

**TURNING
POINT**
inspired by possibility



Social Value Impact Report

2023

Contents

Foreward	02
Executive Summary	03
The External Landscape	08
Measuring Social Value	10
<u>Wellbeing</u>	
• Tackling health inequalities: promoting the health and wellbeing of the people we support	14
• Promoting the health and wellbeing of our colleagues	33
• Promoting health and wellbeing in the wider population	40
• Influencing policy	42
<u>Community</u>	
• Supporting local community and voluntary sector organisations	47
• Enabling participation in community life	49
• Working in partnership to meet local needs	56
• Participation and inclusion	59
<u>Economy</u>	
• Investing in local jobs and the local economy	62
• Education, training and employment opportunities for people we support	63
• Peer mentors	68
• Developing the health and care workforce	80
<u>Environment</u>	
• Cutting energy use and carbon emissions	91
• Reducing waste	93
• Raising awareness and mobilising support	94
• A greener supply chain	95
Future Strategy	98

Foreword

by Julie Bass,
Chief Executive

At Turning Point, we are committed to the communities we are part of. As a social enterprise, we invest any surplus we make back into the business, and into initiatives which support people to improve their health and wellbeing and reduce health inequalities.



Social value - the added value organisations bring to the economy, community life, the health of the local population and the environment – is an integral part of our vision. Looking for opportunities to add value and to go further is second nature to us but we still have further to go in evidencing our impact.

This is more important with public sector commissioners, both locally and nationally, placing increasing weight on social value in their procurement decisions, industry increasingly looking to demonstrate social and environmental credentials and the 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 2023 annual social impact report. In uncertain times, our commitment to addressing health inequalities, to building stronger communities, to creating an inclusive economy and doing our bit to reduce carbon emissions is more important than ever.

Julie Bass
Chief Executive

Executive Summary

The Social Value Act was passed over 10 years ago but there is still much more to be done if the full potential of this legislation is to be realised. Over that time, social value has become an increasingly important element of local commissioning practice but there is no standard definition or measurement framework and no national strategy.

We will continue to monitor the external environment and adapt our approach accordingly and the progress in developing our measurement stands us in good stead.

In 2022/23 Turning Point delivered £23.4m of social value, based on measures included in the TOMS framework [1] although this does not reflect the true scale of the social value we deliver in terms of sharing our expertise and supporting people in to work.

**In 2022/23
Turning Point
delivered £23.4m
of social value.**



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

WELLBEING AT TURNING POINT

A key aspect of our social value is our work to promote both the health and wellbeing of our colleagues and the people we support.

All Turning Point employees can access on-line wellbeing support through Rightsteps Wellbeing including Find out More, Bitesize & wellbeing sessions. Colleagues and immediate family members also have access to two providers of free counselling/Cognitive Behavioural Therapy (CBT) sessions - Rightsteps Therapy and our Employee Assistance Programme which also provides 24/7 on-line GP access, a get fit programme and more. Our colleague wellbeing programme provides social value of over £1.28m[2]. Our mental health first aid scheme continues to grow and St John Ambulance have delivered four 2-day workshops to our volunteers. In recognition of the impact of the cost-of-living crisis we 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 and 704 colleagues received support last year in this way.

We are committed to being an inclusive employer and service provider and in 2022/23, 1,943 people undertook Equality and Diversity Training with a social value of £196,432[3].

We also provided health and wellbeing support to a wider population through the workplace and directly to consumers through our Rightsteps and livelife services.

Our colleague wellbeing programme provides social value of over £1.28m

Our services work in many ways to promote good health and wellbeing among the people we support whether that is through encouraging people we support to become more active by joining a gym or a sports club, by delivering fitness programmes in our services or setting up gardening clubs. Many of our services work with particularly marginalised sections of society who are more at risk of poor health and so ensuing access to mainstream health care services is a big priority for us. Last year we conducted over 6,475 dry blood spot tests in order to increase uptake of treatment for Hepatitis C, we have made needle exchange more accessible through an innovative new postal scheme and we are supporting service users who are HIV positive to access specialist healthcare services through our new HIV strategy launched this year.

[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

We are also committed to sharing our expertise on tackling health inequalities with the sector. This year we hosted the first ever national Safer Lives Conference in Birmingham which focussed on reducing opiate deaths. Thanks to an educational grant, we were able to host 100 delegates working across the sector to hear from a range of high-profile speakers.

We also created a new free to access training resource on co-occurring substance use and mental health issues for people working in the sector thanks to a donation from a woman who lost her daughter.





COMMUNITY

In 2022/23, we invested £3.85m into local community and voluntary organisations, a 14% increase on the previous year. All our sub-contractors are local not-for-profit organisations. Many of these sub-contracts are long term relationships and we are committed to building capacity with the local voluntary, community and social enterprise (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 and we deliver an extensive training programme to community organisations, statutory partners and educational establishments on a wide range of topics relating to drugs and alcohol, sexual health and mental health issues across the country.

At Turning Point, we are committed to promoting inclusive practice and challenging discrimination. People with a history of drug or alcohol problems, mental health issues and people with a learning disability often do not receive the healthcare services they are entitled to. We work hard to ensure our services are accessible and initiatives this year have focussed on ensuring services are accessible to people with autism.

ECONOMY

We create social value by investing in the health and social workforce, buying local and supporting people with challenging backgrounds into the labour market. In 2022/23 we spent £9.25m through local supply chains, truly investing in our communities which includes £5.4m spending with small and medium enterprise (SME) suppliers, the engine of the UK economy. Last year we supported 1,224 people to access new education, training or employment (ETE) opportunities, half of who went on to find paid work, went onto education/training or found a volunteer position as a result of our support. In 2022/23, 99 people completed peer mentor training and we had 181 people working with us as peer mentors during the year, an increase of 31% on the previous year. 45 peer mentors moved into paid work following a period of volunteering with us. Ted's Fund, which was set up in memory of former chief executive, Ted Unsworth, awarded £1,312 to individuals we support to help people take the next step in life.

In November 2022 we announced a new strategic partnership with Exchange Supplies including provision of equipment to our drug and alcohol services across the country. People with lived – and living – experience are central to the co-production of Exchange Supplies innovations and service delivery which creates new employment opportunities for people with a history of substance use.

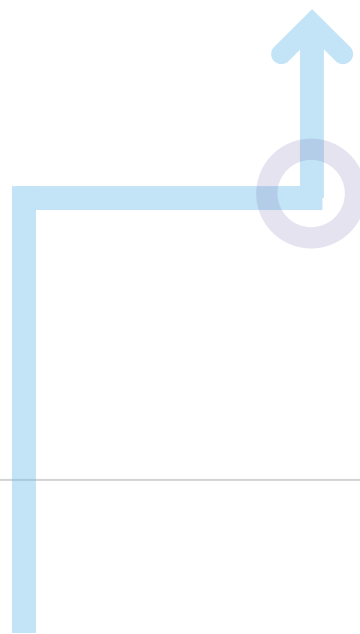
In 22/23 we had 28 student placements providing experience for nursing, psychology, counselling and social work students and 66 volunteers. Our apprenticeships programme has continued to grow, this year we held our first ever Apprenticeship & Graduation Awards to celebrate the fact that the scheme has provided opportunities for 117 Turning Point colleagues to date who have/will have a recognised qualification.

This year we recruited 44 trainee recovery workers – an entry level role which enables people to move into the sector. 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 2022, 60% of employees had lived experience of the challenges that face the people we support. We expanded the number of paid peer support roles with 34 roles across our drug and alcohol and mental health services. Investing in our workforce is a priority for us and in 22/23, 66,691 in-house courses were completed by colleagues which include 56,902 e-learning sessions, 6,776 individuals taking part in face-to-face sessions (online or in person), and 3,013 colleagues completing competency-based training.

ENVIRONMENT

In line with Turning Point's commitment to monitoring and minimising its environmental impact, we transitioned to Electric Green Energy in April 2022 which covers 75% of our electricity usage. Turning Point's greenhouse gas emissions were 29.3% lower this financial year than in the 2021-22 financial year. The intensity of 8.2 tonnes CO₂e per £m revenue is 33.6% lower than the last financial year. These measures have reduced year on year since 2019.

Our key technology suppliers have made a public commitment to become carbon neutral in the near future. During 2022/23 our head offices in London and Manchester both moved to smaller premises reducing our carbon footprint by 28,989 Kg CO₂ per annum and we have made significant steps forward with our waste disposal efforts. In 2022/23 we recycled 253,258kg of materials and 98% of all waste was diverted from landfill. Our waste to energy conversion rate has improved significantly during the past year. The amount of waste to energy created was 16,780kg, up from 3,255kg from the year before which represents a 5-fold increase.



The External Landscape

2022 marked 10 years since the Public Services (Social Value) Act 2012 was passed, 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.

But there is still much more to be done if the full potential of this idea is to be realised. Social Enterprise UK (SEUK), the world's largest network of businesses with a social or environmental purpose, notes:



The implementation and understanding of social value remains inconsistent. There has been no 'Social Value Strategy' or plan by government since the Social Value Act was passed in 2012. For the first eight years, there was no statutory guidance on social value and - while this now exists for central government - there is still no statutory guidance in place for local authorities or the National Health Service (NHS). There is still significant confusion about the purpose of social value within the public and private sectors, and little consistency in language. The measurement and tracking of social value lacks common standards and approaches, while data is patchy and accountability is mixed." [4]

[4] SEUK (2023) The Social Value 2032 Road Map



Clearly, there is more work to be done to maximize the social value delivered as a result of public spending. SEUK's Social Value 2032 Roadmap sets out a plan to improve the legal and regulatory framework; to provide greater clarity of purpose, language and leadership; to improve consistency in measurement of social value; and to strengthen the supply chains which will robustly deliver these objectives.

Despite some weakness and fragility, social value remains a key priority for any organisation whose core business is the delivery of local authority commissioned services. Local authorities typically weight social value at 10-15% although some areas rate it higher, e.g. in Brighton and Hove the weighting is 30% and Manchester City Council has a 20% minimum weighting for social value and an additional 10% environmental score.

Beyond the commercial necessity of prioritising social value there is a moral case. The climate crisis, pressure on the health and social care system in terms of demand and workforce challenges, inequalities and the cost-of-living crisis remain pressing concerns and for a social purpose organisation such as Turning Point, the imperative to maximize the social, economic and environmental benefit in everything we do has never been greater.



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, are 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 the pandemic, the health and wellbeing of the people we support and our colleagues 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 have focussed on tackling the health inequalities experienced by people with a learning disability, supporting people to manage through the cost-of-living crisis, reducing the prevalence of blood borne viruses and hosting a national conference focussed on reducing opiate related deaths.

Supporting people with a learning disability to improve their health and wellbeing

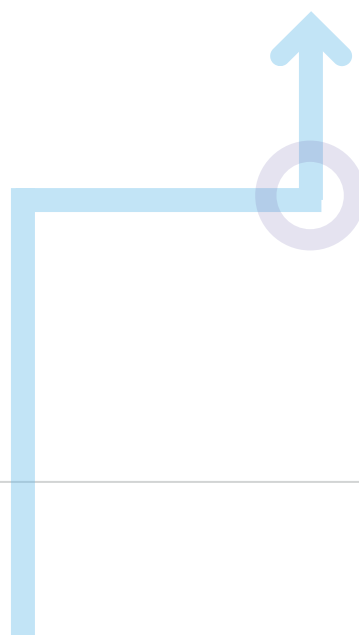
Approximately 2% of the population have a learning disability (PHE, 2016), and estimates suggest only a quarter of people with a learning disability are identified in GPs learning disability registers and known to specialist learning disability services. Consequently, health inequalities remain greater for this group of people and is evident in statistics surrounding early avoidable mortality and rates of morbidity.

According to the Learning Disabilities Mortality Review (LeDeR) programme annual report 2021, 63% of people with learning disabilities die before reaching age 65, compared to just 15% for the general population and people with learning disabilities are three times more likely than the general population to die from an avoidable medical cause.

NHS Digital data suggests men with a learning disability have a life expectancy at birth of 66 years, 14 years lower than for males in the general population and females with a learning disability have a life expectancy of 67 years 17 years lower than for females in the general population (2018-2019 data).

People with a learning disability often have limited access to health information, compromised by communication difficulties, the methods used to share information and lack of reasonable adjustments and understanding by health service providers. Poor understanding of mental capacity and low expectations can deprive people with a learning disability from accessing information and being in control of their own health and wellbeing.

The original Turning Point Health Toolkit was produced in 2016 and contained a wealth of information which leant more towards the physical and clinical health of the people we support.



This original toolkit provided the foundations for the development of the Supporting Health: A Handbook for Health and Wellbeing which we published during 2021/22 and this resource is a significant upgrade, providing a more holistic, proactive guide to understanding and intends to improve both the health and social wellbeing of people we support.

During 2022/23 we have focussed on encouraging teams to make the most of this resource. This year we have rolled out health action plans linked to the handbook and run a series of webinars for colleagues. We also worked with Easy Read UK and some of the people we support to develop a series of Easy Read booklets which align to the sections of the Supporting Health Handbook.

A successful bid to Health Education England this year to address health inequalities meant funding was available to produce a platform providing knowledge and resources for colleagues across the business units. With respect to learning disabilities this had enabled the further embedding of proactive key documents such as the handbook and the health action plans, but also the key process which are linked with addressing health inequalities such as annual health checks, reasonable adjustments.



Supporting people to manage through the cost-of-living crisis

In January 2023 we surveyed colleagues in two areas about how the cost-of-living service was impacting services. Colleagues reported that many clients struggling to attend appointments due to travels costs and seeing many more clients having to use food banks on a more regular basis and struggling to pay their bills. Services reporting making more referrals to organisations for budgeting support and to charities that can provide clothing, household goods and financial support.

Over the last year we have worked to highlight the impact of the cost-of-living crisis on people's recovery by sharing case studies with the media which have been reported in a number of outlets.



Louise (not her real name) is a tenant at The Mill which is Turning Point's tenancy support service in Preston, Lancashire. The 18-year-old, who was in a children's home, now rents a flat at The Mill which is paid for by housing benefit. But the teenager, who has anxiety and depression, has to sit in the dark when her benefits run out. Louise, who entered care when her mother died, said: "The amount of Universal Credit for young people only enables them to survive, not to live. It was ok when an extra £20 a week was added during Covid. Since they've (the government) taken that away, everything has gone up. How are we as young people living semi-independently expected to survive, let alone move to independent accommodation? The situation has to change so we have enough money to live."

Charlotte's drinking really spiralled out of control during Covid and her daughter had to go and live with her parents. She got heavily into debt and lost her house. Following a stint in rehab she moved into supported accommodation. She has been abstinent for 14 months and she really wants to go back to work and move somewhere where her daughter can come back to live with her, but she isn't able to save up the money for a deposit or to get herself set up to buy furniture for example so she's feeling really stuck as result of the cost-of-living crisis.

Joe was a long-term user of crack and heroin and completed treatment with Turning Point in early 2023. He has been substance free ever since and volunteers helping other people in recovery from drug and alcohol problems. He works in a factory and has a flat with his partner and children. He works every hour he can to make ends meet but he still has to choose between heating and eating. He regularly uses the food bank and he worries that anxiety about money creates a risk of relapse. Jo says: "even though I'm doing everything right, it's still not enough".

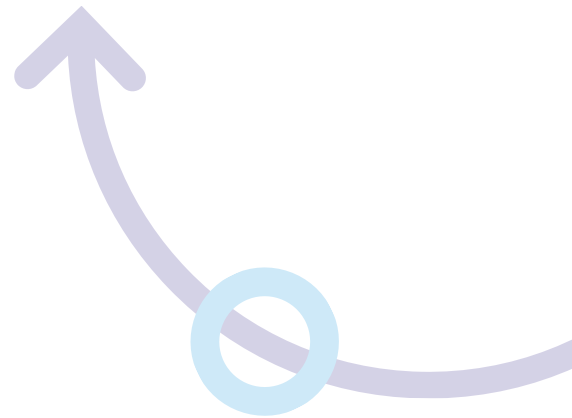


All our services work closely with local authorities and other local organisations to signpost people we support towards information, advice and resources which can help people best manage the rising cost of living. This has included direct financial advice and support or just simply access to warm spaces during the day.

Safer Lives

On 30th November 2022 Turning Point hosted the first ever national Safer Lives Conference in Birmingham.

Thanks to an educational grant from Ethypharm we were able to host 100 delegates working across the sector to hear from a range of high-profile speakers including Dame Carol Black, whose review of drug treatment services led to the publication of the government's 10 year drug strategy From Harm to Hope in 2021. Pete Burkinshaw, Alcohol and Drug Treatment and Recovery Lead at OHID, Julie Rose whose son Scott died from an overdose when he was 28, Dr Ed Day, Consultant Addiction Psychiatrist & UK Government National Recovery Champion, Dr. Jenny Scott an academic pharmacist, based at the Centre for Academic Primary Care, University of Bristol Medical School and a specialist pharmacist prescriber with Turning Point, Julie McCartney from the Scottish Ambulance Service, Chief Inspector Jason Meecham from Durham Police and George Charlton, independent consultant and trainer specialising in peer education.

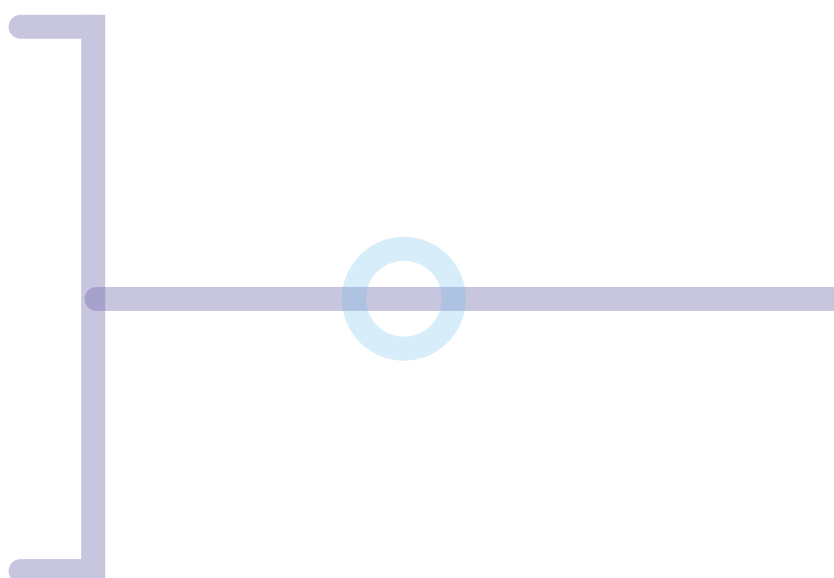


The conference, which was chaired by Dr David Bremner, Turning Point's Medical Director and Deb Hussey, Turning Point's Safer Lives Lead, was an opportunity to share best practice in reducing drug related deaths which are at an all time high, through:

- Developing leadership and accountability with all parts of the system taking ownership for the opiate crisis.
 - Targeting those most at risk e.g. people who are not in any way engaged with drug and alcohol services but who have been admitted to hospital following a non-fatal overdose.
 - Mainstreaming the use of Naloxone – e.g. through normalising it as part of First Aid provision
 - Promoting a re-invigorated approach to harm reduction with overdose awareness integrated within all aspects of service delivery
 - Developing a network of champions across the workforce, improved data and research and stronger accountability across the system.
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Reducing the prevalence of Blood Borne Viruses (BBV)

This year has seen excellent progress within services for the provision of BBV testing. Our service development work in this area is funded by Gilead and represents additional funding being brought into the areas where we work. In total, 6,476 dried blood spot tests (DBSTs) were conducted across our drug treatment services.



Services have been implementing our Hepatitis C Strategy to ultimately achieve micro-elimination by the end of 2023. The strategy of micro-elimination is based on targets set by NHS England to ensure people accessing services are offered a hepatitis C (hep C) test, with the majority being tested and starting treatment if their test result is positive.

As a result of our commitment to eliminate hep C as a major health concern, services have participated in a range of events including World Hepatitis Day and National HIV Testing Week, as well as local events throughout the year. For example, an event in our Rochdale and Oldham active recovery service achieved 60 DBSTs in one day. Currently we have four services that are on track to achieve micro-elimination in less than 6 months.



In October 2022, Turning Point participated in the NHS England Needs Assessment Project, supporting our local Operational Delivery Networks (ODNs) to achieve the required testing targets. Some services completed an exceptional number of tests, particularly City and Hackney (174 tests in the six-week project). The project has provided useful data across the country, aiding in creating an accurate and up to date picture of hep C.

To support all the fantastic work, we have maintained excellent relationships with our ODNs and peers at the Hepatitis C Trust. Having clear referral pathways and effective joint working that meets the needs of people we support has enabled us to engage over 390 clients who are positive for hepatitis C into specialist treatment.

Towards the end of 22/23 we launched a new postal needle exchange scheme in Somerset. Delivered in partnership with our supplier, Exchange Supplies, NSP Direct is a new way to deliver the needle and syringe distribution programme by post to the people who need regular access to equipment, making this harm reduction service more accessible and extending our reach.

New HIV strategy

February 2023 saw the launch of the Turning Point HIV Strategy. HIV prevalence amongst people who inject drugs in the UK is low (1.2%) but estimates suggest the risk of contracting HIV for this group is 22 times greater than for people who do not inject drugs. People who inject drugs are often marginalised, face barriers to accessing services and are more likely to be diagnosed late. The aim of the Turning Point HIV strategy is to ensure that all the people Turning Point supports in our drug and alcohol and sexual health services can access testing, treatment and ongoing support for HIV.



The strategy highlights good practice in services:

In Wakefield we have close links with the specialist HIV Nurses at Leeds Teaching Hospital and direct access to the GUM Consultant and Sexual Health Clinical Lead for LTH HIV outpatient service. Our Lead Nurse and HCA make direct referrals to the service and we work together to identify areas of increased infection rates and contact tracing / testing.

- In Somerset, we are able to make same day phone and email referral into our HIV service via a professionals only contact point. We have very good relations with our HIV and sexual health lead practitioners and these sexual health services deliver in-reach to our hubs.
- Across our drug and alcohol services in Leicester, Leicestershire and Rutland all new recovery workers, HCAs and nurses receive needle exchange training that covers PrEP, PEP and U=U^[5]. Staff carrying out DBST do a will talk to the client about the procedure, what is being tested for and also what happens if the test is positive or indeterminate; they will also discuss how treatments have progressed. The team have excellent links with the HIV specialist nurses that work closely with and recovery workers who have clients living with HIV.

[5] PEP and PrEP are medicines that prevent transmission of HIV. U=U stands for undetectable = untransmissible

Health and Wellbeing at Oxfordshire Roads to Recovery

Oxfordshire Roads to Recovery provides a range of activities in partnership with the local community organisation Aspire that promote healthy lifestyles to support people's ongoing recovery. These include:

- Wellbeing Walks in the grounds of Blenheim Palace. Feedback from attendees has been that the most valuable element of the walks for them has been getting to know the group and being social, with many attendees reporting they were surprised how they were able to overcome their social anxiety during the walks.
- Gym Clubs in Oxford and Didcot.
- Healthy Hearts nutritional course. This was a new course in 2022/23 which has had lots of positive feedback and outcomes for clients who have made real changes to improve their lifestyle, since completing the course.
- Boxercise sessions at West Oxford Community Centre.



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.

A good example of how we can tackle stigma is our annual #ProudToSay campaign - an opportunity to shine a light on achievements and progress made rather than problems and challenges. This year the social media campaign reached 113,000 people.

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



Launch of Writing for our Lives

"Often humorous, always touching, never boring, this collection opens a window on some extraordinary lives."

Writing for our Lives is a collection of poetry written by the people we support who've channelled their experiences of mental health and substance use issues into creativity, expressing their thoughts and ideas as a way of supporting their recovery. A launch event for the book, which aims to shine a spotlight on the role that expressive arts can play in the road to recovery, was held at the Victoria Library in London in March 2022.

Jody Lee struggled with drink and drugs for 20-plus years. During that time, and through his subsequent recovery, the one thing that has remained constant in Jody Lee's life was his love of poetry, which he now uses to help others.

Lee, who is known as The Skinny Poet, appeared on the World at One on BBC Radio 4 to promote Writing For Their Lives and explained how writing kept him 'connected' to part of himself during his long struggle with cocaine and heroin addiction.

Writing for our lives

A collection of poetry by people with experience of mental health or drug and alcohol problems

"Poetry helps me to be able to express myself with some of the things that I struggled with, some of the dark parts of my addiction, my anger, my fear, my self-destructive tendencies. To be able to express these in a creative and healthy way helped me deal with the sadness and grief I felt over the time I've lost through my addiction. By sharing this work with other people who've been through that process as well, they really seem to connect to it, which is what pushed me to share it with others."

The programme started in 2019 and came at a crucial time for many clients who struggled through the pandemic and numerous lockdowns. Professor Sarah Perks supported the delivery of the programme and introduced clients and staff to art history, techniques and opportunities to try out the skills they were learning and developing.

There were also opportunities to learn from sculptors, illustrators, mask makers, and photographers. Some of the images included in Writing for Our Lives, were created following these art sessions.

“In terms of people’s mental health and how creative arts can support people with their recovery, I think it’s really important, and certainly the book reflects this, whether it’s writing poetry like Jody, or whether it’s creative expression through drawings, illustrations, paintings, photography. People are struggling to express how they’re feeling, using art and creativity, it allows them to express themselves in a different way. It’s supporting people to explore different ways of communicating of what is going on internally and to externalize that and that often helps.”

Gaye Founders, Regional Head of Operations – Mental Health, Turning Point

Writing for Our Lives is available to buy online at Waterstones and through bookstores.



MENTAL HEALTH AWARENESS WEEK

Mental health awareness week presents an opportunity for Turning Point and the rest of the country to focus on promoting and achieving good mental health. The themes for 2022 was loneliness. 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 last year included:

- Residents at Birchwood, a supported living service for people with enduring mental illness made cupcakes and cookies and added a word to describe what Loneliness meant to them. One musically gifted resident wrote a song all about Loneliness, which he sang to staff and residents.
- In Nottingham, a number of our mental health services worked together to put together a week packed full of events and activities. The teams worked with the people they support to look at how we can combat loneliness through finding meaningful activities, building connections and sharing experiences that promote inclusion and opportunity. Activities included:
 - A Quiz Night at Beacon Lodge
 - A Board Games session at Dice Cup, Nottingham
 - A Walk and Refreshments at Woodthorpe Park
 - A Tour of Nottingham Recovery College
 - Table Tennis, Coffee and Cake at Haven House
- Our IMPACT Active Recovery Service in Swindon and Wiltshire recorded some videos for our peer-led Recovery News Channel on YouTube. The first from volunteer Paul looks at men and mental health, and the second from Jamie discusses the relationship between substance use and mental health.



- The team at our Wakefield Talking Therapies service was out and about across the district with various activities. They have delivered a number of workshops with a particular focus on Managing Anxiety and Worry, and Loneliness and Isolation. One of these workshops was delivered in the city's maximum security prison. They also piloted an assessment day for over 40 students at a local college in order to raise awareness among young people.
- Total Wellbeing Luton, an integrated service supporting the community with both their physical and emotional wellbeing, were out and about across the town, hosting virtual and face to face workshops on Loneliness and Isolation as part of Mental Health Awareness Week.

The workshop provided the opportunity to meet new people and talk about what it means to be lonely and how to manage Loneliness. The team also held a coffee and cake morning at Hightown Community and Arts Centre and had a presence in the local shopping mall. Nazma Miah, Community Engagement, Outreach & Prevalence Manager, at Total Wellbeing in Luton said: "It has been great, especially having the stall 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 how this affects mental health and wellbeing."



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.

Manchester Move On Pilot

2022/23 saw a 1-year pilot scheme - The Manchester Move On Project - go live in August. 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 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.

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.

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.

Birmingham Specialist Social Prescribing

In 2021, Turning Point and Our Health Partnership (OHP), a GP partnership working across Birmingham and Shropshire, developed and launched the UK's first specialist social prescribing service, serving a total patient population of over 200,000 across 29 surgeries.

The difference between this specialist service and other social prescribing services is the enhanced support on offer for vulnerable groups and people with complex needs who often face chronic discrimination and exclusion.

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

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

Between October 2021 and September 2022:

- the service supported over 580 people to engage with a huge variety of specialist services.

- 174 people required less support from their GP with their emotional wellbeing and 123 people required less support with physical health as a result of engaging with the service
- 70 people with a learning disability, 151 with mental health issues and 185 struggling with substance use were supported by the team
- 7 people were supported in gaining employment and a further 10 people have been connected to prevocational opportunities by the service.

"Both anecdotally and in outcome data, it was clear that they were making an impact in a seldom heard cohort of patients. They are now supporting patients with a range of complex problems including life events, domestic violence, alcohol-abuse, anti-social behaviour, physical disability, benefit related issues, homelessness, compensation, and eviction etc, and participating in MDTs with service users and other ARRs (Additional Roles Reimbursement scheme). The service overall is proving to be useful in alleviating health inequalities in our PCN."

Dr Phil Saunders, GP and Clinical Director at Quinton and Harborne Primary Care Network (PCN).

The service has proved successful in improving overall patient outcomes across all partner PCNs with 74.9% of people referred to the service achieving increased scores from most recent reporting[6].

“The Social Prescribing Service is proving to be very beneficial and a great way to improve the lives of many vulnerable adults.”

GP, Weoley Park Surgery

A 33-year-old male who suffers from severe epilepsy, frequent seizures, and deteriorating mental health, needed support around housing issues and a Personal Independence Payment (PIP) claim. One of the specialist link workers met him face-to-face as he struggled to communicate over the phone due to a poor concentration span and frequency of seizures. They contacted the Department for Work and Pensions with his permission, and it emerged that they had records of his claim, but it was with the third-party assessor, ATOS. The specialist link worker requested a three-way telephone assessment and as a result, he was awarded PIP and £4,000 arrears.

Another person was referred for support with his immigration status, as he was at risk of persecution in his home country and wished to claim asylum. He was also contacting a local GP biweekly with suicidal thoughts. The link worker wrote to the local MP who agreed to write to the Home Office to request an urgent interview. Once the interview date was received, the link worker helped him to collate supporting evidence to open a bank account and to enrol at a local further education college. In April 2022 he was granted leave to remain in the UK and has been referred to mental health services and is receiving treatment for PTSD (Post Traumatic Stress Disorder).

[6]Turning Point outcome service data from July – September 2022

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 of the examples of the work done to benefit promote good health and wellbeing among our colleagues in 2022/23.

All Turning Point employees have access to on-line wellbeing support through Rightsteps Wellbeing including Find out More, Bitesize & wellbeing sessions.

Colleagues also have access to two providers of free counselling/Cognitive Behavioural Therapy (CBT) sessions - Rightsteps Therapy and our Employee Assistance Programme from WeCare which also provides 24/7 on-line GP access, a get fit programme and more. And where staff members are willing and able to pay for therapy themselves, perhaps having used their free sessions, they also have access to a discount for livelife sessions.

Immediate family members can access our Employee Assistance Programme from WeCare, free as part of the employee benefits package. Friends and family can also access a discount to livelife counselling and digital therapy.

This offer constitutes access to multidimensional wellbeing programmes for all employees. This has led to the creation of £616,141 in social value[7]. Through the provision of workplace screening and support for anxiety and depression to all employees we have created we have also created £664,755 in social value[8].

Our Mental Health First Aiders (MHFAs) are an additional asset, able to recognise and provide peer support. St John's Ambulance have now delivered four 2 Day MHFA workshops, in the training and certification of our first volunteer cohort of MHFAs. We have created a MHFA Sub-Group to provide leadership voice, positioning, context and value to create a 'movement' and governance. MHFA Supervision will be provided by Rightsteps, to give clinical assurance to the provision of Mental Health First Aid within Turning Point.

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

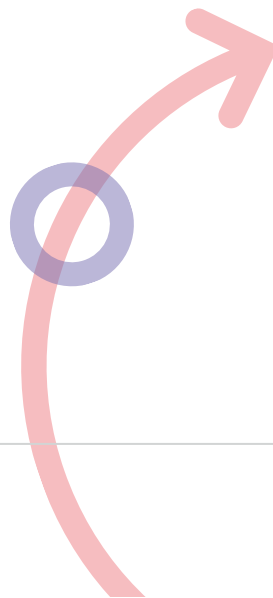
[8] TOMs measure NT55 - No. of employees provided with workplace screening and support

This year we have created a Colleague Mental Health Wellbeing Sub-Group. Led by our National Head of Mental Health, with core membership including both clinical and HR expertise, which will also extend out to include representative groups (e.g. those with lived experience), and has been created to:

- develop Turning Point's approach to mental health support in the context of an organisationally led preventative approach
- identify need and ensure colleagues can receive rapid access to evidence-based mental health services, if/when appropriate
- equip managers and colleagues with the skills and tools they need so that supportive, compassionate, mental health and wellbeing conversations take place routinely.

In response to wider economic conditions, in partnership with Salary Finance, we 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 and 704 colleagues have been supported in this way.

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. To date there have been 1,618 visits to the site, 1,256 users setup and 111,103 website page views.



Colleagues also have access to free, confidential advice from financial experts on a wide range of financial issues, including reducing outgoings, budgeting advice and managing energy bills.

Available by phone, the service includes:

- Advice on out of work benefits and top up benefits
- Advice on reducing outgoings, budgeting advice and financial education
- Advice on reducing energy bills, social tariffs, energy switching, reducing usage and warm home discounts
- Advice on pension credit and state support
- Completion of standard financial statements

Our Menopause Pledge

This year, as part of our 'Menopause Pledge', we have continued to keep the topic of menopause in the conversation at Turning Point. Any colleagues going through the menopause are able to access Rightsteps Menopause Counselling. Our employee Menopause Network held monthly meetings over the past year and shared a range of free resources to help support and prompt conversations across the organisation.

The network has three main aims:

- to create a safe space for colleagues with lived experience to discuss & share their experiences.
- to build greater awareness and understanding of the menopause across all colleagues - most of us will have friends, family and/or colleagues who are experiencing the menopause and greater awareness can lead to much more impactful support.
- to look at ways in which Turning Point can better support colleagues at different stages of the menopause in the workplace.



Mindful Mondays

Mindful Mondays launched in January 2021 and continued in 2022/23. Many people across our services are trained to deliver mindfulness sessions and Mindful Mondays sessions, open to all colleagues shared that expertise across the wider organisation. Mindfulness techniques encourage awareness in the present moment – of your thoughts, your body and surroundings – without judging anything. It has been shown that mindful practice can help us:

- Manage common mental health problems such as depression, anxiety and feelings of stress
- Become more self-aware
- Feel calmer and more able to choose how to respond to thoughts and feelings
- Cope with difficult or unhelpful thoughts
- Be kinder towards ourselves and others

Over 2022/23 delivered 12 Mindful Monday practices, with a number of generous colleagues putting themselves forward to get involved and averaged around 30 people joining our webinars each week. Feedback from attendees has been very positive: “Thankyou - I really value this session as it gives me the focus and time to practice mindfulness”, “I know why I look forward to a Monday” and “This has just grounded me for the day”.



AN INCLUSIVE EMPLOYER

At Turning Point, we want to ensure that everyone feels able to be themselves. For our colleagues, this means that we look to celebrate our colleagues' uniqueness and diversity. At an organisational level we support this agenda through our proud commitment to external accreditations of good practice, including Disability Confident, Mindful Employer, Workforce Menopause Pledge and this year we have also signed up to Neurodiversity in Business, Inclusive Employers and joined the Apprenticeship Diversity Champions Network.

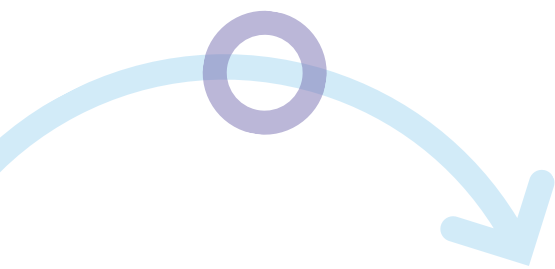
We recognise that some groups may need extra support and we are really proud to see our diversity networks group have some amazing impact over the past year. We have groups to support colleagues with a disability, colleagues who are Black or People of Colour (BPOC), colleagues who are LGBTQ+, colleagues who are neurodiverse. This year we have strengthened our network groups through creating co-chair positions and the introduction of senior sponsors to help give a voice to the network groups at the top of the organisations.

Having a leader that supports the network groups is helping to raise their visibility, giving the groups the opportunity to share their lived experience with people who can help to influence change.

The groups have been instrumental in making improvements across Turning Point. This year the Disability Network has led on the creation and launch of an Inclusion Passport that supports colleagues to have conversations with their managers around how to support them work at their best and identify any barriers that may need to be removed. The LGBTQ+ Network and BPOC colleagues have raised awareness of the challenges these communities face during Pride month and Black History Month.

In 2022/23, 1,943 people undertook Equality and Diversity Training with a social value of £196,243.00.

Additionally, 60% 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 is a key way in which we ensure that lived experience informs the way we work.



EMPLOYEE NETWORKS

Back in 2020 we established the 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[9].

LGBTQ+ Network

The LGBTQ+ network supported local pride events across the country, with stalls promoting the work of Turning Point. To help raise awareness, members of the group had rainbow lanyards made. These started to be given out at Pride events, but before long colleagues were sporting them around the services and offices. As a result, we now have rainbow lanyards available for all new colleagues.

Along the way we have had the privilege to help families embrace and support having trans loved ones in the family or supporting parents 'coming out' as LGBTQ+ later in life. And in our SASH service, we have helped bring together organisations to help build a stronger offer to the LGBTQ+ clients who attend our services.

[9]https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/944431/20-12-14_UBT_BIT_report.pdf

Disability Network

The Disability network has been working this year on an inclusivity passport. This allows colleagues to have a conversation with their manager about how they can be supported to be their best, the passport can stay with the colleague so that as they change and shift roles, they can take their requirements with them.

The introduction of two passionate and knowledgeable co-chairs this year has enabled the network to increase and reach more people and create lots of ideas for progress.

The network continues to provide a safe space of peer support whilst also informing important changes across the organisation in terms of disability.

The implementation of the autism standards, inclusivity passport and celebration of disability are all elements that are transforming the nature of disability in our workplaces and makes the voice of diversity very much heard.

BPOC Network

The BPOC network invested their energies into Black History month last year. This saw some brilliant engagement on our Viva Engage channels, with services across the country taking part. Services shared food, culture, and stories. The network is now looking at how they can continue this dialogue, so the focus is not just on one month but throughout the year.



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

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

The world of workplace mental health and wellbeing has been transformed over the last three years, with the pandemic bringing employee mental health to the forefront of employers' priorities.

Whilst some leading employers had already started their wellbeing journeys, for many this has represented a new area of focus, driven by a desire to meet their employees' needs and to ensure they are able to compete for and retain talent. This is a process of discovery for organisations, understanding what their employees needs really are and how to best meet them; both internally through changes to the working environment, culture, and practice, but also through the engagement with trusted experts Rightsteps.

During the last year we have continued to see strong engagement with Rightsteps products and services. Our online support has been used over 36,000 times with most people engaging with our early interventions, developing their self-knowledge, and discovering how they can best manage their own health and wellbeing. At the same time over 950 people have accessed in-depth therapeutic support with Rightsteps, exploring the challenges they have experienced with the guidance of our team of dedicated therapists. We also supported people through our Mental Health First Aid Group and one-to-one support, as well as those who attended our webinars.



A new development for Rightsteps has been the delivery of consultation services for organisations, directly helping them to understand and define the wellbeing-related challenges facing their organisation and then working collaboratively to co-design bespoke solutions that can meet their specific needs. This has resulted in new models of delivery that utilise our organisational skills and experience in new ways, engaging with groups of individuals whose needs would have otherwise gone unmet.

We have also written several workplace guides, on the menopause and managing Winter Pressures, which have proven helpful to organisations seeking to take steps to best support the wellbeing of their workforce.

Livelif

Another means by which we aim to improve people's mental health and wellbeing is through our livelif service. Livelif is an 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.

This year livelif changed its assessment process to improve access and customer experience. This was a significant operational, marketing, and technical project, and reduced the number of people not attending their assessment. The change also allowed us to introduce a new Financial Services Authority (FSA) compliant payment solution that greatly improved the customer experience.

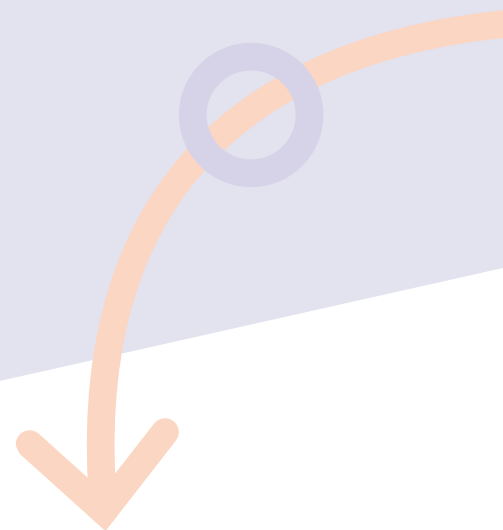
The new approach was implemented in January 2023 in conjunction with a new offer of Couple Counselling. Delivered by British Association for Counselling and Psychotherapy qualified therapists with specific learning in couple counselling, the service provides a space for partners to share wants and needs in a relationship, with an explicit aim of trying to improve the experience of the relationship for both people.

Both the new payment process and new Couple Counselling service have now successfully been implemented and incorporated into the website and other marketing materials, putting us in a far better position to reach more people looking for support.



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 of focus include responding to government policy consultations and our work to support the All Party Parliamentary Group (APPG) for Complex Needs.



Sharing evidence to shape policy

Turning Point continues to engage with national health and social care policy and strives to amplify the voice of people we support within external policy discussion.

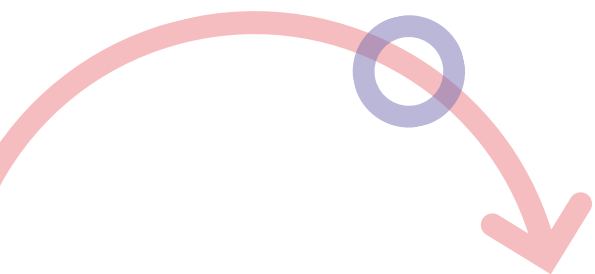
Most recently, we gave evidence to the Government's major conditions consultation, which aims to combine existing Government commitments on mental health, cancer, dementia, and health disparities "into a single, powerful strategy". Turning Point, amongst others in the sector, expressed concern over the abandonment of a bespoke mental health strategy and the potential for mental health to be side-lined in this new strategy.

In February 2023, a Public Accounts Committee inquiry investigated alcohol treatment services including trends in alcohol consumption and harm from drinking; how the commissioning and provision of alcohol treatment services have changed since the transfer of responsibility for public health; and spending on, access to, and outcomes from treatment. Turning Point submitted evidence which called for a national focus on reducing alcohol related, more emphasis on reducing risks earlier and placing greater emphasis on identifying and providing support to people drinking at harmful or hazardous levels to reduce their consumption. Turning Point's Chief Operating Officer, Clare Taylor, was also invited to give oral evidence to the committee on behalf of Collective Voice alongside Dame Carol Black and Professor Sir Ian Gilmore.

Earlier this year, the Health and Social Care Committee launched an inquiry exploring prevention in healthcare covering topics such as obesity and physical activity, smoking, alcohol use, mental health and healthy environments. Turning Point submitted evidence around smoking, alcohol use and physical health for those with a learning disability. The Committee has since announced ten themes to be examined in its inquiry into prevention. The subjects, ranging from early years and childhood to alcohol and gambling, were chosen after MPs received more than 600 submissions.

This year, Turning Point has also submitted evidence to the National Audits Office's value for money review of drug strategy and gave comment on government's plans on improving retention within adult social care via sector wide, defined career pathways. Whilst providing a great opportunity for much needed changes within the social care workforce, current proposals are in their infancy and attached funding still remains a big question.

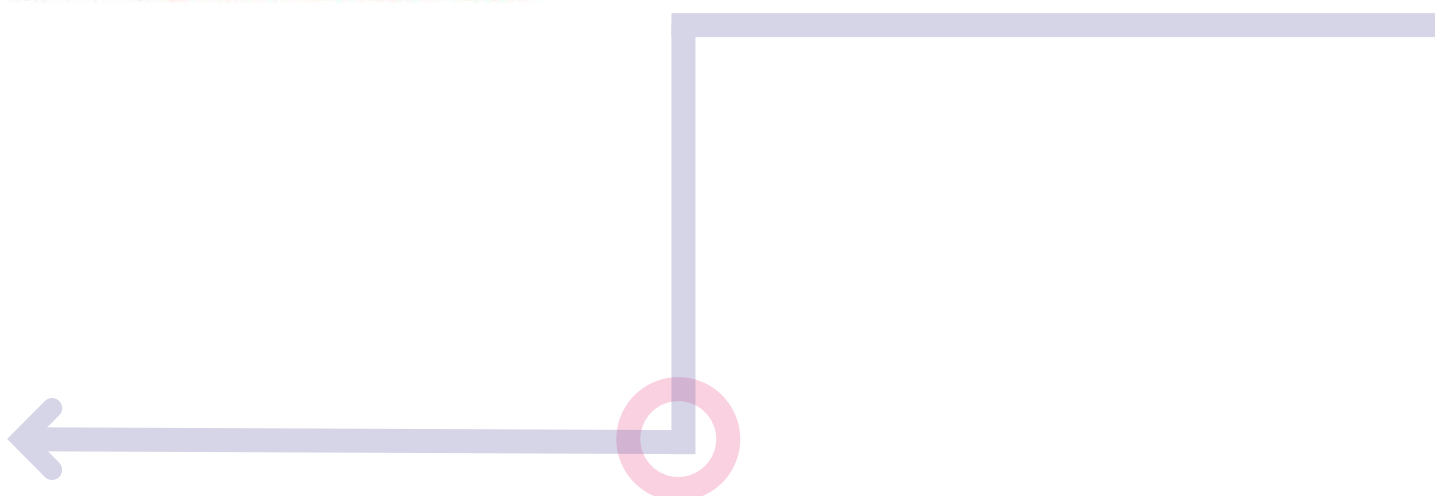
Back in 2022, Turning Point gave evidence to the Home Office's consultation on its White Paper "Swift, Certain, Tough" which outlined tougher measures against drug possession. Turning Point also contributed towards the now abandoned mental health ten-year plan, and the Government's proposed ban on conversion therapy which has still not implemented.



APPG for Complex Needs

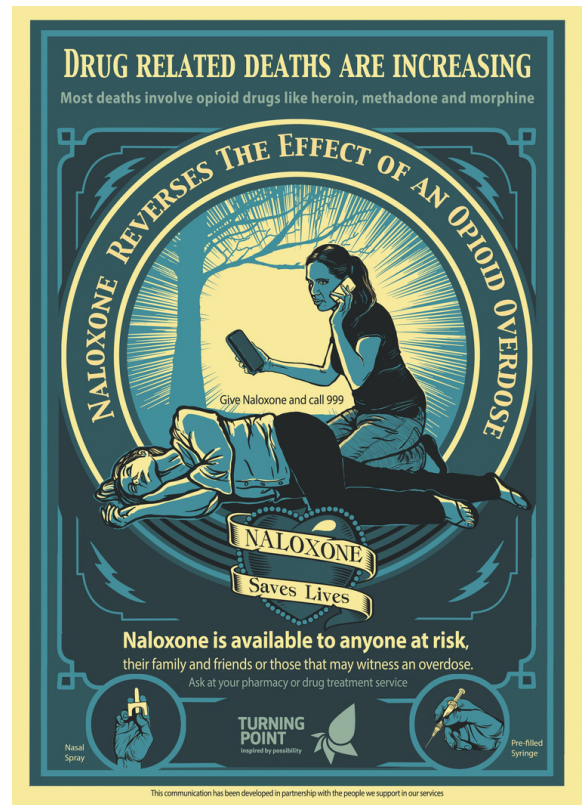
Turning Point provides secretariat for the All-Party Parliamentary Group (APPG) on Complex Needs & Dual Diagnosis. The APPG exists in recognition of the fact that people seeking help often have a number of overlapping needs including problems around access to housing, social care, unemployment services, 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.

Our most recent APPG meeting focused on mental health and the government's upcoming major conditions strategy, which aims to raise healthy life expectancy, relieve pressure on the health system, and reduce economic inactivity. Discussion was led by an expert panel, including Maysie Stott-Morrison, who works in mental health as an occupational therapy assistant and has lived experience of mental ill-health. Maysie was interviewed by Stephen Parker, Head of Mental Health at Turning Point. Other guest speakers Andy Bell, Chief Executive at Centre for Mental Health and Natalie Creary, Director at Black Thrive. The speakers drew attention to current issues within the mental health sector and raised concerns over the government's ability to address the particulars of mental health within an overarching health strategy. These concerns included (1) the social determinants of mental health (2) inequalities and mental health (3) and young people's mental health.



Earlier this year, the APPG met to discuss reducing drug-related deaths via ensuring the life-saving drug Naloxone, a medication used to block the effects of opioids, is made as widely accessible as possible for those who need it. Guest speaker Jason Meecham, Chief Inspector Durham Constabulary and associate Lecturer in Professional Policing at Northumbria University, talked about his experiences leading the introduction of Naloxone into Durham's custody suites, working with partners progressed to offering Naloxone to detainees at the point of their release and provision of Naloxone to front line officers. Deb Hussey, National Safer Lives Lead at Turning Point, walked the APPG through good practice in reducing opiate overdoses and the barriers to broader provision and use of Naloxone.

The APPG raises awareness of important issues and engages with parliamentarians and wider stakeholders in improving services for people with complex needs. This work is carried beyond the APPG meetings, for example last year's meeting on alcohol harm led the APPG to produce a briefing paper for parliamentarians on the impact and harms caused by alcohol and the need for cross-governmental action towards reducing alcohol-related harm.





Community

Community at Turning Point

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, for example by reaching out to people who may find it harder to access 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 strive to ensure a lasting positive impact with not only the people we support but also the local communities that we work within. In 2022/23, we invested £3.85m into local community and voluntary organisations, a 14% increase on the previous year. All our sub-contractors are local not-for-profit organisations:

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.

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

CASE STUDY: BUILD ON BELIEF

Build on Belief (BoB) is a peer-led organisation which specialises in designing, implementing and running weekend services for people who are struggling with, or are in recovery from their substance use; namely drugs and alcohol. Although some BoB projects run across the week, they always work at the weekend. Weekends can be a difficult and lonely time in early recovery, when other services are often closed. The experience of addiction often isolates people from family and non-using friends, and one of the greatest challenges in moving forward with your life is making new friends and building a safe support network. For many people addiction is an all-consuming experience, and ceasing your substance use can leave a large void in the day to fill. It is therefore really important in early recovery to find new interests. Build on Belief offers a wide range of activities in an open minded and friendly environment, supporting people and giving them the confidence to try something new. BoB's social clubs with their wide range of activities and friendly volunteer teams, most of whom are in recovery themselves, provide a safe place to take these important steps back into the wider world of normal living.

The Kensington and Chelsea weekend service was the original BoB weekend project and has been running since 2005. BoB has since expanded and now operates in 6 London boroughs. BoB is a sub-contractor to our central London drug and alcohol service and we have supported this organisation since it was founded. BOB Peer Support Workers support Turning Point service users to access Gym and Swim activities. Our Get Connected worker attends the weekend BOB service providing practical support, advice, guidance around ETE and substance use to people attending the service. BOB Peer support workers are embedded in the service offering advocacy support and recovery coaching to service users as part of post treatment support, e.g. engagement, stabilisation and moving on days.



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:



Training for community organisations and educational establishments on drug and alcohol awareness -

Inspiring Futures, our drug and alcohol service in Wakefield, delivers training to a range of community organisations and educational establishments in order to build awareness among young people and staff members and provide information on the service and what support and interventions are available. They have worked with Pupil Referral Units, Wakefield Youth Offending Team YOT and students at Wakefield and Castleford Colleges. Inspiring Futures attended two events at Wakefield and Castleford colleges helping to promote their “New Year, New You” college campaign and participated in a professional networking event organised by Learning Academy by Wakefield Council’s Children’s and Young Person’s Service.

The aim of the day was for professionals across the Wakefield District to reconnect again following the Covid-19 pandemic. The Service held a stall and made positive contact with many professionals on the day.



Delivering substance use qualifications for professionals -

2022/23 saw the launch of the DAWS professionals training program, a level 3 substance use qualification designed to upskill our partners, build effective partnerships and increase referrals into the service as well as provide a platform for the service to share knowledge and skills. We enrolled 8 learners from across the Westminster, Kensington and Chelsea and Hammersmith and Fulham from a variety of partner organisations including NHS, St Mungo’s and Social Services.

Education sessions in schools -

In all our young people's drug and alcohol services we deliver education sessions in schools. Feedback is very positive e.g. here are some comments from children in year's 8 and 9 in Somerset following a session run by Turning Point:

"A lot of interesting things that we got taught but we were allowed to talk so it was fun and good."

"I really enjoyed today. I thought it was very useful and interesting. I enjoyed learning about the different parts of the brain."

Building better partnership working with emergency services -

In Leicestershire our drug and alcohol service participated in the working group for the EMAS drug pathway – ambulance crews are now referring directly to Turning Point where drug use has been identified as a concern and the patient consents to referral, this is now being rolled out to patients with concerns about their alcohol use.

"I think it has been very informative because I didn't know anything about the different parts of the brain and what they do. I also now know how to deal with things I don't want to do or even small things I want to stop doing."



Training professional on sexual health issues -

Our sexual health service provides training for professionals working in Westminster, Kensington and Chelsea and Hammersmith and Fulham. Topics covered included: Introduction to gender & sexuality diversity; Introduction to teaching relationships and sex education; How to talk to young people about sex and relationships; Introduction to chemsex; HIV awareness and stigma and STI awareness. Between July 2022 and March 2023, the service provided training to 214 professionals. The team also deliver workshops in schools, youth clubs, colleges and universities. Topics include: About SASH; Contraception; Staying safe; Healthy Relationships; STIs and Consent and LGBTQ+ awareness.

Between July 2022 and March 2023 1,047 young people across the 3 boroughs have attended SASH workshops.

Between July 2022 and March 2023 1,047 young people across the 3 boroughs have attended workshops. The team are always looking for ways to engage with groups who may be excluded. For example, in 22/23 the team started a Young Person's Queer East Asian support group and further developed the 121 sexual health support offer for people with a learning disability (a learning disability care pathway). The resource delivered and the paperwork are specific to this cohort to enhance inclusivity and accessibility. There has been a significant increase in referrals in the last part of the year.



TURNING POINT'S COMMUNITY INNOVATION FUND

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:

- Create a positive impact on communities and individuals we support
- Speed up existing initiatives to achieve positive outcomes sooner for more people
- 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
- Leave a legacy beyond the funding period agreed with the potential for successful initiatives to be rolled out more widely across our work
- Help to improve one or more areas of the five ways to wellbeing

In 2022/23, a dedicated national coordinator was appointed to evaluate and promote the scheme and it was opened up to community organisations as well as a Turning Point staff, working in the areas where we deliver services.

Projects awarded funding this year include:

Story telling Dads Chapter 82

Storytelling Dads is an Ipswich-based 12-week programme for men in recovery from addiction. It encourages participants to gain new skills, through learning to tell stories to their children.

"Storytelling is a powerful tool in improving learning, mental health and connections between people and something participants will be able to share with others beyond the confines of the programme" Dan – Chapter 82.

A year of activities

Turning Point's Beacon Lodge & Angel Lace services

This collaborative project between Beacon Lodge and Angel Lace, two Turning Point supported accommodation services in Nottingham for people with a history of serious mental illness, will offer support and opportunities to current and past service users via monthly coffee mornings.

Delivering a therapeutic based program to support individuals engage in their recovery and community to boost self-esteem. Through learning workshops where individuals utilise the space at Beacon Lodge to uncover positive experiences that have helped manage and maintain positive mental health.

1 in 5 film tour

John Taylor DAWS

Published author and Family and Friends lead in our central London drug and alcohol service, John Taylor applied to the fund to help him take his documentary film on tour across a number of Turning Point services nationwide.

John's documentary encompasses his own childhood experiences of parental alcohol addiction and asks questions regarding the 1 in 5 young people who are impacted today.

The tour will include a film screening, Q&A with John and a story telling workshops across 4 geographical locations in Turning Point services for people we support.

Community Garden Project Crisis Point

Turning Point's Crisis Point service, a mental health crisis service in central Manchester, successfully applied for funding for Community Garden Project to create a mindful and calming environment for people we support and staff to produce vegetables and fruits for the service and community bringing together people from services in Manchester. It will give people a chance to learn new skills around gardening. "The project will support mindfulness as it has been proven that being around nature and greenery reduces stress levels and promotes wellbeing" Paul Criggall

Open Mic Project

Suffolk Sober Spaces

This project idea is to run a monthly Recovery Open Mic session in a local community Arts Centre. This is a space where people in the recovery communities (substance use and / or mental health) and the local community can perform to a supportive audience. It also provides an alcohol free music activity which is unique in the local area.

Several participants are already involved with the organising of the project and attend the steering group meetings which have been providing further opportunities for networking and community.

There are opportunities for participants to build their confidence in performance. Several audience members have grown enough in confidence to perform on the stage. There are also opportunities for participants to develop / practice new skills, for example by shadowing the sound technician and designing the logo for the project.

Visit from Epiphany

Epiphany is a group of professional musicians who play improvised music and individual sound portraits for people. They will create an event for residents of West Riding House using a variety of music and sounds to invoke responses for the group /individual which can be lively, stimulating and fun or peaceful and calming.

This will be for two sessions during the year, going forward there are opportunities for local musicians to support future events for the residents.



Notts Potts Alfred Minto House

Notts Potts is an 'Introduction to Pottery' programme that is aligned with the values of a social prescribing approach; incorporating creative activities as part of an individual's health management plan to improve and support their mental wellbeing

"Making is a therapeutic experience, needing very little instruction once the expectations of making something specific or prescribed (for example, a vase) are let go of".

Group participants are encouraged to intuitively feel the clay, connect with themselves and the material, forming the objects they wish to make.

The environment enables both activity-focused and reflective dialogue around the experience and emotion of 'making' and how this relates to the individuals broader emotional and mental wellbeing.

Interactive Sensory Garden Aldbanks

Our Turning Point supported living service Aldbanks in Dunstable applied to the Innovation fund to turn their outdoor spaces into interactive and sensory gardens. The project has been designed by residents, staff and family members with help from the local community. "The garden project will give our residents new skills they wouldn't have otherwise achieved. It will also promote nurturing from seed to table with products they have grown in the garden helping them to eat healthier" Support worker. The garden will include spaces to grow fruits and vegetables, a relaxing water fountain and fitness equipment so that it provides something for each of the residents to benefit from.



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 pandemic 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.



Meet Rachel one of our winners at this year's Inspired By Possibility awards.

Rachel, supported at our Learning Disability service in Bolton was nominated for the outstanding progress she's made accepting new people and finding a place to call home.



Gareth has gained a variety of new skills.

Where he previously said "man" or "lady," he now says the names of his staff members. He's learned to throw things away, get his own cutlery from the drawer, and feed himself. His speech has improved, and he has learned many new words and phrases.

Paying respects on the death of the Queen

Some of the people we support in our Hertfordshire services wanted to pay respects to the passing of Queen Elizabeth II.

Michael and Jason from Sybden House along with some staff went to Windsor Castle to lay messages of condolences and Andrea from Timberlea sent a message via the official website.



A 50-mile charity walk

Kieran and Ana who undertook an adventure for a very worthy cause, raising a fantastic £479 for their efforts. Last year Ana, a support worker at our Ramsgate Road service in Kent, supported Kieran to take part in a sponsored 50 mile walk to raise money for Epilepsy Action, a community who work to increase awareness and understanding of epilepsy and create better lives for those affected.



INSPIRED BY POSSIBILITY

At our annual Inspired by Possibility awards we celebrated the achievements of people supported by Turning Point who have shown courage and resilience to overcome challenges in their lives. Among the winners was Dylan from Whitehaven who is supported by Turning Point's mental health service in Cumbria.

Dylan was chosen for showing courage and determination to change his life and reach his goals. Before coming to Turning Point, he was anxious, unconfident, unable to go anywhere by himself and had a long history of mental health problems. Working with support staff, he found the strength to open up and disclose his feelings, including how he never felt comfortable in his body and that

he wanted to be a man, not a woman – which led him to Turning Point's LGBTQ+ community and helped him blossom into a new person with a new name.

"With support from the team you have achieved a lot, completing the Recovery and Rehabilitation programme, moving on to independent living, enrolling in a college course to develop your cooking skills and joining a local football team – all of which have grown your confidence, expanded your social network and allowed you to express yourself the way you want to," said support staff. "The team are really proud of everything you have worked to achieve and overcome."

Warwickshire Community Allotment Group

Warwickshire Wellbeing Service Supports adults with a learning disability to participate in activities in the community to support their confidence and wellbeing. They set up activity groups based on individual's interests. In February, their community allotment group began preparing the ground for the first crops of the year. The crops will be shared between the group at the end of the season. Participation in the community allotment group helps develop the people involved keep active, spend time outdoors, make new friendships, gain a sense of achievement and can encourage healthy eating.

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^[10] in social value being created. Below are some examples community outreach programmes designed to better access groups or communities who may be unaware, or unwilling, to seek help.

Some examples of specific initiatives within services include:

Engaging the south Asian community in Leicester

The Leicester city drug and alcohol service has a range of activities to engage the south Asian community. Turning Point Diverse Communities recovery workers attended Leicestershire County Cricket Club for the Leicestershire verses India cricket match where a large South Asian crowd attended. A local community organisation – Spinney Hill Recovery – is sub-contracted to deliver regular sessions held at Spinney Hill Community Centre.

The team have also run sessions at the Gurdwara (place of assembly and worship for the Sikh community); given presentations at the Mosques and been interviewed on Radio Ramadan;

There is also a Somali women's group and the team deliver the family 5-step programme in English, Gujarati, Urdu and Hindi. Members of the team have done leafleting in Spinney Hill and also work in partnership with the neighbourhood police to address anti-social behaviour associated with street drinking.



^[10] TOMs metric NT21 - Equality, diversity and inclusion training provided for staff

Ensuring services are accessible to people with autism

In 2022 our Wiltshire service developed an Autism & Neurodiversity action plan to ensure all clients who attend for treatment are appropriately supported – the aim is to ensure that reasonable adjustments are made for all autistic and neurodiverse clients who attend which will include a dedicated 'calm room' for 121s, reviewing assessments to ensure relevant information is collection, use of 'My Health Passports' and autism friendly letters and information. The new triage system went live in January 2023 and in the first 12 days of using this form there were 17 self-referrals, 3 stated that they have autism, 5 stated they are neuro diverse, 2 stated they deem they are both. The service is actively monitoring referrals to make sure they are working with the information we gather to better support these clients coming into treatment.



Engaging the LGBTQ+ community

In 2022/23 our drug and alcohol services in Leicester started a new substance use/chemsex drop in at TRADE, the local LGBT sexual health service. The service appointed an Advanced Practitioner to specialise in this area. The team attended Leicestershire Pride alongside Partners from Trade and the Hep C Trust. In addition, the service commissioned, London Friend, the UK's oldest LGBTQ+ charity, to undertake a training needs assessment with all staff in Autumn 2022, looking at both front line work and also across the service from an organisational perspective. Following the needs assessment London Friend delivered a number of face to face and online training sessions to the team covering LGBTQ+ awareness and chemsex essentials. A more in depth chemsex training session will be available for those where this has been identified as necessary for their role.





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.

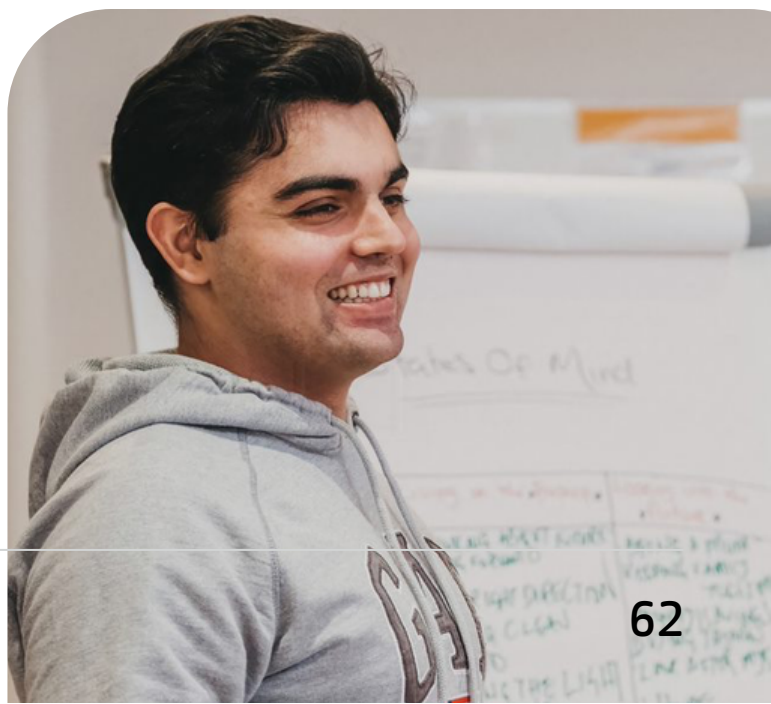
These activities help us to contribute positively to the local economies in which we operate as well as providing tailored health and wellbeing services to improve the lives of the people we support.

Investing in local jobs and the local economy

We are primarily a people business and of our 4,818 staff, 92% are locally based 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.

Beyond our investment in local jobs, last year Turning Point spent £9.25m with local suppliers (including local third sector organisations) and £5.4m 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 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

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.

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.

Last year we supported 1,224 people to access new education, training or employment (ETE) opportunities

Overcoming barriers to employment

At Turning Point, we know the value of employment opportunities in promoting good health and wellbeing. Last year we supported 1,224 people to access new education, training or employment (ETE) opportunities, 32% went onto education-/training, 13% found paid work and 10% found a volunteer position as a result.

In several areas new IPS (Individual Placement and Support) schemes have been established which offer targeted ETE support to people recovering from drug or alcohol issues or serious mental illness. We work closely with these services to ensure that our service users get joined-up support.

We also provide ETE support and work with other partner organisations to support other service users who aren't eligible for IPS. For example, in our drug and alcohol services in Rochdale and Oldham (ROAR), the team work closely with the IPS service, the work and skills departments in Oldham and Rochdale councils, DWP Disability Employment Advisors, National Careers Service, a network of Greater Manchester non-statutory welfare to work non-profits and employers. The service has worked with Oldham leisure who now offer short work trials, walking interviews to help with anxious service users and reduced cost training that can be financed by one of service's partners.

CASE STUDIES

Claire got involved with the Get Connected project, which is part of our Oxfordshire drug and alcohol service delivered by local partner Aspire, in March 2022 after her recovery worker referred her for support with courses. Claire explained she always wanted to be a hairdresser but didn't have the confidence to pursue this previously.

During one-to-one sessions, Claire was supported to look at various course options and decided she would like to enrol for Level 2 Women's Hairdressing. Aspire supported Claire to enrol and also with finance application and funding enquiries. Claire was excited but also nervous and anxious about starting the course and meeting new people. Some of the anxiety was also around her cannabis use, as she knew this would have to change once she began college.

Claire says that starting college was literally a turning point for her in terms of her recovery and also her mental health and general wellbeing. It wasn't easy in the beginning. She found going to college and meeting new people difficult and having to go all day without cannabis was also a struggle. She said the combination of her anxieties about college and not having cannabis during the day resulted in her having panic attacks but feels she has now better able to manage.

Aspire has also advocated for Claire when trying to find her a work placement and through producing a CV and making contacts at salons and also secured funding for Claire to attend a college away day at a salon in London.

Claire is looking forward to continuing with her course and hopes to become a qualified hairdresser. She is not only working towards a better future for her and her family, she recognises she has found a way to make positive changes that work for her and she now understands how much she has empowered herself by putting all this effort in.

Her goal of becoming a hairdresser is not only massive progress in itself, but in pursuing this, she has built the confidence and self-esteem she needed, has found a way to manage her drug use and has developed a solid network of friends and people to support her achieve her goals.

Claire says: "I'm so proud of myself. I didn't think I'd be able to do this. It's the best I've felt in years and can't wait to do this as a job".

Paul' who lives at Ashness Grove, a Supported Living Service in Bolton for people with a learning disability and/or autism, was supported to get a volunteer job in a local community café. This is his first ever job. He helps set tables up for people who are dining in the café and chats with customers, once he set them up he help do some weeding in the community garden He has really enjoyed volunteering in the café.



Joel: 'Any Job → A Better Job → Career Progression' with ongoing in-work support

Joel (not his real name), 25, had been convicted of a drink driving offence, lost his licence and was experiencing episodes of binge drinking. He moved back in with parents following this which exacerbated his levels of stress and the frequency of his alcohol use. His key aim was to live independently again and return to a healthy/ stable relationship with alcohol. He was supported by the IPS team in line with the 'Any Job; Better Job; Career Development' pathway. Alongside support to find work he continued to engage with psychosocial group work on 'Healthy Minds and Abstinence'.

Joel initially secured ad hoc employment with an events management company. Travel and employment specific clothing was funded promptly by Catch 22 who offer IPS service users a light touch approach. They have access to funds immediately following a quick remote signup process. Joel was not getting the hours he wanted from this role so was encouraged and supported to attend JCP job fair. As a result, he became interested in a sector-based work academy programme with a local engineering company. He took part in a 1-week classroom-based activity followed by a 1-week shop floor experience and then secured a Machine Operative training position. Following continued in work support and encouragement to look for other opportunities, Joel successfully applied for job at the local authority with greater opportunities for progression. His relationship with alcohol is still not perfect but regular employment has helped in a number of ways and his new job at the council is a further diversionary protective factor.

A new partnership with Exchange Supplies

All Turning Point's community drug and alcohol services provide a needle and syringe exchange programme as part of our harm reduction strategy and in November 2022 we announced a new strategic partnership with Exchange Supplies including provision of equipment to our drug and alcohol services across the country.

Exchange Supplies is a unique social enterprise founded, and grounded, in harm reduction, and with employment of people with a history of substance use issues at the core of who they are.

Both organisations strive for a world free of hepatitis B and C and HIV, where stigma, and discrimination against people who use drugs has ended, and work is an inclusive, meaningful, and positive element of life for all. This purpose, these values, and vision align with those of Turning Point, and make it a natural partnership to help drive the organisation forward, better supporting people to improve their health and wellbeing and bring about positive change. People with a history of substance use issues often struggle to find work but this is a key part of recovery for many. People with lived – and living – experience are central to the co-production of Exchange Supplies innovations, and service delivery which is another benefit of partnering with the organisation.

Nat Travis, National Head of Service at Turning Point said:

“Social value is a key part of our decision-making on procurement. We want to extend our impact through our supply chain and our decision to award this contract to Exchange Supplies is the perfect example of this. By working with Exchange Supplies we are extending our impact and maximising the social value of public spending.”

Andrew Preston, founder of Exchange Supplies said:

“We are all really excited to be working with the great teams at Turning Point services to deliver high-quality injecting equipment and harm reduction interventions to people who inject drugs across the country.”

Supporting prison leavers

According to government statistics, only 17 per cent of ex-offenders manage to get a job within six months of release, even though many employers recognise the significant benefits of employing prison leavers with 86 per cent of employers rating them as good at their job.

CHASE (Collectively Heighten Awareness of Substance Misuse through Education), an 18-week programme designed by award winning tutor Neville Brooks, provides an educational and employment pathway that helps prisoners prepare for release. Prisoners can gain NVQ Level 3 qualifications and valuable work experience placements with the aim of long-term paid employment.

The programme is offered at HMP Prescoed, a Category D open prison in Coed-y-paen, Monmouthshire and participants are able to take part in work placements at Turning Point's Herefordshire drug and alcohol service. On the back of the programme the service manager has created a progression route which enables him to fill paid employment vacancies.


For Billy (not his real name) the programme, and the opportunity of full-time work with Turning Point was a steppingstone towards going back to becoming the man he used to be before his 10 year prison sentence. "This course has changed my life and it's changed my future" Billy says. After completing the course, Billy joined Turning Point in Herefordshire as a trainee recovery worker. He is now a full-time recovery worker

"I expressed an interest working with clients on the criminal justice side as they're going through what I've been through and I thought maybe I could help because I've got insight into it," said Billy. "In my role now, I primarily deal with Alcohol Treatment Requirement (ATR) and Drug Rehabilitation Requirement (DRR) assessments with clients. My clients are either prison leavers or people who have been given alcohol or drug treatment requirements and are on probation."

New prison exit scheme in Tower Hamlets and Hackney

A new prison exit scheme in Tower Hamlets and Hackney launched in July 2021, providing 'through the gate' support to prisoners returning to the boroughs from HMP Thameside around their drug and alcohol use on release. Before the Turning Point pilot began only 10 per cent in Tower Hamlets were continuing with this support after being released. Evaluation of the pilot scheme showed that this figure rose to more than 70 per cent a year after the new scheme was introduced. The scheme is funded through Project ADDER, a Home Office programme which aims to reduce re-offending through a whole-system approach to tackling drug use and drug-related crime.

“Through the prison exit scheme, we engage with residents coming into HMP Thameside on day one, sharing where they can get support to continue foregoing drugs after their release. We also advise them on the support agencies they can access on their release. Our results in 11 months have been encouraging. I'm so pleased to see the hard work, commitment and dedication from all involved rewarded.”
Séamus Tobin, Turning Point operations manager at HMP Thameside



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.

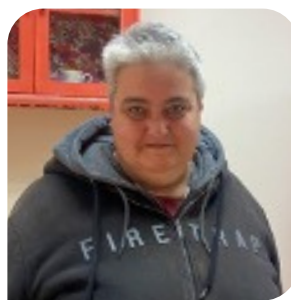
All our peer mentors are required to complete our accredited peer mentor training programme at the end of which volunteers received an Open Awards Level 2 Certificate in Peer Mentoring Skills, Recovery Principles & Substance Misuse Information. The QCF (Qualifications and Credit Framework) Unit Titles 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 2022/23, 99 people completed peer mentor training. The programme offered lasts a total of 20 weeks, ensuring that our peer mentors are trained to a high standard. We had a 181 people working with us as peer mentors during 22/23, an increase of 31% on the previous year.

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 and learning new skills along the way peer mentors develop their own skills and personal wellbeing too. Peer mentoring can provide opportunities to connect with people, give something back, learn new skills, take part in physical activity (helping deliver activities provided by the service) and take notice of the environment that surrounds you (new experiences). These five ways to wellbeing can therefore support the mentor's own improved wellbeing as well as those they are mentoring.

Some of our peer mentors and volunteers were recognised at our annual Inspired by Possibility Peer Mentor and Volunteer Awards which were held in January 2023.



Michelle, a peer mentor at our Wakefield Inspiring Recovery service was recognised for her diligence and for providing great advice to help people effect positive change in their lives. Having worked hard to maintain her own abstinence, Michelle is always keen to share her experience to support others. She supports the weekly team target at Radcliffe House and facilitates the smooth running of our online abstinence group. Michelle has a big impact on the work we do, her lived experience offering hope and assurance to the people we support. She's great at helping people form and reach their goals and provides valuable advice around all aspects of recovery. Michelle has been described as "a lovely, caring person" and someone who is "always there for a chat when it's needed". She is a massive help to the people we support and particularly those who are lacking motivation. She is a fantastic role model for those wanting to achieve recovery and improve their quality of life.



Andy, a volunteer at our Somerset Drug and Alcohol Service, was chosen for his dedication and commitment, and for being a well-loved and respected role model at SDAS. Drawing on his own experience, Andy promoted mindfulness to people we support during lockdown and beyond, signposting mental health guidance and co-facilitating weekly online sessions. He's also worked closely with the Hep C Trust to deliver outreach services and has promoted Mutual Aid, Dear Albert and Intuitive Recovery sessions. Andy has supported our peer mentor training and assisted colleagues with various IT issues and workbook support. He was also interviewed twice for local radio during the pandemic to promote SDAS, openly sharing his experiences and explaining how Turning Point helped turn his life around.



Kelly, a volunteer at our Leigh Bank service in Oldham was chosen for being a dedicated professional and for enhancing the team with her presence. She joined Turning Point as a means of giving something back and soon became a conscientious and caring member of the team - hard-working and passionate with great knowledge and understanding of medication. Kelly has been through a difficult 12 months and experienced a range of personal struggles and challenges, but throughout everything she's continued to turn up each week when she's needed and can never be found moaning or complaining. She just rolls up her sleeves and gets stuck in!



Alan, a volunteer at our Drug and Alcohol Wellbeing Service (DAWS) in London was chosen for being a reliable and supportive member of the team – someone who always shows up ready to lend support where he can. Alan started volunteering with Turning Point because he wanted to enhance his skillset and go on to find paid employment within the sector. He is always willing to step in and provide help to the people around him and is a dependable colleague who always completes the tasks he's set. Alan is great at communicating across the team and his enthusiasm and good humour make him a pleasure to be around. He's friendly, positive and consistent, and deserves to be recognised in these awards for being a helpful and highly valued volunteer.



Maureen, a Families and Friends peer mentor at our Drug and Alcohol Wellbeing Service (DAWS) in London, first came to our Families Support service for help supporting her son - she ended up the first person in Turning Point's history to complete the specialist families and friends peer mentor training, receiving her Level 2 certificate in the process. Maureen now co-facilitates two support groups in our families group work program where she shares her experience as a mother of someone struggling with addiction and highlighting the importance of these support groups. She also speaks with junior GPs in hospitals around the effects of addiction on the family and why it's critical this support is available. Maureen's peer mentor training was invaluable to learn about the professional side of the role, but the most important thing she brings to the team is that she's been through the program and can demonstrate how and why it works.

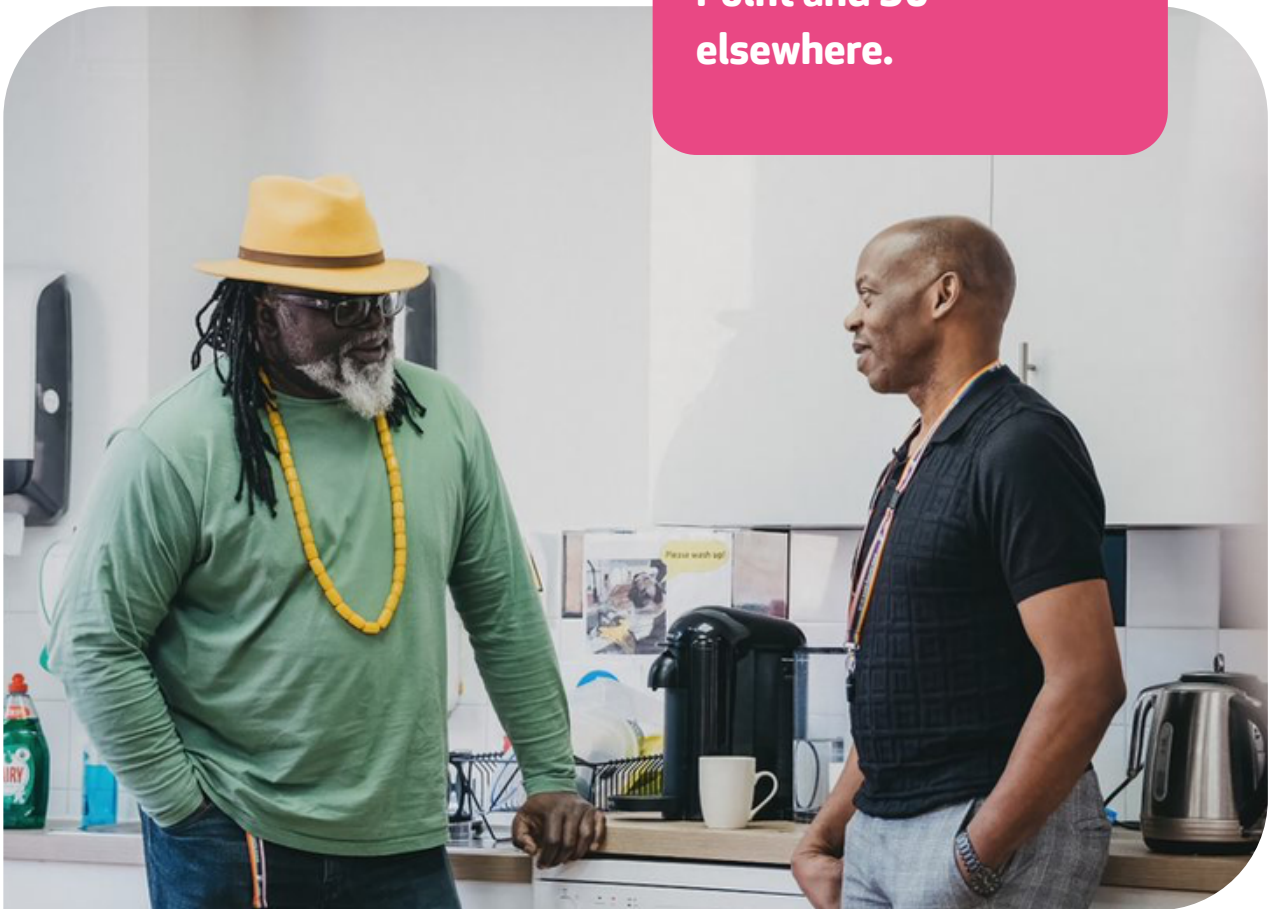


The Drug and Alcohol
Wellbeing Service

Progression routes for peer mentors and volunteers

Through effective induction, supervision and access to training Turning Point aspire for its peer mentors and volunteers to develop both personally and professionally by acquiring new skills, knowledge and experiences in the workplace. The aim is that with these new skills and knowledge peer mentors will be able to take the next step and access further education, training, volunteering and employment opportunities in either the substance misuse field or other sectors. All peer mentors complete a personal development plan which is reviewed at 3 months and 6 months to support their progression and development whilst with Turning Point.

In 22/23 45 peer mentors moved into paid work during the year. 15 with Turning Point and 30 elsewhere.



CASE STUDY

TURNING POINT TALKING THERAPIES - NICOLE

I first engaged with Turning Point Talking Therapies during adolescence due to my own personal experience of anxiety and panic attacks. My journey with the service involved an initial telephone assessment, which led to me being appointed to work with a Psychological Wellbeing Practitioner, whilst on the waiting list to see a Cognitive Behavioural Therapist. Throughout my treatment, I was able to understand, acknowledge, accept and overcome my difficulties allowing for positive change and a process of recovery. As a result of this life changing experience, I was truly inspired by the work of the professional practitioners and the service as a whole.

Following on from this insight, I had a deep desire and passion to turn my first-hand experiences and struggles with mental health into strengths by hoping to help, support, encourage and inspire others out of their own darkness. I therefore decided to return to full time education to re-sit my GCSEs, which then allowed me to then undertake both a part time Level 2 and 3 Counselling course. I was extremely keen to continue to pursue on this path and therefore, decided to apply for a full time Access to Higher Education course, whilst also working full time which would allow me to gain the relevant requirements to apply for university.



During 2018, I re-engaged with Turning Point Talking Therapies in the hope to be able to work with the service and gain further experience, alongside my university studies on a voluntary basis. I was then made aware of the new Peer Mentoring programme which they were recruiting for and advised that this may be something of interest. Following this, I then applied for the programme and following an interview was offered a position on the programme. The programme consisted of a ten-week accredited course, which entailed learning about Turning Point as an organisation and both their mental health and substance abuse services, what the role of a peer mentor would involve and then how this would be implemented with service users. I thoroughly enjoyed taking part in the course and I am extremely grateful to not only have been given the opportunity to work with the service and gain further insight whilst network with others, but to also develop on a personal and professional level.

Whilst working as a peer mentor, I primarily engaged with service users on a one-to-one basis and in group settings to help and support them with their mental health. I also worked closely within a multidisciplinary team facilitating group workshops, inputting data on to the system and conducting check in calls with individuals who were on the waiting list for treatment. In 2021 Nicole successfully applied to become a Trainee Psychological Wellbeing Practitioner, in 2022 she qualified and she is now working as a fully qualified Psychological Wellbeing Practitioner within the service.

CASE STUDY

HERTFORDSHIRE COMPLEX NEEDS SERVICE

Hertfordshire Complex Needs Service has had 3 peer mentors who have volunteered their time during 22/23. Peer mentors received an accredited Level 2 Qualification in Peer Mentoring. The training programme consists of 8 weeks of face to face and virtual session covering: Safeguarding, Professional Boundaries, Mental Health Awareness and Substance Use Awareness. This is where prospective volunteers have the opportunity to build the skills need to become an effective peer mentor.

Peer mentors provide support to our service users who may need extra support upon their discharge with our main service. Peer mentors will assist service users on a 1:1 basis to work on their own personal recovery goals.

Peer Mentors are vital for our service users, as they are a positive role model and can understand what the service users may have experienced and their journey in recovery. Peer mentors support service users to build up confidence and emotional resilience within their recovery. Peer mentors also have the chance to share their story and raise awareness about mental health and substance use at networking events, school, and colleges.

We are very proud to be able to offer a full-time paid recovery worker position to Tom, one of our peer mentors within our scheme this year.

THIS IS TOM'S STORY:

'While I was attending a drug and alcohol rehabilitation facility, two members of staff from Turning Point's Complex Needs Service came in and did a presentation on their peer mentor programme. I was immediately interested as it was Turning Point who had supported me to apply for ESA, UC and Housing Benefit (which I could not manage myself at the time). I was aware that going back to my previous career was not going to be conducive to my ongoing recovery. The timing was perfect for me and though I knew little of peer mentoring I did know that I needed to keep myself busy and I was aware of the 5 ways to wellbeing. By the end of the presentation, I knew that I would be engaging in at least 3 of those: staying connected, learning new things and giving back. I felt all were equally important to my ongoing recovery and who better to give back to than the organisation that had done so much for me.'



'I mentored 4 people over a 6-month period and learned a great deal about how to support people in a person-centred way. Most important in this was the need to let the mentee lead the relationship and set their own goals and pace. I also learned that this is what I wanted to do as a future career as the rewards of supporting mentees to a happier and better-connected place were enormous. It gave me the chance to begin to do for others what had been done for me as well.'

'When I was given the opportunity to apply for a paid position as a recovery worker, I jumped at it and I have never looked back. What was also so important for me was how supportive a working environment it was. Colleagues genuinely care about each other and show that not just in what they say but also what their prepared to do for each other. I do know that I can't imagine working for anyone else or doing anything else and I greatly appreciate that I'm able to take it one day at a time.'

Peer support workers

In 2022/23 we had 34 paid peer roles in services. This included a new role in our drug and alcohol services - peer support worker.

The peer support worker role provides an opportunity for individuals who have lived experience in either substance use/homelessness/criminal justice/mental health to for paid employment. Peer support roles are different from recovery worker roles, they do not carry a caseload of clients and they will work alongside the recovery teams to provide wrap around support for those service users identified as having a housing need with the hope of supporting service users to sustain their tenancies in the community.

In our drug and alcohol service in central London (DAWS) the peer support workers support service users who are accessing housing support, helping them navigate and access resources and opportunities available in the Westminster housing pathway enabling them to successfully complete treatment and exit the housing pathway and live independently.

This new role enables recovery workers to spend more time to support around substance misuse specific need, with the peer support worker able to offer guidance, sign posting and hand holding support in other areas of need identified in the service users care plan.

Peer support workers are supported with all mandatory training in line with any new starter at DAWS and they will have access to all face-to-face training sessions. As part of their induction, the Harm Reduction Lead at the service provides a bespoke training package to help support with a robust and informative induction.



CASE STUDY

ANTHONY A PEER SUPPORT WORKER IN LONDON

"I would like to thank everyone at Turning Point for giving me this opportunity to come and work for a service that has been a big part of my life and believed in me when I didn't believe in myself. For 20 years I've struggled with my addiction in that time I have been a service user at all 3 hubs in Hammersmith and Fulham, Westminster and Kensington and Chelsea and also been in residential treatment. Turning Point have supported me throughout my whole journey and in May 2022 I left residential treatment and completed Turning Point's peer mentor training and since then life has just got better. I started peer mentoring with the Get Connected Plus programme in Hammersmith and Fulham. And I truly loved it, my passion is helping others so when I saw the vacancy for the Peer Support Worker I applied, I thought if I could help someone going through what I had been through I can show them that recovery is possible. In the future I would love to become a recovery worker who also works alongside the LGBTQ+ Community who spreads awareness around the club drugs and the dangers they can bring. Since starting my new role I've been welcomed with open arms, everyone has taken time to introduce themselves and been so kind. I'm gaining new skills daily that is helping learn so much to use within my new role and I truly excited about the future."

CASE STUDY

LYNNE - PEER NAVIGATOR IN ROCHDALE AND OLDHAM

Before the pandemic Lynne's drinking had got out of control. She was homeless - sofa surfing at her mum's and her daughter's, drinking from the moment she woke-up and sleeping around. She found out had cancer and had chemotherapy and surgery but continued to drink. Her daughter tried to get her help but she didn't want to engage. Lynne went through a 10 day detox at the Chapman Barker Unit but started drinking again the moment she got home. She had 7 hospital admissions as a result of her drinking and eventually experienced an alcohol related seizure. Following the death of a friend from alcohol in 2021 she decided she wanted to change her life. She engaged with Turning Point, went into rehab for a period, and following this got support from an ETE coach the Rochdale and Oldham Activity recovery service (ROAR). She says of the support she received: 'I didn't feel alone anymore.' Lynne subsequently trained as a peer mentor with the service and in 2022 she took on a paid role with the service as a peer navigator working as part of the HATTs team which works with particularly complex and often chaotic clients who are homeless. Lynne says: 'I'm 12 months clear from cancer, I continue to be abstinent from drinking. I've spoken at events about my journey and feel as if I'm able to give back to others and to the service. Every day is a day of choice, I'm choosing me each day, I'm choosing to actually start living, rather than surviving.'

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, an increase of 159% on the previous year.

Awardees included Jordan, who applied for money to pay for a musical instrument for mindfulness and to reduce self-isolation, and David, who is non-verbal and needed sensory equipment as a form of therapy. Milly, reached her substance use goals and was awarded funds to put towards her stationery and textbooks for a training course. Several new laptops have been awarded to help people take the next step.

"Mr N has been supported by Turning Point for over 20 years. He initially lived in supported accommodation and worked overtime to develop his independence skills and support network to move into his own accommodation. Over the lockdown period Mr N found himself isolated, but with support from Ted's Fund he was able to attend his allotment and sensory service. This has become increasingly difficult for him as he found the distance involved difficult. Mr N said that without the wonderful support from Ted's Fund he would not be able to do these things that he finds so very beneficial".

Jonathan, a learning disability support worker



THIS IS MAYA'S STORY:

At the time of referral, Maya (not her real name) was 17 and living in unsuitable accommodation above a takeaway and taxi rank. She was estranged from her family and was being supported by the Child Vulnerable to Exploitation (CVE) Team and Social Services.

Maya's engagement with services was sporadic. She reported using various substances including cocaine, MDMA, cannabis and alcohol. At this time, Maya was using substances almost daily, her mental health was also in decline, with several hospital attendances, due to not being able to keep self-safe.

Maya and her recovery worker built up a good working relationship and Maya began to engage with sessions. Her worker supported her to search for more suitable and safe accommodation. The worker found Maya some supported accommodation and once Maya had moved in, her substance use began to reduce and her mental health improved. She also reported that she had changed her friendship group.

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Developing the health and care workforce

We are committed to ensuring high quality developing opportunities our workforce – to improve the quality of the service we provide and to support to 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 continues to be a challenge nationally. Despite this, we have been resourceful and successful in our recruitment and retention efforts. In the last year we interviewed over 6,100 candidates and made 2,133 offers of employment of which 1,347 were for permanent roles. This delivered 393 net new roles. This is a significant step up in activity compared to the previous year.

Creating opportunities for people with a non-traditional or potentially challenging backgrounds is important to us because it enables us to reach a wider pool of people in the labour market and to increase likelihood of filling vacant posts which is particularly challenging as a result of funding and inflationary pressures. Our inclusive approach to recruitment ensures our workforce reflects the communities we serve, and it enables us to focus on the candidate's values which is the key to ensuring the support we provide is as high quality as possible.

Formal qualifications aren't always necessary when we're recruiting. We care about finding the right person – someone who shares our values and can commit to the challenge of supporting people through good times and bad.

Over the past year we have:

- built stronger relationships with job centres at a national and local level, ensuring those that needed access to work were aware of our roles and were able to apply for them
- changed the way we advertise roles, specifically targeting local areas through different job boards to measure our reach was better than it has been before
- begun discussions with a national provider who support those who have been to prison get back into employment, those discussions continue and Lisa Worthington is managing this
- Developed our recruitment toolkit which helps managers understand their local area as a recruitment forum giving local people a chance to get into or get back to work, in addition training sessions have been delivered with managers

- attended more job fairs than we have during the past couple of years as a result of the Covid-19 pandemic, ensuring the team are out talking to individuals from all backgrounds attracting them to Turning Point
- increased the numbers of sponsors we have offered to current colleagues and considering those from abroad

Workforce learning and development

In 2022/23 we had 66,691 courses completed. This included:

- E learning – 56,902
- Face to Face training session (including remote sessions) – 6,776
- Competency based training – 3,013

New courses introduced this year included

- Preparing for appraisals for line reports and Line managers
- Apprenticeship spotlight
- Population Health funded by HEE
- Self Administration in Medication
- Alcohol Harm Reduction intervention co-produced with Harm reduction network.



124 leadership learning events were delivered to 1203 learners across the year covering:

- Introduction to conflict management
- Introduction to assertive behaviour
- Recruitment and selection
- Influencing and persuading

Our apprenticeships programme

2022/23 was a year of firsts for our apprenticeship programme where we celebrated our first National Apprenticeship Week and launched our first Apprenticeship & Graduation Awards.

Our apprentices combine on-the-job training with classroom-based learning, working towards nationally recognised qualifications which can range from Level 2 (equivalent to 5 GCSE passes) to Level 7 (equivalent to a master's degree). Since the programme launched, our primary focus has been to develop our front-line teams through our Care & Management apprenticeships, which range from level 2 up to level 7. This has provided opportunities for 117 Turning Point colleagues who have/will have a recognised qualification. To date, Turning Point has seen fifty-five people complete apprenticeships, with our national average of 85% achieving either a Merit or Distinction.

Our apprenticeship programme has grown considerably over the past year, with 24 colleagues completing qualifications last year. Turning Point became members of the Apprenticeship Ambassador Network and the Apprenticeship Diversity Champion Network. We are also part of research groups with the Education Skills Funding Agency (ESFA) & Skills for Care for Apprenticeships. We are committed to ensuring our apprenticeship programme provides a platform for social mobility with opportunities open to underrepresented groups.

During Apprenticeships Week we held an apprenticeships awards event attended by over 150 colleagues which was an opportunity to celebrate the people who have completed since the programme started and also recognise outstanding achievement through our Apprenticeship Awards.



Ellie who works as Team Manager in Kent LD received the Apprentice of the Year award. Ellie completed her apprenticeship in December 2022. She came to Turning Point during the Pandemic and quickly progressed. She brought many skills and a passion for people. She quickly progressed from senior support worker to team manager and took on the Level 4 at the same time. She showed upmost commitment and kept up with her workload throughout the whole period of development with very little support needed. She passed well in time with a great outcome. She is dedicated to Turning Point, the individuals we support and has a great future ahead of her."

"I thoroughly enjoyed the learning aspect of the qualification. It certainly enhanced my knowledge of the policies and procedures behind the support we provide. The coursework pushed me to think about the support provision and, through study of case examples, research time, and increased knowledge, I could directly improve my Supported Living service."

Ellie, Apprentice of the Year 2023

Lorna, a Supported Living Manager in Gloucestershire, was awarded the Rising Star Award. Lorna is not only an apprentice herself but also has supported her team to complete their apprenticeships. Two achieved a distinction and one has recently been promoted to senior support worker.

Locality Manager, Clare, was awarded the Apprenticeships Manager Award in recognition of her contribution in giving opportunities to her staff, mentoring and coaching and supporting colleagues to achieve their qualifications.

Managers who have completed awards that I have supported have gone onto achieve promotions and undertake more senior roles, diversify and become more involved in wider organisations projects. It has been a really positive experience and one which personally I have also gained a lot from in supporting others."

Clare, Locality Manager for Learning Disability Services across Gloucestershire, Warwickshire, Worcestershire and Wiltshire, and winner of the Apprenticeship Manager of the Year Award in 2023

"Being involved in supporting apprenticeships across my regions has been a privilege and a pleasure. Being able to offer individuals the opportunity to gain a qualification directly relevant to their role in social care has been a great opportunity for us locally and organisationally. It's my experience through supporting individuals that apprenticeships add value and support the development of quality services by developing individuals' skills, knowledge, building confidence and self-worth through the personal achievements individuals attain along the way when completing their awards.



Colleague engagement

Our overall colleague engagement score has increased, for the second year in a row, to 75%. This is a testament to the work our teams are doing across the organisation to enhance the experience of our colleagues. This is particularly positive result considering the challenges presented across our sector as well as in wider society.

Between 3 and 31 October 2022, our Colleague Engagement Survey provided the opportunity for all employees, peer mentors and volunteers to share their views about working life at Turning Point.

The survey is our one chance each year to capture views from all colleagues, helping us to see where we are doing well as an organisation as well as areas for improvement. The feedback provided in the survey helps us to shape the people agenda for the year ahead, so it is important that we hear as many views as possible.

We were delighted this year to receive a 70% survey participation rate, with almost 2,500 colleagues sharing their views. We received 434 more responses than the 2021 survey, shared across all business units.

TOP SCORING STATEMENTS	
I understand how my role contributes to achieving Turning Point's outcomes.	90%
I trust and respect my manager/supervisor.	85%
People here are treated equally irrespective of ethnicity, gender, disability, age, sexual orientation or religion.	82%

LARGEST IMPROVEMENT

Bullying and harassment is taken seriously by this organisation and there are effective mechanisms for dealing with it. +7%

I feel my contribution is valued. +6%

I believe that Turning Point takes reasonable steps to ensure the physical and psychological safety of employees at work. +5%

Supporting colleagues to manage the cost-of-living crisis

During 2022-23 the senior leadership and all levels of management within Turning Point has had a focus on the rising cost of living and its impact on colleagues. The Operating Board established a group, led by our Director of Quality and Risk, represented by people from across the organisation, to focus on what we could do better to help people in difficult circumstances.

The work of the group brought together existing activities and prompted new actions to help colleagues and people we support. Throughout our work we have been careful not to directly give financial advice for which we are not regulated to do. Through 2022-23 we have focussed on the following priority areas:

- Supporting people on the lowest wages and/or benefits who are most likely to be impacted by the rising cost of living.
- Risks to health and wellbeing for those whose money won't stretch as far and as a result they aren't eating well or not using heating at home.
- Those struggling prior to the most recent increases in cost of living and therefore most likely to be in a much worse situation.
- Risks to services through potentially reduced staffing levels due to risk of burnout from colleagues working more and/or the cost of fuel to get to work.

Some of the most significant actions achieved through our focus on this have been:

- Further exploration with colleagues on the greatest impacts on their lives of the rising cost of living.
- Ensuring all avenues of support for colleagues were channelled through our 'My Benefits Platform', to ensure that all resources and signposts to other organisations or resources were available in one place.
- Raising the profile of specific areas of support and benefits beyond our annual salary increase that Turning Point can offer, e.g. access to financial advice through our partner Second Sight; and access to our own Rightsteps wellbeing service.
- Provision of simple universal advice on reducing use of utilities at home.

Widening opportunities

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

In 2022/23 we had 44 Trainee Recovery Worker posts across our services, nearly double the number in 21/22. This role provides 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.

Last year we provided 66 volunteering opportunities (in addition to the peer mentoring opportunities) giving 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 28 student placements.

Paige, a psychology student volunteered at the Herts Complex Needs Service in 2022. She says:

"When I started, I was a little anxious and did not know what to expect as part of this student volunteer role. All the staff here at Turning Point Complex Needs Service are so friendly and are always willing to help and provide any support that you need, whether this is just advice or for emotional support. When I started here, I attended the drop-in service with the Dual Diagnosis Lead and have continued with this as the drop-ins were something I really enjoyed, and I have gained a lot of information from this. I have also been involved in outreach; this involved supporting the recovery workers on their visits.

I volunteered at the CGL service in Hatfield and Stevenage and the Crisis Units located in different parts of Hertfordshire. During my time, I have gained knowledge of the referral process and was also overwhelmed at how many services there are across Hertfordshire. I have learnt so much about mental health, addiction, and the Complex Needs service and what it provides. Overall, this has been a great opportunity and I am grateful that I have been able to be part of the team."

Julia, a social work student placement working at Freesia House, a supported living service in Nottingham, which supports men who may have a history of mental illness, drug and/or alcohol use and offending says:

"Since starting my placement at Freesia House, I have been welcomed with open arms. The staff are very experienced and in a short amount of time have taught me a lot of skills that I can use in the future. The residents are especially motivated, especially regarding joining in with the weekly Hunger Hill activities designed to promote independent living within the community."

Sharing our expertise with the wider workforce

As well as skilling up our own workforce we also look for opportunities to share our skills and expertise with the wider workforce.

Training medical students

Our central London drug and alcohol service, DAWS, regularly delivers interactive experts by experience workshops this quarter with UCL medical students. The sessions, which are delivered by peer mentors, are designed to give insight to students about addiction, treatment and recovery with a focus on their experiences with medical professionals. We have been delivering sessions at the university for 9 years now and in 22/23 we expanded this programme to deliver sessions to paramedic students at St Georges University where we delivered a workshop to 150 paramedic students.

New training resource on co-existing mental health and substance use issues

Last year, Turning Point developed a new training resource to increase the awareness and understanding of substance use and mental health.

The initiative started with a generous donation from a woman whose daughter, an NHS nurse, lost her life after a long history of mental health illness and alcohol addiction.

Turning Point's online course has been designed by experienced specialists and will be available to anyone working in health and social care services to access for free, regardless of level of knowledge. It has information and guidance on how to recognise and support people who have a co-existing or a co-occurring condition.

The Office for Health Improvement and Disparities revealed that nearly two thirds of adults (63%), starting treatment for substance misuse from 2020 to 2021, said they had a mental health need.

In 2002, the Department of Health reported that supporting those with both substance use and mental health issues, was one of the biggest problems that frontline mental health services faced and highlighted that fragmented care leads to people falling between the cracks in services.

One of these people was Joanna, a specialist mental health nurse who worked for the NHS for 25 years. She was a politics graduate, a talented writer and also ran three London Marathons for charitable causes.

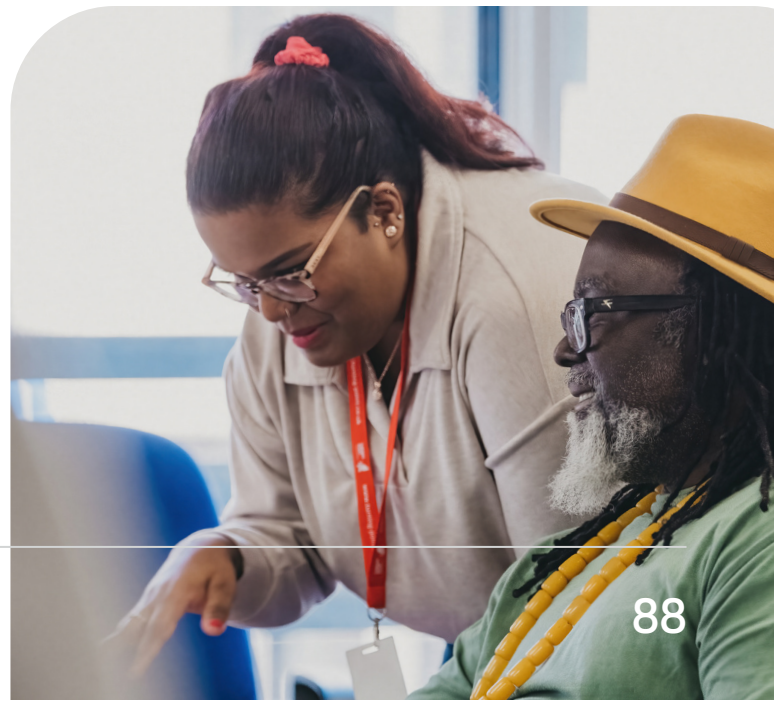
However, since her teenage years, Joanna had suffered from bouts of mental illness, leading eventually to alcohol addiction. Joanna fought bravely to try and overcome her struggles with several hospital admissions and periods of rehab.

Julie Bass, CEO at Turning Point, said:

"We would firstly like to thank Helen and the rest of Joanna's family for the donation that has enabled Turning Point to develop this new training resource. Joanna was a credit to her family, which included her three children, and to the NHS where she worked diligently for over 25 years.

"Turning Point want to ensure that healthcare professionals learn from Joanna's story and this is why we have launched this resource.

"Our trained professionals work with clients who present with substance use issues as well as mental illness every day. As a provider of both specialist mental health and drug and alcohol treatment services, we know what the issues are in each part of the system, which is why we launched our Substance Use Mental Health (SUMH) Resource Pack in 2021. This new online training course builds on this and will hopefully result in support that is more joined up and more responsive to people's needs.





Environment

Environment

There are many areas where Turning Point makes an environmental impact and can work to reduce this. Energy is used in heating, cooling, lighting, the operation of electrical equipment and transportation.

We produce waste – office, clinical, hazardous, electrical and residential and should recycle as much as possible or dispose of waste in accordance with relevant legislation. We purchase a wide range of products and services and need to consider the 'green' credentials of our suppliers and the use of local suppliers.

Turning Point has held the ISO14001 Environmental Standard for many years and we deliver our commitment through an Environmental Management System (EMS). The EMS is reviewed and monitored by a small team including the Director of Corporate Governance, the Strategic Procurement Manager, the Head of Risk & Assurance, the Property and Housing Manager and the HR Service Delivery Manager; and the Office & Environmental Manager. Following a full certification audit in December 2022, we successfully retained certification to ISO14001.

The EMS has been extended to include a Green Plan which is also a requirement of the NHS standard contract. The Green Plan, as approved by the Turning Point Board, is accompanied by the Green Plan Tracker which sets out the progress made against the Green Plan, and achievements obtained by the organisation in reducing the impact on the environment.



The Green Plan, together with the EMS, centres on 6 objectives which provide the focus for activity 2022/23 – 2025/26. These are:

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

Cutting energy use and carbon emissions

In line with Turning Point's commitment to monitoring and minimising its environmental impact, we transitioned to Electric Green Energy, which cover 75% of our usage, in April 2022.

Turning Point greenhouse gas emissions, reportable under Streamlined Energy Carbon Reporting (SECR) for the financial year 1st April 2022 to 31st March 2023 were 1,256 tonnes CO₂e. These include the emissions associated with UK electricity and natural gas consumption, as well as business travel in company operated and private vehicles by employees. Turning Point's greenhouse gas emissions were 29.3% lower this financial year than in the 2021-22 financial year. The intensity of 8.2 tonnes CO₂e per £m revenue is 33.6% lower than the last financial year. These measures have reduced year on year since 2019.

Information management technology

Between 2017 and 2022 Turning Point 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 its 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.

Property

In January 2023 the administration offices in Manchester relocated to an office approximately half the size of the previous site and in March 2023 the Head Office in London also relocated to a smaller premises. These moves are a direct result of hybrid working and the reduced need for office space. Environmental savings will be made in energy consumption. The Government's methodology^[11] for the production of Operational Ratings, Display Energy Certificates and Advisory Reports uses the Chartered Institution of Building Services Engineers (CIBSE) prepared operational benchmarks^[12] to assist with the evaluation of operational energy use.

The Chartered Institution of Building Services Engineers estimates average emissions of 0.091 tonnes of CO₂ per square foot per year. Based on this estimate the annual saving in energy emissions which will be achieved by these two office moves is 702 tonnes CO₂ each year.

Old office (Manchester) 944.8 tonnes of CO ₂	New office (Manchester) 503.6 tonnes of CO ₂ (total saving 441 tonnes of CO ₂ pa)
Old office (London) 556.6 tonnes of CO ₂	New Office (London) 295.7 tonnes of CO ₂ (total saving 261 tonnes of CO ₂ pa)
CO₂ Saving (tonnes)	702

[11] See [here](#)

[12] See [here](#)

Reducing waste

We have made significant steps forward with our waste disposal efforts and since April 2021, our general waste provision has been centralised to one central contract, allowing us to increase recycling even further. In 2022/23 we recycled 253,258kg of materials and 98% of all waste was diverted from landfill. Our waste to energy conversion rate has improved massively during the past year. The amount of waste to energy created was 16,780kg, up from 3,255kg from the year before which represents a 5-fold increase.

Reducing paper usage in our services

Turning Point is signed up to Adobe Sign, a digital workflow solution which digitalizes paperwork and replaces ink and paper signature and delivery. The online software creates 95 percent less environmental impact than a paper workflow and every 1 million transactions through Adobe Sign equates to taking over 2,300 cars off the road for a year^[13]. In 2022/23 we used AdobeSign 3,067 which resulted in a saving of 51kg of Carbon, a 31% increase on the figure for the previous year^[14].

Transition to fifth gen Sharpsafe containers

This year we transitioned to a new, fifth generation Sharpsafe container for needle and syringe provision (NSP) waste, which is made from a recycled, low-carbon footprint material. Manufactured by Vernacare, a global, award-winning infection prevention company based in the northwest of England, the entire range of Sharpsafe products is fully compliant with UN 3291 and ISO 23907-1:2019 standards. The colour of the base component of these containers has changed from yellow to grey to facilitate the use of recycled material, and the lid contains a low level of recycled content and remains the appropriate colour for the specific waste stream segregation requirements. This is a simple change but one that carries a massive environmental impact, helping to reduce our carbon footprint, reduce virgin plastic entering the supply chain and supporting a circular economy.

[13] Adobe Blog – impact on environmental sustainability – see [here](#)

[14] According to the standards ISO 14040/14044, the average carbon footprint of an office paper during its lifecycle is around 4.64g CO2 equivalent per A4 sheet. Working assumption is average 3 sheets of paper per document.

Recycling confidential waste

In July 2022 we changed supplier to Restore^[15] to manage our confidential waste. Restore aim to reduce, reuse or recycle and move its consumption to sustainable resources where possible. Restore has already taken significant steps toward converting operation towards sustainable resource consumption. This includes sourcing most of its electricity from renewable power providers through the REGO backed energy scheme and through participation in EV100 (Climate Group's initiative to accelerate the transition to electric fleets).

Raising awareness and mobilising support

A staff survey on environment undertaken in October 2021 found:

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

Our Green Heart microsite and Viva Engage group (internal social media), launched in 2021 in response to the findings from the survey.

The Green Heart initiative aims to minimise the environmental impact of our organisation's activities 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. 687 people visited the microsite during 2022/23 and 26,252 messages were read on the internal social media platform.

Participation in the national Cycle to Work scheme is encouraged among staff and a Cycle to Work Rewards scheme is in place, administered for Turning Point by Cyclescheme, the leading provider of Cycle to Work schemes in the UK. There is a cycling Group Yammer page and promotion is communicated through the internal communications team. Staff take up of the Cycle to Work Reward Scheme is currently 63 staff.



[15] See [here](#)

Raising awareness across the sector

In April 2022, Katherine Watkinson, our Head of Medicines Optimisation and Pharmacy Service co-wrote an article for the Pharmaceutical Journal with Roz Gittens, Director of Pharmacy at Humankind and Steve Rolles, Senior Policy Analyst for Transform Drug Policy Foundation based on the work that Pharmacy Declares network are doing. The article explores the specific challenges of managing the environmental impact of medicines and the use of illicit substances and highlights the areas of drug treatment services that have an environmental impact and how there are very few practical mitigations that we can put in place.

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. Tenders and Quick Quotes are evaluated against pre-determined selection criteria with weighting applied for the demonstration of contribution to Social Value in delivery of the service.

Some of our suppliers include:

Apogee - Environmental sustainability is a key expectation of the Groups stakeholders, which includes people, community, customers, regulators and suppliers. As the largest provider of managed print services, document and process technology and outsourced services in UK and Europe, impacts are varied and widespread. Apogee aim to create a net positive impact on the environment by reducing operational impact is underpinned by robust objectives.

Office Team Group - Office Team Group offers over 3,000 environmental products including own brand and branded ranges and supports environmental initiatives by using 100% renewable energy generated from offshore wind farms which delivers an estimated 840 tonne reduction in CO2 emissions per annum[16].

GSS Cleaning - In December 2021 the London Head Office awarded their cleaning & hygiene contract to GSS cleaning in line with Procurement Strategy to manage the supply chain, reducing risk and delivering cost reduction. GSS are members of Planet Mark and are currently working towards their sustainability certification.

[16] See [here](#)

The Group is fully committed to use green cleaning products to minimise their environmental impact and all paper supplies are either recycled or made from sustainable materials and staff are employed within the locality of client sites[17].

Eden Springs - Eden Springs has achieved certified CarbonNeutral® electricity consumption and provides water solutions with Zero emissions. Plastic bottles are reused up to 50 times before recycling and 100% renewable energy is sourced to cover the electricity consumption of all their operations[18].

Virgin Media Business - Between 2014 and 2019 Virgin reduced their carbon footprint by 42% and they are committed to supporting large-scale decarbonisation by 2025 and to achieving net zero carbon emissions across their entire value chain by 2040.



[17] See [here](#)

[18] See [here](#)



Future Strategy

Future Strategy



Turning Point is committed to the communities we work with, both the geographical communities where we deliver services and the communities of interest where we have particular insight and expertise we are able to share. Social value is central to the 5-year overarching corporate strategy. We are committed to reducing worklessness and we do this by providing volunteering opportunities, apprenticeships, bursaries and supporting access to education, training and employment for all. We invest in the local economy by buying local and supporting local community organisations.

The wellbeing of our staff and the people we support is a major priority for us. We recognise the value of social connections which is why we support families and carers and support people to participate in community life. We are committed to playing our part in tackling the climate emergency. We want to work in partnership with national organisations across the private, public and charitable sectors to maximise the social value we can deliver. As a social enterprise, we will only invest any surplus into initiatives which support people to improve their health and wellbeing and tackle health inequalities.

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. Over the past 3 years achievements include:

- providing access to multidimensional wellbeing programmes for all employees
- provision of workplace screening and support for anxiety and depression to all employees
- online information and advice to support the health and wellbeing of local communities including: a guide to reducing your drinking, a carers wellbeing guide
- an audit against the TOMs framework to identify social value metrics
- the Turning Point School of Art and publication of Writing for Our Lives
- new Black and People Of Colour (BPOC), LGBTQ+ and Disability employee networks
- a new national Innovation Fund

- increased local economic benefit delivered through our supply chain - local, SME and VCSE suppliers prioritised through our supply chain
- innovative new service delivery models to support people with complex needs
- increased employment and volunteering opportunities for people we support, increased training and apprenticeship opportunities for staff and increased employment opportunities for people who were previously out of work/disadvantaged groups
- reduced carbon footprint (carbon emissions per £m turnover)
- the introduction of the Green Plan which provides strategic direction for organisation and tracking against key measures



The social value strategy has been reviewed and refreshed to cover the next strategic period 2023-2025. Key objectives during this period are:

ECONOMY

- Increase the number of people we employ who were previously economically inactive targeting local people
- Expanded the employment and volunteering opportunities for people we support in services and central support teams
- Expand the number of opportunities for people who have been out of work for a long time targeting disadvantaged groups
- Increase the number of people supported by RightSteps to stay in work
- Maximise our social value through our partnership with Exchange Supplies
- Increased local economic benefit delivered through our supply chain
- Improve training opportunities for staff and increase support for apprenticeships

WELLBEING

- Continue to refine the scope and extend the reach of our staff wellbeing and mental health offer
- Maximise the reach of the new training resource on substance use and mental health
- Launch an Easy Read version of the health and wellbeing handbook
- Revise and refresh the DNACPR resource pack with input from people we support, families, carers and other learning disability social care providers
- Extend the reach of our online friends and family services
- Improve access to mainstream healthcare services for the people we support
- Continue to develop Turning Point's framework and action plan for our contribution to a reduction in inequalities and increased life chances (NT52)
- Continue to extend the impact of our employee networks

COMMUNITY

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

ENVIRONMENT

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



Turning Point
America House
2 America Square
London
EC3N 2LU
020 7481 7600
www.turning-point.co.uk

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