



# SOCIAL VALUE REPORT 2024

**TURNING  
POINT**  
inspired by possibility  
CELEBRATING 60 YEARS



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# FOREWORD

**As a social enterprise, Turning Point invests 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 is the added value organisations bring to the economy, community life, the health of the local population, and the environment. It is an integral part of our vision.**

The importance of social value considerations in public sector procurement has increased each year since the Public Services (Social Value) Act 2012 was passed. Turning Point's core business is the delivery of public services, so being able to evidence our social impact is more important than ever. I am delighted that in this, Turning Point's 60th year, we are able to evidence £142.5m in social value, which represents an increase of over £100m over the past four years. This report shares some of our achievements over the past year.

Despite the increasing focus on social value in public sector commissioning, its application is inconsistent and monitoring and accountability are highly variable. I hope we can provide some systems leadership in this space going forward. Our commitment to reducing divisive and damaging health inequalities, to building stronger communities, to creating an inclusive economy and playing our part to reduce carbon emissions is more important than ever.



**JULIE BASS**  
CHIEF EXECUTIVE OF  
TURNING POINT

# EXECUTIVE SUMMARY

Four years ago, Turning Point took the decision to use the Social Value Portal TOMs framework to measure our social value. Each year since, we have increased the quantifiable social impact that we are able to evidence. In 2023/24, we delivered £142.5m in social value. However, our true social value goes far beyond that, for example in our work to tackle health inequalities and improve services for people with the most complex needs.



## WELLBEING

At Turning Point, we recognise the importance of enabling the people we support, our colleagues and our local communities to stay well. To that end, we published a number of freely available resources, practical guides and training materials on topics as wide ranging as DNACPR (Do Not Attempt Cardiopulmonary Resuscitation), health and wellbeing for people with a learning disability, and co-existing substance use and mental health.

### **This year we continued our focus on reducing the harm caused by alcohol and drugs:**

- ▶ Drug and alcohol recovery services in Oxfordshire, Slough and Herefordshire eliminated Hepatitis C in the local population.
- ▶ Our second annual Safer Lives conference in November 2023 was double the size of the first.
- ▶ We gave out 30,000 naloxone kits in 2023, an increase of over 300%. We worked with partner agencies, the people we support, and significant others to give our communities access to this life saving drug.
- ▶ We invested in FibroScan equipment in all our drug and alcohol services to increase the availability of this simple non-invasive procedure which assesses someone's liver health.
- ▶ In September 2023, we published a report revealing the cost of harmful drinking to the NHS, and calling for urgent government action to address the issue, including wider availability of FibroScanning.



The health and wellbeing of our colleagues remains a top priority. Our multi-dimensional wellbeing programme and workplace screening and support for anxiety and depression delivered £1.40m in social value last year.

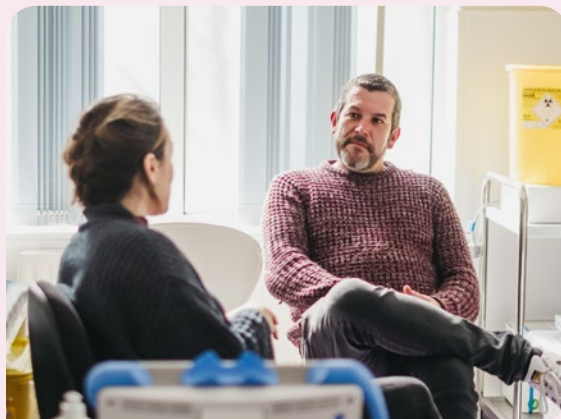
This year, we continue to promote Equity, Diversity, and Inclusion (EDI) through a range of different activities. We provide EDI training for all colleagues. Based on values taken from the TOMS framework, uptake of this training results in the creation of £162k of social value. We undertook the Inclusive Employers Foundation Assessment, evaluating our practice and helping to shape our EDI strategy. To amplify diverse voices, we have appointed senior sponsors for our Diversity Networks.

The Menopause Network has created an area within our learning platform, to help raise awareness of menopause and give support to both colleagues and managers. The Autism and Neurodiverse Allies Forum has supported our Public Health and Substance Use services to complete the Autism Friendly Standards. The Black and People Of Colour Network offered up a safe conversation space for black women during Black History Month. The LGBTQ+ network supported local pride events across the country, with stalls promoting the work of Turning Point. The Disability Network was instrumental in the development and launch of our Inclusion Passports, working with colleagues across each of the EDI networks.

**Our commercial brands, Rightsteps and livelife, enable us to 'get upstream' and use our expertise to promote good mental health in the wider population. Rightsteps, Turning Point's business-to-business brand, continues to work with employers:**

- 747 people used Rightsteps to access therapy.
- 182 people accessed support through our Rightsteps Mental Health First Aid Assurance service.
- 5,500 people accessed a Rightsteps webinar.

In November 2023 the new Blue Light Together wellbeing platform launched. It was developed by Rightsteps to support the police, fire and ambulance services and other emergency responders.



## COMMUNITY

Turning Point's social impact includes the contributions we make to our local communities. In 2023/24 we invested £4.53m in local voluntary community and social enterprise organisations.

Our Community Innovation Fund helped inspire the people we support, staff, local organisations and residents to come together and create projects that improve wellbeing, reduce isolation and have a positive lasting legacy for our services and the wider community. So far, we have invested over £35,000 in local projects and almost 600 people have benefitted from them, either through being part of the development and delivery, or through participation.

Turning Point has partnered with aDoddle to develop community asset maps in Wakefield and Luton to better connect communities to local support and activities.





## ECONOMY

We contribute to the local economy in the areas where we deliver services in a range of different ways.

We are first and foremost a people business and of our 5,177 colleagues, 3,406 (66%) live inside the boundaries of our commissioning authorities. Using the proxy measures included in the TOMs framework, we calculate that our employment of local people creates £118.86m of social value.

Beyond our investment in local jobs, last year we spent £11.04m with local suppliers and £6.51m with Small and Medium-Sized Enterprises (SMEs).

We invest in our workforce. We provide a wide variety of learning and development opportunities for colleagues - in 2023/24, our colleagues completed 59,985 courses. Our apprenticeship programme grew in 2023 and now includes 26 apprenticeship standards. These include a level 3 Senior Healthcare Worker apprenticeship for our Health Care Assistants and a level 5 Nurse Associates apprenticeship for colleagues who want to start their journey into nursing. We are part of the trailblazer group for two apprenticeship standards. 13 colleagues completed apprenticeships last year ranging from level 2 (equivalent to GCSE) to level 6 (equivalent to a degree).

We work closely with educational institutions to pass on and build on our existing expertise and insight, and help skill up the next generation. Last year we had 36 students on placements working with us.

We know finding paid work can improve financial security, boost feelings of self-worth and give a sense of purpose and belonging. Last year we supported 1,241 people to access new education, training or employment (ETE) opportunities. 11% went on to find paid work as a result. We also know that bringing lived experience into the workforce enhances our services.

**We have a range of paid and unpaid roles specifically for people who have lived experience of mental health, drug and alcohol or sexual health issues. In the last year:**

- the number of paid peer support roles across the organisation increased from 25 to 35.
- 218 people worked with us as peer mentors.
- 96 volunteers completed an Open Awards Level 2 Certificate in Peer Mentoring Skills, Recovery Principles and Substance Misuse Information.

Sixty per cent of our workforce have some sort of lived experience, either in their own right or as a family carer.





## ENVIRONMENT

Following a full certification audit in December 2022, in 2023 we successfully retained certification to ISO14001, our environmental accreditation. In line with Turning Point's commitment to monitoring and minimising its environmental impact, we transitioned to Electric Green Energy in April 2022. Our greenhouse gas emissions were 1,345 tonnes CO<sub>2</sub>e in 2023/24. This is 7% higher than the previous year, although since 2019 our emissions have reduced by 59%. The intensity has reduced indicating an improvement in our emissions performance within a growing organisation<sup>1</sup>.

We have made significant steps forward with our waste disposal efforts. In 2023/24 we recycled 300,197kg of materials and diverted 98% of our waste from landfill. As part of work to replace older smartphones, we asked staff to return their old devices recycling, generating a carbon emission saving of 4,643 CO<sub>2</sub> kg. Our waste to energy conversion rate has increased 12-fold since 2019. In August 2023, we launched a 'Green Heart Collection' capsule of learning with four short course qualifications available. We continue to work with our suppliers to maximise social impact and limit environmental damage through our supply chain.



<sup>1</sup>All emissions listed are within the scope of our Streamlined Energy & Carbon Reporting (SECR)



# MEASURING SOCIAL VALUE



## TURNING POINT'S SOCIAL VALUE MEASURES

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



### WELLBEING

Contributions Turning Point makes to the wider public health agenda. These include how we work to improve the health and wellbeing of the people we support, Turning Point colleagues and the wider community.



### COMMUNITY

Contributions Turning Point makes to a vibrant community and achieving community-based actions and equality, diversity, inclusion and cohesion. We also look at local relationships, partnerships and people from often excluded groups.



### ECONOMY

Contributions Turning Point makes to the local economy, including retaining, re-circulating and leveraging funds in the neighbourhood. We also consider our wider contribution to improving skills and tackling worklessness.



### ENVIRONMENT

Minimising our negative impact on the environment, including, supporting local activities that seek to protect the local environment from waste and pollutants.

## ALIGNMENT WITH THE NATIONAL TOMS FRAMEWORK

The National Social Value Measurement Framework – or National TOMs (Themes, Outcomes, Measures) for short – is a method of reporting and measuring social value to a consistent standard. It provides the golden thread between an organisation's overarching strategy and vision, to the delivery of that vision. The Framework was developed by Social Value Portal and launched in 2017. It is reviewed and endorsed by the National Social Value Taskforce. As part of maximising our social value, we undertook an assessment to align our work with the Framework. This means we can report better on the work we do.

Throughout this report there are examples of where we've measured our social value work against the TOMs framework. At Turning Point, we view social value as intrinsic and central to everything we do as an organisation. While we are ambitious about capturing and increasing our impact, we recognise that not all social value can be measured and aim to take a qualitative and quantitative approach.





# WELLBEING

**At Turning Point, we recognise the importance of enabling the people we support, our colleagues and local communities to stay well. This is crucial for individual wellbeing and on a wider societal level, as healthier communities mean better quality of life and a reduced demand on public services, which are feeling the impact of strained budgets.**

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 and groups commonly excluded within healthcare, including rough sleepers, people with a learning disability and those with substance use and mental health issues. We take a holistic approach to supporting individuals, from encouraging healthy eating, exercise, and positive steps to safeguarding mental health.

# TACKLING HEALTH INEQUALITIES

## PROMOTING THE HEALTH AND WELLBEING OF THE PEOPLE WE SUPPORT

**Poor health and wellbeing are often rooted within wider social and economic inequalities. The different circumstances in which we are born, grow and live, can either contribute towards protecting us or become factors that risk our quality of life.**

While we support people individually in areas such as lifestyle choice which can make a difference to their wellbeing, we also focus on the wider factors and social determinants which have the biggest impact on improving health and wellbeing in 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 suffer poorer health outcomes than others. For example, discriminatory cultural and social attitudes towards people with a learning disability are all too clear and restrict life chances and impact health outcomes for people with a learning disability. Similarly, people who struggle with substance use or mental illness account for 21.3% of the total morbidity burden in England.

### OVER THE PAST FEW YEARS, WE HAVE FOCUSED ON:

- Tackling health inequalities experienced by people with a learning disability.
- Addressing stigma.
- Better equipping the sector and the public in supporting people with coexisting mental health and substance use needs.
- Reducing the prevalence of blood borne viruses.
- Hosting a national 'Safer Lives' 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). 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. This is evident in statistics surrounding early avoidable mortality and rates of morbidity. The 7th LeDeR (Learning from lives and deaths) annual report is an annual review of the lives and deaths of people with a learning disability and autistic people. It shows the rate of avoidable deaths in 2022 was nearly twice as high (42% compared to 22.8%) for people with a learning disability than for the general population. Most of the avoidable deaths in people with a learning disability are because timely and effective treatment is not given. Such inequalities are both unfair and avoidable.

This is even more problematic when coupled with reduced funding for learning disability services. The CQC 2023 State of Care Report particularly highlighted concerns around funding for supported living services. It reported a significant fall in profitability in 'specialist services', including supported living services and other residential and homecare services for autistic people and people with a learning disability.

We are committed to supporting people to lead the healthiest and most enriching lives they can, increasing their health, life chances and quality of life.



## 100TH BIRTHDAY LETTER FROM HIS MAJESTY THE KING

### TOMMY'S STORY

Tommy was born on the 9th August 1923.

He lived at home with his parents until the start of World War II, when he went to live with his grandma. At the end of the war, he went to live at Westwood Hospital, Bradford. In 2006, at the age of 83, Tommy moved to Weaver Court, Bradford, which is a Turning Point supported living home for people with a learning disability. There he enjoyed a pint, a singalong, and going to church.

Being around people was always what appeared to make Tommy happiest. He was very sociable and always had a smile for everyone. He loved to look smart, always wearing a shirt and tie, and proudly sporting his watch.

Even in his advanced years, Tommy clearly enjoyed to party and took great delight in having his friends and family with him for his 100th birthday celebrations.

Sadly, we lost Tommy late in 2023, just a few months after he'd celebrated his 100th birthday.

When life expectancy for men with a learning disability is just 66, Tommy will always be an inspiration to us.



## REVISED AND REFRESHED DNACPR INFORMATION PACK

**DNACPR stands for Do Not Attempt Cardiopulmonary Resuscitation.**

**It is a recommendation from a doctor that CPR is not performed on someone when their heart stops. “Learning disability” should never be a reason for a DNACPR recommendation.**

During the pandemic, we saw an unprecedented increase in the number of people we support with learning disabilities being subject to inappropriate DNACPR recommendations. In response, Turning Point worked with Learning Disability England to put together a DNACPR checklist to help people with a learning disability and their family, carers and support workers to understand the law and their rights.

Unfortunately, the problem remains. The 2022 LeDeR review found that where a DNACPR was in place at the time of death, DNACPR documentation and processes were not correctly completed and followed in over one third of cases.

This is why, during 2023/24, Turning Point once again joined forces with Learning Disability England to review and refresh the DNACPR information pack. A new interactive resource, including video and ‘top tips’ from people with lived experience was launched in July 2024<sup>2</sup>. We co-produced this information pack with the help of different people and organisations. These include self-advocates, family members and advocacy organisations. Expertise was also provided by academic specialists, the National Mental Capacity Forum, CQC and NHS England.



**Sometimes we don't know how to challenge and it's really important we understand what to do about it and who to go to."**

Mel - Support Worker



**There was a general lack of awareness and confidence among people, families and care workers about what a DNACPR decision meant, and how to challenge this."**

Care Quality Commission (CQC)



**It's not an illness a learning disability. You're born with a learning disability, but you don't die from it."**

Brian - Self Advocate



**We're all human, we're all equal – and no one should be discriminated against."**

Linda – Family Carer

<sup>2</sup>The Information Pack is available at <https://www.turning-point.co.uk/support-we-offer/learning-disability/dnacpr>



## LAUNCHING OUR EASY READ HEALTH AND WELLBEING HANDBOOK FOR PEOPLE WITH A LEARNING DISABILITY

Last year, we launched a new version of the health and wellbeing handbook<sup>3</sup>, including new Easy Read versions, aimed at empowering people with learning disabilities to make informed choices about their health. The handbook contains information and practical tips on healthy lifestyles, staying safe, emotional health, physical health, sexual health, and relationships.

The resource was developed collaboratively with colleagues from across Turning Point, bringing together expertise in the areas of drugs, alcohol, mental health, sexual health, healthy lifestyles, and learning disability to develop a tool which can be used across services.

It is also used as a resource to support the health action plan, which is a personal plan to stay healthy, developed by the person with a learning disability with their practitioner.

Turning Point support staff review the health action plan monthly with the people we support to agree short-term health and wellbeing goals. These goals are often set by looking through and discussing information provided in the health and wellbeing handbook. There is also an official annual review of the health action plan between the support worker and the person being supported.



<sup>2</sup>The Health and Wellbeing Handbook is available at <https://www.turning-point.co.uk/support-we-offer/learning-disability>



## AMBITIOUS PLANS FOR ELIMINATING BLOOD-BORNE VIRUSES

Hepatitis C is a bloodborne virus that damages the liver. Over time, persistent infection can lead to cirrhosis, liver failure or cancer. Globally, Hepatitis C causes around 290,000 deaths and 1.5 million new infections each year. Injecting drug use (previous or current) continues to be the most important risk factor for Hepatitis C infection in the UK. The World Health Organization has set an aim of eliminating the virus as a major public health threat by 2030.

Micro-elimination is a strategy to incrementally achieve national elimination through initiatives that eliminate Hepatitis C for defined segments of the population, such as within settings, geographic areas, sub-populations, and age cohorts.

NHS England have set targets to ensure people accessing drug and alcohol services are offered a Hepatitis C (Hep C) test, with the majority being tested and starting treatment if their test result is positive. This year we have seen excellent progress within our services for the provision of testing.

## DRUG AND ALCOHOL RECOVERY SERVICES IN OXFORDSHIRE AND SLOUGH ACHIEVE MICRO-ELIMINATION OF HEPATITIS C

Turning Point services in Oxfordshire and Slough achieved micro-elimination by meeting three targets set out by the NHS. These targets are:

1. 100% of people using the service were offered a Hepatitis C test.
2. 90% of these people were then tested in the last 12 months.
3. 90% of people who were diagnosed with Hepatitis C started treatment.



**We are incredibly proud to achieve Hep C micro-elimination in Oxfordshire ahead of the NHS England target of 2025. Our wonderful collaboration with the John Radcliffe Hepatology Dept and the Hepatitis C Trust has successfully treated over 250 people within drug treatment services, enabling life extending treatment, saving lives, and protecting communities in Oxfordshire."**

Andy Symons, Senior Operations Manager,  
Turning Point Oxfordshire Roads to Recovery



**I have cleared my Hep C after being positive for the last 10 years which is great. My Turning Point worker Michael has been fantastic, I was given Hep C meds twice before but was too scared to take them. Michael gave me the confidence to take them, he came to my house every day to encourage me to stick at it and I am so pleased to be given the all the clear. It's changed my life."**

Tim, Oxfordshire

## NEW PROFESSIONAL TRAINING TO SUPPORT PEOPLE WHO HAVE A CO-EXISTING OR A CO-OCCURRING MENTAL HEALTH CONDITION OR SUBSTANCE USE CONDITION

In June 2023, Turning Point launched a new training resource, designed to increase awareness and understanding of substance use and mental health. The initiative started with a donation from a mother whose daughter Joanna, an NHS nurse, lost her life after a long history of mental health illness and alcohol addiction.

The online course was designed by experienced specialists and is available for anyone to access for free, regardless of their 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 use 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 frontline mental health services faced. It 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 ran three London Marathons for charitable causes.

However, since her teenage years, Joanna 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.

In 2019, she was given a place at a rehab facility, but following five successful months of a six-month programme, despite protesting her innocence, she was summarily discharged after being accused of 'illegally obtaining mind altering substances'. This was due to miscommunication of a medication prescription between the rehab facility and its designated GP surgery, which

provided prescriptions to all the rehab patients.

With her mental health deteriorating, and still battling her addiction, Joanna visited an organisation which had helped her previously and was prescribed new medication.

Sadly, before the new medication could start to take effect, severely weakened by her long struggle, she died of alcohol poisoning in nearby sheltered accommodation.

"If this could happen to her, a highly qualified mental health professional, what hope is there for others?" said Joanna's mother, Helen.

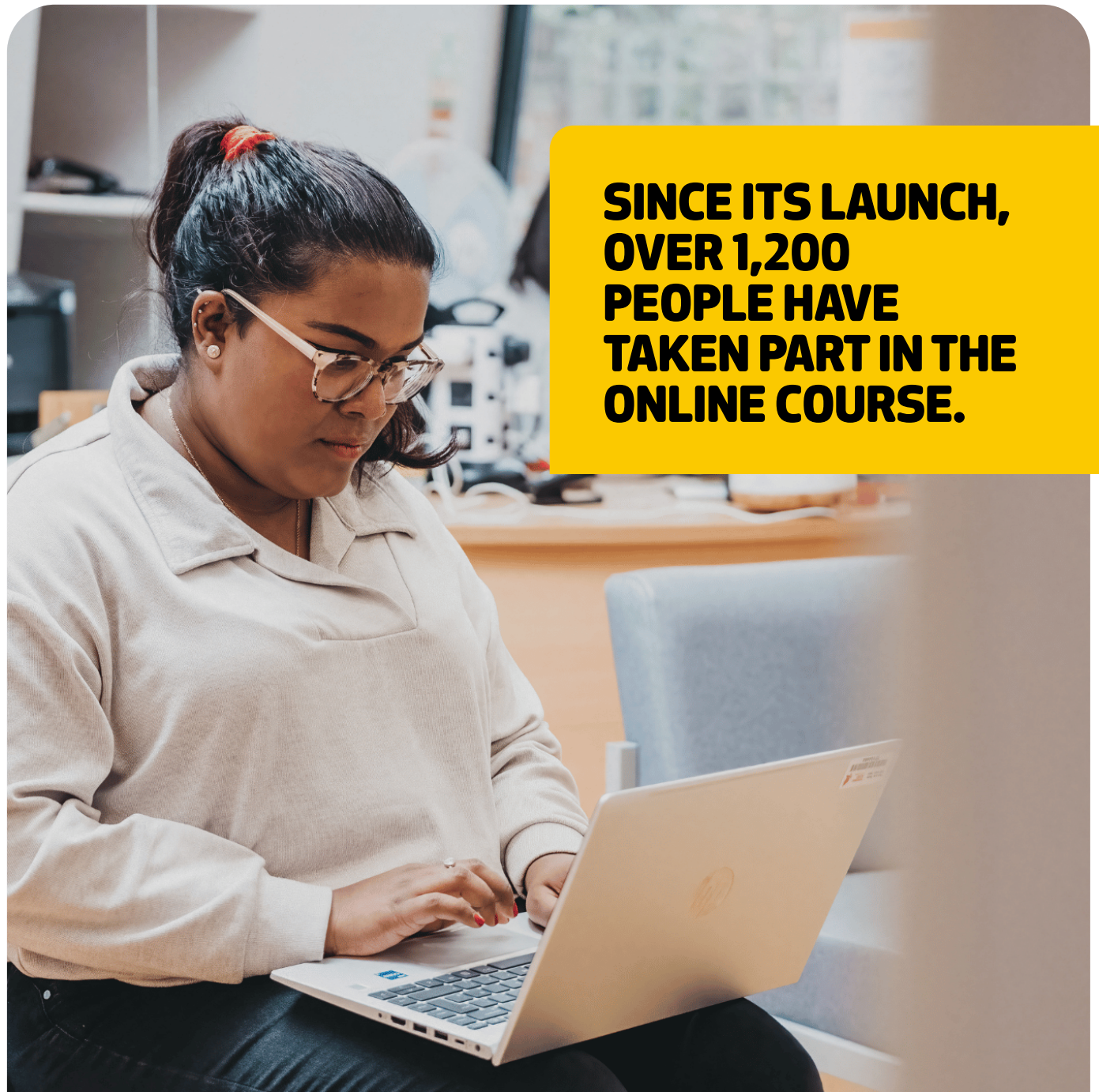
"At the inquest, the document submitted by the hospital trust stated that although prior to Joanna's death they had been unable to fund dual diagnosis nurses, they were now employing two. I see this as my daughter's legacy, but it does not lessen the pain of losing her. I firmly believe that all NHS trusts should have this resource.



**I FIRMLY BELIEVE  
THAT ALL NHS TRUSTS  
SHOULD HAVE  
THIS RESOURCE"**

“Another failure was the chaotic and piecemeal approach to Joanna’s condition. Vulnerable children with complex needs have a single key worker co-ordinating the support and care provided by various agencies. There is no such provision for vulnerable adults.

“Joanna was supported by some wonderful people such as A&E staff, who focused professionally on the immediate problem in front of them, but the lack of any joined-up thinking meant the severity and complexity of her situation was completely overlooked. At one point, after going missing for several days she was found with seven different hospital wrist bands yet, as these accumulated, no one thought to look at the bigger picture.”



**SINCE ITS LAUNCH,  
OVER 1,200  
PEOPLE HAVE  
TAKEN PART IN THE  
ONLINE COURSE.**

## MENTAL HEALTH AWARENESS DAY

October 10th 2023 was World Mental Health Day. World Mental Health Day provides an opportunity for Turning Point and the rest of the country to focus on promoting and achieving good mental health.

To celebrate, Wakefield Talking Therapies hosted an event at Pontefract Town Hall with the aim of raising awareness of mental health and promoting access to the service. Members of the public were invited to attend and engage with various local service providers to learn about available resources and support options that could support their wellbeing.

During the event, the service facilitated two interactive workshops on Managing Anxiety and Worry, and on Social Media Pressures. These workshops provided valuable insights and strategies for coping with common mental health challenges we often experience. People could also refer themselves to the service there and then.

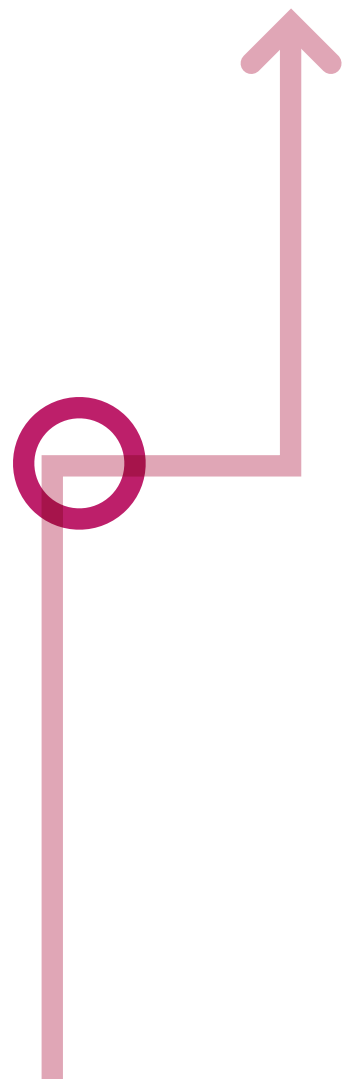
In addition to the workshops, our colleagues, peer mentors, and partners participated in a bake-off competition. We were honoured to have Karen Wright, a contestant from the Great British Bake Off in 2018, as a special guest judge for the competition.

During the event, one of the peer mentors from the service courageously shared her personal journey about accessing Wakefield Talking Therapies as a new mother. She talked about the support it provided her with and the confidence she gained which helped her develop into the role of a peer mentor. The story she shared resonated with attendees and highlighted how important peer support is in mental health recovery.

The event featured stalls from various local services, offering information and resources to attendees. Participating organisations included Kidz Aware, Youth Association, Castleford Tigers, Wakefield Council's Money Smart and Energy Team, Turning Point Inspiring Recovery, and many more. The stalls provided attendees with valuable information about community resources and support networks they could access.

The event was a great success. It brought members of the community together to raise awareness of mental health and promote access to local support services. Through engaging workshops, personal storytelling, and community engagement, the event fostered connections and highlighted the importance of mental health and well-being.

**WE ARE TWO OF  
SIXTEEN TALKING  
THERAPY SERVICES  
ACROSS THE COUNTRY  
TO HAVE RECEIVED  
THIS ACCREDITATION.**





## TACKLING STIGMA

Many of the people we support face stigma, prejudice and exclusion both within wider society and in health and social care. 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. This is vital in changing attitudes for the better and ensuring service provision and public policy are relevant and effective.

A central way in which we tackle this stigma is through celebrating diversity and embedding this at all levels of our organisation. This includes our efforts to include people with lived experience within our service delivery.

Tackling stigma and building relationships is of great importance to the wellbeing of individuals and society as a whole. The damage that stigma causes 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.

## SPEAKING WITHOUT STIGMA A GUIDE TO REDUCING STIGMA IN SUBSTANCE USE

Last October we published a new guide, supporting colleagues to navigate language sensitivities across substance use.

Turning Point is always evolving - aiming to reach and support people in ways that put them, and not the problem they might be facing, at the heart of the conversation. A large part of this work involves reducing stigma in all its forms, particularly in the language we use.

For example, in early 2023 we changed the way we refer to our work, transitioning from Public Health and Substance Misuse to Public Health and Substance Use. This subtle but important change is part of a wider piece of work around reducing stigma, co-produced with people we support.

This work has been encapsulated in a new guide for colleagues, *Speaking without stigma - A guide to reducing stigma in substance use*.

The guide details the impact stigmatising language has, the process of co-producing the work with people we support, a table of recommended language changes and, importantly, the reasons behind each of the changes.



**Stigmatising language can be such a barrier to people accessing support and have long-lasting ripple effects throughout society. Turning Point has a responsibility to support the continued evolution of language as part of our work to reduce stigma, and this latest piece of work represents a collaborative effort to move us forward, starting with the phrases we use every day."**

Nat Travis, National Head of Service for Public Health and Substance Use

## DEVELOPING INNOVATIVE NEW SERVICE MODELS

We are constantly looking for ways 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 aim to improve health outcomes for people. These include supporting people experiencing homelessness and people with acute mental health needs and coexisting mental health and substance use needs.

### SUPPORTING PEOPLE EXPERIENCING HOMELESSNESS

Levels of homelessness and rough sleeping have continued to increase across the UK.

Turning Point have 50 years' experience supporting the rough sleeping population in central London, providing harm reduction advice and drug and alcohol treatment. Our aspiration is that no-one need be homeless in the UK.

Our Rough Sleepers Drug and Alcohol Service in the Royal Borough of Kensington and Chelsea opened in 2022. Over the past year it has worked with 157 people who are currently sleeping rough or staying in emergency accommodation such as hostels and hotels. It successfully supported 31% of those to move into more stable and secure housing and address their substance use.

The key principles of the model are:

- 1. Synchronised and integrated support.** Packages of housing, healthcare and substance misuse treatment delivered in one plan.
- 2. Assertive outreach.** We will see anyone at any time. No appointment is needed, and people can start treatment the same day. We provide face-to-face support in the places where people who are rough sleeping go - day centres, hostels, and faith-based centres.
- 3. A psychologically informed approach.** The team includes people with lived experience of homelessness and substance use. We recognise that many of the people sleeping rough in the Royal Borough of Kensington and Chelsea have been failed by services in the past. The team builds trust and is there when someone is ready to change.

We provide:

- a. harm reduction advice (to help someone stay safe when they intend to continue to use substances);
- b. motivational support to explore and overcome ambivalence around change;
- c. help to develop recovery capital (to address factors that will increase their chances of success when they do decide they want to make a change); and
- d. immediate treatment starts (when people are ready).

- 4. Successful transitions.** The transition to supported or independent living from emergency accommodation, hospital or prison is a huge challenge for many people. Our approach recognises this and supports people through high-risk transition points on the pathway to make a successful move into stable long-term housing.
- 5. Systems change.** We led the establishment of several multi-agency groups in the Royal Borough of Kensington and Chelsea, including the Homelessness Provider Forum, a Rough Sleeper's Death Review, a complex needs case work forum and the Local Drug Information System. Our learning programme shares training with local professionals.

Our service is focussed on making accessing support as easy as possible. We know that previous experiences of services can impact individuals' view of services and how they engage. Demonstrating consistency and predictability in our practice and modelling our values in the way we work over the long term, builds trust and increases the likelihood of future engagement. We use the skills of peer mentors who are attached to the team to increase engagement. For example, one of our current peer mentors is Polish. He is working with the Rough Sleepers Drug and Alcohol Service to help us engage other members of the Polish community who are sleeping rough.

We know appointment-based services can be a barrier to treatment. By offering face-to-face support at existing services that are well used by the homeless cohort, such as faith-based services, homeless centres and drop-in centres, we have increased engagement with drug and alcohol treatment and support. We also provide street outreach.

We also know people who are sleeping rough, or living in emergency accommodation, are often excluded from services because they don't have a permanent address. There are no such restrictions or eligibility requirements in place to access the

Rough Sleepers Drug and Alcohol Service. The service aims to engage, assess and take individuals to the service that best fits their needs whilst supporting with their immediate concerns and offering stability. It can also offer rapid prescribing of opiate substitute treatment, if appropriate.

Our person-centred approach is grounded in co-production principles such as collaboration, reciprocity and valuing individuals with lived experience as equal partners in service design and delivery.

We offer an accredited peer mentoring qualification, designed to enable people with lived experience of homelessness, substance use, mental health issues and the criminal justice system to provide hope, inspiration and support to others who are accessing the service. We also work closely with other peer-led organisations such as Groundswell, Hep C Trust and Build on Belief, whose peers provide assertive linkage into mutual aid groups, provide escorts to detox and rehab as well as support to attend regular Homeless Health Events.

## VICKY'S STORY



Vicky, (not her real name), is someone we supported in this project. She told us "I started using drugs at 17, my day consisted of taking heroin, shop lifting on High Street Ken, then I'd do nightwork on the streets. My using resulted in me losing my children, going to prison and I lost my leg from using in my groin.

When I went to Turning Point, the staff were like family, no one was judging. Within a few weeks I could talk about anything. That's when my life slowly starting to pick up and become more stable.

Turning Point offered me one to one counselling, they allowed me to relapse a couple times and understood that coming off the street was not easy. My key worker, Liam is brilliant, he checks on me even now. He will call me, ask me how I'm feeling, ask me about my mental health. He also helps with my housing, he helps stuff get done, things that I need to improve my life.

## DEVELOPING INNOVATIVE NEW SERVICE MODELS

We are continuing our focus on harm reduction and provision of naloxone. We showcased this at our second annual Safer Lives conference in November 2023 which was double the size of our first conference. We have increased our provision of naloxone by over 300%, working with partner agencies, service users, and significant others to give our communities access to this life saving drug. We also saw an increase in FibroScans (a simple non-invasive procedure which assesses someone's liver health) and Hep C tests completed.

### EXPANDING THE DISTRIBUTION OF NALOXONE

Throughout the year, a major part of the Turning Point's Safer Lives strategy has been widening naloxone provision. In response to the increasing presence of highly potent and dangerous synthetic opioids in the drug supply, we have increased our focus on ensuring that anyone who may need to use a naloxone kit has one. We provide everyone we support who uses an opiate with two naloxone kits as standard. We also offer kits to family members and others who may witness an overdose. We have continued our work to raise awareness of naloxone across partner organisations and the wider community. Our staff have continued their excellent work providing training for external agencies including outreach and housing providers, homelessness and nursing teams, probation staff, Community Mental Health services, local Councillors and many other professionals and community organisations.

As a result of our Somerset and Leicester services working closely with local police, officers in both forces now carry nasal naloxone.

We are committed to ensuring people using opiates who are not engaged with our services have naloxone. We have implemented peer to peer projects in our Westminster and Slough services which train people with lived and living experience of substance use to distribute naloxone within their own community. We will be implementing these 'Naloxone Community Champion' projects in all Turning Point services throughout 2024.

We gave out 30,000 naloxone kits in 2023. This is a 300% increase in the number of kits issued by Turning Point and a testimony to the many ways staff are working to ensure that naloxone is available when it is needed.

**WE GAVE OUT  
30,000 NALOXONE  
KITS IN 2023**





## SAFER LIVES CONFERENCE

November 2023 saw us return to Birmingham for our second Turning Point Safer Lives Conference funded through an educational grant from Ethypharm. The event was bigger this year, with two hundred delegates from across England, Scotland and Wales including colleagues from Humankind, With You, Change Grow Live, Cranstoun, Bristol Drug Project (BDP), Barod, Kaleidoscope and the Scottish Drugs Forum. We also had representatives from the police, NHS providers and public health.

The theme was 'Drug deaths are all of our business'. Our hope was to come together to explore the role we all have to play in reducing the number of drug deaths, in a context of changing drug markets and increasing evidence of synthetic opioids entering the drug supply. It felt appropriate to hold the conference in Birmingham, a city that saw an increase in overdose deaths across the summer.

Speakers from Turning Point and the wider sector presented on a range of topics including the current issue with synthetic opioids, the importance of increasing naloxone carriage, the experiences of those directly impacted by drug deaths and support for families and carers. Feedback from delegates described the event as insightful and informative with lots of relevant information to be shared and used to plan service delivery in local areas.



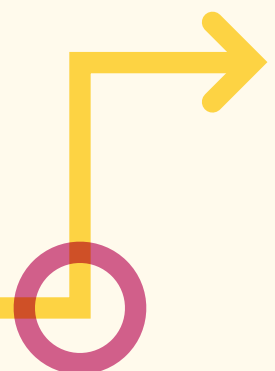
## ENGAGING FAMILIES TO REDUCE DRUG RELATED DEATHS

At the Safer Lives 2023 Conference, we had a number of speakers talking about the family perspective and how families can be supported. Justina Murray and Gill Harmon from Scottish Families Affected by Drugs and Alcohol (SFAD) talked about how an average of 11 family members are negatively affected by a person's problematic drug or alcohol use and how it takes an average of eight years before family members access support in their own right.

SFAD use an evidence-based approach which supports affected family members to help move their loved one towards treatment, to reduce their drug or alcohol use and simultaneously improve their own lives. They talked about the heightened responsibility affected family members feel to keep their family member alive and the importance of recognising this when engaging families in initiatives aimed at reducing drug related deaths.

Jan Larkin, Head of Psychology at Turning Point spoke about the Family 5-Step intervention. Turning Point developed a digital version of this programme because affected family members often don't know about drug and alcohol services. If they do know about them, they don't want to go to the services and often want to access support anonymously.

Pat Hudson, who works with the campaign organisation, Anyone's Child, spoke very movingly about the death of her son Kevin from opiates when he was 32 and the measures she feels could have prevented his death, namely having access to heroin assisted treatment and an overdose prevention centre.





## THE ROLE OF THE POLICE

Chief Inspector Jason Meecham shared developments since he presented at last year's event. Durham have expanded the availability of naloxone to any officer who wishes to carry it. Officers have the choice to carry injectable or nasal naloxone. Durham police are unique in that they also issue naloxone kits to people who use opiates on release from custody. This is made possible through a collaboration with local treatment providers, councils and public health teams. In the last year there were 44 uses of naloxone to reverse opiate overdose by police in Durham and Darlington. This is an increase of 47%. Jason has also been busy promoting naloxone through appearances on local and national media. Since our conference last year, he has had many conversations with other police forces around the country with a goal to supporting them to roll out naloxone in their area.

Inspector Tom Gent, lead for naloxone with Avon and Somerset Police, spoke about how Turning Point's work with Somerset Police in 2021 led the roll out of naloxone across all five areas covered by the force, with 500 officers currently trained. As well as being able to save more lives, Tom discussed the wider benefits, including improved partnerships with drug treatment providers, opportunities to reduce stigma, increased referrals into treatment and the opportunity to demonstrate to other forces that this can be done with no issues. It also meant that they were better prepared when Bristol, like some other areas, saw a spike in overdoses over the summer due to synthetic opioids.

## LAUNCH OF OUR 5-STEP ONLINE DIGITAL PROGRAMME FOR THOSE AFFECTED BY OTHERS' SUBSTANCE USE

Since 2010, we have been developing our reach to support family and friends affected by others' substance use. We recognise that harm reduction extends from the individual using substances to those closest to them and their communities. We have increased both the number of Family Workers in services and our capacity to offer the 5-step intervention to affected others, both in groups and on an individual basis. Family Workers receive robust training and supervision from the psychology team.

International research tells us that many family members are reluctant to approach substance use services for support, due to stigma and often not knowing dedicated support exists. Our Head of Psychology and our Consultant Clinical Psychologist worked with the Addictions and the Family International Network (AFINet) to produce a digital version of the 5-step intervention.

It is designed to be used in a flexible and self-guided way, drawing on the evidence base and empowering family members to make choices about coping strategies and increasing social support. The material is brought to life using a range of culturally and demographically diverse personas to engage interest and promote continued reflection and skills practice.

The 5-step digital intervention is easily accessed by family members through the Turning Point website. They are encouraged to complete the Family Members Questionnaire at the beginning and end of the intervention to establish changes in how they cope, their physical and psychological health and social support.

Since launch, over a thousand people have registered to use the intervention. Data on those who have completed a number of the stepped sessions reveals a reduction in physical and psychological symptomatology and a reduced impact of the substance use on the family member. Feedback from those who have completed the programme suggests that people benefited from thinking more about their situation and having information about further sources of support.

We continue to learn from feedback and recognise that motivation to complete self-guided interventions can be difficult to maintain. Further developments to encourage continued engagement will include motivational prompts in the form of emails and texts and building more content into the 'family and friends' section of the Turning Point website.

Innovation and implementation of evidence-based approaches are central to how we support family and friends. Learning from those with lived experience has been an integral part of developing our 5-step intervention online and we will continue extending our support to reach people who may not want to, or be able to, engage with local substance use services.





## KEEPING ACTIVE

### ONE STEP AT A TIME

One Step at a Time is our Sport England grant funded project at Douglas House, an Independent Hospital in South Manchester. The pilot aims to increase the physical health and wellbeing of individuals with enduring mental health illness and develop their confidence in their physical wellbeing abilities.

One Step at a Time is co-produced with residents at Douglas House. Focus groups enabled people we support to explore ideas and approaches to improve health and wellbeing. Their discussions highlighted:

- ▶ How the effects of their medication often left them feeling ill and unmotivated with all aspects of daily tasks. This often led to them de-prioritising physical health initiatives in their lives.
- ▶ The impact of low self-esteem, perceptions of their body-image and social anxiety, all of which were seen as barriers which prevented them considering accessing community resources.
- ▶ Financial inaccessibility of usual pathways such as gyms or sport classes.

The grant enabled access to equipment as well as a qualified fitness and mental health coach. This has meant that people supported at Douglas house now have access to:

- ▶ Move and Mindfulness Group Sessions..
- ▶ 1:1 PT Sessions.
- ▶ Group Workout Sessions.
- ▶ Personalised nutritional advice and plans.
- ▶ Tailored Physical Wellness Plans to their goals.

The CQC said the following regarding the project:

“The hospital had successfully made a bid for some national lottery funding from Sport England to progress their programme called “one step at a time”. The programme was co-produced with the patients in keeping with the ethos of the provider “doing things with, not for people” and the patients were involved in taking part in a focus group where a list of ideas for improving physical health were discussed. Patients were encouraged to tick which initiatives they felt would most benefit them. This was then developed into the one step at a time programme, to enable exercise, tailored fitness plans, 1-1 personal trainers and wearable technology to track progress. It was recognised by the hospital that access to normal pathways to improving physical health were not always accessible to people with an enduring mental illness. This often was due to inequalities in social and financial circumstances as well as body image issues and low self-esteem or motivation due to illness and effects of medication. Therefore, the provider had developed the programme to try and close this gap between mental health and physical health by offering the services within the hospital.”

### CASE STUDY

#### K

Although K enjoyed being involved with the group sessions and identifying ways to be more physically active, he struggled to deviate from his usual routine of sitting in the dayroom. To help invite K to participate in the project, Rob started to bring equipment that K could use in his chair and leave it in the room as a visual prompt. K began to show interest in the equipment, and Rob showed him ways he could remain seated whilst still engaging in physical activity.

K has now developed personalised training plans with Rob, which he completes in his chair. He has progressed up weights and enjoys visually seeing his progress through the increased weight of the dumbbells. Staff witness a noticeable improvement in K's mood during the sessions which lasts throughout the day.



## CLIMBING MATTERS

Nottingham is hosting the country's first trial of a unique approach to therapy, using climbing to help people living with significant mental health challenges. Local climber and lived experience volunteer Richard Chapman is using the trauma of losing his first child to cancer to work with the NHS and Turning Point to provide a five week climbing course for people living with long term mental health conditions.

Funded by NHS England, DEFRA and Sport England, the pilot project called 'Climbing Matters', runs at Nottingham Climbing Centre and sees Turning Point's service users and staff learning the basics of climbing, before experiencing both the physical and mental challenge of scaling the vertical walls. The approach uses these experiences to explore and reflect on the emotional strength needed to confront and overcome difficulties, encouraging the journey towards improved mental health and wellbeing.

The scheme is the brainchild of Richard Chapman, a lifelong climber and resident of Nottingham for over 20 years, who knows first-hand the power that climbing can have in overcoming mental health challenges.

"Twenty-five years ago I lost my first child to cancer at only 14 months old, and the horror of helplessly watching the disease take my son led to post-traumatic stress that I still live with. However, I believe that climbing allowed me to find ways of living more healthily with that trauma, and even recovering from it. I believe this can help others too," he said.

He recently appeared as a guest on her podcast series 'Finding Our Way', now in its second season, which aims to highlight stories and shine a light on how valuable the outdoors can be, from perspectives not normally heard.



**We are always looking for innovative ways to support our service users - Richard's experience and passion makes Climbing Matters really exciting to us."**

Gaye Flounders, Head of Regional Operations for Turning Point



## DELIVERING HIGH QUALITY SERVICES

**Turning Point's two Talking Therapies services in Wakefield and Luton have recently received accreditation from the Royal College of Psychiatrists, the national professional body for psychiatrists.**

Both of these services provide a wide range of evidence-based mental health services that are recommended by the National Institute of Clinical Excellence. The team of qualified therapists offer various therapy options including guided self-help, cognitive behavioural therapy, interpersonal therapy and person centred experiential counselling. These therapies are delivered in one-on-one sessions, groups, workshops, and digitally, ensuring that clients have access to the support that suits their needs.

The impact of these therapy sessions has been remarkable, with clients finding support and relief from issues such as anxiety, stress, obsessive-compulsive disorder, post-traumatic stress disorder, sleep problems, panic attacks, low self-esteem, health anxiety, social anxiety, phobias, post-natal depression and anxiety, body dysmorphia, long-term physical health conditions, chronic pain, and low mood.

The services also strive to find innovative ways to support their clients. For example, the Talking Therapies Wakefield service offers on-demand Wellness Webinars covering topics such as Managing Low Mood, Strategies to Improve Your Sleep, and Managing Worry. These webinars have been a great success, and the service plans to introduce many more in the future.

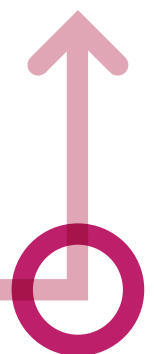
These services are free of charge and available to anyone over the age of 16 residing in Wakefield or Luton. This accessibility ensures that individuals from all backgrounds can benefit from these valuable resources.

What makes this achievement even more significant is the fact that the services have now joined a select group of organisations across the country that have achieved accreditation with the Royal College of Psychiatrists. The Accreditation Programme for Psychological Therapies Services, is a collaboration between the Royal College of Psychiatrists and the British Psychological Society, and recognises services that uphold high standards and share best practices to facilitate service improvement.

The accreditation process involves the submission of an extensive evidence portfolio, a review of therapeutic performance, staff and client surveys, as well as a peer review by external professionals. It is a rigorous process that ensures that the accredited services consistently meet the highest standards of care.



**THE IMPACT OF  
THESE THERAPY  
SESSIONS HAS BEEN  
REMARKABLE**



## CLAIRE'S STORY

Claire was referred to Wakefield Talking Therapies by her GP and received support on two separate occasions after the birth of her children. She is now a peer mentor at Turning Point.

"I wasn't sure what I was dealing with. I started my therapy by attending anxiety workshops, but I realised these weren't working for me as I couldn't relate fully to the anxiety side. I went back to the doctor's and was diagnosed with depression, so moved to one-to-one therapy sessions. This helped me understand what was happening and why, and the importance of looking after myself. I still apply some of the lessons learned during this time.

"The second time was as a self-referral as I was aware of the triggers and symptoms and what needed to be done. My second experience was remote CBT (cognitive behavioural therapy) and focusing on keeping myself on track. Sarah (therapist) recognised signs that I hadn't and gave me the tools and techniques I needed.

"I was lucky to have a great support network that were amazing and very important in my recovery, but I also needed the help of the professionals too."

Recognising the impact of the support she received, Claire became a peer mentor at Turning Point, a role recommended by her therapist. Claire found fulfilment in helping others through similar journeys. She underwent training, attended various events, and is now growing in confidence in her role as a peer mentor.



## HALIMA'S STORY

Halima, another success story, received trauma-based CBT at the Luton service after she experienced three road traffic accidents within three months. The accidents left her crippled with anxiety, experiencing daily thoughts of a foreshortened future and debilitating flashbacks.

"Over the course of ten sessions, I was eventually able to really feel as though the traumatic incident was in the past, a memory. Sonia, my therapist, helped me to process my thoughts clearly, whereby I no longer believe my life will be foreshortened and I no longer believe I'm unsafe in the car.

"I am now approximately three weeks post Total Wellbeing Luton therapy and am pleased to say I am no longer crippled with anxiety. I'm now driving confidently again; I have even started to slowly build up my confidence with dual carriage ways!"

# PROMOTING THE HEALTH AND WELLBEING OF OUR COLLEAGUES

Turning Point places a high value on colleague wellbeing. This is key to providing high quality services and attracting and retaining the best people. Below are some examples of the work we have done to promote good health and wellbeing among our colleagues in 2023/24.

We have a clear and ambitious Health and Wellbeing strategy, with strong executive sponsorship. The strategy harnesses the broad range of skills and capabilities Turning Point's colleagues have to develop interventions for the people we support, as well as for colleagues. This includes smoking cessation, menopause support, and stress at work.

This has led to the creation of £1.40m social value:

- ▶ £674,511 through the provision of a multi-dimensional wellbeing programme.
- ▶ £727,730 through the provision of workplace screening and support for anxiety and depression to all colleagues.

We are focusing increasingly on the colleague and manager experience and reviewing how work gets done, how people are supported, and making sure colleagues have the right tools, at the right time, to support their own health and wellbeing.

Rightsteps has provided therapy for Turning Point colleagues for the last eight years. This is in addition to the therapy offering via our Employee Assistance Programme (EAP) provision.

**We have further developed our wide range of health and wellbeing offerings to our colleagues and have introduced:**

- ▶ myStrength™ App which provides tools for emotional health in addition to the support which is already available via our Rightsteps wellbeing service and our EAP.
- ▶ Toothfairy™ App which is the first UK regulated smart dental app which provides 24/7 unlimited instant access to advice, guidance, and prescriptions, as well as discounts on cosmetic dentistry all from the comfort of home.
- ▶ A Care Concierge service for members of our group pension plan, which provides free expert guidance on care and support options that might be available for colleagues supporting or caring for older family members or friends. We know more of our colleagues are becoming carers and there is a greater ageing population.



Our MyBenefits platform remains popular, as colleagues are able to quickly access and make great use of the benefits we have. This includes Financial Education; Blue Light Card; Discounts Marketplace; Mobile discounts; Life Cover; Pensions; and Refer a Friend Bonus Scheme. We also offer Salary Finance, where colleagues can 'Save as you earn', access advanced pay and affordable loans, in addition to accessing educational webinars, guides and other resources to support financial wellbeing.

Through our EAP, both colleagues and family members have access to 24/7 Online GP, Second Medical Opinion, Diet Support and Fitness Plans, Smoking Cessation, Legal guidance, therapy and much more, to support them at their time of need.

We often receive feedback from colleagues about how our benefits have a positive impact on them, whether it is making good use of our EAP or through our own Rightsteps and livelife products, which each have free or discounted access to therapy.

We have again delivered a successful seasonal flu vaccine scheme, which is open to all colleagues who want it, which runs alongside NHS scheme.

We continue to support our group of Mental Health First Aiders (MHFA), who recognise and support colleagues experiencing symptoms of mental ill-health.

In October 2023, there was a 4% increase in the number of respondents to our colleague engagement survey, stating that Turning Point gives a high priority to colleague wellbeing.

## SUPPORTING EQUITY, DIVERSITY, AND INCLUSION

**At Turning Point, we embrace diversity because it matters. It improves decision making, enables us to co-create better working environments, delivers better outcomes and supports growth and innovation. This year, we continued to promote Equity, Diversity, and Inclusion (EDI) through a range of different activities, a few of which are highlighted below.**

We have collaborated with Inclusive Employers, a leading EDI organisation, who have supported us to look at how we can be as inclusive as possible. Inclusive Employers facilitated some sessions with our Board members to discuss a range of EDI topics. These sessions were illuminating, fostered some candid conversations, and have helped shape our thinking.

Our commitment extends beyond dialogue. We undertook the Inclusive Employers Foundation Assessment, evaluating our practices across dimensions like leadership commitment, policies, workplace culture, recruitment, and learning. This assessment is helping to guide our journey towards a more inclusive workplace, through helping to shape our EDI strategy.

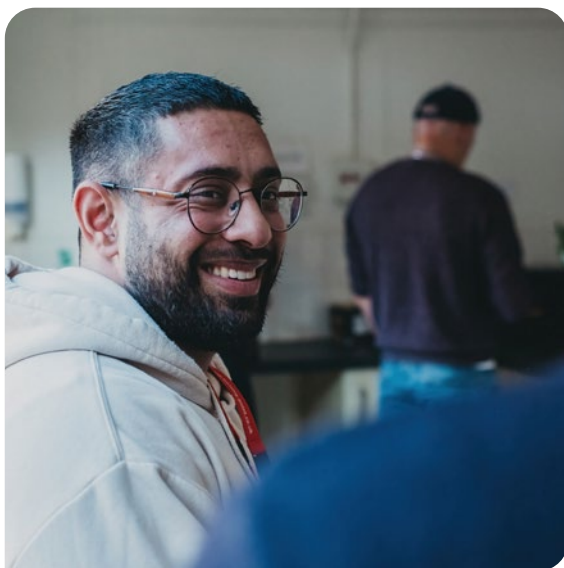
To amplify diverse voices, we have appointed senior sponsors for our Diversity Networks. The sponsors are there to listen to the network, raise their profile and support the network to drive their agenda. Our networks have continued their great work in supporting inclusion across Turning Point.

The Menopause Network have created an area within our learning platform to help raise awareness of menopause and give support to colleagues and managers. They have also contributed to the Blue Light Together dedicated page on women's health.

## 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 helps 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 colleagues and the people we support. They challenge stereotyping and assumptions among colleagues and stakeholders through education and role modelling.



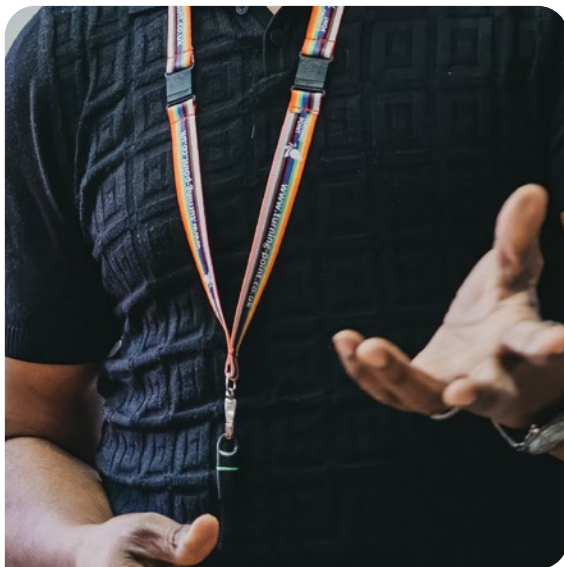
## THE AUTISM AND NEURODIVERSE ALLIES FORUM

The Autism and Neurodiverse Allies Forum supported our Public Health and Substance Use services to complete the Autism Friendly Standards. This included creating a network of allies across the services and creating a tag system that helps recovery workers quickly make reasonable adjustments for the people they support.

## 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.

The BPOC Network offered up a safe conversation space for black women during Black History Month. This created an opportunity for black women to come together and talk about their shared experiences.



## THE LGBTQ+ NETWORK

The LGBTQ+ network supported local Pride events across the country, with stalls promoting Turning Point's work. To help raise awareness, members of the group had rainbow lanyards made. These were initially given out at Pride events, but before long colleagues were wearing 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 of helping families embrace and support having trans loved ones in the family and supporting parents 'coming out' as LGBTQ+ later in life. And in our central London sexual health service SASH, we have helped bring together organisations to help build a stronger offer to the LGBTQ+ clients who attend our services.

The LGBTQ+ Network has supported sessions with our Operating Board to discuss gender and sexual identity. They have also continued to support several local Pride events within the communities of our services. The network covers a wide variety of different topics each month, including a trans person we support sharing her experience of recovery.

# PROMOTING THE HEALTH AND WELLBEING OF THE WIDER COMMUNITY

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 four years, with the pandemic bringing employee mental health to the forefront of employers' priorities.

## RIGHTSTEPS

Rightsteps, Turning Point's Business-to-Business brand, continues to work with employers to support their workforce directly, as well as providing more specialist therapeutic interventions for Employee Assistance Programme (EAP) providers to meet their demand. This mainly involves provision of more bespoke types of therapy, such as low-intensity cognitive behavioural therapy (CBT) or high-intensity CBT.

We have noticed significant demand from employers and organisations for our menopause-specific CBT. This includes a blended approach, using our online menopause-specific CBT content alongside therapist support. It also includes a purely therapist-led approach to manage menopausal symptoms, such as hot flushes, night sweats, anxiety, low mood, or sleep problems.

We have also seen increasing demand for our Mental Health First Aid Assurance service, where our therapists provide a reflective space for individuals and groups of trained Mental Health First Aiders (MHFA). Participants and employers have given us great feedback about the quality of this service and the value they receive. We have had several new contracts and our partnership with St John Ambulance, as a trainer of MHFA, is working well.

Rightsteps has started to provide business and executive coaching for several companies using its permanently employed ILM Level 7 coaches. Rightsteps' therapy services renew over 90% of its contract's year-on-year. We regularly on-board new customers, such as Vets for Pets. We also create commercial partnerships, such as with the insurer, QBE and with Health Assured, an Employee Assistance Programme (EAP).

Rightsteps' presence in the benevolent sector continues to grow with new benevolent organisations such as The Book Trade Charity and BT Benevolent Fund joining in 2023/24

## Rightsteps



## RIGHTSTEPS 2023/24 IN FIGURES

Rightsteps continued to reach more people to support them with their mental health and wellbeing this year:

In 2023/24 Rightsteps Therapy and livelife supported **941** people with some form of Talking Therapy with one of our therapists.

**747** new people accessed therapy with Rightsteps

**182** people accessed support through our Rightsteps Mental Health First Aid Assurance service.

Around **5,500** people accessed a Rightsteps webinar



## SUPPORTING THE BLUE LIGHT FOUNDATION AND THE WELLBEING OF THE COMMUNITY

November 2023 saw the launch of the new Blue Light Together wellbeing platform developed by Rightsteps. Commissioned by The Blue Light Card Foundation with the support of The Royal Foundation, the platform supports people working as an emergency responder for the police, fire and ambulance services, mountain rescue and the RNLI. It is also a resource for family members and managers. The platform provides wellbeing information, guidance, and support for those experiencing challenges in their lives.



The Rightsteps team works alongside a range of partner agencies to develop and curate a suite of resources tailored to the community's needs. Working particularly closely with The Ambulance Staff Charity, The Firefighters Charity, and Police Care UK, the platform brings together existing resources in a single, easily navigable place that can help individuals find out more about a particular wellbeing need. In addition, bespoke content is developed with subject matter experts and people with lived experience sharing stories and experiences. This helps to build a sense of community, and supports people so they feel less alone. Individuals who may be struggling to access the support they need are signposted to existing support available from our benevolent organisation partners and other sources.

Being responsive to need sits at the heart of the programme. Research with members of the blue light community, stakeholder groups and direct feedback from users informs the areas of need covered to make sure they encompass challenges directly related to the emergency services, such as vicarious trauma and post-traumatic stress disorder (PTSD). It also supports the wider wellbeing needs of particular groups, including women's health, sleep challenges, and transitioning from the services when careers come to an end.

## LIVELIFE

Our livelife service is another way we aim to improve people's mental health and wellbeing. livelife is an affordable counselling service designed to fit around the lives of the people we support, helping them to manage their mental health and wellbeing. livelife offers telephone and video counselling and cognitive behaviour therapy as well as digital wellbeing support and one-off or ongoing counselling sessions.

livelife is building incrementally through repeat referrals, friend and family recommendations and Rightsteps therapy clients who want to continue therapy with the same therapist when their quota of sessions runs out. livelife also continues to accept partner referrals from companies that want to provide access to a high-quality therapy service for their staff members.

*livelife*™



# INFLUENCING POLICY

## A SOBERING THOUGHT

In September 2023, a new report published by Turning Point revealed that harmful drinking costs the NHS over £1 billion per year. The report, titled *A Sobering Thought*, highlighted the devastating impact of alcohol-related harm and called for urgent action to address the issue.

One of the key recommendations made in the report is the routine availability of free liver checks, including at GP practices. These checks can identify individuals who are drinking at dangerous levels and detect liver disease before any physical symptoms develop. The report argues that by implementing this measure, prevention and early intervention can be improved.

The statistics presented in the report are alarming. Official figures show that in 2021, 9,641 people died from causes specifically related to alcohol. This is the highest number recorded and 7.4% higher than in 2020. Furthermore, deaths from liver disease alone have increased by 400% since the 1970s and account for the majority of alcohol-related deaths.

Turning Point supports over 14,000 people annually for alcohol-related problems and has seen a rise in referrals for those with end-stage liver disease. This demonstrates the urgent need for wider availability of liver testing to reach individuals before their condition deteriorates, and to reduce the strain on the NHS.

The report suggests using FibroScan tests as a quick and painless method of detecting liver damage. These tests can be carried out by healthcare professionals and measure inflammation of the liver. Conducting such tests on a larger scale would enable treatment services to intervene earlier and potentially prevent serious illness.

In addition to liver testing, the report calls for a comprehensive national alcohol strategy. This strategy should include dedicated expertise within the wider healthcare system, covering areas such as mental health and primary care and not just community drug and alcohol treatment services.

To raise awareness and support hazardous drinkers, the report proposes a government health campaign. This campaign could provide a self-help tool accessible digitally, educating individuals about the negative impact of alcohol and assisting them in reducing or stopping their drinking habits.



**This report lays bare the unacceptably high levels of harm we are facing from alcohol, the costs of which reverberate throughout the NHS and the wider economy. This is felt the most in areas already suffering with the highest levels of deprivation. The broader commissioning of liver checks could help reach people who are at higher risk of harm but not yet engaged in treatment"**

Professor Sir Ian Gilmore, Chair of the Alcohol Health Alliance

## ALL-PARTY PARLIAMENTARY GROUP (APPG) ON COMPLEX NEEDS AND DUAL DIAGNOSIS

Turning Point provides secretariat for the All-Party Parliamentary Group (APPG) on Complex Needs and Dual Diagnosis which has been running for 17 years.

The APPG exists in recognition of the fact that people seeking help often have a number of over-lapping needs, including problems around access to housing, social care, unemployment services, mental health provision or substance misuse support. In most cases each service is administered by separate service providers. The result is that people with multiple or complex needs fall through the gaps in service provision. We aim to make sure no person is left behind and everyone can access the services they require.

The APPG has a network of nearly 300 members including the voluntary, community and social enterprise (VCSE) sector, academia, local government, the NHS, regulatory bodies, and individual service users/family members.

At the APPG's most recent meeting in March 2024, the group discussed improving support for people with coexisting mental health and substance use needs. The discussion was aided by guest speakers:

- ▶ Heather McGinn spoke about her own experiences and struggles with mental health and alcohol use and the support available.
- ▶ Hauwa Onifade, Senior Forensic Psychologist at Turning Point and Assistant Professor at the University of Nottingham shared her insights as a practitioner working within Turning Point's substance use service in Leicestershire, including key challenges and the practices which seek to address them.
- ▶ Dylan Kerr, Policy Lead at the Department of Health and Social Care, spoke about the government's upcoming Joint Action Plan, what it seeks to achieve, and how.





## OUR CONSULTATION RESPONSES

**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.**

We submitted evidence to the National Audits Office's review of drug strategy back in May 2023. The review assessed the Joint Combating Drug Unit's (JCDU) approach to implementing government strategy. Within our response, we stressed the positive impact the drug strategy and its attached funding is having on the sector and the need for sustained and long-term funding moving forward if we are to capitalise on progress made under the strategy.

Last December, we responded to the Office for Health Improvement and Disparities' (OHID) work to produce the first ever UK clinical guidelines for alcohol treatment. The main objectives of these guidelines are to develop a clear consensus on good practice and help services implement interventions for harmful drinking and alcohol dependence that are recommended by NICE. It is fantastic that alcohol treatment joins drug treatment in having comprehensive guidelines in place. Our response was built from both clinical and lived experience testimonies in our ongoing efforts to promote the voices of people we support to a greater extent within our policy outputs.

In January this year, Turning Point engaged with the Advisory Council on the Misuse of Drugs (ACMD) on the subject of young people and prevention and the state of play regarding young people's services within substance use treatment.

This January, the UK Government consulted on proposed legislative amendments to widen access to take-home supplies of naloxone, without a prescription. The amendments propose that named services include police, prison and probation, and paramedics. They also propose that network coordinators would distribute naloxone to services and staff who are not named but are regularly in contact with people at risk. This includes registered housing providers and homeless charities. Turning Point were very supportive of these measures because increasing naloxone access is a core part of our strategy in reducing drug-related deaths.

Turning Point also expressed support for the government's plan to implement a generational ban on smoking – a policy we are pleased to see supported by all major political parties.

Within learning disability and mental health, Turning Point responded to a government consultation in May last year which sought views to improve the care workforce pathway for adult social care. We expressed support for the government's suggestion of introducing defined career roles and progression routes.

Turning Point also responded to the government's flagship Major Conditions Strategy, which aimed to combine existing Government commitments on six health conditions including 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.





# MEASURING SOCIAL VALUE

**Turning Point's social impact includes the contributions we make to our local communities. We work closely with local community and voluntary sector organisations, building community capacity and encouraging community-led innovation, community cohesion, and working to create fairer, more tolerant and inclusive communities.**

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## **SUPPORTING LOCAL COMMUNITIES AND VOLUNTARY SECTOR ORGANISATIONS**

As a social enterprise, maximising social value is at the heart of the work we do at Turning Point. Whether it is through our service provision or the local projects we get involved with, we strive to ensure a lasting positive impact, not only with the people we support but also with the local communities we work within. In 2023/24 we invested £4.53 million in local voluntary community and social enterprise organisations. All our sub-contractors are local not-for-profit organisations.

These include:

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

## CASE STUDY

### EARLY BREAK

Early Break is a Manchester based charity and a subcontractor to our drug and alcohol service in Rochdale and Oldham. The organisation was originally established in 1994 as a specialist treatment, information and support service for children and young people who used drugs and/or alcohol.

Since then, the organisation has continued to develop and evolve and now offers a wide range of services across Greater Manchester. The past few years have seen the organisation go from strength to strength. Their revenue has doubled in the past three years to a turnover of £5m in 2023/24 and they now employ over 100 staff.

Early Break's practice is rooted in person-centred support. In addition to their core young people services, the organisation also offers advocacy, a Families and Friends Programme, accredited training and resources, holistic therapies, emotional health and wellbeing groups, mindfulness sessions, specialist bereavement and loss counselling, outreach, a 'Fresh Start' anti-bullying project and a Families Living Well programme.

### WELCOMING LINCOLNSHIRE RECOVERY PARTNERSHIP AND HORIZON

We were delighted to welcome over 150 staff and nearly 2,000 people who are currently being supported to Turning Point on 1st April 2024, having been awarded a contract by Lincolnshire County Council for the delivery of substance use services for adults and young people across Lincolnshire.

The 'Lincolnshire Recovery Partnership' is delivered from six hubs and a range of satellite locations in partnership with Framework Housing (an East Midlands based charity) and Double Impact (a Lived Experience Recovery Organisation). The hubs are in Gainsborough, Lincoln, Grantham, Boston, Spalding, and Skegness. We will also use clinical outreach vans and a recovery minibus to take the service to Lincolnshire's rural communities.

The partnership's investment in an innovative 'Recovery First Model' will see lived experience of recovery fully integrated and visible in all aspects of service delivery, alongside a significant increase in the service's clinical capacity.

Lincolnshire's young people have named their part of the service 'Horizon'. It will work closely with schools as part of Lincolnshire's 'Stay Safe Partnership' which offers a one stop shop programme of staff support, education and assemblies aimed at helping young people improve decision making and wellbeing, as well as reducing risk-taking behaviour.



**Lincolnshire  
Recovery  
Partnership**



## WELCOMING LINCOLNSHIRE RECOVERY PARTNERSHIP AND HORIZON

During 2023/24 our Community Innovation Fund helped to inspire the people we support, staff, local organisations and residents to come together and create projects that improve wellbeing, reduce isolation and have a positive lasting legacy in our services and the wider community.

We had 35 applications to the fund over two rounds of funding, one in Spring and one in Autumn. Our rotating panel of people we support, staff and previous recipients had the difficult challenge of shortlisting our 15 projects.

We have continued to follow these projects to offer support and share their successes throughout our organisation.

The applicants to the fund have demonstrated an ability to coproduce with community stakeholders, resilience and determination to overcome challenges and a dedication to the work they do. So far, almost 600 people have benefitted from the projects, either being part of the development and delivery or through participation. We have invested over £35,000 into local communities.

## VISIT FROM EPIPHANY

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

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

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

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



## SENSORY GARDEN

Turning Point's Aldbank service in Dunstable is a home that helps residents with the transition or next step towards becoming more independent and able to live in their community. They applied to the Innovation Fund for money to create an interactive, multipurpose sensory garden for their residents.



**The garden project has encouraged people we support to focus on something to get up for in the morning."**

Feedback from the project manager



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

## STORYTELLING DADS - CHAPTER 82

Chapter 82 are a non-profit community interest company who applied to the Innovation Fund for their Storytelling Dads project. The project is aimed at Dads in recovery from drug and alcohol use and supports them to connect with their children through the art of storytelling.

**Eight Dads engaged in the project over a 12-week period.**



**I find the Storytelling Dads group has become an important part of my week."**



**I know when I come here, I can share anything that's on my mind."**

# WORKING IN PARTNERSHIP TO MEET LOCAL NEEDS

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

## PARTNERSHIPS WITHIN SEXUAL HEALTH

Our central London sexual health service provides training for professionals working in Westminster, Kensington and Chelsea and in Hammersmith and Fulham. Topics covered included: Introduction to gender and 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.

Across the 2023/24 financial year, the service provided 323 workshops, events and drop-in sessions in partnership with local schools, youth clubs, colleges and universities. Topics included: About SASH, contraception, staying safe, healthy relationships, STIs, consent and LGBTQ+ awareness. Over the year, the SASH team has delivered 22 external training sessions for professionals.

## EDUCATION SESSIONS IN SCHOOLS AND YOUTH CENTRES

In all our young people's drug and alcohol services, we deliver education sessions in schools. For example, our Leicester City Drug and Alcohol Service has established good relations with local schools and provides students with regular outreach Q&A sessions, mental health support and advice. It also provides one to one work with vulnerable students and has a regular clinic which was established in January 2024. The team have also supported schools' health and wellbeing week.

Inspiring Futures is our young people's drug and alcohol service in Wakefield. It delivers training to a range of community organisations and educational establishments to build awareness among young

people and staff members, and provide information on the service, the support and interventions available. The service continues to deliver regular outreach sessions to young people, delivering one to one work and psychosocial interventions in venues of their choice, such as family hubs, schools, social care venues, and community venues such as libraries.

The Wakefield service has also strengthened the working relationship between its nursing team and local school nurses to better support the wellbeing of school children and increase referrals to the service for harm reduction support, or more structured treatment, if required.

## PARTNERSHIPS WITH A&E

Turning Point's Crisis Point service in Manchester provides temporary accommodation for people experiencing a mental health crisis and a recovery lounge. Most recently it is piloting a partnership with Greater Manchester Mental Health NHS Foundation Trust (GMMH) and Greater Manchester Integrated Care Partnership to bring people from A&E directly into Turning Point's Crisis Point service.

The Crisis Point service, which is very well regarded locally, provides a safe, welcoming, non-medicalised space to go in times of mental health crisis. Its assessments are clearly established and dynamic, and it uses a referral/acceptance process which is jointly administered by GMMH. These are key to its success, along with strong management and a stable team who are all clear on what the service offers.

The pilot works on the principle of early intervention and prevention, diverting people away from acute and secondary care services, particularly A&E departments, that may be less appropriate.

The service works in partnership with the police, who refer people to the recovery lounge. This ensures that people in crisis receive the support they need and saves time and resource for the police.


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## LOCAL PARTNERSHIPS WITH POLICE FORCES

Many of our substance use services work in partnership with their local police force to upskill officers regarding the carriage and administration of naloxone to people experiencing a drug overdose.

At our most recent Safer Lives conference, Inspector Tom Gent, lead for Naloxone with Avon and Somerset Police, spoke about how Turning Point's work with Somerset Police in 2021 led to the roll out of naloxone across all five areas covered by the force, with 500 officers currently trained. As well as being able to save more lives, Tom discussed the wider benefits including improved partnerships with drug treatment providers, opportunities to reduce stigma, increased referrals into treatment and the opportunity demonstrate to other forces that this can be done with no issues.

In Leicestershire, Leicester and Rutland, our drug and alcohol service worked in collaboration with the Police on the 'Charlie' campaign, highlighting the risks of cocaine and alcohol use. The aim of this is to reduce violent crime as a result of cocaine and alcohol use and to encourage those in police custody to reflect on and access treatment.





## LEICESTER STREET PATROLS PROJECT

Since October 2022, Turning Point have been working in partnership with Leicestershire Police to provide the non-uniformed street outreach youth workers to undertake hot spot patrols. The purpose of the patrols was to prevent violent crime and to take preventative action, such as referral to intervention programmes, to those most at risk of being victims or perpetrators of crime. The patrols were to concentrate their activity on young people aged under 25 years of age.

Cambridge Centre for Evidence-Based Policing (CCEBP) has worked closely with Leicestershire Police to ensure the accuracy of this study and that it is evaluated appropriately. The impact that project has had on violent crime has been evaluated in seven hot spots of crime in central Leicester over a 47-week period covering 10th February 2023 to 10th January 2024.

The project focused on deterring young people from involvement in crime and antisocial behaviour, as well as to engage with them and refer them to support services when needed (e.g., support for drug and alcohol misuse, accessing mental health services, accommodation and homelessness issues and employment advice).

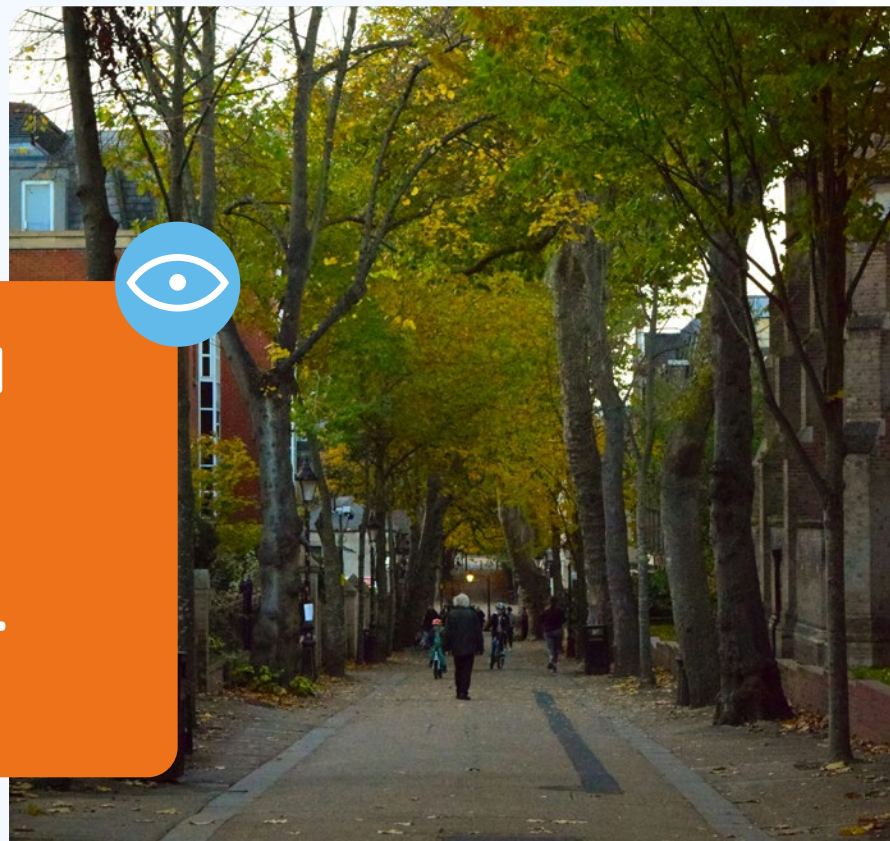
The intervention has been very successful in reducing crime and harm in high-risk areas, though the extent of its impact varies by location. There are also multiple examples of powerful interventions taking place which are delivering turning points and preventing future crime and future victimisation. There is also evidence that the brand recognition and awareness amongst key opinion formers in the local communities is growing and this will be beneficial.

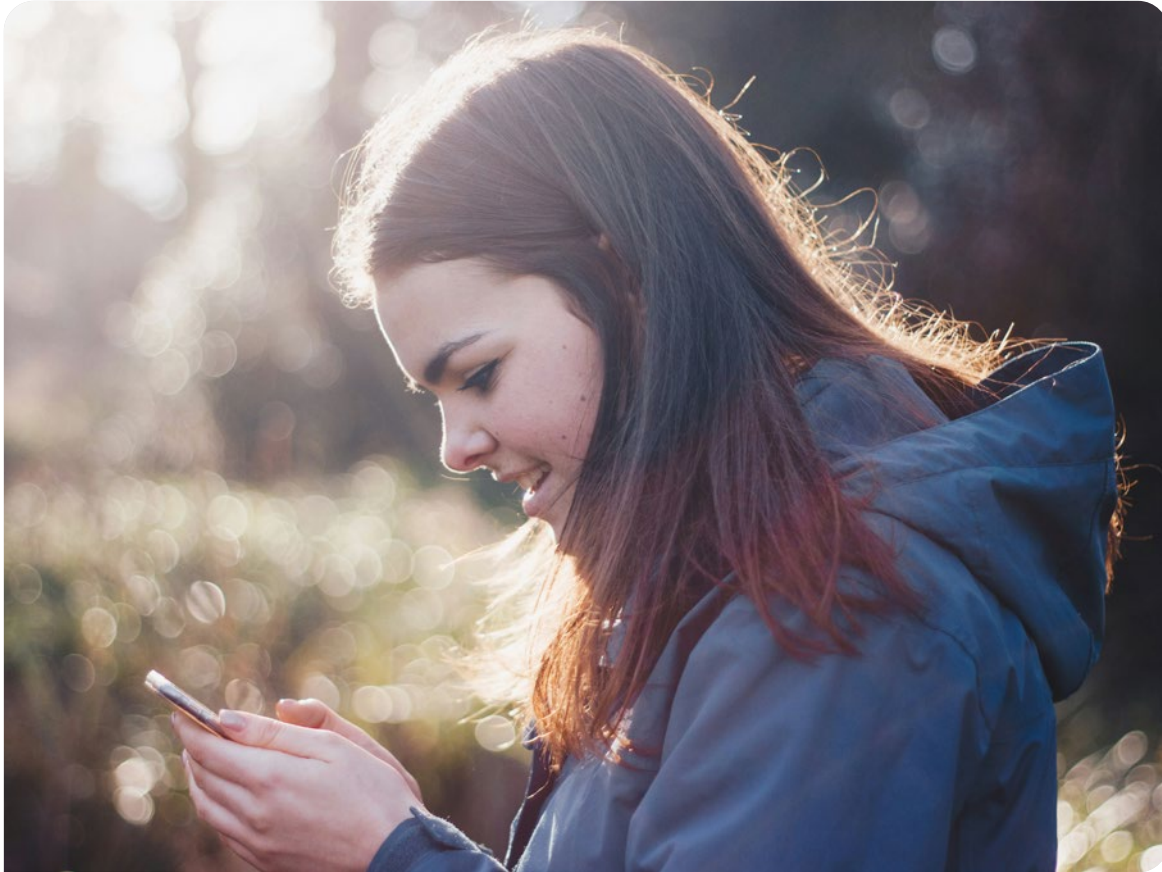
**Effective Reduction in Crime and Harm for Serious Violence:** The intervention significantly reduced the number of crimes and the harm caused by serious violent crimes. In the before-and-after comparison (Table 1), the number of crimes dropped by 39% from 416 to 252 incidents, and the harm measure decreased by 36% from 60,314 to 38,421. This suggests that the intervention effectively mitigated criminal activities and their associated impacts within the observed period.

**Variation on the Impact across different hot spots:** the intervention's impact varied among different hot spots. For example, hot spot 'Market Street' saw a dramatic 96% reduction in the crime harm index per day, whereas hot spot 'Market Place' observed a more modest 10% reduction. This variation underscores the importance of context-specific factors in influencing the outcome of similar interventions.

A direct comparison of the crime reduction effect of uniformed police officers and Staff did not take place, so it is not possible to measure the crimes prevented per £1,000 spent. However, the evidence is that Staff patrols work and are substantially cheaper than deploying officers on overtime. There is therefore a case that hot spot patrolling can be delivered as a blended model of Staff and uniformed officers.

**THE INTERVENTION  
HAS BEEN VERY  
SUCCESSFUL IN  
REDUCING CRIME  
AND HARM IN HIGH-  
RISK AREAS**





## ASSET MAPPING

**Every community has assets. These might be facilities such as libraries and community centres, valued businesses, parks and forests, organised community groups or individuals who have skills and talents. All of these can be mapped to create a picture of the community showing its capacity and potential. The goal of asset mapping is to involve residents and people we support to help identify and document the community's existing resources to create a picture of the opportunities available.**

We want to support our communities to have access to asset maps. Whether by supporting an existing community map in the local area or helping to develop one, we aim for all of our services to have access to asset maps in the future. Turning Point have partnered with aDoddle as a platform to help our communities to develop their maps in areas where one doesn't already exist.

aDoddle is the UK's first network of connected community maps focused on supporting people and communities. With over 150,000 charities and even more local community groups and organisations providing vital support, opportunities to volunteer, places to connect or resources, there has never been a more critical time to bring this information together in one place.

Our initial pilot has been with our two talking therapy services in Wakefield and Luton. We are working with aDoddle to ensure that the maps meet the needs of the local community and are beginning the process of encouraging our community partners to promote their wellbeing activities through the maps.

# 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. Based on values taken from the Social Value Portal's TOMS framework, uptake of this training results in the creation of £162k of social value. Below are some examples community outreach programmes designed to provide better access to groups or communities who may be unaware, or unwilling, to seek help.

## NEW INVOLVEMENT STRATEGY

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

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

## OUR SERVICE USER COUNCIL

Our involvement networks of people we support are also growing. These groups provide the chance for individuals from services across the country to come together to feed in their expertise by experience and influence the national picture.

The National Service User Council is our network of people with experience of our substance use services.

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

## AMPLIFYING THE VOICE OF PEOPLE WITH A LEARNING DISABILITY

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

Some groups, such as autistic people and those with a learning disability can often find themselves left behind or not sufficiently listened to within politics. Turning Point are determined to ensure that people with a learning disability have their voices heard in Westminster.

This year Turning Point's Learning Disability Network was consulted as part of Learning Disability England's Good Lives Manifesto. The Good Lives Manifesto 2024 lays out important changes that people with learning disabilities, family members, and the people who work with them would like to see in the next government.

Some of these policies include:

- Better investment within preventative care
- Improved accessibility for all communications from the NHS
- Ensuring people with a learning disability are equally included in employment support initiatives.
- Reducing the number of people confined within long-stay hospitals
- Making certain people with a learning disability have the same access to housing options as their nondisabled peers.





## CELEBRATING TURNING POINT YOUTH INVOLVEMENT WEEK

Last year we launched our first ever national Youth Involvement Week, running from 9th to 13th October 2023. We have amazing youth services across the country that support young people to deal with the challenges they face around drugs, alcohol, sexual health and surrounding issues. All our services are young person centred, delivering holistic support tailored to individuals' needs. The young people we support engage in our programmes as active participants, but we wanted to expand on this.

The aim of the week was to raise awareness of the support we offer among young people and professionals. We wanted to increase our visibility and demonstrate how young people are engaged with and involved in our services. The week was a great success and our youth teams had great fun.



We highlighted some of the projects our services provide to young people, for example, equine therapy, outreach support in hospital A&E's, and preventative/ harm reduction interventions in schools and colleges. We heard from young people about the impact of these interventions, the challenges they face and how they view our services. They also told us what we could do differently.

Over the week, we invited young people to help to develop new posters, merchandise, and content to share with other young people. We know the benefits of the energy, fresh ideas and enthusiasm young people can bring, and we also know services developed in partnership with young people are more likely to be effective in engaging them and so will have a greater impact.

The week's finale was a webinar with a young person who had accessed support from our young person service in Somerset. She spoke about her journey and the importance of the support and unique relationship she developed with her young person worker. It was lovely that over 80 people from across Turning Point services joined to listen and engage with her about her experiences.

**THE YOUTH  
INVOLVEMENT WEEK  
IS NOW A YEARLY  
EVENT, AND WE ARE  
LOOKING FORWARD  
TO SEEING WHAT  
2024 BRINGS.**



## THE ROLE OF LIVED EXPERIENCE IN MEDICAL TRAINING

In 2023, our Drug and Alcohol Wellbeing Service (DAWS) in London developed a 90-minute, interactive workshop delivered by people with lived experience for trainee medics and paramedics. It is designed by service users to educate trainees about substance use and dependency, so the next generation of healthcare professionals is well informed. The sessions are provided to students at University College London (UCL) and St George's hospital medical schools.

Originating in 2015, this partnership was established to enhance medical students' understanding of drug and alcohol dependency which features minimally within the medical training curriculum.

The first part of the workshop is presentation-based and outlines the support available at DAWS. Then two or three service users share their stories to give a lived experience perspective. There is then a Q&A opportunity for students to ask presenters about their experience.

Presentations were originally made by the Service User Involvement Co-ordinator, but the training is now fully coordinated and delivered by peers. Peers include those in recovery, family, and carers, some of whom are peer mentors.

The workshops are delivered collaboratively and everyone who takes part has the freedom to tell their personal story in their own way, through their own presenting style.

The training session is delivered to year five medical students at UCL medical school as part of a module provided by the division of psychiatry. At St George's the training is delivered for year two paramedics. It has been re-commissioned over several years and generated positive feedback from participants, via a feedback survey and through the course directors.

The people involved in the presentations find their involvement reinforces and supports their own recovery. As the initiative is now completely peer-led from coordination through to delivery, there is significant empowerment and ownership of the workshops. Peers feel they have a real impact on the understanding medics of the future will have around the challenges and factors that can influence someone's experiences of drugs and alcohol.

Peers and the service user representatives involved feel valued and recognised through the recommissioning of this workshop. It is a real confidence-boost for everyone and shows the sessions are having an impact on the medical students. Those involved feel their voices are not only valued by Turning Point, but outside too, and will inform future practice.



# ECONOMY

We contribute to the economy in a range of different ways. We choose to do business with local suppliers and small business in the areas where we deliver services. We support people who are out of work to access education, training, volunteering and employment opportunities. We also invest in our staff development providing opportunities to our colleagues to enhance their skills and expertise with benefits for the wider health and social care sector. These activities help us to contribute positively to the local economies in which we operate, as well as providing tailored health and wellbeing services to improve the lives of the people we support.

## INVESTING IN LOCAL JOBS AND THE LOCAL ECONOMY

We are primarily a people business and of our 5,177 staff, 3,406 (66%) live inside the boundaries of commissioning authorities. We create local jobs and as a result, much of the money we spend on salaries will flow through to the local economy. Using the proxy measures included in the TOMs framework, we calculate that our employment of local people creates £118.86m of social value.

Beyond our investment in local jobs, last year Turning Point spent £11.04m with local suppliers and £6.51m with Small and Medium-Sized Enterprises (SME). This includes our pharmacy contracts (supervised consumption and needle exchange), buildings/venue costs, cleaning contracts, agency and sessional staff.

The benefits of using local suppliers include flexibility, control and reduced cost but there are also significant benefits for the local economy and the environment. SMEs are key to economic growth. They create many new job opportunities, are competitive and drive innovation and productivity at the macro-level, which is why SME spend is a key measure in the TOMs framework.





# EDUCATION, TRAINING AND EMPLOYMENT OPPORTUNITIES FOR PEOPLE WE SUPPORT

We know that finding paid work can improve financial security, boost feelings of self-worth and provide a sense of purpose and belonging. All our drug and alcohol, mental health, learning disability and sexual health services support people to access education, training, and employment opportunities, if an individual has identified that this will support them to improve their wellbeing and achieve their aspirations.

At Turning Point, we have range of paid and unpaid roles specifically for people who have lived experience of mental health, drug and alcohol or sexual health issues.

We also know that bringing lived experience into the workforce enhances our services. 61% of our workforce have some sort of lived experience, either of the issues we support people with, or as a family carer.

## OVERCOMING BARRIERS TO EMPLOYMENT

At Turning Point, we know the value of employment opportunities in promoting good health and wellbeing. Last year we supported 1,241 people to access new education, training or employment (ETE) opportunities. 11% went on to find paid work as a result.

In several areas, IPS (Individual Placement and Support) schemes have been established which offer targeted ETE support to people recovering from drug or alcohol issues or serious mental illness. We work closely with these services to ensure that our service users get joined-up support. We also provide ETE support and work with other partner organisations to support other service users who aren't eligible for IPS.

We support people to explore their interests, set goals, develop their job search goals and build their confidence, as well as providing financial support where needed (for example, to cover course fees, equipment, or clothing).



## MICHAEL'S STORY

Michael (not his real name), 41, had been working as a self-employed glass artist, and furniture maker. However, during the pandemic work was hard to come by and he accrued debts as a result of his daily use of methamphetamine and GHB. He had a family friend who ran a demolitions business who told him that he could have a well-paid secure job if he could secure a licence to operate an Excavator. However, the cost was prohibitive. Turning Point helped get the course funded and he is now in work.



## ANNIE'S STORY

Annie (not her real name) who is in her 50s, was drinking alcohol heavily for many years and was in a violent relationship with a partner who was gang member. She attempted suicide to escape and was placed in a refuge by the police for her safety. She completed detox and rehab and subsequently moved into a dry house. She also attended intensive counselling to help her manage her PTSD from her abusive relationship. Towards the end of this programme, she was referred to the ETE.

Annie's long-term goal was to find a new career, but she didn't feel ready for that yet. Her ETE worker started by exploring her interests and as she enjoyed nature, referred her to the Help Us Grow Programme, run by Chelsea Physic Gardens. She reported "I absolutely love it" and discovered how much she enjoyed the creative aspect of the programme.

Next her ETE worker helped her look for a short art course and she enrolled on a Mixed Media Course with the Mary Ward Centre. She got to make art with her photos and said, "It was awesome". Next, her ETE worker helped her look for volunteering opportunities. When she heard about Vauxhall City Farm, she said it would be a dream come true to volunteer with animals whilst doing physical work. She successfully applied for a volunteer role and really enjoyed her time there. Her next step is to look for paid work.

## JASON'S STORY

Jason (not his real name) presented to the ETE with barriers to improving his quality of life. He explained that he did not have any qualifications or work experience which he needed to achieve his goals. His relationship with his parents was not good and he wanted to get into work to gain a sense of independence and to keep himself occupied.

His ETE worker reassured him that he would try his best to support him to achieve his goals. They started off by creating a plan, breaking down his objectives into goals that were realistic.

Jason showed a keen interest in working as a door supervisor. His ETE worker started off by enrolling him onto a SIA door supervision course which lasted for two weeks. Once this was complete, they arranged a keywork session with him so that they could work on his CV and help him start applying for jobs. They gave Jason Love2Shop vouchers to buy smart clothing for interviews. Jason successfully applied for a job and seems like a completely different person now he is working. His relationship with family has improved and his substance use has drastically reduced.

## BRIAN'S STORY

Brian lives his own flat with support from Turning Point's Cumbria Learning Disability Supported Living service. He volunteers at the DEBRA charity shop. Brian says:

"I really enjoy working in the shop. It is such an important cause as the money the shop raises helps people with a skin condition there is no cure for.

It is very important to me that I can give back. I'm really fortunate to be able to go out and about and enjoy my life - I'm so lucky - whereas some people can't do that because of a condition they have.

Some people come into the shop and say, "I don't know anything about this shop and the manager says, "go over and speak to Brian - he will tell you all about it".

I quality check the clothes that have been donated. We get bags and bags of clothes. I need to check they are not stained. The good ones make it to the shop floor. I put them on the coat hangers and fold them so people can see them clearly and decide if they want to buy. I also help choosing the outfits for the mannequins and dressing them. I have quite a lot of responsibility. I am proud to be able to help others."



## TED'S FUND

Ted's Fund was set up in memory of Ted Unsworth (Turning Point's Chair from 1987 to 1995, and Chief Executive from 1998 to 2001) to help the people we support take the next step in their lives. People can apply to the fund to pay for work supplies (toolkits, equipment, clothing), study materials, tuition fees or clothing to attend job interviews. Last year awards to the value of £650 were made to help people take the next steps in life.

## PEER MENTORS AND VOLUNTEERS

Last year we had 218 people working with us as peer mentors and 94 volunteers.

Peer mentors and volunteers play an essential role in our services. They have lived experience of the recovery process, and are well placed to offer guidance, friendship and hope to those experiencing similar issues.

Our peer mentors:

- ▶ Use their life experience to support others with substance use issues through their treatment pathway to recovery
- ▶ Ensure that our services meet the needs of the people we support
- ▶ Provide different skills and perspectives of recovery
- ▶ Increase our contact with the local communities we serve
- ▶ Help build visible recovery communities to support individuals to remain abstinent.

Through their work, peer mentors represent the future and what it means to be substance-free, or to have moved on from a period of mental ill health, into recovery. They are positive role models who encourage the people we support to achieve their own recovery and, at the same time, this involvement with others can also support their own recovery journeys.

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 they receive 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, 96 people completed peer mentor training. The programme lasts 20 weeks, ensuring that our peer mentors are trained to a high standard. We had a 182 people working with us as peer mentors during 2023/24.

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 them (new experiences).

Many of our peer mentors have been out of work for a long time and peer mentoring can be the first step towards gainful employment in the health and social care sector.

"I was arrested and although the case was closed, I was referred for treatment in Kensington and as part of this went to rehab, I was using heroin and cocaine. I was in rehab for 4 and half months.

I got housed temporarily and accessed 12 step fellowships. I went to university and gained a qualification in criminology. I got support from the employment, training and education team. I have also been attended the fitness program.

I did the peer mentor programme and am doing a placement with Turning Point, and I want to work in the field and complete my counselling course to facilitate therapeutic groups."

**Peer mentor in central London**

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



Eleftherios, a peer mentor at Turning Point's drug and alcohol service in central London was recognised for leading the delivery of the peer-led substance use training with the University College of London, and also giving a lecture to 140 paramedic students. Colleagues describe him as "very enthusiastic, and a great communicator" who has an in-depth knowledge of the 12 steps to recovery, as well as having excellent skills as a trainer. He was praised for having a real dedication and passion for helping people with substance use issues and inspiring those who work alongside him. Eleftherios said: "I feel like I'm part of a family that all know how to love and support one another. That's how we love and support every user who comes to us to find a new way of living and contribute to their wellbeing. My quest in helping people, thanks to Turning Point, has become truly purposeful and for that I am extremely grateful. I love you all!"



Vanessa is a volunteer at Turning Point's Slough Treatment, Advice and Recovery Team (START). She has been in contact with mental health services for a lot of her life. She has faced a number of challenges but worked hard to increase her confidence and grow as a person. This lived experience has given her a natural desire to help people, and makes her passionate about what she does, in particular providing a voice for those who are unable to speak out. Vanessa has led the service user representative forum on a weekly basis, starting it from scratch, and helping increase the membership and providing a safe space for people to contribute and share ideas and feedback about the service. Colleagues said she is great at challenging herself and did a great job recently when she spoke at a celebration of success event in front of commissioners and colleagues. Vanessa leads a gardening project and supports volunteers with a painting project. She is described by colleagues as a "kind and caring person" and is always willing to help without being asked or prompted. Vanessa said: "I just want to say thank you to all the people at Slough Turning Point for being really friendly since I started as a volunteer. I've always been welcomed and feel like part of the family now."



Denise struggled with alcohol for over 30 years. She started her recovery journey with Turning Point in 2021. She is now a much-loved peer mentor at the Rochdale and Oldham Drug and Alcohol Service (ROAR). She contributes to a number of activity-based programmes, including a walking group, an arts and crafts group and supported peers to attend last year's recovery walk in Newcastle. She has trained to become a smart recovery facilitator and is now running her own groups. Colleagues said Denise is adept at engaging the hardest to reach in treatment. She has been described as "very dependable, honest, caring, and super passionate about recovery". Denise said her aim is to plant the seed of recovery in people. For a long time, she felt recovery wasn't possible for her, but her life changed as a result of the support she received from everyone at Turning Point. She now wants to do the same for others.



Jimi was a peer mentor at Turning Point's Herefordshire Recovery Service before going on to become a Recovery Worker PSI Facilitator. He was previously a client with Turning Point before staff said he made "dramatic changes" to his life in his road to recovery. He has been described by colleagues as a "shining example" of what can be achieved when you put your mind to it with the right support. With a background in graphic design, Jimi has set up an arts and crafts club which provides a creative outlet for the people Turning Point supports. His film, Up Up and Away, which documents his journey to recovery was recently shortlisted for the Recovery Street Film Festival award. In his role as a recovery worker, he supports colleagues and service users to produce aftercare recovery programmes. Jimi has been described as a "massive addition to the team" by Herefordshire's senior operations manager Chris Franks.



Ryan is a peer mentor at Turning Point's drug and alcohol service in Leicester. Ryan began his peer mentor training in September 2022, having initially received support from Turning Point for his own substance use. Just five months later, he achieved abstinence and started volunteering as a peer mentor for the service. Since then, he has been supporting clients on a one-to-one basis covering a wide range of issues. He has also worked with the Proactive Vulnerability Engagement (PAVE) team who are part of Leicestershire police's mental health team and has been praised for his work in helping to engage individuals that services have struggled to connect with. Colleagues said he is a vital member of the team thanks to his knowledge of treatment services and support agencies, as well as bringing his own lived experience to the fore.

## PROGRESSION ROUTES FOR PEER MENTORS AND VOLUNTEERS

Through effective induction, supervision and access to training, Turning Point aspires for its peer mentors and volunteers to develop both personally and professionally by acquiring new skills, knowledge and experiences in the workplace. The aim is that with these new skills and knowledge peer mentors will be able to take the next step and access further education, training, volunteering and employment opportunities in either the substance misuse field or

other sectors. All peer mentors complete a personal development plan which is reviewed at three months and six months to support their progression and development while they are with Turning Point.

During 2023/24 the number of paid peer roles across the organisation increased from 25 to 35 with 12 in our public health and substance use services and 17 in our mental health services.



**IN 2023/24, FOUR  
PEER MENTORS  
MOVED INTO PAID  
WORK DURING THE  
YEAR, THREE WITH  
TURNING POINT AND  
ONE ELSEWHERE.**

### TAMMY'S STORY

Former Turning Point service user and peer mentor, Tammy Doyle, is well on her way to opening her own therapy business. She used the skills she learnt as a peer mentor to go back to education and gain the qualifications that will allow her to open a business that utilises different therapeutic techniques to support people's physical and mental well-being. She has already completed courses in Indian head massage and reiki (a Japanese technique for stress reduction and relaxation that also promotes healing). In September, Tammy is going to start a Level 3 Diploma in Massage at City Lit (an adult education college).

Her goal is similar to the one she had as a peer mentor – to help others who are struggling with difficulties with substance use. "I want to help women in recovery," she said. "I know a lot of people that need support in things like domestic abuse. But I want to use this form of therapy for whatever people need healing from." Looking back on her time working as a peer mentor with Turning Point, Tammy said: "It really helped me with my long-term recovery, giving back to the community by supporting other people who were struggling. I really learnt a lot about myself. I learnt that I was more confident than I thought I was. It made me realise that I can interact with people because I always thought that I was kind of introverted"



# DEVELOPING THE HEALTH AND CARE WORKFORCE

Turning Point provide a wide variety of learning and development opportunities for staff. These opportunities help build people's skills and the enable us to maximise the quality of service delivery. They also enhance people's career prospects, whether someone is early, mid or late career. For those at the start of their career journey, we also offer local student placements within many of our services. This allows us to best prepare the next generation of practitioners.

## RECRUITMENT AND RETENTION

Recruitment in the health and care sector continues to be a challenge nationally. Despite this, colleague turnover reduced to 21.5% across the year which compares to an industry standard of 28.3%.

During 2023/24, 1,999 jobs were advertised over the course of year. We received 42,123 applications (an increase of over 10,000 on the previous year), resulting in 6,091 interviews and 2,053 new starters.

Colleague engagement refers to the degree to which an employee feels connected to their work, their colleagues, and the wider business. The average employee engagement rate in the UK is 50% (Source: Qualtrics). Colleague engagement at Turning Point increased to 77% last year.

Creating opportunities for people with a non-traditional or potentially challenging backgrounds is important to us. It enables us to reach a wider pool of people in the labour market, and to increase the likelihood of filling vacant posts. This is particularly challenging as a result of funding and inflationary pressures. Our inclusive approach to recruitment ensures our workforce reflects the communities we serve. It enables us to focus on the candidate's values which are key to ensuring the support we provide is as high quality as possible. Formal qualifications aren't always necessary when we're recruiting. We care about finding the right person – someone who shares our values and can commit to the challenge of supporting people through good times and bad.

## RECRUITMENT AND RETENTION

Over the past year we have developed our apprenticeships programme and our approach. Our priorities are to: ensure the programme is equitable, develop the range of apprenticeships available and the support for apprentices and to educate and engage the workforce about apprenticeships.

### GROWTH

The programme grew in 2023 from 13 to 26 apprenticeship standards and aligned the apprenticeships to our career and job role mapping to provide colleagues with career progression. This includes our new leadership programmes, Aspire and Inspire, for future and existing leaders and managers across Turning Point. We grew our Leadership programme by adding coaching and launched our first cohort in October 2023

We added a Health programme to our apprenticeship programme. We have begun to look at our clinical apprenticeships and introduced a level 3 Senior Healthcare Worker apprenticeship for HCAs and level 5 Nurse Associates who want to start their journey into nursing.

### EQUITY

Throughout the development of our apprenticeship programme, we have threaded EDI into the programme. As no two people are the same, our programme is not the same for everyone. We have worked with our Diversity Networks to develop an inspiring person-centred programme that challenges the barriers colleagues may face.

Our apprenticeship programme also aims to support under-represented groups to gain more visibility in different industries by removing barriers to enable access to qualifications. Our Rising Star Award Winner 2024, Vicky, is completing her level 6 Digital and Technology Solution Professional within our Information and Management Technology team which supports our work to support women in STEM (Science, Technology, Engineering and Mathematics) roles.

### DEVELOP

In 2023, we launched our one-stop-shop for apprenticeships. It brings all our information together on our Learning Management System under Explore Apprenticeships. This allows colleagues to research apprenticeships and our ever-growing apprenticeship programme.

We piloted a peer-to-peer apprenticeship community in October 2023 for our level 5 Coaching apprentices and level 7 Clinical Associate in Psychology apprentices. The community includes subject matter experts and mentors. This has enabled:

- ▶ Peer to peer learning and support
- ▶ Access to subject matter experts
- ▶ Health and wellbeing support
- ▶ Access to learning resources
- ▶ Opportunities to collaborate
- ▶ Networking with colleagues
- ▶ Quality checks ins
- ▶ Innovation

As part of our approach to the innovation of apprenticeships, we worked with apprenticeship providers to develop a multi-disciplinary apprenticeship that covers all the core markets where we have representation: learning disabilities, public health, substance use and mental health. This apprenticeship allows an apprentice to work in each market during the apprenticeship to identify their preferred market. The apprenticeship has two levels apprentices could complete to support their development.

We are part of the trailblazer group for two apprenticeship standards. This allows us to work collaboratively with organisations in or outside health and social care, and to develop the apprenticeship for current times, sharing our 60 years of knowledge and experience to support the future of these standards. The two apprenticeship standards are:

- ▶ Level 3 Team Leader/ Supervisor
- ▶ Level 5 Operations/Department manager

Colleagues in Nottingham supported with the development of the new Peer Worker apprenticeship developed by Skills for Health which recognises lived experience within mental health and substance use.

## EDUCATE & ENGAGE

We continued to engage with colleagues and managers by putting on 23 spotlight events to share information about apprenticeships and showcase specific apprenticeship standards.

Turning Point's apprenticeship programme was featured in Jobs and Careers Magazine over the summer. The article looked at our programme and how we support colleagues' ongoing development and performance.

In February, we launched our National Apprenticeship week with our second virtual apprenticeship graduation and Star Awards. We held events throughout February to give colleagues the opportunity to attend and engage with training providers. We were delighted to welcome 110 colleagues to our events.

Our Star Award winners:

- ▶ Apprentices Star of the Year – Kirsty
- ▶ Manager Star Award – Katie and Sophie
- ▶ Rising Star of the Year – Vicky

13 colleagues completed their apprenticeship and attended the graduation ceremony. Colleagues completed apprenticeships in Care, Leadership, Psychological Wellbeing Practitioner from level 2 (equivalent to GCSE) to level 6, (equivalent to a degree).

Congratulations to Alona, Felistia, Jonathan, Jonida, Jason, Kirsty, Lakhwinder, Carol, Emily, Kelly, Lorna, Kristy, and Rosie!



## STUDENT PLACEMENTS

We work closely with educational institutions to pass on and build on our existing expertise and insight and help skill up the next generation. Last year we had 36 student placements working with us.

### EMA'S STORY

I embarked on my Turning Point journey in September 2021 as a Psychology student on placement. Over the course of 40 weeks, I spent time in Crisis Point, Leigh Bank Rehab, ROAR, and Smithfield Detox. By the end of my initial 10 weeks in Crisis Point, I had seamlessly integrated into the team, assuming responsibilities akin to a seasoned staff member. However, it still came as a surprise to be invited to join their bank list.

Throughout the remainder of my placement and my final year at university, I eagerly picked up shifts at Crisis Point, often working nearly full-time hours. In August 2023, I transitioned into a full-time role as a Recovery Worker. Shortly after, in September 2023, I was offered the opportunity to step into the role of a Team Leader on an interim basis, which eventually led to my current position as a full-time Team Leader.

I never imagined I'd be here. Turning Point has welcomed me with open arms when I doubted my ability to secure a placement and it taught me about the intricate connection between mental health and substance use. It offered me invaluable opportunities to develop the essential skills of a Recovery Worker: compassion, confidence, resilience, adaptability, the courage to challenge, and many more.

Most importantly, it fostered my personal growth. As a once timid student fearful of public speaking, I now find myself supervising staff, making pivotal decisions for the service, and proudly representing Turning Point. While the specifics of my career path remain uncertain, I am certain that the wealth of knowledge and experience gained from my time at Turning Point will serve as a solid bedrock upon which I will build my future pursuits.

## LEARNING AND DEVELOPMENT

In 2023/24, colleagues completed 59,985 courses. These included:

- ▶ E learning – 48,508
- ▶ Workshops (including face to face and remote sessions) – 9,181
- ▶ Competency based training – 2,659

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

Our Leadership and Management Academy is designed to help colleagues be the best leaders they can in their career. It helps them develop skills and behaviours that will lead to improved outcomes and growth for themselves, the organisation and the people we support.

Our Aspire Programme is available to aspiring managers who do not have people management responsibility and our Inspire Programmes is for existing managers and leaders. Since the launch of the Aspire/Inspire we have had over 100 colleagues on programme. Last year:

- ▶ 37 colleagues took part in the Aspire Leadership Programme.
- ▶ 69 colleagues took part in the Inspire Leadership Programme.





# ENVIRONMENT

**There are many areas where Turning Point is making an environmental impact or working to reduce its impact. We use energy in heating, cooling, lighting, the operation of electrical equipment and transportation. We produce waste – office, clinical, hazardous, electrical and residential. We recycle as much as possible or dispose of waste in accordance with relevant legislation. We purchase a wide range of products and services and consider the 'green' credentials of our suppliers and the use of local suppliers.**

Turning Point has held the ISO14001 Environmental Standard for many years and we deliver our commitment to it through an Environmental Management System which is overseen by the Environmental Management Group – a small team of senior managers from across the risk and assurance, operations, people, procurement and property teams. In 2023, we successfully retained our certification to ISO14001 after a full certification audit in December 2022.

## **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 in April 2022.

There is a mandatory reporting framework for large organisations in the UK - Streamlined Energy and Carbon Reporting (SECR). Turning Point's greenhouse gas emissions for the financial year 1st April 2023 to 31st March 2024 under SECR were 1,345 tonnes CO<sub>2</sub>e. These include emissions associated with UK electricity and natural gas consumption, as well as business travel in company operated and private vehicles by colleagues. Turning Point's greenhouse gas emissions were 7% higher in 2023/24 than the previous year, although since 2019 we have reduced emissions by 59%. However, the intensity of 8.15 tonnes CO<sub>2</sub>e per £m revenue is 1% lower than last financial year. This represents a 46% reduction since 2019.

In June 2023, 31% of our estate had smart meters, allowing us to see exactly how much energy is being used in real time, and which appliances are using the most electricity. This information and insight into energy usage throughout the day, increases energy awareness and can reduce consumption.

# INFORMATION MANAGEMENT TECHNOLOGY

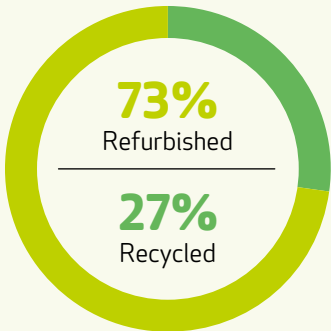
The key principles of the model are:

- 1. Infrastructure and applications hosting:** 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.
- 2. Devices and connectivity:** Virgin Media Business connect our locations via a wide area network. Since 2020 Virgin Media Business reduced their carbon emissions by 45% and aim to deliver net zero operations, products and supply chain by 2040. Our devices are provided by Hewlett Packard who follow a circular economy approach, driving more effective use of energy and materials.

- 3. Digital transformation of paper records:** We have implemented Docman, Summary Care Records and NHS Emails in our community drug and alcohol services. These remove the need for hard copy printing and posting of client related documents.
- 4. Digital working:** Increased home working and reduced travel continues to reduce our environmental impact. In 2023/24, we made 73,592 Teams calls, an average of 409 each day.
- 5. Recycling and repurposing expired IT equipment:** As part of work to replace older smartphones, staff were asked to send their old devices back to our Service Desk for disposal as part of our environmental reduction efforts. In February 2023, we sent these items to our partner, EGO Technology for recycling and generated a Carbon Emission saving of 4,643 CO<sub>2</sub> kg.

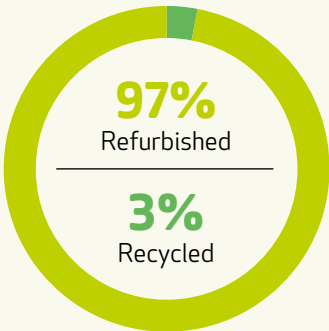
## ASSET UPCYCLING PROGRAMME FOR RETIRED IT PRODUCTS

As part of its head office relocation, Turning Point participated in an asset upcycling programme with the following results:



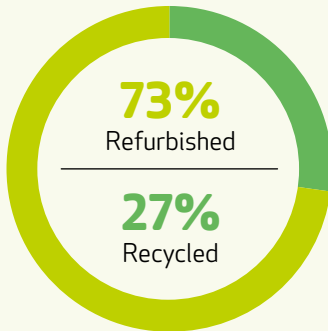
**1.7 MT**  
Plastic

This is the equivalent of 39,668 plastic bottles



**1 MT**  
non-ferrous metals

This is the equivalent of 0.5 commercial jet engines



**7.7 MT**  
ferrous metals

This is the equivalent of 16 cars

**183 MT**  
CO<sub>2</sub>e saved

This equals the average annual CO<sub>2</sub>e emissions of 40 cars

**656 MWH**  
energy saved

This equals the average annual energy consumption of 16 households

**9.8 MT**  
waste kept from landfills

To store this at home, you would need 333 moving boxes

## TRAVEL

Since the pandemic, the number of in-person meetings and events has steadily increased. This, along with our growing workforce, is reflected in increased travel and associated carbon emissions, which have increased from 22,513 CO<sub>2</sub> kg in 2022/23 to 24,231 CO<sub>2</sub> kg in 2023/24. Similarly, carbon emissions associated with hotel stays have increased from 18,056 CO<sub>2</sub> kg in 2022/23 to 21,392 CO<sub>2</sub> kg in 2023/24. However, efficiency has improved with the average CO<sub>2</sub> per journey reducing from 8 CO<sub>2</sub> kg in 2021/22 to 6 CO<sub>2</sub> kg in 2023/24.

## PROPERTY

2023/24 was the first full year that Turning Point operated out of new head office premises in Manchester and London. These moves were a direct result of hybrid working and the reduced need for office space. Environmental savings in energy consumption from this first year represent 702 tonnes of CO<sub>2</sub> per annum.

The Property Strategy 2023-26 outlines the way in which local service accommodation is provided. The Property Strategy sets out the key principles to be observed when considering all property matters. It acknowledges that property has a significant role to play in environmental sustainability.

An increasingly acute challenge for Turning Point is heating our properties. Our portfolio is almost entirely leased, so we are not in ultimate control of most of our sites as they are owned and maintained by third parties. Whilst in most cases we have no contractual right or obligation to change the heating a property uses, the emissions from heating the property form a large part of our carbon footprint.

Turning Point uses OSS as its reactive and planned maintenance service provider. We recently renewed their contract which included a review of environmental impact. Where possible, all boilers are replaced with energy efficient boilers from the Worcester Bosch range which are both robust and value for money. Replacements are carried out not only when a boiler fails, but when it is identified that the boiler has reached the end of its economic life.





# REDUCING WASTE

We have made significant steps forward with our waste disposal efforts.

Since April 2021, our general waste provision has been centralised to one central contract, allowing us to increase recycling even further.

In 2023/24 we recycled 300,197kg of materials and 98% of all waste was diverted from landfill. Our waste to energy conversion rate has improved significantly. The amount of waste to energy created was 19,876kg in 2023/24, a 12-fold increase since 2019.

## REDUCING PAPER USAGE IN OUR SERVICES

Turning Point uses Adobe Sign, a digital workflow solution which digitalises paperwork and replaces ink and paper signature and delivery. The online software creates 95% less environmental impact than a paper workflow. In 2023/24, 2,647 documents were processed, saving 36kg of carbon.

## RECYCLING CONFIDENTIAL WASTE

Restore supplies confidential waste management to Turning Point. Restore aim to reduce, reuse or recycle and move its consumption to sustainable resources where possible. It sources most of its electricity from renewable power providers through the REGO backed energy scheme and through participation in EV100. In 2023/24 54,821kg of confidential waste was recycled representing a 16kg saving in CO<sub>2</sub> emissions.

## TRANSITION TO FIFTH GENERATION SHARPSAFE CONTAINERS

In 2022/23 we transitioned to a new, fifth generation Sharpsafe container for needle and syringe provision 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.

# CUTTING ENERGY USE AND CARBON EMISSIONS

A staff survey on the 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**

**29% OF COLLEAGUES SAY THEY ARE AWARE OF THE ACTIONS THAT TURNING POINT IS TAKING TO LIMIT ITS IMPACT ON THE ENVIRONMENT.**

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. 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. In 2023/24, 3,819 people visited the microsite – a five-fold increase on the previous year.

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 Viva Engage page which is promoted by the internal communications team. Currently, 63 staff have joined the Cycle to Work Reward Scheme.

In August 2023 A 'Green Heart Collection' capsule of learning was launched with four short course qualifications available.

## RAISING AWARENESS ACROSS THE SECTOR

In 2022, we signed up to the Climate Change Charter: Royal Pharmaceutical Society and Pharmacy Declares. The Charter addresses climate change impacts on human health and well-being in multiple ways, such as hampering access to clear air, safe drinking water, food and shelter. The Charter asks members to commit to:

- Understanding how human health and the systems which underpin it are reliant on the state of our natural environment.
- Actively exploring ways to make pharmacy practice and medicine use more sustainable.

- Collaborating and sharing best practice to improve sustainability in pharmacy and healthcare.
- Demonstrating leadership on sustainability or being a champion for sustainability at work.
- Assisting patients to optimise their medicine use to increase both health outcomes and environmental sustainability.

# A GREENER SUPPLY CHAIN

We rely on various suppliers for the delivery of technology, facilities management, harm reduction products and agency colleagues, amongst other things. We maintain good working relationships with our suppliers to ensure good value, social impact and environmental commitments are in place throughout the duration of our contracts. Tenders and Quick Quotes are evaluated against pre-determined selection criteria with weighting applied for the demonstration of contribution to Social Value in delivery of the service. Some of our suppliers include:

**Office Team (OT)** who provide Turning Point's office supplies. OT Group Ltd is committed to achieving Net Zero emissions by 2050, with a 63% reduction in its carbon baseline by 2035. Its most recent progress report (published September 2023) indicates that they achieved a 34% reduction in total emissions between 2021/22 and 2022/23. In addition, throughout 2023 and 2024 they worked in partnership with a number of charities including Sense, YHA, British Heart Foundation to fundraise and volunteer. Through a partnership with the Tree Council, they planted 5,000 trees in 2023/24.

**Language is Everything** is a Yorkshire based SME which provides language and translation services. They have a strong commitment to colleague wellbeing and have implemented the six standards in the Mental Health at Work commitment during 2023/24. During 2023/24 they committed to over 50+ hours of volunteering and donated a total of £10,014.49 to local charities in the communities where they work. They have made monthly donations of foods and essentials to their local Trussell Trust foodbank with an extra drive for donations at Christmas, as well as donating a total of £1,549.21 to the organisation. Hull and East Yorkshire Children's University were their official 2024 Charity of the Year in 2023/24. During 2023/24 Language is Everything raised a total of £4,013.17 for the charity.

**Blueleaf Care** provide care and nursing home products to Turning Point. All Blueleaf Care's staff can have three volunteer days per year, providing 345 volunteer days to the local community, with a value of £60,000. Other recent social value initiatives include dementia training for all staff. Blueleaf employ a social enterprise production company which employs disadvantaged young people to supply video content to support its marketing activity. Blueleaf has a target to achieve a 5% year on year reduction in carbon emissions. In the most recent assessment, it reduced its annual carbon footprint by 12.8%, a figure achieved through various ongoing initiatives including a specific focus on reducing emissions associated with both waste and fleet travel.

**GSS Cleaning** provide cleaning products. They primarily use cleaning products which have been given the 'green tick' – minimising their environmental impact. All of our paper supplies are produced either from recycled or sustainable materials. In 2022, they reduced their carbon emissions by 26%. They use 100% recycled and sustainable paper products, 85% of their cleaning products are environmentally friendly and they use 100% recycled plastic products.

**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.

**Gailarde** supply beds, mattresses, bed linen, pillows, duvets and blankets. In 2023, they achieved an EcoVadis Gold sustainability rating. The company has a sustainable procurement policy, offers sustainable products in their product portfolio, has a 95% diversion rate from landfill and are members of SME Climate Hub. In 2023, the company delivered 5032 parcels via all-electric vehicles, saving 1389 kilograms of CO2 equivalent.



*Linen sets packaged in 100% recyclable belly wrap*







# 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 support access to education, training and employment for all. We invest in the local economy by buying local and supporting local community organisations. The wellbeing of our staff and the people we support is a major priority for us. We recognise the value of social connections which is why we support families and carers and support people to participate in community life.

We are committed to playing our 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.

The social value strategy has been reviewed and refreshed to cover the next strategic period 2024-2026. Key objectives during this period are:

## **ECONOMY**

- Expand the employment and volunteering opportunities for people we support in services and central support teams..
- Expand the number of opportunities for people who have been out of work for a long time targeting disadvantaged groups.
- Improve data collection around inclusive recruitment practices, peer mentor and ETE support provided..
- Increase the number of people supported by Rightsteps to stay in work.
- Increased local economic benefit delivered through our supply chain.

## **WELLBEING**

- Continue to refine the scope and extend the reach of our staff wellbeing and mental health offer.
- Achieve micro-elimination of Hep C across all our drug and alcohol services.
- Continue to deliver the Safer Lives annual conference.
- Improve access to mainstream healthcare services for the people we support.
- Continue to develop Turning Point's framework and action plan for our contribution to a reduction in inequalities and increased life chances.
- Continue to extend the impact of our colleague networks.

## COMMUNITY

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

## ENVIRONMENT

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





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