

**TURNING
POINT**

inspired by possibility

CELEBRATING 60 YEARS



TENANTS REPORT 2024



WHO WE ARE

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



WHAT WE DO

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

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

OUR YEAR IN NUMBERS

IN 2023-24



Turnover
£165m



Total number of people supported by our sexual health services
1,758



Total number of people supported
197,594



Total number of people supported by our learning disability services
641



Total number of people supported by our mental health services
113,032



Number of peer mentors
182



Total number of people supported by our drug and alcohol services
67,176



Total number of volunteers
91



Total number of people supported by our healthy lifestyle services
14,987



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



Number of colleagues
5,177



Regulated services rated Good or Outstanding by CQC
96%



Total number of locations
271

* Based on Employee Engagement Survey responses

OUR PROMISE

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

AS TENANTS YOU HAVE A RIGHT TO:

- 1 Get relevant accessible information about the services we provide to you and the management of your housing.
- 2 Understand the standards expected of the service you receive – and to be able and supported to raise concerns about them.
- 3 Set the agenda for involvement in our services.
- 4 Be consulted with and listened to about changes to the services you receive or new approaches to delivering care.
- 5 See how we have responded to your concerns and issues raised through involvement.

OUR PERFORMANCE THIS YEAR

Property maintenance statistics

| | Learning Disability | Mental Health | Substance Use | |
|--------------------------------------|---------------------|-----------------|----------------|-----------------|
| Amount spent on reactive repair work | £83,299 | £365,924 | £58,706 | |
| Amount spent on planned repairs cost | £35,790 | £73,719 | £11,324 | |
| Total repairs cost | £119,089 | £439,643 | £70,029 | £628,762 |

Attendance Statistics

Number of tasks on residential sites where Turning Point have liability

749

Number within SLA

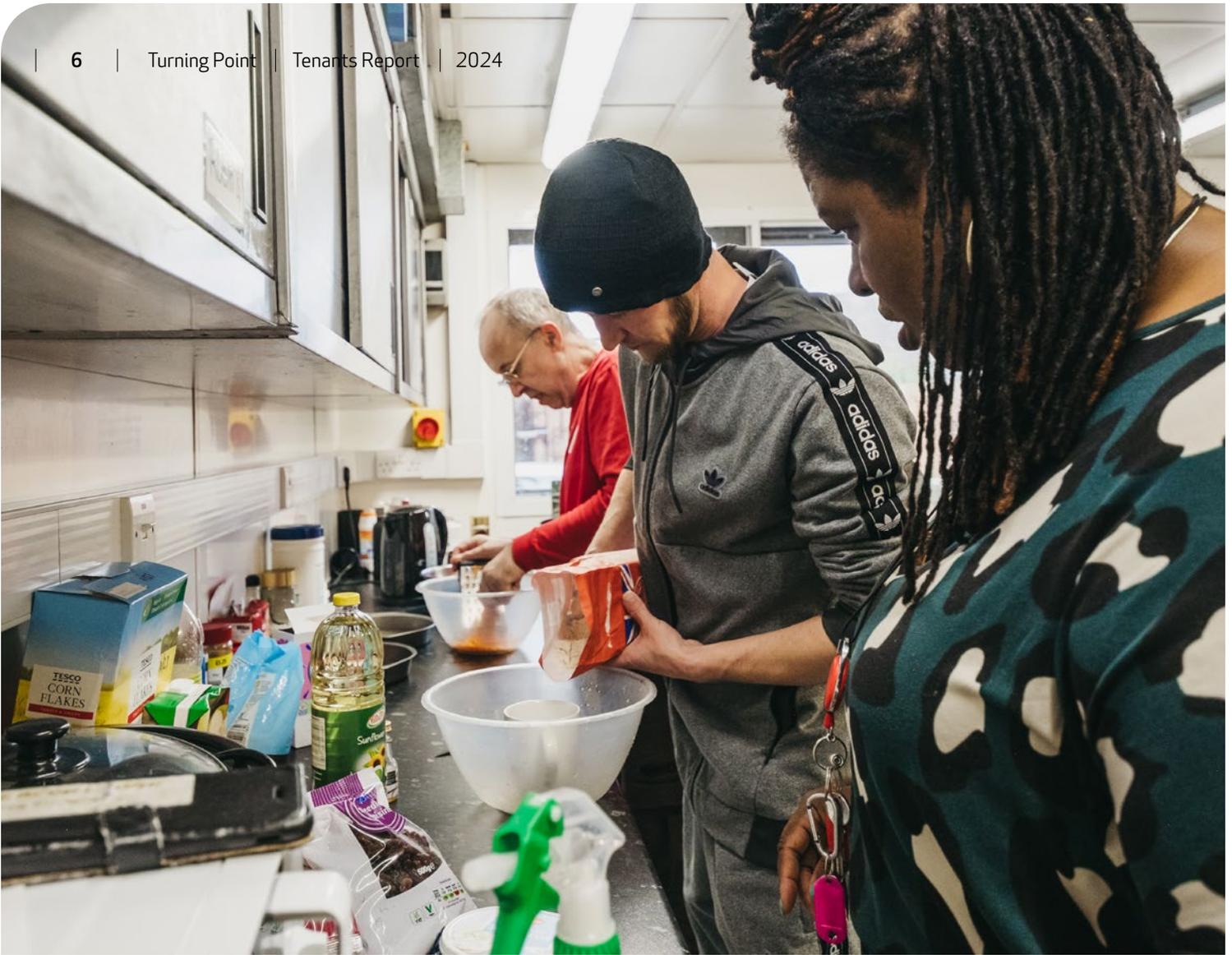
58%

Applies to all tasks 4 hour call outs are closer to 75%

First time fixes

45%

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



OUR VISION

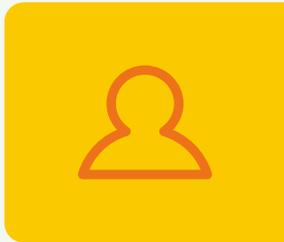
To constantly find ways to support more people to discover new possibilities in their lives.

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

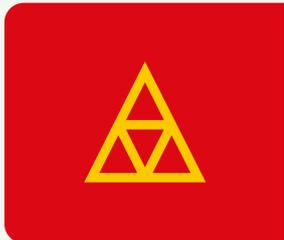
OUR VALUES



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



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



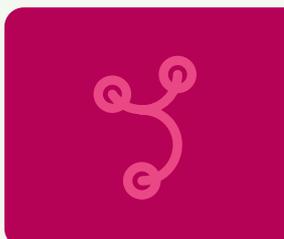
We deliver better outcomes by encouraging ideas and new thinking.



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



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



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



TP60 HOUSE KEYS AND KEY RINGS

KELVIN'S STORY

Kelvin was diagnosed with bipolar disorder at the age of 18. It was 1972. He spent the next two years in a secure hospital, where he was given no say in the treatment he was given. Episodes of electroconvulsive therapy (ECT), which involves sending an electric current through the brain, followed. And Lithium, a mood stabiliser, which Kelvin remembers as being “bloody horrible”.

In 2016, Kelvin moved into one of our supported-living homes, finally finding independence, friends, and hope. To begin with, Kelvin had a single room. We supported him as he developed more skills to look after himself and his living space, and he soon progressed to his own flat with a front room, kitchen, bathroom, and bedroom.

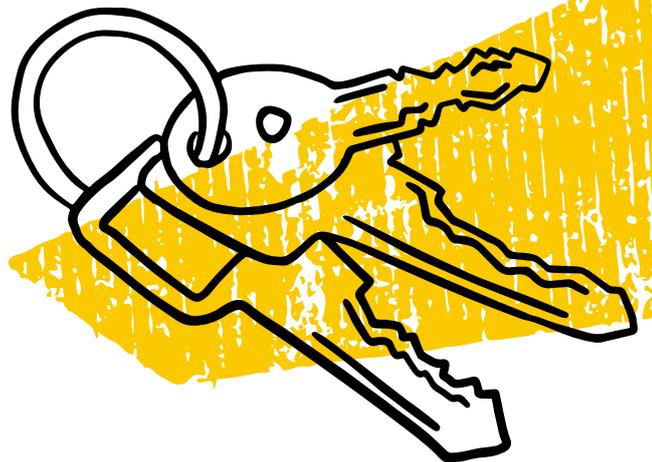
“When I first arrived, I was nervous, but my support worker helped me make a smooth transition. I've been working hard to improve my cleaning skills. I've got a rota of the things I need to clean from Monday-Saturday. It's been a challenge for me, but I've worked hard to improve.”

Kelvin describes Turning Point as a supportive community, where he is able to join in lots of activities and courses. “I enjoy current affairs, art group, and games club. My favourite is music mapping because I get to express myself: you divide a sheet of paper into four, the leader plays 4 pieces of music, and you draw what the music makes you think or feel.”

He has also enjoyed going to Recovery College, where he has studied ‘Wellbeing through writing’, ‘Understanding bipolar disorder’, and, his favourite, ‘The Habit of Happiness’. He says that having his own space gives him a sense of power, as does making own plans: “Today I went out to see my friend, Richard, who has a birthday at the weekend, so we talked and listened to music together.”

These days, Kelvin is more involved in his treatment than ever before. He speaks regularly with his doctor and has noticed a positive change in how he's treated, both in terms of his medical and non-medical care. He has even spoken to local students to help them understand the support he needs to live an independent life.

He says he feels more optimistic than ever about the future and is already making plans for more independence. “My next stage is to move to lower support accommodation. Hopefully, then I can move to a council flat. Next year I'd like to go to college to study A-level History. I'm looking forward to it.”



OPENING ST BARTS ROAD SUPPORTED LIVING SERVICE IN KENT

St Barts Road is a new Supported Living Service in Kent that was developed in partnership with Specialist Supported Living Ltd (SSL) and Kent County Council (KCC) to support people with learning disabilities and autism. Some people may also have additional complexity of need, such as mental health or physical health needs.

The service provides 15 self-contained apartments which are all on the ground floor with level access, widened corridors and turning circles throughout. They all have a bedroom, wet room, and open plan kitchen-lounge. Each apartment has its own entrance, as well as a communal entrance, and access to outdoor space.

Four apartments have been specifically designed for people to transition from long-stay hospitals to their own home in the community, supporting the NHS Homes not Hospital Plan. Five apartments have been designed to support people with physical disabilities and include adapted kitchens.

All residents have their own tenancies, which will help them achieve greater independence, have greater quality of life, dignity, choice, and respect in their daily living. There will be a support team onsite to support residents inside and outside of the home, including taking part in a range of activities to reflect their interests.

The building caters for the future needs of residents with the installation of a new telecare system allowing individuals to add personal telecare devices in the future if they need to.

The first residents moved in in March 2024.

EXPANDING OUR MENTAL HEALTH SUPPORT IN MANCHESTER

Opened as a 'crisis café' pilot project back in May 2021, our Recovery Lounge is now becoming well established in the referral pathway for mental health crisis services in Manchester. So far we have supported over 1,000 people. As well as taking self-referrals, any professional working in local statutory mental health teams can refer someone to us.

A significant new development over the past 12 months is working in partnership with Greater Manchester Police and Greater Manchester Mental Health NHS Trust to provide a genuine alternative option for local emergency services to divert people in mental distress away from busy and overstretched hospital A&E departments.

Located within a few minutes' walk of the city centre and very close to the inner ring road and other transport links, our Recovery Lounge is ideally situated for quick and easy access for anyone in Manchester to attend. We are open every day from late afternoon through to midnight. Visitors always get a friendly and supportive welcome from our culturally diverse staff team. They are given

plenty of time to talk and 'offload', opportunities to learn some mental health coping skills, and a non-judgmental approach to finding solutions to problems that may feel overwhelming. This includes guidance on taking next steps, including safety planning and signposting to other services.

Some people will visit just once for support around a very specific issue that is causing them distress, but many now use our service as part of their ongoing support plan from month to month. They know they can phone us any afternoon and arrange to come in within a couple of hours to talk with friendly staff, feel listened to, and hopefully avert their crisis so that they can return home feeling safe.

PROVIDING SUPPORT FOR THE PEOPLE OF NOTTINGHAM

Nottingham is a well-integrated, diverse, and vibrant city with a proud heritage. Despite recent economic challenges, it has many reasons to be confident about its future.

We have expanded our network of services in Nottingham over the past 12 months. As the economic climate continues to be challenging, we have embraced place-based approaches to respond to the continued rise in demand for mental health services that support people with complex conditions and those experiencing difficult circumstances. We have used our substantial footprint in both Nottingham and Nottinghamshire to optimise efficiencies, enhance our offer, and mitigate some impacts of the cost-of-living crisis.

We have trusted relationships with local authority and NHS Commissioning Teams and have worked with them and with community partners to establish new services. We have also evolved and retained existing contracts and leveraged our VCSE identity to attract grant funding to drive innovative work. As a result of increasingly symbiotic relationships, we have seen improved processes evolve between cooperative partner organisations that reflect the intention and direction of Integrated Care Systems.

Over the past year, we successfully retained our Rehabilitation Service at Beacon Lodge, the Crisis Service at Haven House, and the Complex Emotional Needs Service. These all support people in Nottingham and Nottinghamshire. Our Mental Health Helpline was set up in the early days of the Covid-19 pandemic. It is co-located with NHS partners and has doubled in scale over the past year.

This year we developed new supported living communities at Mansfield Street and Hall Street and others are due to follow. Our forensic mental

health services continue to deliver excellent outcomes and we provide a valuable crisis sanctuary service in partnership with VCSEs in Nottinghamshire. We are looking forward to opening our first supported living community in Mansfield, and for further developments to follow elsewhere in Nottinghamshire.

Our frontline teams demonstrate a sincere desire to bring new opportunities and choices to people in Nottingham. One grant funded initiative used climbing walls to help people combat fears and anxieties through both therapeutic sessions and climbing. National Lottery backed Sport England has now funded phase two of this initiative. A new cohort is using climbing walls while the first cohort are climbing real rocks in the Peak District.

Another initiative saw people interacting with each other in creative ceramic making sessions that allowed conversations to flow in a natural setting through shared experiences. We are ambitious for phase two of this initiative and for other ideas in the forthcoming year.





TP60 BUS PASS AND MOUSE EARS

RACHAEL'S STORY

Rachel moved into her new home in 2015. For a long time, she avoided participating in activities with the staff and restricted her interactions with the community.

She distanced herself from her co-tenants and avoided acknowledging them. The only activities she felt comfortable with were playing Kerplunk and making lists with staff support. Over time, Rachel started to develop trust in her support team, allowing them into her flat more often. But she still struggled to accept it as her home and any outings needed 2:1 staffing.

In 2018, Rachel finally unpacked her belongings and started to buy some new furniture with the support of staff. She had strong attachments to certain staff members and resisted allowing new people into her flat. By 2022, Rachel was more involved in community activities. She joined trips

and discovered her thrill-seeking side, developing a passion for theme parks and anywhere with exciting rides and slides. She also enrolled in college, which was a huge step considering her past struggles with educational settings. She's now in her third year and has built positive relationships with her fellow students, even attending the college prom.

Today, Rachel gets along with most of the staff and her co-tenants too. Her trip to Disneyland was an amazing achievement for someone who'd not been on a plane since she was a child. And everyone gets to enjoy her kind heart, infectious laugh, and wicked sense of humour.

VISIT FROM EPIPHANY

West Riding House in Bradford provides 24-hour support for adults with learning disabilities giving them the necessary support and encouragement to enable them to live happy and fulfilled lives.

This project supported a group of musicians to provide improvised music and individual sound portraits for residents and local community members over two events during the year.

Residents and community members came together to develop the project which was attended by 44 people.

Feedback included: "I was filled with joy" and "It was so powerful". In terms of response, 96% of attendants who attended and completed the feedback form showed a positive response.



SENSORY GARDEN

Aldbank service in Dunstable is a home that provides the transition or the next step for people to become more independent and to be able to live in their community.



They applied to the Innovation fund to create an interactive multipurpose sensory garden for their residents.

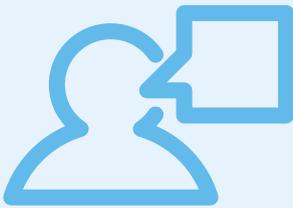
19 people have supported the development of the garden, including staff, people we support and their families.

Feedback from the project manager was that "The garden project has encouraged people we support to focus on something to get up for in the morning..."

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.

EVOLVING OUR PERSON-CENTRED APPROACH

Ensuring that the people we support are truly empowered in their own support, and that their voices impact all we do at Turning Point, continues to be a priority for us.

We launched a new involvement strategy this year and have set our ambitions high: to involve all our services in shaping and improving the support we provide, whilst making sure our central activities and decision-making are also guided by the lived and living experience of people we support. We will strengthen our involvement with the people we support using co-production principles to achieve true and equal collaboration with them.

Colleagues have risen to this challenge, developing plans and initiatives to strengthen involvement already happening and try new approaches. To support this, we launched an involvement hub, a microsite of tools and resources to help plan and deliver high-quality involvement and co-production. The hub also showcases examples of great involvement from across Turning Point such as case studies where service user voices have enhanced person-centred support and improved quality. This helps other services learn from good practice and inspires them to try doing something similar.

All our services now have a colleague responsible for driving involvement within their service. Our central support around this has increased this year through the growth of our colleague involvement networks. These allow skills and knowledge development around involvement, as well as peer support, so our leads have the tools and confidence they need to continue embedding a culture of involvement and co-production in every aspect of their service.

Our involvement networks of people we support are also growing. These groups provide the chance for individuals from services across the country

to come together to feed in their expertise by experience and influence the national picture.

The National Service User Council is our network of people with experience of our substance use services. We collaborated with them on a range of initiatives this year. Our Speaking without Stigma project was developed in collaboration with the group, guided by Council members' understanding of stigmatising words and phrases and the impact these can have when living with challenging drug and alcohol use, and alternative, more inclusive language options. The group has also raised its voice outside of Turning Point, contributing to our submissions on national consultations and strengthening our organisational positions on national drug and alcohol policy.

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

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



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Registered Office: America House, 2 America Square, London EC3N 2LU.

