

**TURNING
POINT**

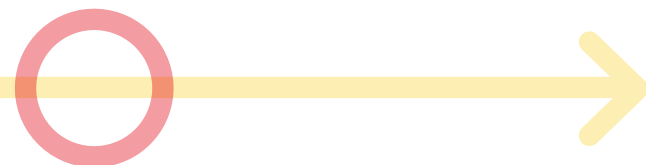


TENANTS REPORT 2022/23

Who we are

At Turning Point, we constantly find ways to support more people to discover new possibilities in their lives.

We are a leading social enterprise, designing and delivering health and social care services in the fields of substance use, mental health, learning disability, autism, acquired brain injury, sexual health, homelessness, healthy lifestyles, and employment. We currently work in over 280 locations across England, empowering those we support to improve their health and wellbeing, learn, and bring about positive change in their lives.



What we do

Building on nearly 60 years of experience, we have expertise in delivering innovative, integrated support in a range of places including people's homes, workplaces, communities, and specialist settings.



Our promise

- 1 Provide a safe and supportive environment
- 2 Treat you with due respect and dignity at all times
- 3 Recognise individual opinions and values
- 4 Embrace diversity and ensure everyone has a voice
- 5 Ensure terms and conditions are in line with regulations
- 6 Respond to repairs quickly and effectively


Our vision

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

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


Our values

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

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

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

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

 We deliver better outcomes by encouraging ideas and new thinking.

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

Our year in numbers In 2022/23

* Based on Employee Engagement Survey responses



Turnover
£152.8m



Total number of people supported in 2022/23
171,468



Total number of people supported by our mental health services
94,201



Total number of people supported by our drug and alcohol services
65,124



Total number of people supported by our healthy lifestyle's services
8,557



Number of colleagues
4,818



Total number of people supported by our sexual health services
1,460



Total number of people supported by our learning disability services
1,211



Total number of people supported by our employment services
915



Total number of peer mentors
162



Total number of volunteers
68



Total number of locations
283



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



Regulated services rated Good or Outstanding by CQC
94%

As tenants you have a right to:

1

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

2

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

3

Set the agenda for involvement in our services.

4

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

5

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



Our performance this year

We work closely with our contractors to respond and fix repair issues as quickly as possible across all our properties.

	Learning Disability	Mental Health	Substance Use
Amount spent on reactive repair work	£165k	£214k	£72k
Amount spent on planned repairs cost	£36k	£69k	£11k
Total repairs cost	£201k	£283k	£83k

Percentage of repairs delivered on time:

Attended on time

65%

First time fix

58%

Compliance inspection completion

92%



Our core involvement commitments

Underpinning our approach to involvement are several commitments. These are inspired by the NSUN 4Pi (The National Survivor User Network standards for involvement), but adapted for use by Turning Point to fit in with our ethos and approach.

Principles

We value the contribution of tenants, the people we support, their friends and carers equally to those of professionals.

Purpose

We clearly identify the purpose of all of our involvement work and ensure that our understanding of that purpose is built and shared with the people we support.

Process

We use appropriate processes and systems to develop our work with the people we support. This includes attention to communication, equitable engagement, support (including remuneration, training and supervision) so that people we support, including those from marginalised communities, can get involved easily and make the best possible contribution.

Presence

We strive for equity in all of our involvement work. We understand that a diversity of voices should be heard at all levels of our housing management work. The people we involve reflect the nature and purpose of the involvement activity.

Impact

We know that for involvement to be genuine it must lead to improvement and change. Working with the people we involve, we are committed, where practical, to make decisions in partnership with them. Where we cannot make changes due to constraints outside our control, we will clearly communicate this before involvement around that issue or area begins.

At the beginning of any involvement work we will document what we believe it will achieve and what difference this can make to the people we involve and those they care about. At the end of any involvement work we will provide feedback on what we have learned and how we will take that learning forward.



Co-creating supported living spaces in Stafford

2022 saw us expand our geographical reach in Mental Health support with an exciting new project in Stafford.

In October, Turning Point was commissioned by Stafford Borough Council and the Department of Levelling Up & Communities (DLUC) to deliver a project that will support entrenched rough sleepers with complex needs, to become increasingly engaged with enablement, treatment, and recovery- focused services.

The project comprises two workstreams: development of a six-bed 'high need' supported accommodation service, which will be occupied in July 2023, and a co-production project.

The goal of the project is advancing mental wellbeing, moving towards substance abstinence, increasing physical health and safety, whilst achieving betterment in financial and housing tenure security.

The six-bed supported living service will provide high quality accommodation for a targeted population of individuals with a history of rough sleeping, mental ill-health, problematic substance use, behaviours that are often classified as challenging to services and, in many cases, offending behaviours and early childhood trauma.

Our client group have previously had multiple housing opportunities which have not enabled them to escape the revolving door of repeat homelessness. Many will have developed coping strategies which were helpful to keep them safe when living on the streets, but when in an accommodation service are considered 'anti-social' and have consequently resulted in eviction and disengagement from support.

This experience has often resulted in an understandable lack of trust in 'the system' and professionals and, in some cases, an entrenched reluctance to engage with different services which are designed to assist them to improve their circumstances.

The role of the Turning Point team is to support individuals with rebuilding bridges to previously accessed services. Our vision is to deliver a completely different approach to supported

living, which builds on people's strengths and maximises buy-in and co-production from the very beginning. We work in partnership with other agencies; engaging with people in a way that builds trust and makes sense to them, meeting them where they are on their journey.

The service is built with the input and direction of the people that will reside there at its heart. The service is staffed with a high skilled, highly motivated team who have received enhanced learning in mental health and substance use. They will work in a trauma informed, person-centred, whole person, multi-agency manner with tolerance levels much higher than similar services.

The team will work together with people who have been or are currently experiencing homelessness and other organisations with expertise, to shape Stafford's homelessness strategy and services by 2025. The aim is to build a community where those with direct experience of rough sleeping is as powerful as it can be, has genuine impact and brings about sustainable change.



Nourish: Using technology to enable happy, fulfilled lives

In 2022 the digital support planning tool, Nourish, was rolled out in seven of our homes. The introduction of Nourish across our learning disability support services enables us to spend less time updating time consuming paper records, and instead spend more time with the people we support.

What is it?

Nourish is an electronic tool accessible to staff via a computer or mobile device. It securely holds digital records for the people we support, allowing them to be updated in real-time without distracting from provision of care and support. Nourish also contains other tools to support care and improvement of outcome and experience for the people we support.

How does it help us?

Nourish helps us to create and keep all records and support plans for individuals in one place, instead of maintaining lots of records in multiple locations. However, Nourish is not just about making our records accessible electronically. It helps us to record information at the point of support, involving the person and facilitating truly personalised support planning.

Giving people's support teams and their circles of support better visibility and evidence of care and planned activities, helps improve safety for everyone by identifying risk and preventing incidents.

The system notifies us when an action is needed, helping to ensure people are supported to attend all their health appointments and activities.

Linking the outcomes of people's monthly Happy and Healthy Wellbeing meetings to any identified needs in their Health Action Plan, as well as their annual GP Health checks enables our teams to support people to live the healthiest life possible.

CASE STUDY



Simon's love of swimming

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 COVID-19 restrictions have ended, they have started going swimming together again.

Colleagues 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 had enjoyed himself. These are now going to be regular sessions for them both.

Nourish helps us to create and keep all records and support plans for individuals in one place.

Evolving our crisis services in Manchester

In Manchester, the team at our long-running Crisis Point service has continued to build on our reputation for being a trusted partner to the Greater Manchester Mental Health (GMMH) NHS Trust.

Crisis Point is almost 25 years old, and as well as providing seven beds for short-stay accommodation in Manchester's city centre for local people going through a mental health crisis, our team has successfully established The Recovery Lounge – also funded by GMMH.

This new service is based on the 'crisis café' model of offering a non-clinical alternative to A&E for people in crisis, and already well over 1,000 interventions have been delivered. As well as building a good relationship with GMMH NHS Trust, we are now working with Greater Manchester Police and taking referrals from their city-centre based officers who have been called out to incidents that are low level mental health crisis and don't require police resources.

Reducing barriers to moving on in Manchester

The Manchester Move On Project went live in August 2022. The pilot brings together the expertise of a multi-disciplinary team all under one roof to support people with mental health conditions living in supported accommodation services who are either:

- ▶ Facing barriers to moving on from supported accommodation; or
- ▶ At risk of their existing placement breaking down.

The service works with individuals, their families and carers, service providers, Community Mental Health Teams, and commissioning teams to identify and seek to overcome the barriers facing individuals which may prevent them from progressing in their lives. The overarching aim of the team is to support a smooth transition along the recovery pathway based on the needs of the individual. This aims to prevent and reduce the length of hospital admissions, ensuring that appropriate plans are in place to enable individuals to stay well and participate meaningfully in their communities.

The team comprises specialist clinical, social work, occupational therapy, housing and welfare and psychology expertise to formulate and deliver

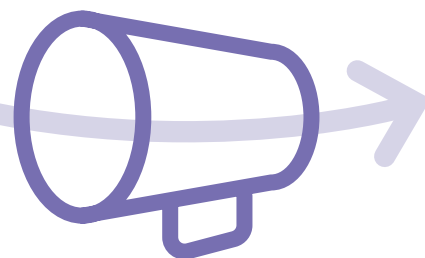
GMMH have recently commissioned us to provide a 'Crisis Navigator' colleague every evening to be based in Manchester Royal Infirmary's A&E department with the Mental Health Liaison Team (MHLT). The aim of this project is to test out the viability of having experienced non-clinical support colleagues working alongside and in partnership with the MHLT in a busy A&E.

For many people who find themselves in crisis and then having to attend A&E, a non-clinical and therapeutic intervention is safe and appropriate, and this pilot project is aiming to find out if by having one of our 'Crisis Navigators' on site, that the appropriate support and intervention can be quickly arranged and delivered using local voluntary sector resources, without the need for a hospital in-patient admission or other more traditional and formal interventions.

It is hoped that if the pilot goes well, that this model will be rolled out to MHLTs in many other Greater Manchester Hospitals, and it has the potential to free-up significant NHS resources in our very busy and over-stretched A&E departments.

time-limited support plans seeking to move people forward on their recovery journeys.

Feedback from those engaging with the service indicates that they enjoy the opportunity to participate in their long-term care and support planning. Providers are appreciative of access to the experience and expertise of the multi-disciplinary team. We are hopeful that the pilot will be extended and continue to form an integral part of the mental health services framework in Manchester.



Making Teds Fund more readily available for the people we support

For the past few years, we have run Ted's Fund, named after Ted Unsworth, who was Chair of the Turning Point Board from 1987 to 1995 and Chief Executive from 1998 to 2001.

Sadly, Ted passed away in 2013, and to honour his commitment to Turning Point and the crucial work we do, Ted's family established a fund in his memory to help the people we support take a key next step in their lives. The fund exists to help people we support with their next steps in their journey. The fund focuses on individual needs and is open to all people we support at Turning Point.

Past applications have included:

- ▶ The purchase of equipment for work, i.e. tools, clothing, footwear, cookware
- ▶ Materials and supplies for study, i.e. books, computers, tablets
- ▶ Musical instruments for therapeutic purposes
- ▶ Sensory products/equipment for therapeutic purposes
- ▶ Fares for travel to attend learning
- ▶ Clothing to attend job interviews
- ▶ Courses or classes for employment skills development

Whereas Ted's Fund used to run twice a year (once in the summer and once in the winter), it now runs constantly throughout the year. To help more people when they need it, nominations and awards are made monthly. Together with a new eligibility cap of up to £200 per individual and up to £500 total for the month, this enables the fund to go further by creating more opportunities for the people we support.



CASE STUDY

Meet Paul

This year Paul has been on holidays to York and Blackpool which is the first time he has ever stayed in a hotel. He also attended college for a full year and went to his first ever Prom.

More recently, Paul started a volunteer job at the local community café. On his first day he was tasked with setting up tables for customers and chatting with them. After he finished setting up, he headed to the community garden to help with some weeding. Paul found himself enjoying every moment of his work, and loved the feeling of helping and being a part of the community.



RICHARD'S STORY

Finding a new home: Richard's inspiring journey towards independence

Richard had been living at Sutton Court for many years, receiving support from Turning Point. Although the experience was helpful, he was ready to take the next step and move to Chetwode Avenue. With the help of his family, Turning Point staff, and housing provider, Richard was able to find the perfect new home for himself.



Richard worked with his family, Turning Point staff, and his housing provider to prepare for the move. Richard was able to continue attending local community relations that he'd built over the years of living in Milton Keynes because the area, amenities, and transportation options were all taken into account.

To ensure that Richard had a suitable home, his management team and family shortlisted properties for him. When they found the right house, Richard was invited to view it; he liked how spacious and light his new home would be, compared to the dark and small house he had before.

Richard was able to move in a few weeks later with the help of staff, he was able to plan what day he wanted to move and arrange for removal vehicles to ensure everything went smoothly.

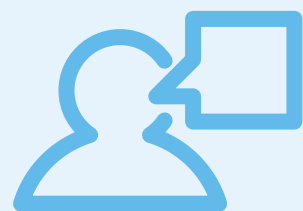
One of the biggest changes we have seen in Richard is the pride he takes in his new home; cleaning is always his priority and welcoming new guests to come and see it, this is a real big change for Richard. Richard hosted his first CPA meeting with all professionals involved in his support. Richard was the perfect host, making teas and coffees and ensuring everyone felt comfortable. It's no surprise that the move didn't come without its stresses; they do say moving home is one of the most stressful things we do in life.

Richard had such strong routines in his old home around getting to daily activities like Snap, art group and football, Richard has had to learn new routes on his bike, buses, and taxis. Richard has taken this in his stride and continues to fulfil his days with exciting activities. Whilst learning all of this, Richard, also had to join a new doctor's surgery and learn how to order and collect his medication, whilst this caused some anxieties, Richard continues to do well and grows more and more in his new home.

How to get involved

There are lots of ways to get involved:

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



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



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



Share your views in our surveys and questionnaires.



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

Your feedback

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

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



Head Office:

America House
2 America Square
London
EC3N 2LU

Web: www.turning-point.co.uk

Call: 020 7481 7600

Email: info@turning-point.co.uk



Turning Point is a registered charity, no.234887, a registered social landlord and a company limited by guarantee no. 793558 (England & Wales).
Registered Office: America House, 2 America Square, London EC3N 2LU.

