

**TURNING
POINT**
inspired by possibility



Social Value Impact Report

2022

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Foreword by Julie Bass, Chief Executive

At Turning Point we are committed to the communities we are part of. As a social enterprise, we put people ahead of profit, and any surplus we generate is reinvested into initiatives which support people to improve their health and wellbeing and reduce health inequalities.



Social value - the added value public services can deliver to the economy, community life, the health of the local population and the environment – is now, more than ever, an integral part of our vision. This will be increasingly relevant as more and more public commissioners take into account social value in their procurement decisions, reflecting a wider trend for ethical consumerism. Our commitment to being ‘inspired by possibility’ and delivering for the people we support, and our communities is what makes this so important to us.

I am delighted to be able to share some of our achievements from the past year in our 2022 annual social impact report. However, I am mindful that there is always more we can do and as we enter the organisation’s next strategic period, social value remains a golden thread running through our operation.

Julie Bass
Chief Executive

Executive Summary

This year marks 10 years since the Social Value Act, a landmark piece of legislation which requires local authorities to take social value into account in their procurement decisions. Over that time, social value has become an increasingly important element of local commissioning practice.

In 2021/22 Turning Point delivered £27.7m of social value, based on measures included in the TOMS framework¹. This represents an 59% increase on the previous year which reflects our extended reach, increased headcount, and improvements in data capture. However, this is only a partial reflection of the true social value that we deliver at Turning Point. Continuing our efforts to extend the social impact data we collect will be a key element of the next social value strategy.

In 2021/22 Turning Point delivered £27.7m of social value



1 National TOMs 2022 (Basic Calculator) available at www.socialvalueportal.com

2 The value of multidimensional wellbeing programmes, workplace screening and support and internal mental health campaigns (TOMs metrics RE24, NT55 and NT39)

3 TOMs social value metric NT21

Our colleague wellbeing programme provides social value of over £1.5m

WELLBEING

A key element of social value is our work to promote the health and wellbeing of both our colleagues and the people we support. Our colleague wellbeing programme provides social value of over £1.5m².

During 2021/22 we established a Mental Health First Aider scheme and 50 members of staff have completed the training. We also hold regular wellbeing and mindfulness sessions for all staff and last year we launched a partnership with SecondSight which provides a range of articles, videos, tools, and resources to support financial wellbeing. We are committed to being an inclusive employer and service provider and in 2021/22, 3,420 people undertook Equality and Diversity Training with a social value of £345,420³. We also provide wellbeing support for businesses and directly to consumers through our Rightsteps and livelife services.

Our services work in many ways to promote good health and wellbeing among the people we support whether that is through providing gym sessions and health MOTs to people using drug and alcohol services, increasing uptake of treatment for Hepatitis C through conducting over 5,000 Dry Blood Spot Tests in 2021/22, or supporting people who are homeless in accessing healthcare services.

We are committed to sharing our expertise on tackling health inequalities with the wider sector. In 2021, we created the Substance Use Mental Health Resource Pack, a guide for best practice for those supporting people with co-occurring substance use and mental health issues and the Health and Wellbeing Handbook, a practical resource for staff supporting people with a learning disability.

COMMUNITY

In 2021/22 we invested £3.38m in local community, voluntary and social enterprise (VCSE) organisations. Many of these sub-contracts are long term relationships and we are committed to building capacity with the local VCSE sector in the areas where we work. We are always looking for opportunities to work in partnership with other local agencies to address local issues. For example, in Wiltshire and Swindon our IMPACT service conducted joint visits with the police during a 'County Lines Intensification Week'. In Herefordshire, we have established a link with HMP Prescoed's CHASE programme, which provides an accredited training programme for serving prisoners in open conditions.

At Turning Point, we are committed to promoting inclusive practice and challenging discrimination. The social care system has many inequalities, with some demographics not receiving the same quality or availability of treatment. In order to rectify this, we deliver a range of community outreach programmes. For example, Project Listen in Leicester caters to the specific needs of the Gypsy and Traveller community and in Turning Point's SASH service the Afghan women's project translated materials as well as a range of sanitary products to be provided to Afghani women.

In 2021/22 we invested £3.38m in local community, voluntary and social enterprise (VCSE) organisations.

ECONOMY

We create social value by investing in the health and social workforce, buying local, and supporting people with challenging backgrounds enter the labour market. In 2021/22 we spent £7.3m through local supply chains, truly investing in our communities and we spent £12m with SME suppliers, the engine of the UK economy. 433 people found paid work, went onto education/training, or found a volunteer position as a result of our support and 37 of our peer mentors moved onto paid work. In our Herefordshire drug and alcohol service we piloted a new scheme providing work placements to people on day release from prison. Ted's Fund, which was set up in memory of former chief executive, Ted Unsworth, awarded £1,312 to 9 individuals we support to help people take the next step in life.

In 21/22 we had 54 student placements providing experience for nursing, psychology, counselling, and social work students. We had 77 volunteers, 57 apprenticeships and 26 trainee recovery workers on our books – all of which bring new people into the health and care workforce. We are committed to being an inclusive employer and this is reflected in the high number of people with lived experience that we employ – in 2021, 59% of employees had lived experience of the challenges that face the people we support. We invest in our colleagues and in 21/22, 8,010 colleagues took part in training workshops and 57,584 e-learning modules were completed. We create local jobs by bringing in external funding, e.g., in 2021/22 we successfully secured £628k additional funding -creating 18 jobs across Leicestershire and Rutland.

ENVIRONMENT

Turning Point's greenhouse gas emissions were 7.9% lower this financial year than in the 2020/21 reporting period. The intensity of 12.4 tonnes CO₂e per £m revenue is 14.9% lower than the last financial year. We have stepped up our efforts to minimise our environmental impact this year and this will continue with the move onto a green electricity tariff from April 2022. A staff survey undertaken in 2021 found a high level of support among our colleagues but limited awareness of the actions we are taking as a result we launched our 'Green Heart' micro-site. This year we also developed a Green Plan which identifies priorities in the areas of technology, prescribing, consumables and buildings.

The External Landscape



If we are to meet the complex social, economic, and environmental challenges of the 21st century, a concerted effort across all parts of society is required. Social value is a useful concept to enable public services, business and the third sector to rise to this challenge.

It has been ten years since the government's Social Value Act (2012) was introduced, asking public bodies to consider how the services they commission might improve the economic, social, and environmental well-being of the local area. Over that time, social value has become an increasingly important element of local commissioning practice. The recent health reforms brought in with the Health and Care Act (2022) build on the idea of the NHS as an anchor institution with a core priority for ICSs to support broader social and economic development.

At the end of 2021, the COVID-19 pandemic had hospitalised over 520,000 adults in the UK and at least 160,000 people had died⁴.

The NHS remains under intense pressure, health inequalities have been compounded and the financial impact of the pandemic is being felt with a significant rise in the cost of living.

If 2020 was a year of staying at home, 2021 saw cautious steps towards reopening the economy and public life, while responding to new variants of COVID-19.



⁴ <https://www.theguardian.com/world/2021/dec/01/covid-world-map-which-countries-have-the-most-coronavirus-vaccinations-cases-and-deaths>

Inequalities exposed through the pandemic have been also been highlighted through various social movements in recent years. The Black Lives Matter movement gained international attention during the global protests following the murder of George Floyd in 2020 by Minneapolis police officer Derek Chauvin. Trans Rights protests surfaced in response to the government's exclusion of transgender people within the government's proposed ban on conversion therapy. The COP26 conference, held in Glasgow, brought the climate crisis to the forefront of national debate in November 2021.

Today, a crisis in the cost of living is unfolding in the UK. ONS data suggests that Britain's economy contracted by 0.1% in March 2022⁵, as rising inflation (9% in April 2022)⁶ and the burgeoning cost-of-living crisis takes its toll. The Bank of England warned that a recession is a possibility⁷. Low-income households are bearing the brunt of this crisis. The Resolution Foundation estimates that an extra 1.3 million people in the UK will fall into absolute poverty in 2023, including 500,000 children⁸.

The pandemic has also exacerbated the pre-existing workforce challenges in the health and social care sector. Significant workforce shortages and high rates of turnover pose a real risk to the recovery of services and the quality of care, as well as to the health and wellbeing of colleagues. Data suggests that the vacancy rate in adult social care has increased steadily since April 2021 to 9.5% in January 2022⁹. Additionally, the strain on carers has intensified. Carers UK estimated in June 2020 that an additional 4.5 million people had become unpaid carers since the pandemic began.

It is because of these challenges that the need to maximize the social, economic, and environmental benefit in everything we do has never been greater.

5 <https://www.ons.gov.uk/economy/grossdomesticproductgdp/bulletins/gdpmonthlyestimateuk/march2022>

6 <https://www.ons.gov.uk/economy/inflationandpriceindices/bulletins/consumerpriceinflation/april2022>

7 <https://news.sky.com/story/interest-rate-raised-to-1-by-bank-of-england-hitting-13-year-high-12605700>

8 <https://www.resolutionfoundation.org/publications/inflation-nation/>

9 <https://www.skillsforcare.org.uk/adult-social-care-workforce-data/Workforce-intelligence/publications/Topics/COVID-19/Vacancy-information-monthly-tracking.aspx>

Measuring Social Value



Measuring Social Value

Turning Point Social Value Measures

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

WELLBEING – contributions Turning Point makes to the wider public health agenda. This includes 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 community and achieving community based actions, equalities, diversity, inclusion and cohesion – also looking at local relationships, partnerships and people from often excluded groups.

ECONOMY – contributions to the local economy, retaining, re-circulating and leveraging funds in the neighbourhood – also taking into consideration the wider contribution to skills and tackling worklessness.

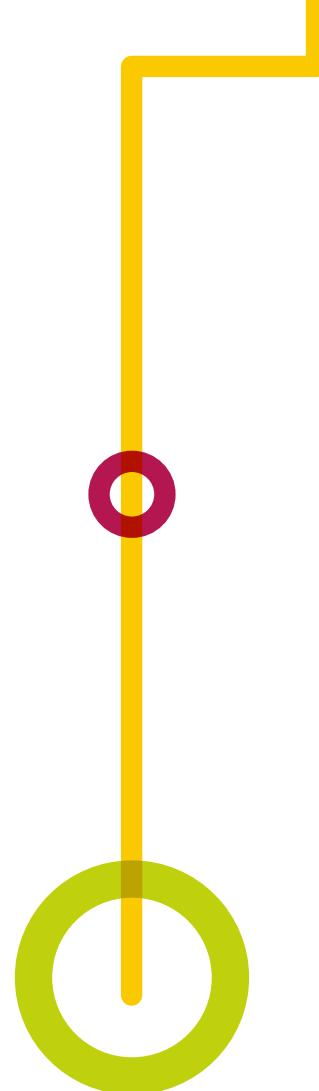
ENVIRONMENT – contributions and the extent to which we are minimising our negative impact - including, supporting local activities that seek to improve the local environment from waste and pollutants.

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. The Framework 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 meaning 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 and whilst we are ambitious about capturing and increasing our impact, we recognise not all social value can be measured but we aim to take a qualitative and quantitative approach.



Wellbeing



Wellbeing



At Turning Point, we recognise the importance of enabling the people we support and our colleagues to stay well. This is crucial for individuals, but it is additionally important on a wider societal level, as healthier communities mean better quality of life and a reduction in service demand. During pandemic, the health and wellbeing of the people we support was at the top of our priorities.

We provide a range of health and wellbeing services to support people to achieve a healthy lifestyle. They are designed to be accessible to everyone, including people with complex needs. From encouraging healthy eating, exercise, and positive steps to safeguarding mental health, we take a holistic approach to supporting individuals.

Tackling health inequalities: promoting the health and wellbeing of the people we support

Poor health and wellbeing is often rooted in wider social and economic inequalities. Depending on the circumstances within which we were born, grow and live, the factors that can protect us can equally flip to become factors that increase risk to our quality of life.

Whilst supporting people with the individual factors that can make a difference, like everyday lifestyle choices, at Turning Point we also focus on the wider factors and determinants which can have the biggest impact on improving health and wellbeing in both the short and longer-term, such as safe housing, good work and education.

At Turning Point, we already support people who are more likely to have poorer health outcomes than others. The very nature of existing discriminatory cultural and social attitudes towards people with a learning disability restricts life chances and associated health outcomes and together with substance misuse, mental illness accounts for 21.3% of the total morbidity burden in England.

Over the past year our priorities in promoting the health and wellbeing of the people we support have focussed on COVID vaccinations, increasing uptake of treatment for Hep C, promoting the health and wellbeing of people we support with a learning disability and smoking cessation.

INCREASING VACCINATION TAKE-UP AND REDUCING INFECTION RATES

In London we were part of an initiative that delivered vaccines to the most vulnerable. One of our London services hosted a COVID-19 vaccination team, targeting homeless and vulnerable people. At the first event in early April 2021, 68 people were vaccinated, and they were able to receive their second dose at our service.

No appointment was necessary and there were free "Vaxi Taxis" running to collect those attending, people who are homeless households, rough sleepers, asylum seekers, sex workers or those living in emergency accommodation. There was

also free food and drink provided. Those attending did not need to bring a letter, NHS number or be registered with a GP, further reducing barriers to vaccination.



Our Warwickshire learning disability service hosted three virtual workshops to raise awareness of the COVID-19 vaccination for adults with autism and learning disabilities. Support workers were engaged in explaining the benefits, providing reassurance, and facilitating take-up among individuals we support. These one-to-one conversations have been vitally important as illustrated by this quote from someone we support in one of our learning disability services:

"I listen to the news about the COVID pandemic, my support workers came and talked to me about the COVID vaccine and explained how it will help keep me safe and stop me being more poorly if I was to have COVID. I was a little worried as I don't like nurses or injections but staff reassured me. On the day I was having the vaccine staff stayed with me and reassured me and the two lovely nurses that came to my home to do the vaccine also reassured me and chatted to me throughout, this made me feel relaxed. Once I had received my vaccine the nurse explained to my support staff of possible side effects and what to look out for, I didn't feel anxious or nervous as I was reassured throughout the process."

Tahir, a Support Worker at our Peterborough learning disability service, was awarded an 'Inspired

By Possibility' Award for going and above and beyond in his support for an individual when they tested positive for COVID. Tahir, received the award in recognition of the personal sacrifice he made during the pandemic to ensure the health and wellbeing of those around him. When an individual we support with complex needs who lives alone tested positive for COVID, he offered to move in without question; he did this to help prevent the spread of COVID and protect the welfare of others and said you wouldn't hesitate to do it again simply because "it's the right thing to do".



INCREASING UPTAKE OF TREATMENT FOR HEPATITIS C

Following a highly challenging year for services in 2020 due to the pandemic, the Hep C team have managed to not only resume pre-covid hep C/BBV (blood borne virus) activities but improve on them. In 2020, 1569 dried blood spot tests (DBSTs) were carried out and in 2021, this figure has more than tripled to 5007. Recovery and improvement in hep C activity engagement was enabled by a multitude of factors, including having a BBV champion in each service, collaboration with external stakeholders, and taking part in campaigns.

Establishing one or more BBV champions per service has greatly aided us in cementing the hep C strategy into the core working of services and key workers. In particular, their role in encouraging colleagues to test their clients and stress the fact DBST is not a task for healthcare professionals- anyone can do DBST! Furthermore, every 2 months, a BBV champion forum occurs in which every service is encouraged to attend. This allows discussion of BBV activity, including challenges and possible solutions, and sharing of best practice.

Throughout 2021/22, the Turning Point Hep C team has collaborated with Gilead and other providers, working together in the 'Provider Forum'. The Provider Forum has produced a multitude of items to support NHSE hep C elimination, including the hep C micro-elimination (ME) criteria.

In addition to key documents, the Provider Forum acts as a platform to share best practice and plan for campaigns throughout the year. As a result Turning Point has engaged in a joint DTS provider hep C social media campaign called 'April Awareness Week' in both 2021 and 2022. The providers have also jointly promoted and celebrated World Hepatitis Day in 2021 and will be doing so again in 2022. Turning Point also ran an independent campaign in December 2021 called 'Look After Your Liver' focussing on liver health, including hep C.

Campaigns act as an excellent opportunity for services to raise awareness amongst clients and colleagues, reach out to clients who have a harder time accessing services, and boost BBV testing and linkage into treatment. Services have run a multitude of events in service and on outreach, some of which have provided 'one stop shops' for DBST and hep C treatment. Overall, improvement in BBV activities has greatly impacted the health and wellbeing of our clients and the wider community. Increased testing has allowed identification of hep C positive individuals and referral into treatment, preventing further deterioration of their health and transmission to others.



SUPPORTING THE HEALTH AND WELLBEING OF PEOPLE WITH A LEARNING DISABILITY

Last year we launched our new Health and Wellbeing Handbook providing support for families and carers of people with a learning disability. It looked at why looking after our wellbeing is important when supporting a person with a learning disability and how to develop and use strategies in order to support our wellbeing and feel better

The information within the handbook covers healthy lifestyles to staying safe, emotional health, physical health, sexual health, and relationships. It is not intended to be a 'how to' clinical document but rather a resource to raise awareness and hopefully empower social care staff to work with the people they support to take steps to improve their health and wellbeing.



This handbook has been developed collaboratively with colleagues from across Turning Point, bringing together expertise in the areas of drugs, alcohol, mental health, sexual health, healthy lifestyles and learning disability to develop a tool which can support people across our learning disability support services and others. The handbook provides value in the development opportunities it is creating for support workers by building upon experience, skills, and training. We are also in the process of recruiting regional champions and local peer ambassadors to further promote employment opportunities and inclusivity.

Amy Stephenson, Head of Health & Wellbeing:

"Health and wellbeing means different things to different people, for instance we might consider it being illness free, eating a balanced diet, taking exercise, feeling happy and able to cope with the stresses of everyday life. Promoting positive health and wellbeing is important for all people to enable them to live the healthiest and happiest lives they can. Being proactive at promoting good health, recognising and preventing ill health and disease can increase the life chances and quality of life of individuals. But to do this we must support people to lead the healthiest and most enriching lives possible, ensuring people are able to make informed choices about their health and wellbeing, have access to the services they need, and feel comfortable to take advantage of those services and support."

Now with the end of covid restrictions, many people with a learning disability are reconnecting with friends and family which is key to health and wellbeing. Simon who is supported by Turning Point in Bradford, has a learning disability and a physical disability, as well as being registered blind. Simon used to go swimming with his cousin when he was younger, and since the restrictions have ended, Simon has had an amazing time with his cousin to once again swim in the pool.



Staff at the leisure centre who observed Simon said he had the best time. They commented on the fact that Simon had the biggest smile on his face, he was so relaxed that he looked like he could fall asleep! They said it was clear by his facial expressions and body language that he was having a great time, and even when Simon returned home it was clear how much he'd enjoyed himself. These are now going to be regular sessions for them both.

SMOKING CESSATION

Smoking prevalence is greater among vulnerable groups, greatly impacting health and wellbeing. NESARC data show that smoking prevalence is 34.5% among those with alcohol disorders and 52.4% among those with substance use disorders (Grant, Hasin, Chou, Stinson, & Dawson, 2004). People with a mental health difficulty die 10-20 years earlier, on average, than people in the general population, and smoking is the single biggest factor contributing to this difference.

Similarly, people with an intellectual disability are already a marginalised group more likely than those in the general population to be exposed to social determinants of poor health such as socioeconomic deprivation, compounding the negative impacts of smoking on the health, social and financial wellbeing of this group. We raised awareness of available smoking cessation support through an organisation-wide No Smoking Day campaign, introducing the opportunity for colleagues to attend stop smoking support during working hours without loss of pay to increase access to support, in line with NICE guidelines (NICE NG209). We carried out four webinars as part of the campaign bringing in external and internal experts from across the organisation to encourage the use of e-cigarettes as a safer alternative to smoking and to help colleagues consider alternative ways of coping with stress.

HEALTH AND WELLBEING AT ROAR

Rochdale and Oldham Active Recovery Service (ROAR) has been leading the way on healthy lifestyles in partnership with ABL Health, a national Integrated Healthy Lifestyles Service provider. Through the joint recruitment of a Healthy Lifestyle Advisor, dedicated to supporting people struggling with addiction, ROAR has been able to provide:

- In-house stop smoking clinics, tailored to local needs
- MOT health checks, assessing early risk factors for longer term health problems
- Assisted people in accessing five free sessions at the gym, helping them to grow in confidence and strength with the right support

Our substance misuse services also have a range of psycho-social interventions contributing to the wellbeing of individuals and communities, these include programmes on parenting skills, mindfulness, and support for carers.



TACKLING STIGMA AND EXTENDING OUR REACH

Many of the people that we support face stigma, prejudice and exclusion and there is much work to be done to counter this. 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.

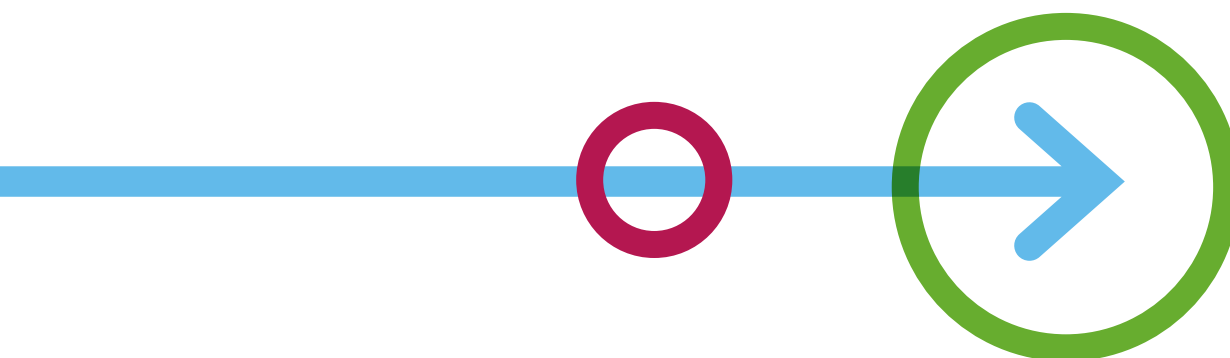
A central way in which we tackle this stigma is through celebrating diversity and embedding this through all levels of our organisation. Notably we want to tackle the fact that people from diverse backgrounds can face lack of representation, microaggressions, unconscious bias, and other stressors that 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 affecting their likelihood of recovery and their perceptions of themselves. Some examples of work we do tackle this stigma and raise awareness are seen below:

Increasing reach through our online offering

During the pandemic Turning Point significantly increased digital ways of working, which has improved access for many, but we remained conscious of digital exclusion and the risk of further marginalising groups who already find it difficult to access services. There are 11.9m people (22% of the population) who do not have the digital skills needed for everyday life in the UK and this is more prevalent in people with mental health issues.

- In our talking therapy services, we understood that some of the people we support are unable to access services online and so have offered telephone support.
- In our learning disability services we introduced telemedicine, enabling colleagues and residents to communicate with a healthcare professional via a video link. Having telemedicine in care homes has allowed services to support people in a far more person-centred and compassionate way and has reduced their anxiety.
- Online groups have been a vital tool in our substance misuse services. From April to December 2021, we delivered 2,203 online groups across our substance misuse services with 14,671 attendances (this includes multiple attendances not unique individuals). Based on 2,040 data sets given to us by the people we support who attend our online therapeutic groups, on average, 90% were satisfied with this aspect of their treatment.





Mental health awareness week

Mental health awareness week presents an opportunity for Turning Point and rest of the country to focus on promoting and achieving good mental health. Across this week, we paid particular attention to the impact of loneliness on our mental wellbeing and the steps we can take to address it. Local events and activities carried out by our services to further raise awareness included:

- Our Wakefield Talking Therapies service offered free emotional wellbeing workshops. The workshops covered topics such as anxiety, worry and loneliness.
- Those we support also joined efforts at raising awareness – Fizz, who is a resident at Douglas House mental health service in Manchester baked up a storm for a family and carers event as part of Mental Health Awareness Week.
- To help spread awareness, our Luton Total Wellbeing service set up stalls in the town centre to engage with the public. Nazma, Community Engagement, Outreach & Prevalence Manager, at Turning Point in Luton said;

“It has been great, especially having the in the mall in Luton as we had lots of people engage with us and want to find out a bit more about the services we provide. It has been a really positive week and great to have a strong presence in the local community highlighting the topic of loneliness and mental health”



Alcohol awareness week

This year's campaign was centred around alcohol and relationships and how by taking control of our drinking, we can create happier relationships, as well as improved health and wellbeing.

This year we held several activities for Alcohol Awareness Week across the country, raising awareness amongst the local communities we support. In addition, we provided daily myth busting, advice, and facts about alcohol related harm on Turning Point channels.

Local events and activities carried out by our services to further raise awareness included:

- **Somerset Drug & Alcohol Service** launched the new 'Your Health' newsletter in partnership with Somerset Council. The newsletter will provide the latest information about support available in your community and other projects helping to reduce the harm that alcohol and other drugs can cause.
- Our **Leicester, Leicestershire & Rutland service** ran a series of free virtual workshops with the County Council, to help people across Leicestershire understand the impact of alcohol on relationships and posted daily myth busting, advice and facts about alcohol on their channels in collaboration with Lived Experience Recovery Organisation, Dear Albert.
- Some of our team from our **Herefordshire Recovery Service** set up an information stall on Hereford High Street raising awareness for Alcohol Awareness Week.
- The team posted harm reduction content from Recovery Workers within the joint **Drugs and Alcohol Recovery Project in Hackney and City** – alongside partners London Friend, and City and Hackney Mind.
- The engagement and prevention team at **IMPACT Swindon and Wiltshire** set up stalls and held 'walkabouts' in many locations across Swindon and Wiltshire throughout the week to raise awareness regarding alcohol related harm.



The Substance Use Mental Health (SUMH) resource pack

Turning Point launched a good practice guide for practitioners who are working with people with complex needs, specifically substance use and mental health issues back in July 2021.

Research estimates that 70% of people in drug services and 86% of alcohol service users have experienced mental health problems in the past year. It's common for someone receiving support for drug and/or alcohol problems to also be experiencing mental health difficulties. Unfortunately, this isn't always reflected in the way services operate.

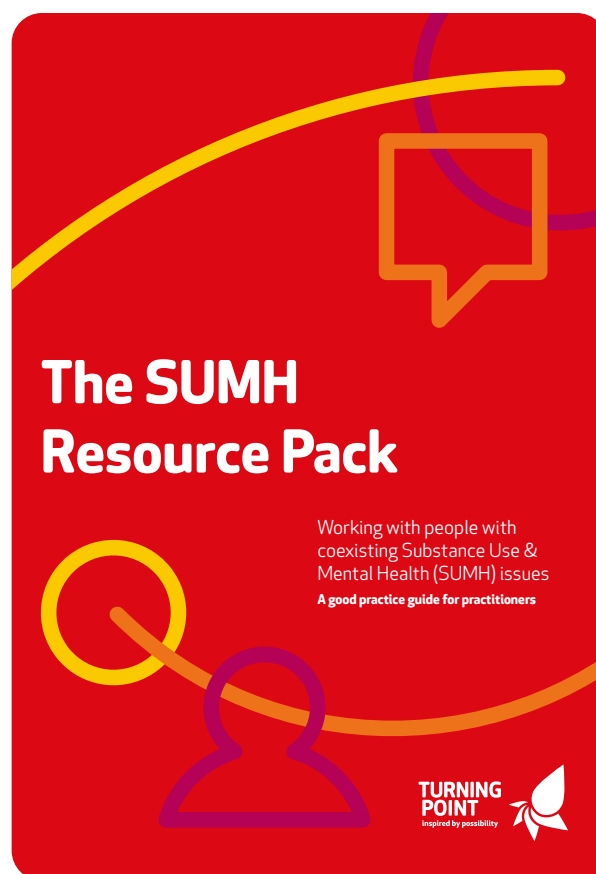
The Substance Use Mental Health (SUMH) Resource Pack aims to provide resources and a set of operating principles which frontline staff, managers and commissioners working in community drug and alcohol and mental health services can use to guide practice in what is a fragmented and complex environment. We draw on some of the learning Turning Point has gained from delivering substance misuse and mental health services across the country, sharing good practice examples from our own internal guidance on developing strong inter agency working with people with substance use and mental health issues.

The pack includes questions to help practitioners reflect on working arrangements in their localities and areas for improvement, as well as good practice case studies from the NHS, Turning Point and other third sector organisations across the country. The key aims of the resource pack are to:

- Build on current guidance and demonstrate its application in a range of settings and services
- Promote dialogue between practitioners so that experiences, knowledge, skills and resources are shared
- Provide case studies, demonstrating how good practice can be replicated elsewhere and including contact details and resources to share
- Share learning to enable services to improve care pathways and provide quality support

Despite changing attitudes amongst the public towards mental health and government commitments to increase investment, mental health services continue to struggle to meet demand. The Dame Carol Black review shines a light on the gaps between mental health and substance misuse services; Turning Point hopes this guide will provide some practical ideas on collaborating more effectively.

Jan Larkin, Consultant Clinical Psychologist and Head of Psychology at Turning Point, said: "Working on this pack we have created a resource for practitioners to take steps to reduce the likelihood that people will fall through the gaps and ultimately provide the most effective treatment for often the most vulnerable in health and social care."



Developing innovative new service models

We are constantly looking for ways that services can be improved for people with complex needs. Over the past year we have developed and piloted a number of new service models which aims to improve health outcomes for people.

Turning Point Connect

Turning Point Connect service supports people with personality disorder in Nottinghamshire with the tools to better regulate their wellbeing, emotions and tolerate distress. It takes an innovative approach to engaging this population –all parts of the programme are delivered jointly by psychologists and peer support workers and provides comprehensive support. The service's group skills training programme uses elements of dialectical behaviour therapy (DBT) which has been specifically developed for people who have a diagnosis of borderline



personality disorder. Our group skills training programme focuses on mindfulness and crisis survival skills which can be used in day-to-day life. Mindfulness is a set of skills that focus your attention on the present moment, rather than worries about the past or the future. Crisis survival skills module is about learning to deal with crises without resorting to damaging impulsive behaviours.

The group programme runs for 10 weeks. Clients attend two 2-hour sessions a week – one session of mindfulness and one session of crisis survival skills. In each session, the facilitators teach the clients new skills which they then are asked to practice over the next week and feedback to the group in the next session. The course is tailored to the needs of the people being supported. Through the 'Crisis survival skills', people who access the service learn a range of techniques to use during times of distress. This includes using the STOP (Stop, Take a step back, Observe and Process mindfully) and 'Self-Soothe with the Five Senses' techniques which empower people to take control of their emotions. It seeks to build people back up and ensure that even once they leave treatment they are better equipped to mitigate and manage their difficulties.

Greater Manchester Move on Project

Turning Point's Greater Manchester Move on Project (GMMoP) is a 1-year pilot scheme based within Manchester and links various sectors including housing and mental health. The service is for individuals who are at risk of placement breakdown or who are ready to move-on from their current service but need additional support. The purpose of the service is to improve access and support to housing providers and the people that they support by adopting principles of early intervention.

The staff team is comprised in such a way to ensure that clients immediate needs, support and progress is targeted in a holistic way. The service launches in Summer 2022.

It is hoped that following a referral into the service that the outcomes could consist of:

- Maximised supported housing options to avert crisis, acute admissions, and prolonged inpatient bed usage
- Increased competency relating to strategies, interventions and approaches that support people to live the lives they want to live
- Fostered links with professionals
- Secured accommodation and a successful transition to the new place of residency

Birmingham Specialist Social Prescribing

Turning Point and Our Health Partnership (OHP), one of the biggest GP partnerships in England, established a multi-disciplinary team of specialist social prescribing link workers in Birmingham in a UK first in 2021. Social prescribing link workers support people on wider issues affecting their health. Their role is to take a holistic approach and support individuals to improve their wellbeing, focusing on 'what matters to me'. Health and wellbeing outcomes are influenced by a range of factors, from lifestyle factors such as activity levels and smoking and drinking to housing conditions and employment status. By addressing these wider issues and tackling the root causes of poor health, mental and physical health will improve. The situation can be complicated where people have multiple needs and receive support from multiple services, for example, someone who has a learning disability and could benefit with support to cut down their drinking. Social prescribing is part of a long term plan for the NHS, with NHS England aiming to have 900,000 people referred to link workers by 2023/34.

Since funding was allocated in 2019 to increase the number of link workers nationally, more and more people continue to be supported and reconnected to their local community groups and services across the country. The approach being taken in Birmingham however is an evolution of the link worker role. OHP identified that they wanted something different to meet the unmet needs of their patient population and they utilised our experience as complex needs specialists with over 50 years' experience to do that. We established a team of five Specialist Link Workers who will work with a total of 25 GP practices across Birmingham, the first specialist social prescribing team in the UK. A Specialist Link Worker will provide a significantly higher intensity level of support than other link workers.

The multidisciplinary team will be working collaboratively with statutory and community organisations across Birmingham, including existing link workers, to make sure people are supported to break down barriers in accessing whatever help they need

Since going live in August 2021, the team have supported over 380 people to engage with services including Birmingham Healthy Minds, Psychiatry, Housing services including Birmingham City Council and SIFA Fireside, Bernardo's, Bright Sky, RSVP - Rape and Sexual Violence Project, Early Help, New Leaf Recovery Project and Ocean Recovery.



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 – whilst recognising the importance of involving and developing our employees and the people we support. Below are some examples of the work done to promote good health and wellbeing among our colleagues in 2021/22.

We have provided access to multidimensional wellbeing programmes for all employees. This has led to the creation of £741,001 in social value¹⁰. Through the provision of workplace screening and support for anxiety and depression to all employees we have created we have also created £800,546 in social value¹¹.

Through our Rightsteps Wellbeing service, we have continued to increase the range of support available, and our colleagues can now self-refer for Rightsteps Therapy, that can be accessed in a confidential, on-demand way. We have also focused on resilience with a range of targeted interventions to support the most challenged roles, supported by our skilled team of psychologists. Our Mental Health First Aiders (MHFAs) are an additional asset, able to recognise and provide peer support. We have trained 45 MHFAs to date, with plans to extend this in the coming year.

Through our employee assistance provision, we now have 24/7 on-line GP access, mental health support, a get fit programme and more, to support our colleagues at their time of need.

In response to wider economic conditions, last year we launched a partnership with Second sight and have broadened our financial wellbeing package to include access to advanced earned pay, loans repaid through salary, saving direct from salary and help to save. We have also introduced a new reward and benefits platform which gives further support to our people's financial wellbeing, with information and guidance on a range of topics from managing debt to saving for the future.

This year we have strived to keep the topic of Menopause in the conversation at Turning Point and are committed to continuing to work towards breaking down barriers. We have launched a new Menopause Network as well as signed the Workforce Menopause Pledge and colleagues can now benefit from Rightsteps Menopause Counselling. We will continue to engage with colleagues to keep the agenda growing.

A key focus for our leadership population has been to further develop the skills and behaviours required to create a psychological safe space for all colleagues. This year we have developed around 500 managers in emotional intelligence and managing self-awareness with the intention of enabling leaders to foster safe spaces at work for all colleagues.

¹⁰ TOMs measure RE24 - No. of employees that have been provided access for at least 12 months to multidimensional wellbeing programmes

¹¹ TOMs measure NT55 - No. of employees provided with workplace screening and support

BUILDING A MORE INCLUSIVE CULTURE

At Turning Point, we are committed to being an inclusive employer and service provider and in 2021/22, 3420 people undertook Equality and Diversity Training with a social value of £328,696¹².

Additionally, 59% of all our staff have some form of lived experience of the challenges faced by the people we support or for caring for someone else.

At Turning Point we're focused on increasing diversity and inclusion because we value and embrace difference, be that opinion, ways of working or unique backgrounds or characteristics. By doing this we're creating a great organisation to work for and one that's high-performing, profitable and innovative.

A notable way in which we promote an inclusive culture is through putting people we support at the heart of our provision; we seek to take every opportunity to bring people we support on as peer mentors and even staff. We are very proud that 59% of all our staff have some form of lived experience of the challenges faced by the people we support or for caring for someone else. This greatly enhances the value of all our services.

We have also strengthened our capability in this area further with the following accreditations which shape the experience we provide our employees and ultimately those we support:

- **Stonewall Diversity Champion** - We're currently a Stonewall Diversity Champion, the leading employers' programme for ensuring all LGBTQ+ employees are accepted without exception in the workplace. With Stonewall we share a core belief in the power of a workplace that is truly equal, and we're working to the standards Stonewall set for all employers.



- **Mindful Employer** - As an employer and provider of mental health services, we recognise that in the UK people experiencing mental ill health continue to report stigma and discrimination at work. Having signed up to Mindful Employer's Charter for Employers Positive about Mental Health, we're committed to creating a supportive and open culture, where colleagues feel able to talk about mental health confidently and aspire to appropriately support the mental wellbeing of all employees.



¹² Value based on TOMs metric NT21

Employee networks

Back in 2020 we established black and people of colour (BPOC), LGBTQ+ and disability network groups. Each network has a community group that is open to all colleagues, this is to help improve access and visibility of the networks and support for all colleagues across Turning Point.

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 employees and people we support and to challenge stereotyping and assumptions among colleagues and stakeholders through education and role modelling.

We are also working with the networks to co-produce learning materials and review our current Diversity, Equality & Inclusion learning content. Research suggests that short-term learning interventions have limited impact on changing people's behaviours, therefore we want to create an iterative learning conversation around diversity .

Joseph - Chair of BPOC

Since becoming chair of the BPOC (black and people of colour) network – I have become even more aware that we must be the change that we want to see. It is an honour to be the Chair and of service to my colleagues. As a network we are able to have really honest and interesting conversations, which makes being a Chair very rewarding.

I have found that the support for this network from the senior management team is not only something that is stated but we can see this in action by their support offered, attendance and willingness to engage with the network members.

The network is an opportunity to support each other, educate and to be part of changes to improve the working environment for BPOC at Turning Point and this in turn will improve the work environment of all staff.

The members are very engaging and come from a variety of Turning Point services. We also shared not only areas that require developing but we also acknowledge the positive experience too.



Kayley - Chair Disability Network

I took the opportunity to be the disability network Chair as I thought it was an exciting and progressive step to explore and generate ideas, change and growth around disability for colleagues.

This journey has had a personal effect on me in becoming a voice and the challenge of being a critical friend to the organisation and having courageous conversations around disability. I feel that Turning Point through wanting to have those with disability in its workforce, it aims to create an environment of belonging, understanding that to achieve this many obstacles may need to be identified and addressed.

With this in place the future looks positive with Turning Point moving forward to being a significant disability confident employer, far beyond its current expectations

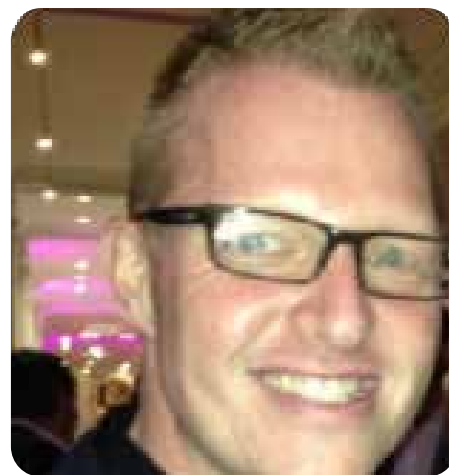


Rob - LGBTQ+ Network Chair

I feel really privileged to be able to chair the LGBTQ+ forum for Turning Point, being part of its creation from discussions of why and how it would be a good idea to try to make those things actually happen has been personally very rewarding. Having a positive impact on company policies that directly benefit my LGBTQ+ community that I feel so strongly connected to, adds another level of pride and sense of worthwhile to my job.

Being able to reach out across the whole organisation and support or positively affect those individuals who may not have felt comfortable enough to just be their authentic selves or whose family members were going through things they didn't know how best to respond to and being able to talk to, reassure and signpost them to the specialist support they may have needed has also been incredibly rewarding.

I also believe that for those still on their journey figuring out how to be their authentic selves and exactly what that looks like, being a visible sign that it's OK to be a loud and proud part of the LGBTQ+ community and that Turning Point supports this, they can benefit without even having to come to a meeting or talk to me, just knowing the organisation supports them could be enough to make someone happier in their job, feel seen and then go on to better be able to support others in a more authentic and honest way.



Promoting health and wellbeing in the wider population

Our commercial ventures, Rightsteps and livelife, enable us to 'get upstream' and use our expertise to promote good mental health in the wider population.

Rightsteps

Rightsteps provides industry-leading mental health and wellbeing programmes for businesses and organisations such as St John's Ambulance service. The flexible, bespoke service is tailored specifically to any company's needs. Rightsteps offers both cognitive behavioural therapy (CBT) and counselling. These talking therapies are proven to be effective for anxiety, depression, stress and many other mental health difficulties. Rightsteps Therapy is delivered by highly experienced, UK-based therapists over the phone or via video call.

A way that we use our expertise to help people stay well is through supporting people to manage their mental health to enable them to stay in work. The variety of benefits that employment brings to individuals is better for employers and the economy, and it also reduces demand on health and social care services.

Rightsteps is ideally placed, offering evidence-based solutions that employers can trust. We've seen a 134% increase in Rightsteps therapy referrals from 2020/21 to 2021/22 and contributed towards reduced waiting times within IAPT services – with Luton IAPT service waiting times having reduced from over 200 to just 30 and relieving over 300 people from Wakefield IAPT service waiting lists.



Livelif

Another means by which we aim to improve people's mental health and wellbeing has been through the launch of our livelife service in 2021. Livelif is our new affordable counselling service designed to fit around the lives of the people we support to manage mental health and wellbeing. Livelif offers telephone and video counselling and cognitive behaviour therapy (CBT) as well as digital wellbeing support, one-off or ongoing counselling sessions.



We believe that everyone's experiences of mental health and wellbeing are different and takes a unique approach to everyone we support. It offers a flexible approach to counselling and therapy designed to fit around people's lives to help people to get the most out of the support provided. The service seeks to engage those who otherwise wouldn't engage with talking therapies services but still require support for their mental wellbeing in a non-judgmental holistic manner. We hope in future for this service to grow and provide support for those who need it, whenever they need it.

Profit from livelife is redirected back into Turning Point to allow us to further invest in the people we support and maximise our social value.

Influencing policy

We seek to share our experience and amplify the voice of the people we support in order to influence policy wherever we feel we can add value. Two key areas where we achieve this include: our work with the Association of Mental Health Providers (AMHP) and the All Party Parliamentary Group (APPG) for Complex Needs.

AMHP

We have shared insight with AMHP in order to support their efforts to raise the profile of mental health and social care within government:

"The Association's strategic and policy work, in support of the VCSE mental health sector, has benefited greatly from the contribution of our colleagues at Turning Point over the last year. I have been particularly grateful for the support of Julie and her team for the Policy and Oversight Group for Mental Health & Wellbeing, convened by The Association and co-chaired with the Association of Directors of Adult Social Services, which continues to provide strategic and operational advice and intelligence to DHSC and other national partners on mental health social care, including the government's Winter Plan for Social Care for 2021-2022. Turning Point have engaged with our various projects informing national mental health policy by sharing stories of people using their services as well as how their services are providing the valuable support needed in the community; connecting our Lived Experience Advisory Group with Turning Point's coproduction group has been crucial in ensuring the voices of lived experiences remain central to our work and that of Government." - **Kathy Roberts CEO, Association of Mental Health Providers**

APPG for Complex Needs

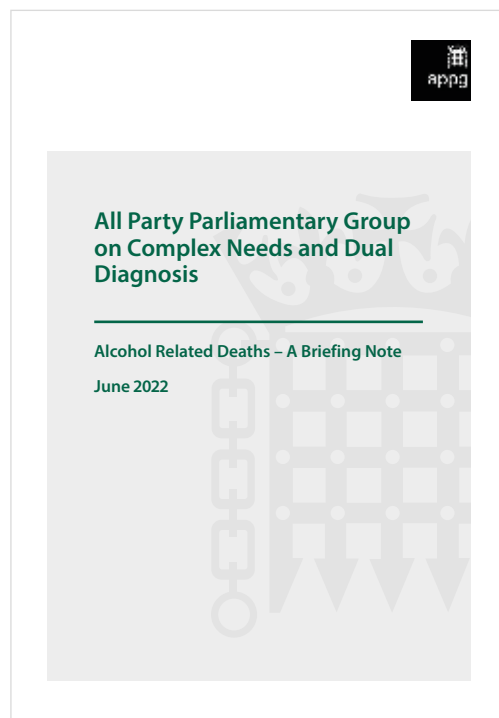
Turning Point provides secretariat for the All-Party Parliamentary Group (APPG) on Complex Needs & Dual Diagnosis. The APPG exists in recognition of the fact that people seeking help often have a number of over-lapping needs including problems around access to housing, social care, unemployment services, mental health provision or substance misuse support. In most cases each service is administered by separate service providers. The result is that people with multiple or complex needs fall through the gaps in service provision. We aim to make sure no person is left behind and can access the services they require. The APPG has a network of nearly 300 members including the voluntary, community and social enterprise (VCSE) sector, academia, local government, the NHS, regulatory bodies, and individual service users/family members.

At the most recent meeting we discussed trends behind increasing alcohol-related harm and what we can do reverse these developments. The discussion was led by an expert panel, including Sir Ian Gilmore, director of the Liverpool Centre for Alcohol Research, and chair of the Alcohol Health Alliance, who pointed towards several barriers which exist in the way of government action on alcohol consumption; the government's reluctance to overregulate alcohol, focus on alcohol as an issue linked to crime rather than health, the influence of the Treasury over alcohol policy and the money it brings in, and the power of the alcohol lobby.

In an earlier meeting, we were joined by guest speakers Oliver Standing, Director at Collective Voice and Dr Emily Finch, Vice Chair at the NHS Addictions Provider Alliance who explored with us the Government's new 10-year drug strategy; 'From Harm to Hope'. The discussion assessed initial reactions to the release, which were broadly (albeit cautiously) optimistic, particularly regarding the injection of new funding for substance misuse treatment.

On another occasion, we explored the topic of assisted dying in relation to those with complex needs, with the aid of guest speakers: Professor Irene Tuffrey-Wijne - Professor of Intellectual Disability and Palliative Care - Kingston & St George's University and Dr Annabel Price - Associate Specialist Director for Palliative Care - Cambridge Institute of Public Health. The meeting took place within the context of the Private Members Bill on 'Assisted Dying' which was introduced in the House of Lords (HoL) by Baroness Meacher, Chair of Dignity in Dying.

We use this platform to raise awareness of these important issues and to engage parliamentarians and wider stakeholders in improving services for people with complex needs.



Community



Community

Turning Point's social impact includes the contributions that 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 more inclusive communities. This includes, for example, reaching out to people who may find it harder to access support.

We strive to enable the people we support to actively participate in their local community wherever possible. This can take the form of service-user involvement in service development and design, individual participation in community volunteering, activities, and other groups. As part of these efforts, we also strive to ensure that we can effectively work with and involve families and carers of the people we support.

Supporting local community 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 that we get involved with, we try to ensure a lasting positive impact with not only the people we support but also the local communities that we work within. In 2021/22, we invested £3.38 into local community and voluntary organisations. All our sub-contractors are local third sector organisations.

DEAR ALBERT

We have established partnerships with a number of organisations, and we are committed to supporting them to grow and develop. A good example is the Lived Experience Recovery Organisation (LERO), Dear Albert, which has grown significantly over the lifetime of our partnership. Turning Point works collaboratively with Dear Albert in Leicester to support and deliver a strong recovery network.

Dear Albert delivers Turning Point's aftercare support in Leicester City where those that have finished treatment with us and are on their next part of their recovery can get ongoing peer support.

DA

This is an opportunity to have the best possible support in the first six months of their recovery, using this to assist in reducing lapses and relapses, by mutual assistance and recovery groups with like-minded peers. Turning Point supports this engagement with Dear Albert as we recognise the benefits of local community groups supporting those that want help and those in recovery and we also encourage them to access the range of support available be it the writers' group, arts group or women's group - just to name a few. Dear Albert and the recovery community, supported by Turning Point, are the driving force of our successful recovery week in Leicester which has a great following and gets better and better every year.

Working in partnership to meet local needs

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

- **A partnership with Women's Aid in Herefordshire** – Together they delivered a Women's Only Outreach Programmes to encourage women to access support and raise awareness of topics such as menopause.
- **Supporting the delivery of Relationships and Sex Education (RSE) in schools in London** – Our sexual health service - SASH supports the delivery of statutory Relationships and Sex Education (RSE) across various local education settings.
- **Working in partnership with statutory agencies in Leicester, Leicestershire, and Rutland** - Police officers have been training to use Naloxone – which can be administered to reverse the effects of a heroin overdose, through our liaison scheme with local hospitals, 46 patients have been referred to Turning Point after leaving hospital and the team have worked with HMP Leicester and HMP Stocken to improve the continuity of care for people released from prison.
- **In our Hertfordshire Mental Health service, we work in partnership with CGL, The Living Room and The South Hill Centre** - to deliver drop-in sessions for Mental Health Support. We have seen an increase in the need for drop-in sessions and so have increased the number of locations we provide the service. People have been very receptive to a more immediate service. We have seen people attend a drop-in service and then self-refer to the outreach service as well. The drop-in service has also seen an increase in one-off support needs, as many are attending for support with form filling for their financial and housing needs.
- **Wakefield IAPT** - have supported local community and voluntary organisations in improving their wellbeing throughout the pandemic by delivering external workshops for organisations including Carers Wakefield; Alzheimer's Wakefield, Star Bereavement; Young Lives Consortium and Mesmac.
- **Delivering Naloxone training to community mental health teams in Oxfordshire** - training was provided to clinicians, support workers and admin staff Wallingford AMHT team in efforts to increase the numbers of people carrying Naloxone in order to reduce the number of opiate deaths.



FITNESS FOR ALL

Fitness For All is a local project situated in Kent which aimed to improve the fitness and exercise opportunities for people with a learning disability. The initiative was established by Turning Point in partnership with VJ Fitness and was created as an inclusive community-based fitness session followed by a socially active wellbeing session.

The project was initially born from the creative minds of our Kent based staff team and Turning Point Learning Disability Nurses of the Year, Richard and Neil, to help a person we support make friends. The person we support enjoys fitness, so Richard and Neil started to embark on developing ways the person we support could develop friendships based upon this interest.

The person we support had been having personal training sessions with a local fitness business, V J Fitness, run by a young couple - Victoria and Jordan. They had no expert knowledge and limited previous experience with complex needs and challenging behaviour, yet they recognised the challenges the individual faces. Victoria and Jordan not only demonstrated their energy and passion but showed great compassion and generosity with their time.



From the success of the sessions with the person we support, we engaged in early conversations with V J Fitness about the concept of starting a 'boot camp' type session for people with learning disabilities and autism. They were immediately engaged and interested in the idea.

After the initial buy in from V J Fitness and Turning Point colleagues and management, Richard Cook presented the idea to the Turning Point Service Innovation Scheme alongside other colleagues who were presenting ideas for new initiatives across the country. The Service Innovation Scheme aims to involve employees in the drive for continuous improvement and solutions that make a real difference to those we support. The hard work and creativity was rewarded with the maximum funding of £5,000 to start Fitness for All.

The regular Monday morning sessions hosted at St. Radigunds Community Centre launched in August 2021. Each session includes a tailored fitness session suitable for people with learning disabilities, autism and physical disabilities followed by a chance for attendees to socialise with each other and share in the experience of trying new healthy foods and drinks. participated in the programme.

INNOVATION

Turning Point is at its best when our teams are using their skills, experience and creativity to find new or better ways of meeting local need. Back in 2020, Turning Point launched a national Innovation Scheme. The scheme aims to involve colleagues in our drive to make a real difference and deliver better solutions for those we support and the communities where we work. The scheme enables us to better listen to the ideas and thoughts of our colleagues and support them to implement great new initiatives that have a significant and positive impact. The scheme provides funds to support new ideas or initiatives which:

1. Create a positive impact on communities and individuals we support
2. Speed up existing initiatives to achieve positive outcomes sooner for more people
3. Develop new skills or ignite untapped existing skills from within our employee and peer mentor workforce and increase their voice in our day-to day work
4. Leave a legacy beyond the funding period agreed with the potential for successful initiatives to be rolled out more widely across our work
5. Help to improve one or more areas of the five ways to wellbeing

Tapping into the wealth of good projects, innovative ideas, and instances of great practice undertaken by our 4,500+ workforce, we aim to strengthen our employee voice in support of the following vision:

“At Turning Point, we work together with diverse individuals and communities to foster resilience and support greater wellbeing and independence. Through creating employee-led opportunities to innovate in pursuit of this, we'll add to the lasting legacy wherever we work, creating social value and an enduring positive impact for those we employ and those we seek to support.”

Beyond the projects themselves, the scheme aims to showcase the great work our people are doing, celebrating their success, driving feelings of recognition and appreciation, and creating ideas which can be tested at a smaller scale to potentially roll out more widely across our work. The scheme is open to all employees with a key sponsorship role for our senior managers who support and enable teams to bring forward ideas.

This year's projects included:

- **An Intergenerational Valentine's Event** – where young and older people mixed, breaking down stereotypes, and connecting often isolated members of society to wider community networks.
- **Pranayama and Painting** - the project combines free meditation and art sessions over a period of 8 weeks for local residents. The project offers a space to learn new skills, create art and connect with other people.
- **Restore to Soar** - an 8-week personal development programme of practical, inspirational, and experiential learning to inspire and empower local women to recover from the impact of relationship breakdown.
- **BOOST initiative** - this initiative is predominantly focused on post treatment intervention. Through this scheme, people are offered access to community resources and can participate in mutual aid schemes – supporting people's health and wellbeing beyond treatment.

Enabling participation in community life

A key element of our supported living services is enabling the people we support to participate in community life. During the first half of 21/22 this was difficult as a result of ongoing COVID restrictions. However, as restrictions have lifted the people we support have begun to reconnect with their communities.

OH YES THEY DID!

It has been a tough time for the people we support at Timberlea – Hertfordshire’s largest supported living home – with not only the continuing restrictions and impact on daily life of the COVID-19 pandemic, but also the very sad passing of one of the people we support, Valerie, who had been part of the Timberlea community for many years.



The people we support at Timberlea hold monthly residents’ meetings, and in November’s they asked Timberlea’s management to support them in arranging a trip to a pantomime at the nearby Watford Palace Theatre. So, on 2nd January after a lively Christmas period which saw a visit from Father Christmas himself to hand out presents – plus a communal Christmas lunch which had not been possible in 2020 due to COVID restrictions, June, Andrea, Robert and Natasha from Timberlea were accompanied by Support Worker Caroline Millbank and Registered Manager Liam Gilhooly to attend and participate in Watford Palace Theatre’s production of ‘Dick Whittington & His Cat’!



MILESTONE CELEBRATES RESIDENT'S JOURNEYS

In September 2021, the Milestone project in South London hosted an open day for residents and their guests. The event was designed to showcase Milestone and Peckham Rye – our lower support residential mental health step-down service – and celebrate our residents' journeys.

Planning for the event began in the summer with the aim of having a day that would be a celebration of Milestone and the achievements of residents at this service and Peckham Rye. Invited guests included the friends and family of residents as well as the clinical team and senior Turning Point colleagues. The attendees dressed in Hawaiian attire and had a lunch of barbecued chicken and sausages, vegetarian sausages, and a selection of salads. Residents and staff danced to a live band (Give a Song - a Lewisham community project that "takes live music to those who need it most") and discussed the project and achievements. After the band played there was a quiz and a game of bingo. To finish the open day there was an award ceremony with certificates recognising the achievements of all residents at Milestone and Peckham Rye handed out.

Speaking of the open day, one resident, Richard, said: "Everyone had a very special time, people were happy socialising, and everyone made a great day of it!" The open day was a great experience for the residents and staff, allowing attendees to celebrate their individual growth and participate in a constructive and enjoyable social event.



We believe that anyone can live in the community and participate in community life with the right support, however complex their needs.

A good example is John, who Turning Point began supporting in 2013 in Rohan, a secure hospital. He had physical interventions and restraints as part of his everyday life, and he rarely went out. John had medication prescribed due to his behaviours that challenge, but they did very little to reduce anxiety and they made him unmotivated with a disrupted sleep pattern.

His support team received training that was specific to John's needs and by 2014 there was no longer any need for restraint. In 2019 John moved to his home in Chilton Way, which we sourced and adapted to his needs with the property management and development firm, Places for People. Prior to moving into his new home, John's support reduced to 3:1 support in the community. He is now able to go out in the community with an interest in social activities. He regularly participates in Fitness for All and has a more stabilised sleep pattern and has even managed to visit Thorpe Park a few times.

As a result of John's amazing progress, his support team were finalists for the 2021 national Learning Disabilities and Autism Awards, Positive Behaviour Support Award.

Building a sense of community

The pandemic hit people with a learning disability living in care homes particularly hard. With many people restricted from having visitors and unable to get out and about and participate in community life for far longer than the rest of the population. Across all our care homes our teams have worked hard to ensure that people are busy and feel connected to the outside world – enabling people to participate in community life, even if that community was temporarily circumscribed.

Brickfield Cottage, Hertfordshire

A small residential care home on the outskirts of Buntingford, has been using arts and crafts to cope with isolation for over a year since all the residents have learning disabilities and are considered medically vulnerable.

All the residents at Brickfield Cottage have relied upon each other and colleagues to pass the time and keep themselves busy. Like many people stuck indoors, crafts and activities have helped them manage the time they would have spent outdoors, meeting loved ones, or visiting places they enjoy.



Susan, who lives at Brickfield, explains: "The dining room is the hub of our home, and we all spend a lot of time there - eating, drinking, listening to music, playing games, doing activities and socialising. We are transforming the space through art into a wooded wonderland. I have been so passionate about this project. Every leaf, flower, and animal you see in the photos has been made by me and the creative team. I support my housemates to create additions to the project, as well as encouraging members of the staff team to join in and even prompting family members to contribute – they've sent leaves to us through the post!"

Joe, manager at Brickfield, said: "When the outside world has been off limits to us, we've been able to bring it indoors. It has bought joy and happiness to everyone living here and colleagues at Brickfield Cottage. I am exceptionally proud of the work by Susan and all the other residents."

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, using the TOMS framework, uptake of this training results in £345,420 in social value being created. Below are some examples of community outreach programmes designed to better access groups or communities who may be unaware, or unwilling, to seek help.

- **Engaging Gypsy and Traveller and Somali Communities, and Farmers in Leicester, Leicestershire, and Rutland** - Project Listen in Leicester seeks to support and meet the specific needs of the local Gypsy and Traveller community. It is part of an effort to better communicate and include the community within substance misuse treatment and health and wellbeing support. The same scheme has been undertaken within the Somali Community. The Leicester Service has also entered partnership with the National Farmer's Network, to help educate and raise awareness of the support available to people in the agricultural sector.
- **Working with the Army in Medway** - Following a health fair event at the Army Barracks in Chatham, Turning Point's substance misuse team have been working closely with military personnel on the base to support soldiers to become alcohol and drug free. The team worked with barracks medical team to set-up a clinic that would act as a safe space for barracks personnel to discuss their alcohol and/or drug use, to access information about harm reduction, and to undertake a scan of their liver, using Fibro Scan, to ascertain any damage that existed. The first clinic had 20 military personnel booked in and successfully scanned using the Fibro Scan. All 20 personnel results were given to the military medical team. Motivational interventions were delivered to each person to address their alcohol and drug use. Further clinics have been scheduled, taking place monthly from April 2022, for new personnel and to undertake regular reviews of those already engaging. This proactive approach allows us to support those at high risk and dependent substance misuse - preventing increasing or escalating use - and demonstrates a flexible, evidence-based approach taken by our clinical team.
- **London Afghan women's project** - the withdrawal of coalition troops from Afghanistan in August 2021 resulted in an influx of refugees, many of whom were housed in hotels in London. In response, our London sexual health service SASH worked to translate sexual health materials into Pashto, provided children's activities to enable their mothers to engage with support, and also provided sanitary products to women experiencing financial insecurity.



Reducing crime and violence

There is a well-known relationship between substance misuse and crime. As a result, one of the social impacts of our drug and alcohol services is the impact on community safety. In Leicester we deliver the Violence Intervention Project which targets young people involved in violence.

CASE STUDY: The Violence Reduction Project in Leicester

The Violence Reduction Network (VRN) is a wide alliance of groups, communities, and organisations from across Leicester, Leicestershire and Rutland. They believe that violence is preventable and share the common goal of reducing and preventing serious violence through understanding and tackling its root causes. Their aim is to have a demonstrable, positive impact on the risk and protective factors linked to violence and ultimately secure both short and long-term reductions in serious violent crime.

The Violence Intervention Project (VIP) is the VRN's flagship intervention which is delivered by Turning Point. The project covers two 'reachable moment' spaces (Accident and Emergency & Police Custody) and is aimed at supporting 10–25-year-olds. It is funded by the Home Office and through the VRN within the Office of the Police and Crime Commissioner.

Between April 2021 and March 2022, VIP received 462 referrals for young people with violence-related injuries. Of those referred, 47 individuals have worked intensely with the hospital-based VIP workers to make positive changes to their life.

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Economy



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 lots of 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 4,515 staff, 92% are locally based – and working in local services. We create local jobs and as a result the money we spend on salaries will be spent in the local economy. We also create additional local jobs by bringing in external funding, for example:

- In 2021/22 we successfully secured £628k additional funding creating 18 jobs across Leicestershire and Rutland
- Our Somerset Young People's service secured over £137K in additional grants during 21/22 which was used to fund additional roles

Beyond our investment in local jobs, last year Turning Point spent £7.3m with local suppliers and £12m with Small and Medium-sized Enterprises (SMEs). This includes our pharmacy contracts (supervised consumption and needle exchange), buildings/venue costs, cleaning contracts, agency and sessional staff. The benefits for us of using local suppliers are flexibility, control, reduced cost but there are also significant benefits for the local economy and the environment.

SMEs are key to economic growth. They create many new job opportunities, are competitive and drive innovation and productivity at the macro-level which is why SME spend is a key measure in the TOMs framework.

Education, training, and employment opportunities for people we support

As a result of the pandemic many people experienced isolation and a lack of connection with the rest of society. The pandemic and the subsequent cost of living crisis have hit people with additional health and care needs particularly hard. We know that finding paid work can improve financial security, boost feelings of self-worth, 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 where 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 and people with a learning disability.

We have created a variety of training and apprenticeship schemes aimed at increasing people's career prospects. We also offer local student placements within our services. This allows us to best prepare the next generation of practitioners. Through this training offering, we can help to ensure that the future health and social care workforce is better prepared and more flexible.



Overcoming barriers to employment

At Turning Point, we know the value of employment opportunities in promoting good health and wellbeing. Last year we supported 1,251 people to access new education, training or employment opportunities, 121 (10%) went onto education-/training, 211 (17%) found paid work, 101 (8%) found a volunteer position as a result.

"My coach has encouraged and supported me with employment. I am now working in my dream job... I am now settled in a happy and healthy relationship and abstinent from any substance misuse. I would be happy to encourage or speak to anyone struggling with sexual health issues to engage with SASH it is a truly wonderful organisation thank you" **SASH Client**

"My ETE worker... has signposted me to many services and helpful people and I now have a job working in a school for children with Special Needs. I absolutely love it! My kids are so proud of me and I feel like a different person. My confidence and self-esteem have returned, and I feel like my old self!" **Amira**

Support to access education, training or employment is about 'navigating the system', overcoming barriers (which may include financial barrier such as travel expenses) or building confidence. This is illustrated in the examples below: Ross, Rayan and Margaret.



Rayan: Accessing additional support and overcoming financial barriers

Rayan has anxiety around people and enclosed spaces. He was referred to the Education, Training and Employment team (ETE) as he was interested in becoming a welder.

We found him a college course but as enrolment for the course was not for 6 months, he needed activities to keep him motivated and on track with his recovery.

His hobby was making YouTube videos, so we found a course at Crisis Skylight where he felt at home as they understood homelessness and he also enrolled in an English course.

Since then, his confidence has grown to the point he felt able to attend an open day for a welding course at the College of Northwest London. He met the tutor, whom he really liked and who offered him extra support to be study Levels 1 and 2 courses concurrently, meaning he would be qualified to Level 2 in only one year. He was delighted but needed money for his travel, so we supported his application to the Strand Parish Trust which awarded him a travel grant to attend college for a year.

Rayan loves the welding course but cannot wait to get beyond the classroom as he struggles with anxiety around others. The team explored options for support and, as he felt so comfortable at Crisis, he started counselling with them. He thanked his ETE worker, stating: "I would not be doing these courses; in fact, I couldn't have found them without your help and encouragement".



Margaret: Building confidence

Margaret's dependency on crack-cocaine was severely impacting her health and her life was in such disarray that at one point she tried to end it with an overdose of prescription medication. Only when she was diagnosed as bi-polar did everything begin to make sense: "It was as though a light had finally come on."

She was supported onto a 12-week self-development programme which helped her to develop her confidence and self-esteem. Her communication skills have improved and for the first time in years she felt motivated.

"I love it. I love the banter and it's all because of ETE. I would be lost without them."

ETE encouraged her to engage with the service's in-house IT training and she was supported to achieve a Level 2 Food and Hygiene certificate, following which she found paid employment in a local restaurant. We continue to provide her with in work support.



Ross: Interview practice, travel expenses & the right clothes

Ross had previously worked as a photographer but when work dried up, he sold much of his equipment and looked for other work. He had a history of binge drinking but had a few months of abstinence at the time of meeting.

He was receiving Universal Credit, but his rent took him over the threshold and he needed to contribute towards it and was left having to live on around £20 a week.

The team explored the idea of work in security. The team supported him, within a week securing a place on a door supervision course and gave him money for the black suit he required. He successfully completed the course gaining the following qualifications:

- Level 2 Certificate in Door Supervision
- An award in Emergency First Aid
- A Counter-Terrorism Certificate
- Public Sector and Work Skills Certificates
- A Door Supervision Licence

The team helped Ross with interview practice, travel expenses for the course and phone top-ups. He is now employed by an events security firm.

SUPPORTING PRISON LEAVERS

People with a history of offending face particular challenges in accessing paid work. Our Herefordshire drug and alcohol services have established a direct link with HMS Prescoed. Turning Point are participants in the CHASE programme, which offers accredited training programmes for serving prisoners.

“After nearly a year in prison I had to re-think what my life would be when I got out. I could not go on as I was. When I started working with Probation and Turning Point, I was open and honest, trying to take one day at a time. My recovery worker gave me tips and guidance, and soon I was four months into treatment and doing well. Being honest with myself and everyone else made the difference. I am now over 2 years abstinent and studying to become a support worker.”

In London, Our Starting Over Team which supports prison leavers to rebuild their lives including accessing education, training or employment (ETE). Mo had 28 convictions and had served 13 years of his life in prison and although he had been referred to ETE by his keyworker he was going through the motions with little hope.

In a short space of time the team managed to get him enrolled on a 2-week intensive CSCS card training course with ‘Building Futures’, who assured him that his criminal record would not be a barrier. He was concerned about missing the course to attend his probation appointments, but the team contacted his probation officer who was happy to support him and re-arrange appointments.

The ETE team kept Mo's probation officer informed of his attendance and in partnership with the Starting Over team provided funding for his travel to the course.

Mo was interviewed as part of the course and offered a full-time job. He started work with the continued support of his probation officer and received funding for his first month of travel and to procure a form of identification. He has now been employed for six weeks and is really happy with his new job. He says: "ETE was priceless in helping me."

Peer mentors

Peer mentors play an essential role in providing care and support to people 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 problems. Our peer mentors:

- Use their life experience to support others with substance misuse issues through their treatment pathway to recovery
- Ensure that our services meet the needs of our clients
- Provide different skills and perspectives of recovery, increase our contact with the local communities we serve and 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.

According to multiple studies, peer support plays a primary role in decreasing drug and alcohol usage during the treatment process.

All our peer mentors are required to complete our accredited peer mentor training programme at the end of which volunteers received an Open Awards Level 2 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 1, Credit Value 3
- Developing own interpersonal skills – Unit Level 1, Credit Value 3

In 2021/22, 58 people completed the peer mentoring qualification programme. This programme has been made more accessible and is now also available to complete online. The programme offered lasts a total of 20 weeks, ensuring that our peer mentors are trained to a high standard. We had a 138 people working with us as peer mentors during 21/22 and 41 of those moved into paid work during the year.





PEER MENTORS AND INSPIRED BY POSSIBILITY AWARD WINNERS

Every year Turning Point celebrates its hardworking volunteers at the annual Inspired by Possibility Awards, in recognition of the commitment and inspirational work of its volunteers across substance misuse and mental health services. Just a few of our Peer Mentors who won an award in 2021 include:

Sara, a Peer Mentor from Oxford has made invaluable contributions towards community projects at a time when group work and peer mentor activity ceased due to the pandemic. Sara's willingness to share "helps others understand that recovery is something worth fighting for, and her approach is consistent and person-centred" said her colleague. When asked about her role, Sarah says: "I feel very privileged to be working alongside some great people who have done nothing but support me, accept me and encourage me. I have been given a safe platform to work and grow from. Turning Point have never failed me and for that I will always be grateful."

Maria, a Peer Mentor from Whalley Range who volunteers at Turning Point's residential detox facility in the city centre – Smithfield, is described by her Volunteer Coordinator as "warm, caring and positive personality gives everyone a real lift, and her own success in recovery inspires and motivates those around her."

Georgina from Haywood is a peer mentor at Turning Point's drug and alcohol service in Rochdale and Oldham. Georgina said "I turned my life around, I used to be a client at Turning Point and now it's my time to give back".

Peer Mentor Nick, from Pontefract, has ambitions of helping further: "I am just in the process of applying for a full-time role as a recovery support worker, so fingers crossed I'll go from a voluntary position to a full-time employee!" A colleague said Nick's "peer mentoring skills have grown leaps and bounds over the past year. Nick has a clear passion for recovery and his lived experience inspires the people we support."



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. 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, 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 you (new experiences). These five ways to wellbeing can therefore support your own improved wellbeing as well as those you are mentoring.

Through effective induction, supervision and access to training Turning Point aspire for its peer mentors 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 3 months and 6 months to support their progression and development whilst with Turning Point.



SPEAK UP RADIO

The Advocacy Project is a charity supporting people - who are marginalised or vulnerable because of their circumstances - to make their own choices about their lives. It runs Speak Up Radio, an online radio playing music, chat and information about rights, health and wellbeing, particularly exploring mental health, disability and social care.

In April 2022, a series of podcasts presented by some of our peer mentors entitled: Reflections On Recovery were aired on Speak Up Radio.

On the first episode, Simon and Billie talked to guests about the differences between the 12-step programme and SMART therapy and reflected on the reasons for choosing either.

In the second episode, Simon and Jude focussed on the support needs of parents and carers of people going through addiction, and the services available.

In episode 3 Jude & Billie chatted about their own recoveries - what helped, where the pitfalls were and how they've ended up where they are today - peer mentoring people through their addictions.

Ted's Fund

Ted's Fund, a bursary scheme in memory of Ted Unsworth, a former Chief Executive of Turning Point, provides financial support to help people to take the next step in life. Awards are made to enable individuals to purchase clothes for work or job interviews, pay for course fees, training day expenses and transport, run community-based activities or help to set up their own business. Last year, £1,312 was awarded.

The 2021 awardees included Mark who requested funding to complete the courses necessary to continue his new job on an offshore oil rig. Neil, who uses music as a coping strategy to manage his mental health, was awarded the funding needed for a folk drumming kit. Georgina aspires to work in healthcare but was unable to access education due to childcare responsibilities. Through the scheme, she was able to buy a laptop and complete the necessary courses. She is now attending university. John has suffered from low mood and isolation for a significant period of time. He has found that learning to play the guitar has helped to bolster his health and wellbeing. With the funds, he was able to attend regular guitar lessons.

Developing the health and care workforce

We are committed to ensuring high quality development opportunities for our workforce – to improve the quality of the service we provide and to support the recruitment and retention of staff. We know this investment has considerable benefits for the wider health and care sector.

Recruitment challenges

Recruitment in the health and care sector is a national challenge and this shows no sign of improving any time soon. Despite this, we have been resourceful and successful in our recruitment and retention efforts. In the last year we interviewed over 5000 candidates and made 1845 offers of employment. By the end of the fiscal year, we were recruiting over 170 people per month.


Radio advertising in particular regions enabled us to reach 1.8m listeners and we attracted more visitors to our new look careers website as well as using some of the more traditional methods to reach more people such as leaflet drops and Job Fairs.

We have adapted during the pandemic and now offer increased options for remote working and possess a greater online presence. This means we are well placed to identify and integrate potential care workers, in turn benefiting the local economy and condition of the social care system.

Workforce learning and development

This year we have also increased the range of available foundational learning capabilities on offer to Turning Point staff. We have run over 400 additional workshops this year compared to last, developing over 8,000 colleagues in key skills for their roles, and 57,584 e-learning modules were completed via our Learning Management System.

Meanwhile future managers and leaders work through our Management Development Programme -where seven modules have been designed, and over 1000 delegates participated across 85 learning sessions. We have also facilitated 69 coaching sessions to support the learning from this programme. We have additionally supported a growing number of colleagues with their professional development through studying for an Apprenticeship, with 57 colleagues provided with this opportunity in 2021/22.



Iona completed the Level 3 Adult Worker Apprenticeship – achieving one of the first distinctions at Turning Point. Soon after completing her first Apprenticeship, Iona wanted to progress to the Level 4 qualification, specifically choosing modules around Positive Behavioural Support (PBS) so that she could directly apply this knowledge to the support we provide. Iona's proven ability to learn and develop her skillset, and her commitment to providing the best service possible, resulted in her being nominated for and winning an Inspired by Possibility award in 2021.

COLLEAGUE ENGAGEMENT

Our overall colleague engagement score has increased again this year by 4 percentage points to 72%, this is a testament to the work our teams are doing across the organisation to enhance the experience of our colleagues.

This year's survey enabled us to further review the progress we have made since our 2019 survey and our COVID-19 survey last year. We saw improvements in engagement levels despite another pandemic year and in one of the most challenging employment sectors to work in. We are proud of the positive feedback colleagues have shared including an increase in:

I understand how my role contributes to achieving Turning Point's outcomes.	89%
I trust and respect my manager/supervisor.	83%
I would willingly put in extra effort in order to help Turning Point.	81%

Colleagues have continued to show sustained dedication through a second year of the pandemic. Turning Point is ambitious about the future, and now as we begin to move beyond the initial stages of the pandemic, we can accelerate the delivery of our ambitions particularly in the areas of future ways of working, increasing diversity, equity and inclusion, co-production and involvement, leadership and management development, the environment and climate change.

WIDENING OPPORTUNITIES

A key part of our recruitment strategy is to open opportunities to people who don't have a background working in the health and care sector or people who may need additional support.

In 2021/22 we had 26 Trainee Recovery Worker posts across our services which provide a pathway for "Experts by experience" and/or individuals starting careers/seeking career change. As part of this role, new starters are supported/funded to achieve Health/Social Care Level 3 qualification.

We also provided opportunities through our participation in Kickstarter, a government scheme to create jobs for 16- to 24-year-olds on Universal Credit. In 2021/22 we recruited 21 individuals to full time, fixed-term roles. 5 individuals subsequently moved on to permanent roles. 6 went on to other roles outside of Turning Point, drawing on the experience gained through the programme.

Last year we provided 77 volunteering opportunities (in addition to the peer mentoring opportunities) providing people an opportunity to gain valuable skills and experience.

STUDENT PLACEMENTS

We work closely with educational institutions to both pass on and build upon our existing expertise and insight and help skill up the next generation. Last year we had 54 student placements. Examples of these partnerships include:

- 1) Oxfordshire: In 2021/22 our Oxfordshire drug and alcohol services provided placements for 2 3rd year social work students providing invaluable experience to the next generation of social care workers.
- 2) Leicester: In our Leicester, Leicestershire and Rutland service, we provided local student placements for Nursing, Counselling and Social Work students.

Environment



Environment

By embracing sustainability and mitigating harmful practices, Turning Point is creating social value through protection of the environment. Environmental considerations are about the contribution and extent to which we are minimising our negative impact, including supporting local activities that seek to protect the local environment from waste and pollutants. Turning Point holds the ISO14001 Environmental Standard which is audited annually by the British Assessment Bureau ("BAB"). This standard commits the Company to continuous improvement.

Cutting energy use and carbon emissions

Turning Point's greenhouse gas emissions were 7.9% lower this financial year compared to 2020-21. Additionally, gas consumption is down by 3% and electricity by 5% as Turning Point services aim to become more energy-efficient in the future. Our CO2e per £m rate fell 14.9% from the last financial year. This is a positive step forward and showcases Turning Point's commitment to environmental responsibility.

We are also rolling out new initiatives to accelerate progress on our environmental targets. This year we have switched to a green electricity tariff, which ensures we will use 100% renewable energy.

Over the previous period of the IMT strategy (2017-2022) the Company migrated from an onsite data centre architecture to co-located facilities offering industry-leading power usage effectiveness (PUE). The move to cloud signifies a continued commitment to reduce company emissions further and reduce our physical infrastructure footprint.

As part of the tooling provided in the O365 stack, Microsoft provide through Power BI the ability to monitor carbon emissions which relate to the company's domain within their Public Cloud. Microsoft are on a continual improvement path to become carbon negative by 2030. Oracle expanded its commitment to sustainability by pledging to power its global operations, both its facilities and its cloud, with 100% renewable energy by 2025.

Reducing waste

We have made significant steps forward with our waste disposal efforts and since April 2022, our general waste provision has been integrated into one central contact, allowing us to increase recycling even further. Out of a total of 164,476kg produced last year, 161,221kg was recycled. Our waste to energy conversion rate has continued to improve. The amount of waste to energy created was 3,255kg, up from 2,402.83kg from the year before.

REDUCING PAPER USAGE IN SUBSTANCE MISUSE SERVICES

We are implementing DocMan and Summary Care Records in our drug and alcohol services, both of which will remove the need for printing and posting client related documents.

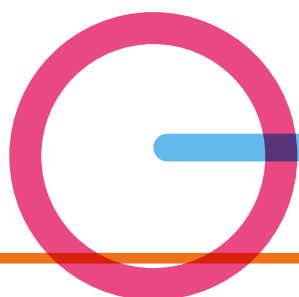
RAISING AWARENESS AND MOBILISING SUPPORT

A staff survey on environment undertaken in October 2021 found:

- 80% of colleagues said it's important to them that Turning Point takes action to reduce its carbon emissions
- 29% of colleagues said they are aware of the actions that Turning Point is taking to limit its impact on the environment.

Our Green Heart microsite and Yammer group (internal social media), was launched in 2021 in response to the findings from the survey. The Green Heart initiative aims to minimise the environmental impact of our organisation's activities and the site signposts staff to our Environmental Policy, our Environmental Management System and provides access to information around forming and practicing environmentally friendly habits in the workplace. It also gives links to environmental related articles and websites - showcasing news items with environmental relevance.

Turning Point operates a cycle to work scheme via our My Rewards platform, allowing employees to obtain bikes and cycling accessories whilst spreading the cost and making savings - an immensely valued benefit for those who use it.





Timberlea

Timberlea, our supported living service for people with a learning disability in South Oxhey Hertfordshire, successfully applied as a community organisation to The Woodland Trust in order to plant 15 trees at Timberlea as part of The Great Climate Fightback.

Timberlea was granted an Urban Residential Area Pack made up of 15 crab apple, hazel and rowan trees which have been planted in the grounds of Timberlea. The people we support and staff alike look forward to watching these grow and providing food and habitat for local wildlife over the years to come.



A greener supply chain

We rely on various suppliers throughout the year 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. Some of our suppliers include:

AO - make would-be waste great again, by turning old fridges, washing machines, tumble dryers and dishwashers into valuable resources. Last year they recycled 700,000 fridges.

Apogee - provide secure print, document and IT hardware and software. Within the past year they have managed to achieve a 14% reduction in waste and 47% reduction in fleet fuel.

Office Team - provide our office supplies have a policy of using zero avoidable single-use packaging and zero waste-to-landfill products.

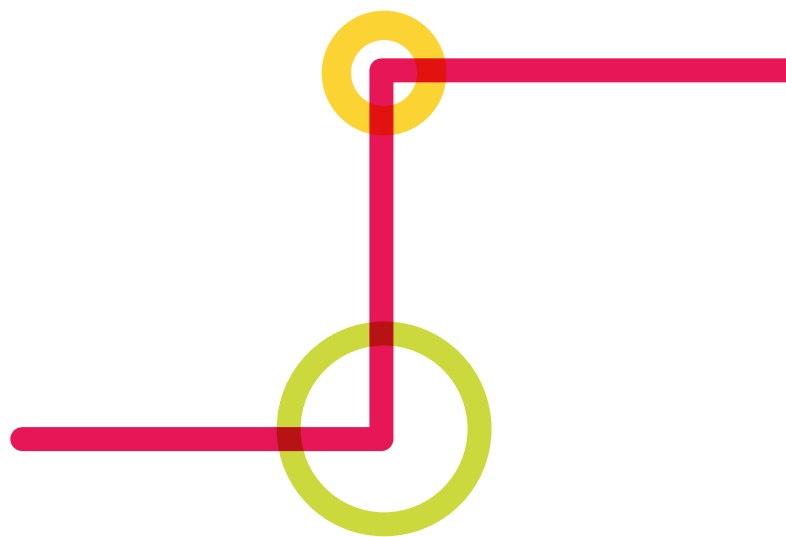
Turning Point also subscribes to services provided by Virgin Media Business to interconnect our locations via a wide area network. Between 2014 and 2019 Virgin reduced their carbon footprint by 42% and are actively pursuing a net-zero strategy.



Future strategy



Future Strategy




In 2020, we developed a 2-year social value strategy at which point we also adopted the TOMS framework as a measurement tool.

An audit was undertaken of the TOMS framework to identify which measures were useful and relevant and to establish new data capture mechanisms where they did not currently exist. The audit identified 62 measures relevant to our activities.

The social value strategy was approved in November 2020 and ran to March 2022. The strategy included 23 objectives. Some of these were delivery of key projects, other focused on improvement in key measures.

Highlights delivered by our first ever social value strategy included: the Turning Point School of Art, the development of an organisational Health Inequalities Framework to guide service development, the piloting of a specialist social prescribing model, enhancement of our colleague wellbeing offer, the introduction of an organisational innovation fund, establishment of new employee networks to support diversity and inclusion, the publication of a wellbeing guide for carers, and enhancement to our offer for families through the piloting and roll-out of the 5 step programme.

Over the past two years we have successfully increased employment and volunteering opportunities for people we support, increased training and apprenticeship opportunities for staff, increased employment opportunities for people from a disadvantaged background, increased local economic benefit delivered through our supply chain and our reduced our carbon footprint.



Social value is central to the new 5-year overarching corporate strategy and we are currently developing a new organisation wide social value strategy in line with this. An assessment of achievement and learning, alongside our new Green Plan and the sector specific 3-year plans, will be used to inform the organisation's social value strategy for the next period.