support at the right time can do more than improve physical health. By helping her complete Hepatitis C treatment, Turning Point supported the beginning of a much wider transformation, one that has helped Emily build confidence, reconnect with her community and move forward in recovery with a stronger sense of hope and possibility.

Identifying liver disease earlier

Official figures show that in 2024, 9,809 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 2025/6, we conducted 3,843 FibroScans across the organisation. This has helped drive a 28% increase in people accessing alcohol treatment over the past three years.

**OVER 14,000
PEOPLE
ANNUALLY
SUPPORTED
FOR ALCOHOL-
RELATED
PROBLEMS**



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. Developed within Turning Point's Douglas House Independent Hospital Service and expanded into another nurse-led hospital setting, Pendlebury House, the programme repositions physical activity as a core therapeutic component within mental health care rather than an optional add-on.

The overarching aim of the intervention is to improve mental and physical wellbeing by embedding weekly, accessible, trauma-informed, person-centred, physical activity into recovery pathways. It seeks to empower individuals to build confidence, emotional resilience and self-efficacy through gradual, regular, supported engagement in movement. By doing so, the programme contributes directly to enablement, reablement and long-term recovery outcomes, enabling people to regain control over their health, establish routine and reconnect with their communities.

One Step At a Time centres on personalised, one-to-one and small group activity sessions delivered by a qualified personal trainer working alongside clinical teams. Activities are adapted to each individual's physical health, mental state and personal goals on any given day. For some, engagement may begin with a conversation or minimal interaction with equipment; for others, it may develop into structured exercise, outdoor activity or group-based sessions. This "start small" approach is fundamental to building trust, overcoming anxiety and creating sustainable engagement.

One Step at a Time also explores new models of delivery, including the integration of personal trainer roles within mental health services to complement traditional recovery support.

HOOF League

Using funding from the Barclays Community Sport Fund and match funding contributed by Turning Point suppliers, this grass roots initiative supports individuals across mental health and substance use services with a history of insecure housing to play community sports.

The Homeless Open Opportunities Football (HOOF) League launched with a simple idea: bring people together through football. Fast forward, and it's become so much more than just a game.

In partnership with The Falcon Centre and The Leicestershire and Rutland County FA, the opportunity is open to all services supporting people across the East Midlands. It focuses on reducing the barriers people supported face in accessing recreational football

Funding for the league has been renewed and we have already held eight monthly fixtures and wrapped up the season with a charity final match. Players have told us how much it's helped them feel more engaged and supported, and that's exactly what this league is all about.



Supporting people to stop smoking

Although a relatively new service, our Stop Smoking and Wellbeing service in Hammersmith and Fulham is already supporting hundreds of people to stop or reduce their smoking - a significant proportion of those supported have additional needs. This requires tailored support, often for people struggling with drug or alcohol use, and for people with mental health needs. More than 50% of people who use our service quit successfully, despite the challenge of overcoming what is often a long-term addiction.

**MORE THAN
50% OF PEOPLE
WHO USE OUR
SERVICE QUIT
SUCCESSFULLY**



DANNY'S STORY

(not their real name)

“Before coming to the service, I was smoking around 20 cigarettes a day. I am now completely smoke-free and no longer experience cravings.

The varenicline medication helped me greatly in quitting, and the service has been outstanding and very supportive. The team is truly making a positive difference in people's lives—this work goes beyond money and is about saving lives. I am very satisfied with the care I received and deeply appreciate the kindness and dedication of the staff.”



SAM'S STORY

(not their real name)

“I was smoking more than 20 cigarettes a day when I joined the service, and I have now been smoke-free for seven weeks.

My coughing has stopped, my COPD symptoms have improved, and I can breathe more deeply without discomfort. I even noticed positive physical changes, such as improved oral health. At first, I felt anxious about my carbon monoxide readings, but now I feel excited and proud to see the progress.

The service is fantastic. I felt listened to, supported, and understood during a very stressful time in my life. Because of this support, I have been able to manage my cravings and remain smoke-free. I am extremely thankful and very proud of myself.”



MAX'S STORY

(not their real name)

“The service has been excellent. I was previously smoking around 20 cigarettes a day, and I am now completely smoke-free. I am fully satisfied with the support I received.

I found the e-liquids provided by the service very helpful in helping me quit, and I trust the care and guidance offered. Because of the team's commitment and dedication, I would confidently refer others to the service to support them on their own stop-smoking journey.”

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.

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

Reducing stigma through our 'speaking without stigma' guides

"Speaking Without Stigma" is a series of guides designed to reduce stigma and improve access to support for substance use, learning disabilities, and mental health. The most recent guide in this series, focused on substance use, and was published in 2025. All of Turning Point's guides are co-produced with people we support.

A campaign to promote these guides featured a series of five short videos addressing the need to reduce stigma faced by people with challenges around drugs and alcohol. Across Insta, Facebook and YouTube, the videos have reached over 100,000 people.

The guide and videos aim to help colleagues across the sector and the general public to be more conscious of the fact that stigmatising language can have a negative impact on people who use drugs, such as affecting their self-worth, increasing their use of substances, isolating them and preventing them from seeking support.

The campaign is not about telling people what they can and can't say but encouraging people to think about the possible impact language can have. Examples of some of the words and phrases that have been identified in the guide include, 'substance misuse or substance abuse' which can be seen as judgmental and have negative connotations and has been replaced with 'substance use'.

Lukas, a Turning Point peer support worker, was involved in the creation of the support pack. He said, 'Language is so important to make sure people feel empowered and not judged. Some words and phrases around drugs and alcohol can feel really outdated and have an impact on how you feel about yourself – even if no malice is intended.'

💬 It's been a really good exercise to work together to debate some of these phrases – and come up with alternatives. Not everyone will agree on language. What works for one person might not be right for someone else, but to have an awareness about the impact of words is really important."

The language people use can stigmatise others without us even realising it, which is why Turning Point want to encourage everyone to think about the impact of the words we use. Turning Point's aim is to create a more inclusive and destigmatising culture within services and the sector, as well as influencing wider communities.

We are now working on a resource to destigmatise language around learning disabilities.

RAISING AWARENESS

World Mental Health Day at Wakefield Talking Therapies Service

World Mental Health Day provided a powerful opportunity this year to bring communities together, open up conversations and highlight the importance of accessible, compassionate mental health support.

In Wakefield, our Talking Therapies service delivered its biggest and most successful Mental Health Day to date, with around 50 local organisations helping more than 1,000 people connect with mental and physical health support, youth services and wider community wellbeing.

The Talking Therapies team held an 'Ask the Therapist' panel, offering members of the public and professionals the chance to better understand treatment pathways and how to access support. The panel helped break down barriers and demystify services, reinforcing the message that help is available and that reaching out matters.

Total Wellbeing Luton held a community driven event that brought together residents, partners, service users and local leaders, for a mix of creative, physical and reflective activities designed to support wellbeing. Spoken word performances helped to encourage reflection and open conversations about mental health. Exercise sessions highlighted the connection between physical and emotional wellbeing, while interactive displays on nutrition offered practical ways to support mental health.

Service users also shared their experiences of mental health challenges and recovery, offering honest reflections on the difference that timely, compassionate support can make.





Reducing the harm caused by substance use

For the fourth-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 related harm. We continue to prioritise making sure naloxone is available to anyone who needs to use it. Following a successful pilot scheme in 2024, we rolled naloxone postal services out across all our services in 2025. We purchased over 31,500 naloxone kits for distribution in 2025/6 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.

OUR NALOXONE DELIVERY SERVICE HAS POSTED OUT OVER 700 NALOXONE KITS AROUND THE COUNTRY

Expanding the distribution of naloxone

As synthetic opioids become more prevalent in the UK drug market, ensuring easy access to naloxone is essential. One of our most notable outcomes in the past year has been the rapid expansion of our naloxone delivery service across more of our operational areas. Enabling individuals and families to order naloxone directly and discreetly to their homes removes some of the barriers to accessing naloxone. The service originally launched as a pilot with our Somerset service. We extended it to six more services in 2024-25, and another nine in 2025-26. Having more services implement the model means we are able to reach more people faster and save more lives. This year the delivery service has expanded into Bristol, Hammersmith and Fulham, Westminster, Kensington and Chelsea, City and Hackney, Suffolk, Wiltshire, Bath and Northeast Somerset, Wakefield, and North East Lincolnshire.

We have purchased over 31,500 naloxone kits for distribution. To date, we have posted out over 700 of these kits around the country. Many were provided to family members and friends, but we also provided kits to police teams, housing providers and other community partners.

Our Lincolnshire and Wiltshire services have been training and onboarding pharmacies to supply naloxone, offering yet another way for people to access naloxone in their community. By embedding better understanding of overdose and naloxone across our communities, we are helping to create safer environments and reduce stigma around people who use drugs.

Safer Lives conference

In November 2025 Turning Point held our fourth 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. Our Safer Lives conferences are a shared learning space where people can connect and hear about innovation, collaborative work and evidence-based practice. It's about coming together as a sector and committing to action with the shared goal of reducing drug related deaths and harms.

This year, topics included:

- the importance of collaborative work across treatment providers
- peer led naloxone distribution
- improved support around ketamine use
- and the introduction of overdose prevention centres in the UK

All speakers highlighted the need to adapt our messaging and make services more accessible to different groups of people with particular emphasis on improving service provision for women who use drugs.

Participant feedback shows that Safer Lives is an essential forum that enables the harm reduction community and the wider sector to connect and improve how they work together. Crucially, the conference encourages services to adopt new approaches to engage people who use drugs with dignity and compassion.

Drug checking in London and Lincolnshire

In a time when the drug supply is more unpredictable than ever, another important initiative is drug checking. Following last year's Safer Lives conference, two of our services teamed up with The Loop, a drug checking charity. In August, our Lincolnshire service volunteered at Lost Village Festival alongside The Loop to support festival goers to keep safe.

As well as this, our City and Hackney service are supporting The Loop to provide the first city centre drug testing service in London. This builds on The Loop's existing drug testing centre in Bristol and provides a safe space for people to get drugs tested in real time. The London drug testing service launched in February 2026.

Family support: the family 5 step programme

In 2010, Turning Point's only integrated drug and alcohol service provided monthly, unstructured support groups for carers. The following year, staff were trained in the 5 Step Method, an evidence-based structured intervention designed to support affected family members in their own right. This enabled us to offer structured group support alongside existing informal provision. At the time, Turning Point had no dedicated Family Worker roles and limited capacity to provide structured support for people affected by a loved one's substance use. The first Family Worker role was introduced around 2012 in Somerset, and we later began including these roles in bids for new substance use service contracts.

Fourteen years on, we now provide both structured and unstructured support to carers across every substance use service, except where family support is commissioned from a partner agency. In 2024, we secured the contract for Beacon in Lincolnshire, our first dedicated family support service. We now employ around 20 Family Workers across 13 integrated services and deliver the 5 Step Method individually and in groups to affected others in our communities, including where their loved one is not engaged with treatment. The research organisation that developed the 5 Step Method chose Turning Point as its partner to create a digital version, extending access to family members across the communities served by our substance use services. Since December 2022, there have been 1,910 registrations for 5-Step Online.

The programme includes a pre- and post-intervention questionnaire that measures the burden experienced by people affected by someone else's substance use. Evaluation data shows that average family burden, including stress, strain, ability to cope and access to support, reduces by 32% for people who complete the programme, falling from 27.4 to 18.3.

Our contribution to international research and conferences hosted by Addictions and the Family International Network (AFiNET) has strengthened our reputation as a respected provider of evidence-based family support. This work has been shown to reduce psychological and physical ill-health in our communities and increase connection between affected family members, their social networks and sources of ongoing support and wellbeing.

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 2025/6.

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 £1.44m social value:

£693,403

through the provision of a multi-dimensional wellbeing programme.

£748,113

through the provision of workplace screening and support for anxiety and depression to all colleagues.

As across Turning Point, UK employers and employees have both been feeling the effects of the turbulent world which we are currently living in and the impact this has on people's health and wellbeing.

Over the past 12 months, we have significantly strengthened our understanding of colleague health and wellbeing through more robust, data-led insights. With our shift towards a more holistic approach, this has enabled a clearer view of where

risk exists, how effectively our current controls and measures are operating, and where our organisational focus should be prioritised to have the greatest impact. By embedding a risk-based approach and continually refining our analysis, we are better positioned to target interventions that meaningfully support our colleagues and enable them to thrive, in alignment with our cultural values.

The number of colleagues who are self-referring to Rightsteps Therapies continues to increase year on year, with 512 colleagues supported by the service in 2025/6. It is to be noted that not all referrals convert into therapy, and supporting more people to continue the journey will be key focus in 2026/27. Also, the level of engagement with Rightsteps wellbeing platform continues to increase, and there has been some new content added over the past 12 months, and colleagues have continued to access self-led support on both the guides and bitesize content. In comparison the level of engagement with our EAP offering continues to remain limited, with colleagues indicative preference to accessing Rightsteps support.

With the cost-of-living crisis in the UK impacting colleagues across the organisation, some may feel squeezed financially, with high levels of inflation compared with pre-pandemic levels. This has meant that there has been continued active engagement with our financial wellbeing offers, specifically with the support offered via Salary Finance.

Responses from our 2025 colleague engagement survey showed that 72% of colleagues who took part in the survey believe Turning Point takes

reasonable steps to ensure the physical and psychological safety of colleagues at work, and 69% of colleagues believe that Turning Point gives priority to colleague health and wellbeing. This is an increase of 2% from our 2025 Pulse Survey.

The annual colleague engagement survey response to Turning Point gives a high priority to colleague wellbeing was 64% and in response to this across the markets there are action plans with a targeted focus of health and wellbeing.

An example of one these interventions, is that following an initial manager pilot programme in Learning Disabilities, during 2025 and the commitment to introducing further preventative measures to address the impact of poor mental health wellbeing, this pilot has now been extended into 2026 across our Accommodation Services for all colleagues. The learning capsules in this pilot programme includes Managing Stress, Building Resilience and Mindfulness. This reinforces our commitment to creating a healthier, more supportive environment where colleague wellbeing remains a core organisational priority

Whilst the organisational approach to EDI and colleague's health and wellbeing is managed separately, there is, of course, a significant relationship between the two areas. Indeed, the strategic groups that lead on these include individuals who sit across both, enabling thinking and learning to be shared. Our EDI network groups continue to evolve and in 2026 new action focused satellite groups are being formed. Whilst the areas these focus on will be driven through an EDI lens, many of the developments will support

THE LEVEL OF ENGAGEMENT WITH RIGHTSTEPS WELLBEING PLATFORM CONTINUES TO INCREASE

our risk-based approach to mitigating health and wellbeing risks. For instance, the application of reasonable adjustments and the impact these can have on colleague health and wellbeing.

We continue with our colleague vaccine programmes, which includes the offer to all colleagues the option of requesting a seasonal flu and/or Hepatitis B vaccine voucher.

Looking ahead, we are committed to exploring how we maximise every opportunity to provide good work and good support for colleagues in different roles across Turning Point. In addition to lived and living experience of exposure to health inequality risks, we actively strive to be an inclusive employer that values the shared lived and living experience of people who access our services.





SUPPORTING EQUITY, DIVERSITY, AND INCLUSION

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.

Patient and Carer Race Equality Framework (PCREF)

During 2025-26, we continued implementation of the Patient and Carer Race Equality Framework (PCREF), strengthening our commitment to addressing racial inequalities in access, experience and outcomes. Early activities focused on leadership and governance, embedding PCREF within our existing EDI practices and service improvement processes.

A pilot in Wakefield Talking Therapies has demonstrated how PCREF can be effectively integrated into day-to-day practice, with a focus on reducing barriers to access and improving cultural responsiveness. Support for diverse colleagues continues to grow at Turning Point and this year our thriving EDI groups have participated in a number of different activities.

The Ethnic Diverse Community Network (EDCN)

The Ethnically Diverse Network has grown this year. The network meets monthly, providing a safe and supportive space for staff from diverse backgrounds to share experiences, raise issues and help shape our wider work. It plays an important role in ensuring that cultural insight and lived experience inform how our colleagues are supported.

This year the EDCN focused on creating connections, with the Chair of the network building relationships with our other networks and regularly attending their meetings.

The network also connected with colleagues at our Leicester drug and alcohol service during a successful away day. The network learned about how the service is reaching out to different ethnic communities in the area and the improvements it has made in supporting these communities to access the service.

The LGBTQ+ Network

Our LGBTQ+ Network continues to bring LGBTQ+ issues to the fore. The network discusses various topic areas in their meetings. They have also championed the voice of the LGBTQ+ Network through a series of webinars exploring different areas impacting the community. The network has a presence at local Pride events throughout the country.

The Autism and Neurodiverse Allies Forum

The Autism and Neurodiverse Allies Forum marks five years of progress, growth and meaningful impact across the organisation this year. During this time, the forum has strengthened support, improved awareness and championed the experience of autistic and neurodivergent colleagues and clients.

The forum started 2026 with renewed energy. They appointed a new Co-Chair and conducted a review of their priorities for the year ahead which has created a clear and ambitious agenda focussing on enhancing colleague experience, strengthening inclusion and continuing to build organisational capability.

One key area where the forum had significant impact was in their support for the roll out of mandatory Oliver McGowan training on learning disability and autism. With their support, Turning Point achieved very high levels of compliance for part one across the whole organisation.

The forum is entering its sixth year with a strong foundation, measurable progress in championing the experience of autistic and neurodivergent colleagues and clients, and a clear commitment to continued improvement. The forum's focus will now shift from compliance to impact, ensuring that learning translates into improved experiences for colleagues and clients alike.

The Disability Network

In the late summer of 2025, the Disability Network trialled a different approach to their monthly meetings. The aim was to extend the impact of the network and split it into two parts:

Part 1 - Disabilities in the spotlight

Part 2 – Peer support

This new format has been very well received. During spotlight sessions, a number of colleagues share their lived experience and the impact it has on their personal and professional lives. These spotlight sessions have enabled open dialogue with members and non-members of the network who can attend the sessions out of interest and to learn more. Each session has enabled participants to openly explore and understand colleagues' experience and consider how we can be more inclusive in the workplace and our personal lives.

The Menopause Network

The Menopause Network helps keep menopause firmly on the agenda at Turning Point by providing a safe, supportive space where colleagues can openly share their lived experiences. The network strengthens employee voice and ensures the needs, challenges and ideas of those experiencing perimenopause and menopause are heard and understood.

The network is expanding the conversation to consider menstrual health more broadly by recognising the wider impact of menstrual health across the dominantly female workforce. As part of its role as a critical friend to the organisation, the network has started discussions about how these experiences affect colleagues at work, and how Turning Point can better support them.

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.



The number of people choosing to improve their understanding of their own mental health grew significantly during the year, with over 2,500 completions of our Mental Health Self-Assessment tool in 2025/6. 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.



overwhelmed by their work, while only one in four had accessed support. Over half said the impact was spilling into their personal lives, presenting risks such as poor sleep, burnout, fatigue and anxiety. Without targeted support, these issues can worsen over time, affecting individuals, employers and, ultimately, the communities these employees serve.

Providing therapist-led support

In response, Rightsteps developed its Group Emotional Support offer: a therapist facilitated group space where employees can reflect on their experiences and access peer support, helping them build emotional resilience and prevent further deterioration. Already used effectively with HR professionals in financial services, this approach will be expanded across the sector in 2026-27, reaching a new community of workers with shared emotional demands.

Beyond financial services, Rightsteps continues to work closely with benevolent organisations, supporting them to care for their beneficiaries, including ambulance workers, firefighters, engineers, medical professionals and many more. These virtual communities are diverse in geography and background but united by shared pressures, risks and lived experiences. Our services provide them with timely support that helps people manage stress, maintain wellbeing and stay connected to their communities.

In 2025, Rightsteps strengthened its longstanding partnership with the Royal Medical Benevolent Fund, extending access to therapy for doctors alongside the existing Rightsteps Hub. This is one example of how Rightsteps' digital model can flex to meet the needs of specific groups who may face barriers to traditional services or whose roles place them at heightened emotional risk.

OVER 2,500 COMPLETIONS OF OUR MENTAL HEALTH SELF-ASSESSMENT TOOL

Understanding workplace pressures

Rightsteps actively engages with organisations to understand emerging pressures on different workforces. One area of focus has been the financial services sector, where many businesses have dedicated teams supporting vulnerable customers — a demanding role that involves dealing with distressing situations and emotional challenges. However, many organisations do not have the in-house expertise needed to support these teams' mental wellbeing.

To better understand this need, Rightsteps partnered with the Association of British Insurers and the Income Protection Task Force to conduct a sector wide survey. The findings highlighted a concerning picture: more than half of respondents reported feeling emotionally affected or

INFLUENCING POLICY

Turning Point continues to contribute evidence and insight to national health and social care policy throughout the year, ensuring that the experiences of people we support helped shape discussions about service access, prevention, workforce capability and fairer systems of care. Our submissions drew on frontline expertise, lived experience and organisational learning across mental health, learning disability, substance use and wider social care services.

Some of our key contributions included written evidence in 2025 to the Health and Social Care Committee's inquiry into community mental health services for adults with severe mental illness, where we highlighted barriers to access and the important role of VCSE organisations in delivering community-based support. Following this submission, Turning Point was invited to provide oral evidence, enabling us to further demonstrate the value of integrated, person-centred mental health services and the need for sustained investment in innovative neighbourhood models of care.

Across 2025 and 2026 we also submitted evidence to national reviews and consultations on mental health conditions, ADHD and autism; children and young people's mental health provision; the women's health strategy; naloxone access; and the future of Personal Independence Payment. Through these responses, we advocated for earlier intervention and stronger harm reduction measures, better joined-up support, improved access to services and support for people with complex needs and those facing multiple disadvantage.

In 2025/6, Turning Point contributed to the updated Mental Health Core Capabilities Framework, developed through national collaboration across health and social care partners. The framework, which includes a foreword from Chief Executive Julie Bass, reflects our commitment to strengthening workforce capability and improving the quality and consistency of support available to people with mental health needs.



RICHARD ATTENDED A PARLIAMENTARY RECEPTION HOSTED BY THE CARE AND SUPPORT ALLIANCE

Richard, who is supported by Milton Keynes's Learning Disability services, attended the Care and Support Alliance's (CSA) Show Us You Care parliamentary event in July 2025 along with Derek Wood, the service's Locality Manager.

The event gave Richard the opportunity to talk to MPs about how important good and reliable social care is in enabling people with a learning disability to live as independently as possible as part of their community.



THE RISE OF KETAMINE USE:

Labour Party Conference roundtable

Turning Point convened and chaired a high-level roundtable at the 2025 Labour Party Conference in response to rising referrals linked to ketamine use. Led by Chief Executive Julie Bass, the discussion brought together clinicians, harm-reduction specialists, system leaders and people with lived experience.

Participants highlighted a sharp increase in ketamine-related harm, particularly among young men, including serious urological damage, chronic pain and acute mental health needs. The roundtable also identified major gaps in local service pathways, workforce knowledge and coordination between A&E, primary care, urology, mental health, pain services and drug and alcohol treatment.

There was strong agreement that services need better training, clearer referral pathways and more coordinated models of care tailored to ketamine-related harm. The group also called for greater investment in prevention and early intervention to respond to what is becoming an increasingly urgent public health issue.



STRENGTHENING INDEPENDENT COMMUNITY VOICES IN CARLISLE

Lou, who lives at Sycamore House, has campaigned for better rights and understanding for people with learning disabilities for more than 30 years. She helped establish Turning Point's Learning Disabilities People's Network and worked with Turning Point and Learning Disability England to create accessible resources on unlawful DNACPR decisions. Her advocacy has helped people, families and support workers better understand their rights.

During a recent visit, local MP Julie Minns met Lou and learned how supported living services like Sycamore House play a vital preventative role. By offering stable housing, personalised support and genuine community participation, people are better able to stay healthy, avoid crisis situations and maintain stronger relationships. This reduces the need for more intensive health or social care interventions later on.

Sycamore House is one example of how Turning Point's supported living services are creating environments where people with learning disabilities can live safely, independently and with dignity. By fostering empowerment and meaningful involvement, the service not only improves individual wellbeing but contributes to stronger, more inclusive communities across Carlisle.

**LOU'S
ADVOCACY HAS
HELPED PEOPLE,
FAMILIES AND
SUPPORT
WORKERS
BETTER
UNDERSTAND
THEIR RIGHTS.**





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 2025/6 we invested £10.79m in local voluntary community, social enterprise organisations – a 32% increase on the previous year. 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
- The Bridge Project
- BDP
- 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
- Well Women Centre

BRISTOL DRUGS PROJECT (BDP)

Supporting Recovery and Reducing Harm

For nearly four decades, Bristol Drugs Project (BDP) has been helping people across Bristol build healthier, more independent lives. As a specialist charity with strong roots in the local community, BDP provides free and confidential support to individuals experiencing challenges with drugs and alcohol, offering practical help that is tailored to personal needs and circumstances.

A key strength of BDP is its commitment to meeting people where they are, reducing stigma and empowering individuals to make positive changes

at their own pace. By combining specialist expertise with compassionate, person-centred support, BDP helps thousands of people each year improve their wellbeing, strengthen relationships and move towards lasting recovery and independence.

Turning Point's partnership with BDP in Bristol ensures financial sustainability for the local organisation and provides opportunities nationally for BDP to share learning from their innovative harm reduction practice.

SUPPORTING LOCAL ORGANISATIONS AND 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.

The diverse communities team in Leicester already had Gujarati, Punjabi, and Hindi speaking recovery workers that supported ethnic minority clients and did outreach work. The team added a Polish speaking member to the team and recruited an African Caribbean Lead to engage with this often seldom heard community.

The team has built a strong relationship with the African Caribbean Heritage Centre in Leicester, which has helped them become a visible presence in the community. The recovery worker is delivering community-based training and regularly attends the monthly drop-in sessions at the centre.

Addiction to poppy seeds is a major issue within the Sikh Punjabi community in Leicester. The diverse communities team has implemented training across the Leicester service as well to other Turning Point services to ensure staff are aware of the issue and know what to look out for in clients who might be using poppy seeds.

Turning Point provides financial support to Spinney Hill recovery centre and this year the organisation moved to a larger premises that has enabled it to cater for the needs of women. There are separate facilities for women, including an entrance, therapy rooms, gym facilities, and spiritual coach. In the previous eight years, only two women had accessed the service but since January this year, already four women have been supported by Spinney Hill.

The team started working in the local Gurdwara with peer mentor led sessions which have turned into a multi-cultural group with people from British Asian, Afro-Caribbean, Eastern European and white British backgrounds all attending the same sessions in the Gurdwara. The success of these sessions led to the Gurdwara committee creating a Bounce Back Wellbeing initiative focused on the physical and mental wellbeing of the community. Two other Gurdwaras have now got in touch with Turning Point looking to create a similar support programme.

The team has linked up with Leicester Police on the Community Alcohol Programme (CAP) to tackle street drinking and underage drinking. The recovery workers do outreach work with the police at hotspots in the city and also go into schools and community centres to provide advice and guidance.

GRANTING LOCAL OPPORTUNITIES

SUPPORTING LOCAL COMMUNITIES VIA GRANT FUNDING

COMMUNITY INNOVATION FUND

During 2025, 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.

Since launching the fund has supported:

- 50 projects funded nationally
- Over 3,400 people directly benefited
- Over 92,500 people reached through online engagement
- 100+ partnerships developed with community organisations and social enterprises
- £112,000 invested into local communities

In 2025/6 alone, the fund has supported 18 projects and invested over £31,000. Across the projects supported over the past year, four key themes have emerged relating to social value:

- **Reducing Inequality and Meeting Basic Needs**
Projects supported people with access to essentials such as food, clothing, safe spaces and housing stability, helping to address both immediate and longer-term inequalities.

- **Improving Health, Wellbeing and Prevention**
Work was delivered in trusted, non-clinical spaces, helping people engage with physical and mental health support — particularly those who are less likely to access traditional services.
- **Skills, Confidence and Economic Participation**
Many projects created opportunities for volunteering, learning and progression into employment or education, supporting longer-term independence.
- **Strengthening Social Connection and Community Resilience**
Projects focused on bringing people together, building peer support and strengthening community connections, helping to reduce isolation.

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

- A wellbeing partnership with a local wildlife park in Lincolnshire that offers volunteering and outdoor activity opportunities for people in recovery.
- Inclusive football sessions in Manchester that help people facing financial or social barriers reconnect with sport.
- Ace Your Recovery in Nottingham which uses tennis to support men living with long-term mental health challenges.

- Services in Wakefield expanded their arts and crafts programme for people with learning disabilities, developed new co-designed tools to support assessment and care planning in youth services, and brought the often-invisible skills of mental health nurses to life through a theatre project.
- Creating and redesigning welcoming and supportive environments with the involvement of people who use them, including sensory gardens, recovery libraries and communal outdoor areas. These projects have helped residents build skills, take ownership of shared spaces and create settings that support relaxation and community connection.
- The Grow It, Share It project in Luton supports fathers and their children to learn about growing and cooking healthy food.
- In Leicester, a women's group created a Recovery Festival banner that they will carry with pride at their annual walk.
- The Rough Street Recovery initiative in Hackney offers drop-in sessions providing warmth, essentials, health support and compassionate conversation for people experiencing homelessness, reaching dozens of participants in its first weeks.
- Our little libraries which are small, open-access bookshelves filled with uplifting reads, wellbeing resources, and community support available to everyone. We have funded three little libraries in Stafford, Manchester and Nottingham.

ROUGH STREET RECOVERY

Community support making a real difference in Hackney

In Hackney, a resident led community hub is making a powerful difference for people experiencing homelessness and rough sleeping. Supported by Turning Point's Community Innovation Fund, Rough Street Recovery is delivered by CoCreate Hackney and offers practical, compassionate help to those who are often the most excluded from mainstream services.

Rough Street Recovery provides a calm, low barrier space where people can stay warm, eat a hot lunch, and access essential items such as clothing, blankets, waterproofs, toiletries, hygiene packs and sleeping bags. Rough Street Recovery also offers Wi-Fi, charging points and SIM cards, ensuring people can stay connected with support networks, benefits systems and healthcare services.

In its first four weeks, the project saw attendance steadily rise, from 18 people in the first session to more than 30 by week four. A mix of regular visitors and new attendees joined each time, and word spread quickly through the borough's rough sleeping and insecure housing communities. Attendance continues to grow, and feedback from participants highlights how the space feels safe, respectful and genuinely community-led. Around 90% of people attending are living with complex needs, including substance use, mental health conditions, trauma or long-term isolation.

Alongside essential supplies, the sessions offer access to information, advice and guidance on areas such as housing, benefits and safer drug use. Puzzle books, colouring materials, games and newspapers help create a welcoming atmosphere, while free weekly haircuts have had a significant impact on dignity and confidence. Peer mentors play an important role in helping shape the space, modelling supportive behaviour and encouraging engagement.

Partnership working is a defining feature of Rough Street Recovery. NHS teams have attended to deliver vaccinations and health checks, while local stop smoking services and Positive East have offered targeted support. Turning Point staff are regularly on site providing harm reduction resources, with further joint training planned for the year ahead. The initiative has already attracted local press coverage and interest from community leaders and services across Hackney.

Rough Street Recovery shows how small, practical initiatives can create meaningful impact by offering warmth, stability and connection to people who often face the greatest barriers to support. It stands as an example of how Turning Point's Community Innovation Fund enables residents and local groups to lead change where it is needed most.

INSPIRING POSSIBILITY THROUGH GRANTS

This year we have continued to 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 2025/6, 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 2025/6 the total amount raised from grants equalled £212k.

Some recent projects funded through the grant scheme include:

Complex Needs Service

Digital inclusion innovation fund

Through strategic partnership with Essex County Council and South Hill Centre, we are driving digital inclusion across five counties, empowering more than 100 digitally excluded adults to unlock essential skills for health, finance and employment. Our innovative Digital Help Finder programme delivers tailored training, robust skill assessment, and case studies that showcase real, measurable progress. By providing devices to participants, we directly address digital poverty and ensure everyone can fully engage.

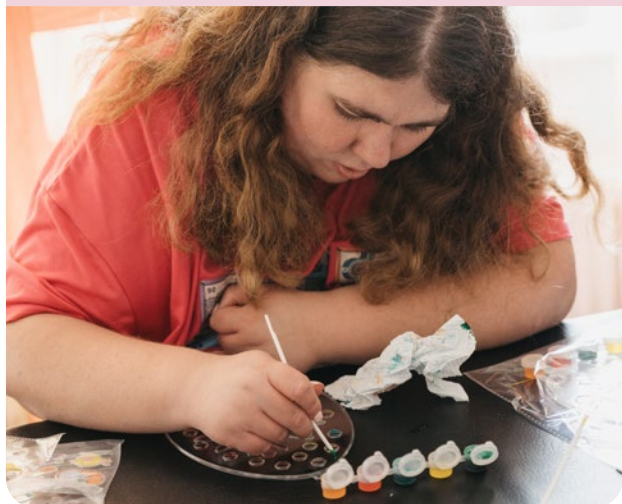
This initiative exemplifies our unwavering commitment to delivering optimal community services, maximising access, and enhancing wellbeing. People with disabilities in Hertfordshire are gaining confidence and independence, supported by specialist digital guidance and trained Peer Mentors. The project not only equips individuals to actively participate in daily life but also creates sustainable pathways to employment for Peer Mentors—fostering stronger communities and broader opportunity for all.

Together, we are pioneering a future where everyone can thrive, championing inclusion, and setting new standards for accessible, impactful community support.

Wakefield

Arts and Crafts Monthly Club

The Wakefield Community Craft Hub delivers an innovative monthly programme that champions inclusion for people with learning disabilities. Building on a proven pilot, the hub provides themed sessions and accessible craft activities in a safe, welcoming setting, connecting participants and local charities. By nurturing creativity, confidence, and lasting friendships, the hub breaks down barriers to community engagement, combats social isolation, and promotes holistic wellbeing. This initiative not only empowers individuals but strengthens community cohesion—making Wakefield a more vibrant, supportive, and inclusive place for all.



Cornish Close **Sensory Garden - Neighbourhood** **Investment Fund**

The Neighbourhood Investment Fund grant has enabled the creation of the first phase of a Community Sensory Garden at Cornish Close, Wythenshawe. This visionary project has revitalised a neglected outdoor space, transforming it into an accessible, tranquil sanctuary for people with learning disabilities and their wider support network. Designed to foster wellbeing and connection, the garden features moonlight-reflecting scented plants, communal seating, solar lighting, and a dedicated BBQ area—offering a welcoming environment for families, staff, and professionals alike. This initiative exemplifies our commitment to inclusive, life-enhancing spaces that inspire confidence and community.

Get Connected Fitness **Programme Peer Roll Out** **Sport England Movement Fund**

The Get Connected Fitness Programme is driving transformative change for individuals in RBKC and Hammersmith & Fulham facing substance use and mental health challenges. With targeted funding, we have expanded this evidence-based initiative, delivering 206 instructor-led sessions that enhance physical wellbeing, build confidence, and meaningful connections. By reducing relapse risk and bridging participants into peer networks, training, and employment—including 20 achieving Level 1 fitness qualifications—the programme empowers lasting independence and healthier futures. This investment has broadened access for 100 additional service users, reinforcing our commitment to inclusive, life-changing support and reduced health inequalities.

Floating Community Recovery Hub **Rochdale Active Communities Fund**

The Floating Community Recovery Hub is transforming post-treatment support across Middleton, Heywood, and Rochdale. By providing safe, welcoming venues, expanding peer-led groups, and strengthening partnerships with local organisations, the Hub empowers individuals to sustain recovery in their own communities. Our targeted approach breaks down barriers for women, ethnic communities, and carers, delivering a visible, stigma-free recovery network. This innovative initiative champions long-term wellbeing, resilience, and reintegration—building a stronger, more inclusive community and future for all.

Documentary Film on Alcohol **Awareness for Schools and funding** **for National Association of Children** **of Alcoholics (Nacoa) Partnership** **Leathersellers Foundation**

The Leathersellers Foundation funding is enabling the adaptation of a Turning Point alcohol awareness documentary for schools, ensuring young people receive vital education in the classroom. This investment also expands Nacoa's reach, empowering more children affected by parental alcoholism through collaboration with Turning Point services across the West of England. With a proven, youth-informed helpline model, Nacoa delivers confidential, life-changing support—addressing risks of domestic violence, mental ill health, and future addiction, and responding to over 8 million calls since 1990. Continued funding ensures children access trusted guidance via phone, email, and online, helping them realise they are not alone and can build brighter, safer futures. We recognise that excellent community partnerships can deliver wonderful and targeted outcomes, and by working together, we are optimising the ability of people to live well in their communities and access the information and support they need close to home.

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.

LOCAL PARTNERSHIPS BREAKING BARRIERS:

How outreach is transforming care for rough sleepers in City & Hackney

Last November, City & Hackney Recovery Service became the largest drug and alcohol service in London to achieve micro-elimination of Hepatitis C. At the heart of this work is the Rough Sleepers Team (RST), whose outreach approach is helping to break down the barriers that often prevent people experiencing homelessness from accessing treatment.

In the year leading up to April 2025, the RST carried out 67 hepatitis C tests by meeting people where they are, through satellite hubs, partner services and a community wellbeing van.

The team's impact is strengthened by close collaboration with a wide network of partners, including hospitals, GPs, mental health services, community organisations such as North London Action for the Homeless, sex worker support services, hostels and homelessness assessment centres.

The team works across a network of locations where homelessness and substance use intersect: hostels, soup kitchens, community organisations and homelessness assessment centres. Rather than expecting people to come to them, recovery workers bring support directly into these spaces.

The Rough Sleepers Team was established in 2021 through the Rough Sleepers Drug and Alcohol Treatment Grant. Before this, no dedicated substance use outreach service existed across City and Hackney for this group.

As a result, many people referred into treatment disengaged before even completing an assessment or dropped out shortly

afterwards. Despite significant effort from partner agencies to encourage attendance, services struggled to meet people in ways that addressed the realities of homelessness.

Today, the RST is made up of five recovery workers, each supporting 25 to 30 individuals experiencing rough sleeping or other forms of homelessness. The team operates flexibly, delivering assessments, welfare checks, keywork and clinical interventions in a wide range of settings, from the street and community centres to hostels and Turning Point service sites.

Central to the team's success is its ethos: meeting people where they are, both physically and emotionally. At Turning Point City and Hackney, individuals can walk in Monday to Saturday without referral and receive a same day assessment. Drop-in clinics are also delivered through the outreach van in partnership with City and Hackney Public Health Community Wellbeing Team, offering tailored support for rough sleepers. Where clinically appropriate, opioid substitution therapy can begin on the same day.

But beyond access, the approach is relational. Staff work alongside individuals and their wider support networks to understand their experiences including why previous attempts at treatment may not have worked.

For many people who are rough sleeping, services can feel inaccessible or unwelcoming due to past experiences of exclusion and stigma. The RST's flexible, persistent approach helps to rebuild trust and create sustainable routes into care.

TIM'S STORY



Tim's story reflects the importance of consistency in the face of complexity. Over many years, he moved in and out of rough sleeping, interspersed with periods of sofa surfing and supported accommodation. His engagement with services was often inconsistent, and he was sometimes perceived as challenging or non-compliant.

When the Rough Sleepers Team first began working with Tim, he was sleeping rough, injecting drugs and living with Hepatitis C.

Rather than disengaging when Tim did, the team made a conscious decision to remain working alongside him maintaining contact and keeping treatment accessible even during periods when he struggled to engage. With a flexible approach to prescribing opioid substitution therapy and close coordination across a strong network of professionals, they were able to build a sustained relationship over time.

That persistence ultimately paid off. Tim completed treatment and successfully cleared Hepatitis C a significant milestone in his recovery journey.

MARIA'S STORY



Maria's story highlights the impact of trauma-informed, accessible support. Following a relationship breakdown and experiences of domestic abuse, she began sofa surfing and sleeping rough. Severe anxiety made attending appointments extremely difficult, limiting her ability to progress in treatment.

For Maria, the outreach model proved crucial. Regular contact through the community wellbeing van provided a consistent, low-pressure environment where trust could develop gradually. With support from the team, she began to engage at her own pace.

Despite her fears, Maria agreed to a Hepatitis C test with The Hepatitis C Trust. A positive diagnosis led to treatment, which she has now successfully completed.

Since then, her engagement has continued to grow. She has agreed to further health testing for Hepatitis B and HIV through outreach, connected with a local women's group, and is gradually working towards alcohol detox and stabilisation, important steps towards longer-term recovery.



BUILDING TRUST AND CONNECTION IN ROCHDALE'S SOUTH ASIAN COMMUNITIES

In Rochdale, Turning Point is working alongside The Salik Project to better understand how addiction affects South Asian communities and how services can respond in ways that feel relevant, safe and trusted. The work began through a series of grassroots focus groups, hosted by local community organisations, to create space for open conversations about addiction, recovery and the barriers people face when seeking help.

Families described addiction as deeply isolating, both for individuals and for those supporting them. Many spoke about shame, silence, and not knowing where to turn. When support is available, it can still feel difficult to access if services do not understand people's cultural context, family dynamics, faith or language.

Women taking part in the focus groups also described the wider impact of substance misuse on community life, including open drug dealing, anti-social behaviour and feeling unsafe or unheard in their neighbourhoods. These experiences show why addiction cannot be understood only as an individual issue. It affects families, streets, children and the wider community.

A key learning from the work is the importance of faith and community connection in recovery. For many people, faith provides strength, belonging and hope. The Salik Project has worked with the Rochdale Council of Mosques to open up conversations about addiction, including a coordinated day of action during Ramadan where seven mosques delivered sermons on the issue during Friday prayers.

This has created new opportunities to build relationships between faith institutions, community leaders and local recovery services. Imams and religious leaders have been open about wanting more knowledge, training and clear referral routes so they can respond confidently when people come to them in crisis.

Turning Point is supporting this practical community response by helping to coordinate naloxone training in mosques and community centres across Rochdale. By taking lifesaving training into trusted local spaces, the partnership is helping to reduce harm, increase awareness and reach people who may not otherwise engage with formal services.

The work has also highlighted the need to support families. Behind many people experiencing addiction are relatives who are managing fear, exhaustion and uncertainty with little guidance. Families often want to help but do not know how. Providing education, advice and trusted routes into support is therefore central to building healthier and more resilient communities.

This partnership demonstrates the social value of working with communities, not simply delivering services to them. By listening first, building shared language and strengthening links between mosques, families, grassroots organisations and treatment services, Turning Point is helping to create the conditions where people feel safer to ask for help and where support can be reached earlier.

NEW PARTNERSHIP IN STAFFORD SUPPORTING PEOPLE STRUGGLING WITH THEIR MENTAL HEALTH AND WELLBEING

People struggling with their mental health and wellbeing in Stafford are being offered support at a new community-based Crisis Café. Connection Point @ Café 43, in Browning Street, provides a welcoming and supportive environment for individuals who are in crisis, feeling distressed, or simply need someone to talk to.

Midlands Partnership University NHS Foundation Trust (MPFT) has partnered with social enterprise organisation Turning Point

to provide the service, which is based out of the House of Bread's Café 43 drop-in.

It is open to people aged 18+ and staffed by Turning Point Recovery Workers trained in mental health support, working alongside MPFT's Crisis Resolution and Home Treatment and House of Bread Volunteers. It provides a safe, inclusive and non-judgemental environment, offering practical help, and signposting to further support if needed.

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Lisa Kearney, Regional Nursing and Operational Manager at Turning Point spoke about the importance of this project:

"Turning Point are genuinely excited to open this new non-clinical, community service for the people of Stafford in partnership with MPFT and the House of Bread.

We have seen the positive impact of the Crisis Café model in other areas, supporting individuals during times of crisis. We look forward to welcoming people into the space, where our compassionate team can offer person-centred support to help individuals navigate their challenges.

Visitors can drop in without an appointment or call ahead to book. Our booking line is staffed 24 hours a day by a Turning Point colleague."

PARTNERSHIPS WITHIN SEXUAL HEALTH

We launched two new sexual health and wellbeing outreach services to reach young people and adults who do not traditionally access sexual health support in Lambeth, Southwark and Lewisham (LSL). These services work with community-based providers who specialise in reaching underrepresented groups, as part of the local Sexual Health Alliance, coordinated by Turning Point.

Together with local NHS sexual health clinics, the Sexual Health Alliance provides support that is embedded in the local community. Support is inclusive, accessible, targeted to those with greater need, and tailored to account for the intersectionality of individuals.

The team works collaboratively with youth clubs, supported housing, community centres, schools, further education and local specialist sexual health providers to expand access and tailor appointments to individual needs.

In 2025-26 the team engaged with 2,833 young people, 309 of whom signed up to the local condom distribution scheme. More than 20 training sessions were delivered reaching 61 local professionals, with feedback showing 99% of participants reported an increase in knowledge and skills.

Before delivering any intervention, the team actively engage to understand young people's needs. Through holding 'drop down' sessions across schools, colleges, and universities, they invite young people and professionals to talk to them about the service, what it offers and gain feedback on what they would want from a workshop or drop-in. This approach allows any immediate and individual needs young people have to be picked up, while ensuring that planned follow up action is tailored at a hyper-local level and delivers outcomes that meet the right learning and support needs for particular communities.

SUPPORTING YOUNG PEOPLE IN SCHOOLS, COLLEGES AND UNIVERSITIES

One local partnership was with Lambeth College, delivering healthy relationships workshops to all year 12 classes, including bespoke sessions with young people for whom English is not their first language and young people with special educational needs and disabilities (SEND).

In collaboration with the college, we curated sessions that adjusted activities for accessibility and pace and adapted the standard learning objectives to maximise impact for those young people.

One young person told us: "I've never been taught about any of this, but when you explain it, I understand and I want to learn more"

DELIVERING TRAINING TO PROFESSIONALS

We continually develop partnerships with local organisations that support vulnerable young people and upskill key workers who already have a trusting relationship with them.

One example was when two youth practitioners co-delivered a two-part training session to four professionals at a local organisation supporting young people impacted by poverty, violence, exploitation and the justice system. The training covered an Introduction

to Sexual Health, and Talking to Young People About Sex and Relationships.

The professionals were engaged and curious throughout the session, generating discussion and questions around consent and its complexities. As a result of the session, they planned to hold regular drop-ins for young people and identified further training required around gender and sexuality.

"It was a great training, excellent, well-informed and non-judgmental trainers"

Training provides professionals with a chance to reflect on their own education, understanding, experiences and biases. These reflections prepare them to recognise and set aside their own personal views or discomfort, so they can actively listen, signpost and provide both effective and non-judgemental advice and support to their young people.

CREATING INCLUSIVE COMMUNITY SPACES THROUGH EID WITH PRIDE

Through SASH our sexual health service in London, Turning Point is helping to create safe, affirming and culturally sensitive spaces for people whose identities are often underrepresented in mainstream health and community settings. Eid with Pride – Al Adha, held in Hammersmith, brought together LGBTQ+ people from Muslim backgrounds, allies and loved ones to celebrate creativity, community and belonging.

Twenty-nine people attended the event, which included dance, poetry, artwork and shared reflections on the relationship between faith, sexuality and gender identity. By providing a platform for personal stories and creative expression, the event supported meaningful dialogue around identity, inclusion and wellbeing.

The event also raised funds for DOST, a NAZ support group forGBT+ South Asian men, further strengthening links between community-led support, peer connection and wider sexual health and wellbeing services.

One attendee described the event as a "wonderful and heartening experience being surrounded by queer Muslims", highlighting the positive impact of being in a space shaped by care, connection and shared understanding. Another reflected that faith and belief are central to many people's identities and should be recognised as an important part of inclusion, both within communities and across services.

SASH is delivered in partnership by NAZ, London Friend and Turning Point as lead provider, combining specialist expertise to reach people who may face stigma, discrimination or barriers



to support. This partnership model enables services to respond to the intersecting needs of communities experiencing multiple forms of marginalisation.

The project was developed and led by Wafi Ahmed, SASH Community Engagement Coordinator, who drew on lived experience to build the kind of space he had not been able to access himself. He described Eid with Pride as "a safe and affirming space for LGBTQ+ Muslims to connect with others who share similar experiences, where their identity and faith are not in conflict, but celebrated as a unified whole."

By supporting Eid with Pride, Turning Point and its partners are contributing to social value by strengthening community cohesion, promoting inclusion, supporting mental wellbeing and creating opportunities for people with lived experience to shape spaces that meet the needs of their communities.



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. Each year, Horizon delivers drug and alcohol awareness sessions to more than 25,000 students across secondary schools, alternative education settings and colleges, helping young people make informed choices and reducing the likelihood of harm later on.

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.

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. 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 focused 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.

- 90% people have an overall positive experience of support from Turning Point (a 3% increase on last year)
- 90% feel listened to and well communicated with
- 92% feel safe in the service they use.
- In Public Health and & Substance Use, we maintained a score of 94% around safety within the service
- In Learning Disability, 93% of service users get the support that matters to them which is up 8% from the previous year.
- In Mental Health, there was a 1% increase of people having a positive experience of their support up to 81%

(based on 2,236 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 using our substance use services and affected others. We collaborated with the group on a range of initiatives this year. Over the last year, the Council has:

- Co-designed a model for lived experience quality assessments to assure quality and drive continuous improvement, which are now being piloted.
- Led the development of a video series delivering key messages on speaking without stigma, based on the Turning Point language guide, reaching audiences through social media.
- Informed Turning Point's contribution to national policy consultations, including the NHS 10-year plan and welfare reform.

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. Over the last year, the Network has:

- Contributed to training resources to improve support planning, identifying what good looks like so colleagues can deliver truly person-centred plans.
- Explored priority areas, including access to training, employment, and other opportunities, helping shape Turning Point's policy messaging.
- Collaborated on approaches to improve family involvement and develop outcome measures that are meaningful to people.

Learning Disability People's Network

Our Learning Disability People's Network, a new forum of people from our learning disability services, was formed in 2024 and it already has an impactful voice. 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. Over the last year, the group has:

Co-produced Speaking Without Stigma guidance for Turning Point colleagues, the wider sector, and the public, aiming to reduce stigma.

Provided insight and lived experience to inform key government consultations, including proposed changes to the Mental Health Act affecting people with learning disabilities and autism, and changes to PIP payments.

Identified the importance of positive transitions into Turning Point services and developing welcome materials directly from Horizons.

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.

Those nominated for an award in 2026 included people we support. Whether through personal achievements, acts of kindness, or inspiring others with their determination, every nominee has shown what is possible with resilience and support.

Turning Point chief executive, Julie Bass, paid tribute to the award winners, saying:

“This is the eighth year we have run this event to celebrate the achievements of the people we support, because these achievements are truly incredible considering the numerous challenges they have faced in their lives. Colleagues up and down the country absolutely love seeing the people we support recognised and appreciated, as do their family members and significant others.

“On behalf of the wider leadership team, I want to say how proud we are of the commitment people have shown to make remarkable changes to their lives. We know that every individual that we support has had to show great resilience and tenacity; it takes real strength to engage in change.”

DEANE

Among the winners was Deane who was supported at Wakefield Inspiring Recovery, a drugs and alcohol prevention, treatment and recovery service. Deane was recognised for showing incredible determination, courage, and heart throughout her recovery journey.

Staff noted that from the moment she started her recovery journey, she worked tirelessly to understand herself, build confidence, and take back control of her life. She faced some really tough moments but never stopped pushing forward - and that strength is something to be proud of.

Jo Rowe, senior operations manager at Wakefield Inspiring Recovery service, said:

“Deane embraced rehab with honesty and commitment, learning new ways to cope, recognising her triggers, and finding tools that truly support her. She is now engaging in groups, reconnecting with her old self and growing in confidence every day. She has transformed her life through hard work, bravery, and belief in herself. Her motivation, openness, and willingness to keep learning make her an absolute star. She truly embodies the spirit of

recovery, and everyone who supports her is so proud of how far she's come.”



ROBERT

Among the winners was Robert who is supported at a Turning Point's Avondale Residential Care Home in Wiltshire.

Robert was recognised for making an incredible impression since the day he moved into Avondale. In just a few short months, he has shown staff how capable, determined, and inspiring he is.

Robert, who is registered blind, has shown how strong and independent he can be by mapping out his bedroom, the whole house, and even parts of the garden. Staff have seen his confidence grow. He's communicating more, spending time with others in the communal areas, and enjoying getting out into the community.

Megan Rochester, support worker at Avondale Residential Care Home, said:

“Robert's presence lifts the atmosphere in the house. He's shown that with understanding, routine, and the right support, he can thrive.

“He's also built lovely connections with the people around him and we're all excited to see him continue growing his social relationships and strengthening his bond with his family now that he's living closer to them.

“No matter the challenges he's faced, he's shown resilience, courage, and incredible progress.”



MARTIN

Among the winners was Martin who is supported at a Turning Point mental health residential service in Southwark, London. Martin was recognised for showing unbelievable determination, courage, and positivity since the day he arrived at the service.

Staff said that every challenge he's faced, he's taken on with focus and a real desire to grow, and the progress he's made this year was nothing short of inspiring.

He's worked hard to build his independence, learning and developing day-to-day skills like cooking, cleaning, shopping, and travelling on his own. What once needed daily support has now become something he manages confidently most of the week.

Jonathan Clark, recovery worker at Turning Point, said:

“Martin has rebuilt his routines and passions. He's joined a new football team, returned to karate and earning a yellow belt, and even learnt to play the guitar while continuing to share his amazing violin skills - busking with confidence and bringing joy to his community.

“He's connected with others, built friendships, and committed himself to fitness - going to the gym regularly with his peers. Martin is the definition of motivation and self-belief.”





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 5,322 staff, 3,775 (70%) 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 £131.73m of social value.

Beyond our investment in local jobs, last year Turning Point spent £20.1m with local suppliers and £7.88m 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.

**WE CALCULATE
THAT OUR
EMPLOYMENT OF
LOCAL PEOPLE
CREATES £131.73M
OF SOCIAL VALUE**

RECOGNISED AS GOOD BUSINESS FAST PAYER TO SUPPORT STRONGER COMMUNITIES

Turning Point was recognised with a Good Business Pays Fast Payer Award, placing us among a small group of large organisations that consistently pay suppliers promptly and fairly. Fewer than 10% of large UK companies meet the criteria for this recognition.

To qualify as a Fast Payer, organisations must pay at least 95% of invoices on time and do so within an average of 27 days or less, measured over a rolling 12-month period using government-published data.

As a social enterprise, we recognise that cashflow is the lifeblood of any organisation, particularly small and medium-sized suppliers, voluntary sector partners and community-based organisations. Many of the organisations we work with operate at the frontline of community

support, often in challenging financial environments. When payments are delayed, the impact can be immediate and damaging, affecting wages, service delivery and long-term stability.

By paying our suppliers quickly and reliably, we help strengthen their cashflow and resilience. In doing so, we are paying social value forward and supporting the wider ecosystem of partners that enables us to deliver high-quality, community-based services.

Fast and fair payment also underpins strong, trusted partnerships. By paying on time, we create the conditions for long-term collaboration, ensuring that our partners can continue their vital work strengthening services, supporting communities and delivering lasting impact.

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. 58% 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.

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).

We also support people within our learning disability services to access employment and training

opportunities. For example, our Warwickshire Wellbeing Service provides bespoke, holistic wellbeing offer designed specifically for people with a learning disability and/or autism. Empower people to live independently, improve overall wellbeing and quality of life and support people to achieve personal goals such as employment. Here are a few stories of people supported by the service to achieve their work related goals in 2025/6.



KEIRON'S STORY



When Keiron was referred to Turning Point by his social prescriber, he had already faced a number of setbacks in work that had badly affected his confidence. He had a few friends, but rarely socialised, and rebuilding his self-belief felt like the first step towards moving forward.

Working alongside Keiron, we agreed to focus on building his confidence through volunteering, networking opportunities and practical employment support. Together, we updated his CV, portfolio and cover letter, practiced interview skills, and explored local groups that could help him build social connections as well as work-related experience.

A key early milestone came when Keiron and his support worker visited local charity shops to look for volunteering opportunities. Keiron was encouraged to go into the shops independently, ask about available roles and hand over

his CV. This was an important step in itself, helping him build confidence in approaching employers directly. Soon afterwards, he secured an interview at a Myton Hospice shop.

On the day of the interview, Keiron arrived prepared, smartly dressed and ready. With support beforehand to practice questions and strengthen his answers, he approached the interview with confidence and he got the role. Volunteering gave him a chance to develop his skills in a supportive environment, and over time he gradually increased his hours until he was working four days a week.

As his confidence grew, so did his ambitions. While continuing in the charity shop, Keiron also enrolled on a face-to-face IT course through the Jobcentre careers adviser. Turning Point continued to check in with him regularly, supporting him to build on his progress.

He became more confident in the workplace and began supervising a new starter, showing how far he had come.

To help him take the next step, we also supported Keiron with travel training so he could use buses more confidently, particularly on routes that involved changes. This opened up access to a wider range of opportunities, including his IT course and jobs further afield. We also helped connect him with local employment support, including Plus One Recruitment and Scope's Disability Employment Service, and supported him to apply for store assistant roles.

Keiron's journey is still ongoing, but the progress so far has been significant. From feeling knocked back by repeated job loss to building confidence, volunteering independently, starting training and applying for paid roles, he has taken meaningful steps towards greater independence and employment.

SARAH'S STORY



Sarah was referred to Turning Point by her sister and began receiving support in early 2025. She was living with depression and anxiety following a breakdown in 2017, and at the time was struggling with her daily routine, sleep, diet and independence.

The Warwickshire Wellbeing Service began supporting Sarah through psychoeducation to better understand her condition and manage her symptoms. Together, we introduced a simple daytime activity schedule and a gentle bedtime routine, helping her establish healthier patterns and improve her wellbeing.

As Sarah's confidence grew, support shifted to employment. We helped

her identify suitable roles, update her CV and create a Health Adjustment Passport to share with employers during recruitment and interviews. We also supported Sarah with job searching, applications, interview preparation and calming techniques to help her manage anxiety during recruitment.

In June 2025, Sarah secured a part-time personal assistant role, marking a significant step forward. However, when the support hours linked to the role were reduced, her shifts were gradually cut until they stopped. When Sarah returned to Turning Point, we updated her CV, helped rebuild her confidence and encouraged her to see the role as a stepping stone rather than a setback.

Sarah began applying for roles again and has now secured a new position as a support worker in Stratford-upon-Avon. Her journey shows how personalised support can help people improve their wellbeing, build resilience and move closer to sustainable employment and greater independence.

Supporting people to stay in work

KELLY'S STORY



When Kelly (not her real name) was first referred to Turning Point's Talking Therapies for employment support, she initially wanted help to find a new job. She felt she could no longer stay in her current role because changes to working practices, new technology and the way training was being delivered were becoming overwhelming. She did not feel that the support available at work reflected the way she learned or processed information and her needs associated with her neurodivergence.

Through a supportive conversation, the service explored what was really behind Kelly's decision to leave. It became clear that she wanted to continue working but needed reasonable adjustments so she could understand new processes, prepare for changes and feel confident in her role.

Rather than focusing on a move into new employment, the service worked with her to advocate for the support she needed to remain in work. Together, they developed a clear plan to help her communicate her needs to her employer and access the right support.

The service supported Kelly to write to her employer, referencing the Equality Act and requesting reasonable adjustments to training and workplace processes, including more time to adapt to new ways of working. She was encouraged to ask for instructions to be repeated and explained clearly, and to request advance notice of meetings or changes so she could prepare.

The service supported Kelly to request an Occupational Health referral, helping ensure her needs were properly

understood and recorded. She was also helped to access advocacy support for meetings with managers, giving her confidence to explain what adjustments would make work more manageable. The service then helped her follow up with Human Resources so that the agreed actions were logged and progressed.

As a result, Kelly felt more confident, listened to and supported. Her employer agreed to the requested adjustments, which improved her ability to understand and adapt to new working methods. The Occupational Health referral also helped put longer-term support in place. This support helped Kelly remain in employment, protecting her financial independence, wellbeing and confidence.

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 £717.17 were made to help people take the next steps in life.



MIKE'S STORY



Mike wanted to return to education with the long-term goal of working in the IT sector. However, severe social anxiety made it difficult for him to be in face-to-face learning environments. To move forward, Mike needed to complete entry-level Maths and English qualifications but required an approach that allowed him to learn in a way that suited his needs.

As a result of a successful application, Mike received funding to purchase his own laptop. This support removed a key barrier, enabling him to access online learning from home in a safe and familiar environment.

Since receiving the funding, Mike has been able to begin working towards his Maths and English qualifications through online learning. Having access

to his own laptop has supported more consistent engagement, reduced anxiety linked to educational settings and increased his confidence in managing his learning independently.

A member of Mike's support team reflected on the impact of the award:

“Providing Mike with his own laptop removed a significant barrier to education, particularly due to his social anxiety. Since accessing online learning, he has been more motivated and consistent in working towards his qualifications and has shown increased confidence in his ability to progress.”

Mike is currently focused on completing his entry-level qualifications and aims to progress onto an IT course in the future.



PEER MENTORS AND VOLUNTEERS

Last year we had 234 people working with us as peer mentors and 69 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. Across our substance use services in 2025/6, our peer mentors delivered over 7,700 hours of peer led support.

Our peer mentors:

- Use their life experience to support others with substance use or mental health 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.

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

From April 2025 to January 2026, 209 people completed their peer mentor training. The programme lasts 24 weeks, ensuring that our peer mentors are trained to a high standard.

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.

LYNNE'S STORY



Lynne, a peer mentor at Turning Point Oxfordshire Roads to Recovery drug and alcohol service was recognised last year for her dedication to recovery and transformation, which colleagues described as truly inspiring.

She has set up and run a well-attended Relapse Prevention group, engaged in a counselling course, facilitated a weekly drop-in service, and even cooks meals for attendees.

Colleagues noted her commitment to supporting others in their recovery journey is unwavering. She brings understanding, lived experience, and a psychological insight into substance use, making her an invaluable asset to the team.

About her time as a peer mentor, Lynne said:

“The Relapse Prevention Group I run helps me in my continued recovery journey, and also shows others that recovery is possible. It helps people to learn the life skills that we all need so that we don't turn to substance use – that's what motivates me and what I find rewarding.

“I want to thank the entire team in Oxfordshire and especially the peer mentors that inspired me to start my peer mentoring journey. It's been an incredible journey and it will continue for us the rest of my life.”

DAVID'S STORY



One of the award recipients was David, a volunteer at Turning Point's Suffolk Drug and Alcohol Service.

David started as a volunteer at Turning Point's Ipswich service back in 2015, with colleagues saying his dedication and compassion has had a profound impact on the team. After overcoming issues with alcohol earlier in his life, they said David had become a strong and inspiring role model for the people he supports.

He co-facilitates the peer-led engagement and aftercare groups. He has guided many people through their treatment journeys, with some going on to become peer mentors and volunteers themselves.

“David's thoughtful and genuine approach, combined with his extensive experience and knowledge, makes him an invaluable asset to the team,” said colleagues.

When collecting his award, David revealed that this month he marked 44 years in recovery.

“Being a recovering alcoholic, I always wanted to give back to people,” said David. “It's a privilege to work with people that are working to better themselves and I just hope that my journey can help others to recover.”

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.

- During the first three quarters of 2025/6, 43 peer mentors moved into paid work both within and beyond Turning Point.
- During 2025/6 the number of paid peer roles across the organisation increased from 32 to 54.

JOHN'S STORY



John (not real name) reveals his struggles with substance use came 'later on in life' at the age of 35 when he started using cocaine.

In the two years he used cocaine, John's wife left him, he lost his job, his house and was homeless for six months. "I wasn't sleeping at night which meant I was tired all day. I couldn't eat, I was falling sick a lot," he said. "I felt like my body was shutting down, I felt like I were dying. I said to myself that I can't keep doing this for the rest of my life - I'll be dead soon."

John visited his GP who referred him to Turning Point.

☞ The group sessions at Turning Point really helped me because they kept me busy and so did attending narcotics anonymous meetings."

When he first came to Turning Point, John was purely focused on getting healthier and going back to the "really nice and respectful person" he used to be. He credits the group sessions at Turning Point as helping shift his mindset and thinking more positively. "It makes you think you're not worthless, you're not useless. The mood management programme really helped me."

John said his life has taken a "360 degree turn". He has been abstinent for two-and-half-years, is back together with his wife and now supporting other people in their recovery journeys.

After going through recovery, he enrolled in the peer mentoring course and started volunteering at Turning Point.

☞ I wasn't just doing a few hours, I was doing more or less full-time because I wanted to keep myself occupied. This led to staff encouraging me to apply for a paid full-time role as a recovery work on the opiate team which I have been doing for almost 12 months," said John.

☞ I absolutely love my job," he said. "The clients are great because I've got the lived experience, I understand what addiction is like, and I think that really helps them as well."

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 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

Throughout 2025, our average vacancy rate was 3.8%, significantly below the sector benchmark of 7%. Our voluntary staff turnover rate in 2025 was 16.75%, notably lower than the sector average of 23.1% reported by Skills for Care. This demonstrates the effectiveness of our approach in addressing workforce shortages while fostering a committed, inclusive, and engaged team culture.

Our recruitment messaging actively promotes staff wellbeing and positive workplace culture. We prioritise employee experience by clearly advertising flexible working arrangements, including shift flexibility to support carers and parents. Job adverts present an accurate representation of the position and emphasise mental health support and structured career development opportunities.

Our employee referral programme continues to deliver strong results. In 2025, 60 new colleagues joined the organisation through referrals. By encouraging current staff to recommend people who share our values, we have been able to recruit motivated and compassionate candidates. This approach strengthens staff engagement, fosters a sense of belonging, and contributes to a cohesive and motivated workforce, enabling us to maintain fully staffed services despite demanding timeframes.

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 76% 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.

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.

Our apprenticeships have grown since 2021, with the learning programme increasing from 13 standards to 67 standards. Within the programmes, we have developed a bespoke Women in Leadership programme which provides opportunities for ten colleagues to access the Level 7 Senior Leader Women in Leadership programme, and for one colleague to access the Level 5 Operations Manager – Women in Leadership programme. We also supported the trailblazer for the Operations Manager standard in 2023.

From 2021 to the end of July 2025, we have supported over 100 colleagues to complete their apprenticeship. In July 2025, 22 colleagues completed apprenticeships ranging from level 2 (5 GCSE's 9-4 /A*-C) up to level 7 (equivalent of a Masters). A further 12 colleagues are due to complete by the end of March 2026.

For National Apprenticeship Week 2026, we looked back at our apprentices' 2025 accomplishments and how far they have grown using a series of digital postcards.

We looked at developing our teams with the launch of the skills hub which supports colleagues completing functional skills in English, Maths and Digital including Digi bites which looks specifically at Microsoft 365 development.

Our level 2 free short courses were included on the hub. These are delivered by Learning Curve and provide opportunities for our colleagues and the people we support to access one of 22 courses.

We continue to support our Apprenticeship Pledge and to update it to make it more inclusive and accessible. All our apprentices have access to our You Belong e-learning collection.

Apprenticeships in numbers

22

In July 2025, 22 colleagues completed apprenticeships ranging from level 2 (5 GCSE's 9-4 /A*-C) up to level 7 (equivalent of a Masters). placements working with us.

100

Turning Point has supported over 100 colleagues to complete their apprenticeship to date.

12

A further 12 colleagues are due to complete by the end of March 2026. placements working with us.

4

In 2025/6, 4 individuals achieved a masters-level apprenticeship.

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 2025/6, we had 49 student placements working with us.



LEARNING AND DEVELOPMENT

In 2025/6, colleagues completed over 63,800 courses. These included:

63,714

e-learning

1,319

workshops

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

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 40 colleagues took part in the Aspire programme.

Leaders can access learning and coaching and complete a level 5 Leadership and Management or Coaching apprenticeship as part of the Inspire programme. 168 managers have signed up for Inspire to date.

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.

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



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.

COMMITMENT TO ACHIEVING NET ZERO:

OUR PATHWAY FORWARD

Turning Point is committed to supporting the UK's national goal of achieving Net Zero carbon emissions by 2050.

The effects of climate change are not evenly distributed. Vulnerable populations are disproportionately affected, and we are fully committed to safeguarding those we support, reducing inequality, and improving patient outcomes by pledging to achieve Net Zero.

Some key reasons why vulnerable people are unfairly affected by Climate Change are:

- **Interconnected Challenges:**
Climate change intersects with other challenges such as poverty, social injustice, and economic instability, amplifying its effects on already vulnerable populations.
- **Health Disparities:**
Vulnerable communities frequently have poorer health outcomes and limited access to healthcare. Climate change can compound health issues, such as increased temperatures leading to heat-related illnesses, while extreme weather events can cause injuries and exacerbate respiratory and cardiovascular conditions.
- **Social Inequality:**
Marginalised groups often lack political power and representation, making it more challenging for them to advocate for their needs in the face of climate change.
- **Mental Health:**
The stress and anxiety associated with climate change impacts can amplify mental health issues, particularly for those already facing socioeconomic challenges.
- **Food Security:**
Climate change affects agricultural productivity due to altered rainfall patterns, increased pests, and extreme weather conditions. Vulnerable populations often lack the financial and material resources to adapt to meet rising food costs due to climate change impacts.
- **Access to Resources:**
Vulnerable communities often have limited access to affordable energy and can struggle to afford to heat their homes which can have an impact on health and mental stress.
- **Adaptive Capacity:**
Many vulnerable populations have limited capacity to adapt due to lack of education, access to information, or technology, making it harder for them to implement strategies to cope with climate impacts.



OUR PROGRESS SO FAR

In line with Turning Point's commitment to monitoring and minimising its environmental impact, we transitioned to Electric Green Energy in April 2022. There is a mandatory reporting framework for large organisations in the UK - Streamlined Energy and Carbon Reporting (SECR). Turning Point's carbon emissions, using a location-based approach to calculating emissions, were 1,807.075 tCO₂e for 2025, this is 5% lower than in 2024. These include the emissions associated with electricity, gas, stationary combustion of kerosene and travel in company vehicles. The intensity of 8.75 tCO₂e per £m revenue is 12% lower than last year.

Decreases include reduced carbon emissions associated with business travel, from 369.420 CO₂ kg in 2024 to 346.026 CO₂ kg in 2025, which represents a 6% reduction year on year.

Turning Point launched an 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.

**A 6%
REDUCTION
IN CARBON
EMISSIONS
ASSOCIATED
WITH BUSINESS
TRAVEL**



OUR FUTURE WORK

Turning Point is committed to building a clear strategy and plan to drive decarbonisation and broader sustainability. We recognise that our operations have an environmental impact, and we are dedicated to reducing our carbon footprint.

We are fully committed to achieving Net Zero emissions by 2050, in line with the Climate Change Act 2008. Where commissioners are committed to achieving earlier Net Zero target dates, we are equally committed to working with them to ensure they reach their goal.

Net Zero must be aligned with broader sustainable development objectives and our strategy for achieving Net Zero involves a multi-faceted approach.

Key initiatives include the development of a data visualisation capability to track actual emissions of the three scopes of the GHG Protocol. This will illustrate both actual emissions (from the base year) and the projected pathway to the Net Zero target.

We will actively work to reduce our direct and indirect greenhouse gas emissions across all aspects of our operations and have adopted carbon reduction targets. We have a Carbon Reduction Plan and emissions are projected to decrease over the next five years to 1,730 tCO₂e by 2029. This is a reduction of 23% from our 2020 baseline.

Our Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans. The plan has been reviewed and signed off by the Board of the Company.

A dedicated Environmental Management Group with cross-business representation, is committed to incorporating consistent environmental management practices into general business activities.

We are committed to engaging our suppliers in sustainability practices and work closely with partners to ensure they adopt environmentally responsible methods, reducing emissions throughout the entire supply chain. This includes encouraging the use of sustainable materials, optimising logistics, and minimising waste.

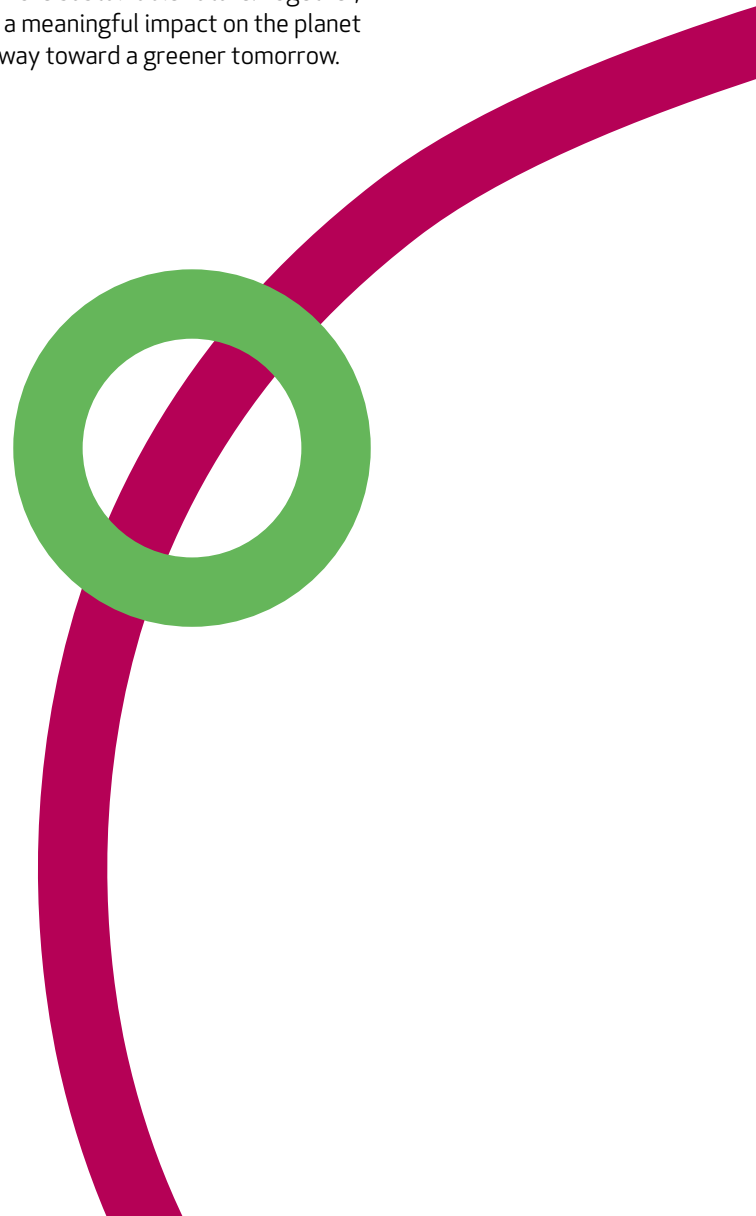
More broadly, achieving our Net Zero goal requires a cultural shift within our organisation. By fostering a culture of sustainability, we aim to motivate our entire workforce to make conscious decisions that contribute to our collective mission. We will identify actionable strategies that educate and empower our employees to engage in sustainable practices both at work and at home. We will enhance workforce awareness through a program of learning

and development and utilise community interest platforms to promote environmental awareness.

The Board of Turning Point is committed to proactive leadership and accountability and has given, and will continue to give, its full support to the Company's Carbon Reduction initiatives that are required to achieve its Net Zero ambitions. The Board will have oversight and scrutiny via regular updates from the Environmental Management Group on progress towards Net Zero.

We will implement a robust system for monitoring, measuring and reporting our emissions reductions and we pledge to engage with our stakeholders to promote sustainability initiatives and share our progress. We will provide transparent reporting on our emissions, goals, and achievements reinforcing our commitment to transparency and accountability.

Through targeted actions and collaboration across all levels of our organisation, we are confident that we can meet our goal and inspire others to join us in creating a more sustainable future. Together, we can make a meaningful impact on the planet and lead the way toward a greener tomorrow.



GREEN SPACES AND ENVIRONMENTAL PROJECTS ACROSS OUR SERVICES AND COMMUNITIES

Across our services and local communities, we look for opportunities to introduce green spaces where people can spend time and improve their health and wellbeing. Across our services and local communities, we look for opportunities to create and improve green spaces that support people's health, wellbeing and sense of community connection.

For many of the people we support, access to high-quality outdoor space can be limited. Green spaces can support mental and physical wellbeing, encourage social connection, provide structure and routine, and create opportunities for people to take ownership of shared environments.

This work also reflects our wider commitment to social value. By developing green spaces with the

involvement of people who use them, colleagues and local partners, we can create places that are inclusive, sustainable and rooted in the needs of each community. Whether through therapeutic gardens, sensory planting, community growing projects or outdoor volunteering, these initiatives help improve local environments while also strengthening belonging, resilience and hope.





BEES, BELONGING AND NEW BEGINNINGS: HOW BEEKEEPING IS BUILDING COMMUNITY IN LONDON

Turning Point's Community Innovation Fund supported Bees and Refugees, an environmental justice organisation based in London, to deliver a powerful programme using nature, craft and community to support refugees and local residents. Their project introduced beekeeping as a therapeutic activity and a way to bring people together across cultures, generations and life experiences.

The initiative hosted a series of open days at their Otford farm, inviting grassroots organisations, refugees, school groups and local community members to experience a full day of hands on activities. These sessions offered a calming and inspiring blend of guided walks, seed planting, ethical beekeeping demonstrations, honey tasting, bread baking and shared meals cooked over a communal fire. Each visit was designed to nurture connection, confidence and wellbeing and created space for people to learn new skills, relax and feel part of something bigger.

The project successfully delivered 10 open days, welcoming more than 300 participants throughout the year. Participants co designed activities completed bilingual English–Arabic feedback surveys, shared ideas for future sessions and helped run practical workshops, guided walks and communal meals. This collaborative approach made each open day unique and ensured the programme remained relevant, inclusive and culturally responsive.

The impact of the project went beyond the farm. Fourteen refugees continued their involvement by

training as beekeepers, and around 15–20 people volunteered to support farm duties, becoming part of a growing community network. The project also created opportunities for paid work, with six people employed to help deliver workshops, mentor participants and support activities, providing them with valuable income and experience.

Partnerships deepened as the project expanded. Relationships with organisations such as Springboard Youth, Waterloo Community Counselling, Sevenoaks Welcomes Refugees, Haringey Learning Partnership and the Al Iman Centre strengthened. These collaborations helped widen access, create new referral pathways and ensure that the project reached people who might otherwise miss out on community based wellbeing support.

In total, the farm delivered 37 open day sessions over 10 days during 2025. It has become a vibrant space for community learning, cultural exchange and environmental stewardship. Participants describe the project as welcoming, supportive and restorative and the farm as a place where they can connect with nature, meet others with shared experiences and enjoy a sense of belonging.

Bees and Refugees demonstrates how small investments can generate profound community impact. By combining therapeutic outdoor activity with practical skill building and social connection, the project has created opportunities for recovery, confidence and hope, and strengthened the bonds between refugees and local communities in London.



HASTINGS COMMUNITY GREENHOUSE WELLBEING INITIATIVE

Thanks to grant funding from Mind, Hastings Community Greenhouse Wellbeing Initiative creates a safe, therapeutic and nature-connected space in the garden of Turning Point's Mental Health Crisis House in Hastings. By installing a greenhouse and equipping it with tools, pots, compost and seeds, the service co-designs and runs gardening groups with people staying at the service.

The aim is simple but powerful: to use nature, connection and shared purpose to support recovery. Gardening has a long record of improving mental health outcomes. A 2024 umbrella review covering 40 studies found significant positive effects of gardening and horticultural therapy on wellbeing, with a medium effect size and clear improvements across quality of life, mood and general health. These findings echo decades of Turning Point's experience that non-clinical, relational activities, rooted in community, help people feel grounded, hopeful, and more in control.

This initiative supports people who face some of the greatest inequalities in mental health. Many individuals staying with us live with acute crisis, financial hardship, social isolation and the cumulative effects of trauma. We know that engagement with gardening reduces depression,

anxiety and stress, while increasing social connection, daily structure and feelings of agency.

By growing vegetables onsite, we contribute towards improving nutrition, support food independence and reduce reliance on local food banks. This is vital: many people we support regularly attend food banks due to financial pressures linked to their mental health. Produce grown are used in our weekly Community Sunday Roast, an inclusive shared meal that builds belonging and reduces loneliness. Any surplus will be donated to local foodbanks. The greenhouse also provides opportunities to learn new skills, horticulture, sustainability, understanding ecosystems, and the climate impact of local growing. Evidence consistently shows that nature-based learning fosters competence, self-esteem and meaningful occupation, all protective factors against future crisis.

Volunteering opportunities also expand local involvement. Research highlights that community gardening supports social relationships, hope and peer support, core drivers of long-term recovery and works best when person-centred, flexible and inclusive.

PLANTING SEASON AT OUR WARWICKSHIRE WELLBEING SERVICE

At Warwickshire Wellbeing, the growing season is in full effect, with people supported by the service and colleagues working together to plant, nurture and care for a range of plants and vegetables. The project provides a calm and purposeful outdoor activity that supports wellbeing, builds confidence and encourages people to develop practical skills at their own pace.



FOREST SCHOOL

Irwell Valley Foundation

The Birchwood Forest School, funded by the Irwell Valley Foundation, is transforming an underutilised space into an inspiring outdoor sanctuary, fostering holistic mental and physical well-being. This innovative project empowers people we support, their families, and our dedicated staff, all of whom will benefit from expert-led forest school training. By engaging in nature-based activities such as bushcraft, woodwork, outdoor cooking, and sustainable living, participants will discover new skills, enhanced resilience, and a renewed sense of community. The Forest School embodies our commitment to recovery, inclusion, and lasting positive change—delivering impactful, sustainable benefits for all.

DOUGLAS HOUSE

Therapeutic Garden - National Garden Scheme

Through strategic investment, we have transformed an unutilised concrete courtyard into an uplifting therapeutic garden—a beacon of innovation in service-user wellbeing. The newly created space features accessible pathways, sensory-rich planting, and inviting seating, fostering relaxation, reflection, and group engagement. Tranquil zones offer sanctuary for anxiety management, while multi-sensory elements—fragrance, texture, and gentle sounds—promote emotional regulation and grounding. By enabling nature-based therapy and structured horticultural activities, the garden empowers confidence, enhances social interaction, and brings occupational therapy to life, enriching outcomes for all who access our services.

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:

Language is Everything provide interpreting and translation services. As an SME operating within a shared office environment, their approach focuses on practical, high-impact actions, supporting lower-carbon travel through initiatives such as the Bike to Work scheme, reimbursing public transport use, and enabling linguists to choose more sustainable travel options for face-to-face appointments. They also actively reduce resource consumption by prioritising digital documentation and minimising paper use, recognising the significant environmental impact of paper production and disposal. This approach is underpinned by a wider commitment to ethical and responsible business practices, ensuring that environmental stewardship is considered alongside service delivery and supplier relationships.

Unify by Bruntwood provide commercial cleaning services. Bruntwood's purpose of creating thriving, sustainable cities is reflected in a strong focus on reducing environmental impact through its buildings and energy use, including achieving 100% renewable electricity in common areas across its portfolio and zero waste to landfill from operational sites. The organisation continues to invest in long-term decarbonisation through net zero buildings, renewable energy generation and collaboration with customers and suppliers to reduce water, waste and energy usage. This approach is complemented by a wider commitment to supporting partners to meet their own sustainability goals and embedding responsible practices across its supply chain.

ABM Angel Healthcare provides medical equipment, consumables, PPE and more for GP practices, hospitals and care settings. Over 2025/6, the organisation has provided free training and ongoing support to care homes for the equipment we supply, ensuring safe and effective use. As well as contributing funds to charities, including supporting HICA through sponsored events such as Shine, which helps provide additional activities and experiences for residents. The organisation has contributed to staff development through training, mentoring, and skills-building opportunities and has worked with local suppliers and partners, contributing to the local economy and strengthening community ties.

Matrix provides recruitment and agency services. Across 2025/6, Matrix has contributed to social value through charitable fundraising, employability support and partnerships that help people move closer to work. Key highlights include:

£6,080

raised for Annabelle's Challenge, Matrix's Charity of the Year.

17,600

people engaged by Matrix's Social Value team on their journey into work.

90

people offered one-to-one support with CVs or interview preparation.

24

employability workshops developed for job seekers.

18

charities partnered with to extend community impact.

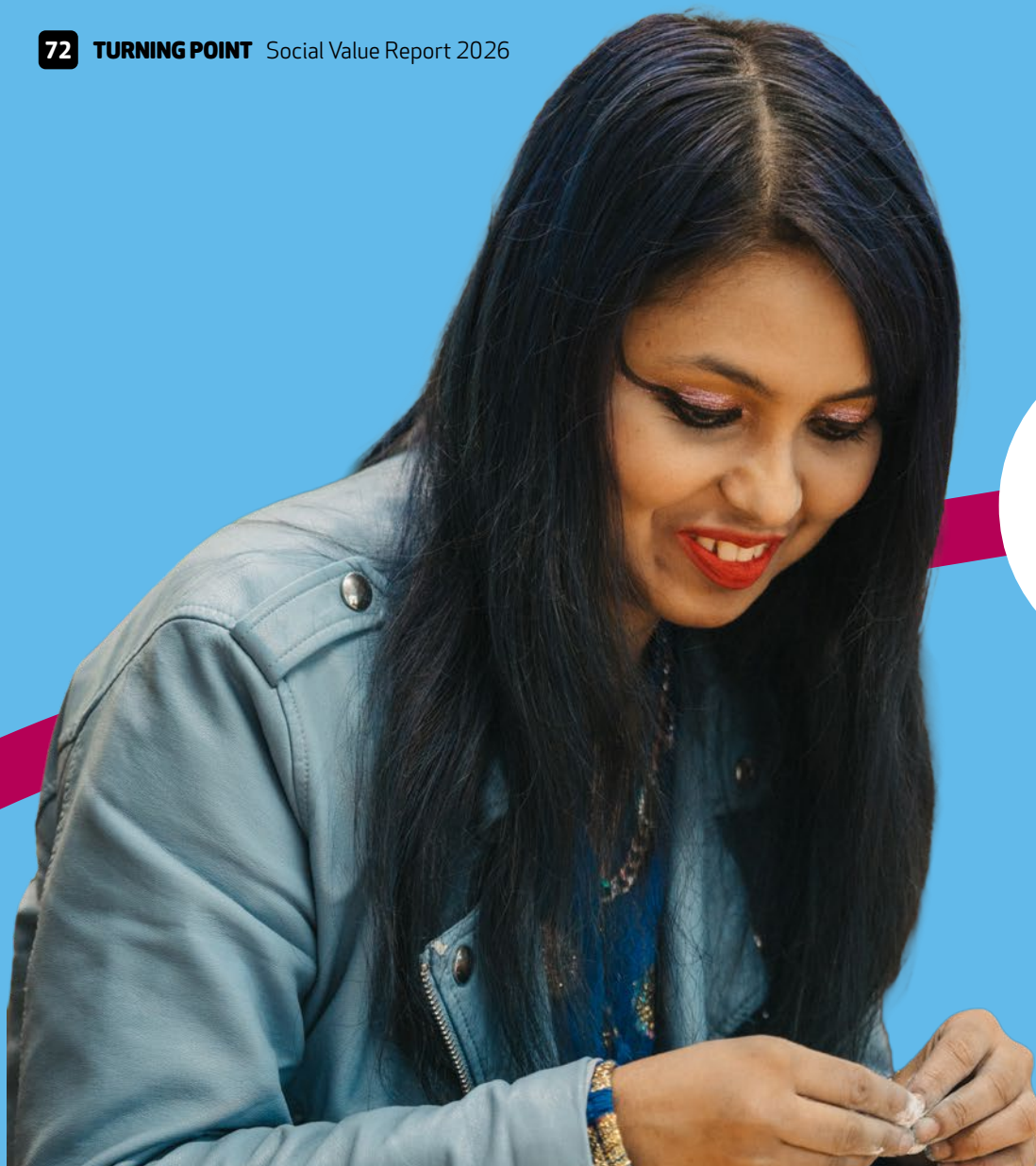
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schools, colleges and universities supported through employability initiatives.

Through this activity, Matrix is helping to widen access to employment support, strengthen community partnerships and create opportunities for people who may face barriers to work.

Clarity provides support with business travel bookings and travel management. Following its acquisition of Agiito in 2023, the organisation expanded its responsible business activity and established a dedicated Corporate Responsible Business team to lead work on sustainability, ethical standards and positive social impact across its operations. The organisation has published a Carbon Reduction Plan setting out its pathway to Net Zero by 2050 and works with customers to better understand and reduce the environmental impact of their travel programmes. Through initiatives such as its partnership with Greengage and the ECOsmart programme, Clarity helps customers identify greener accommodation and event options, while also providing consultancy, benchmarking tools and sustainability training to support wider environmental goals. Clarity is also strengthening social value through its supply chain. Its approach increasingly focuses on social procurement, including integrating social enterprises into procurement conversations and helping customers consider suppliers with a clear community or environmental purpose. As the first Travel Management Company to become a Social Enterprise UK Supporter Member, Clarity is helping to increase access to social-impact-led hotel, venue and travel partners.

Paragon provides services specialising in delivering business growth, customer engagement and business transformation and efficiency. Paragon launched their sustainability strategy, a key part of which is a Carbon Net Zero Plan. The organisation is committed to supporting clients' ambitions and the UK Government's targets by achieving Carbon Net Zero by 2035. The organisation holds EcoVadis Gold status, placing it in the top 2% of companies assessed for sustainability performance. Paragon sites also support local communities through regular charity fundraising and volunteering activity. Examples include colleagues painting and decorating, gardening, taking residents for cycle rides, tree planting and path clearance, as well as fundraising through bake sales and sporting challenges. All sites work with nominated charities, and local teams are encouraged to support causes that matter in their communities.



PRIORITIES

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

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 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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