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| Turning Point is a registered charity No. 23454565, a ‘Registered Provider H2509’ and a company limited by guarantee no. 793558 (England and Wales). |

Expression of Interest

Banking Requirements
April 2025

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# About Turning Point

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| *Inspired by Possibility* |

## Turning Point

## Our Story and Vision

### Our Story

For over 60 years we have worked with people with a learning disability, those affected by drug and alcohol misuse, mental health issues, primary care needs, offending behaviours, housing and unemployment issues.

Building strong and trusting relationships at both a national and local level with our suppliers, subcontractors and partners is important to us as it enables the delivery of high quality support for our service users.

Working in partnership is not always easy but we are committed to working with honesty, flexibility and often compromise to reach the end goal which is creating the right environments to support change and growth for individuals and the communities in which we all work and live. We are keen to work with organisations that have a passion for delivering outstanding public services.

## About Us

Turning Point is a leading social enterprise supporting people with a wide range of health, wellbeing and social care needs in over 280 locations across England.

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

CONTACT US Head Office: America House 2 America Square London EC3N 2LU Web: www.turning-point.co.uk Call: 020 7481 7600 Email: info@turning-point.co.uk

## Our Values

* We believe that everyone has the potential to grow, learn and make choices.
* We are here to embrace change, even when it is complex and uncomfortable.
* We communicate in an authentic and confident way, that blends support with challenge.

* We treat each other and those we support as individuals, however difficult and challenging.
* We deliver better outcomes by encouraging new ideas and thinking.
* We commit to building a strong and financially viable Turning Point together.

## What We Do

* As a social enterprise, our business model has to balance the needs of commissioners for publicly funded health and social care services, together with the need to remain a financially viable provider of those services in the years to come.
* Our core business model is based on tendering for health and social care contracts, predominantly through the NHS, Local Authorities, Public Health England, Ministry of Justice and the Department for Work and Pensions.
* Typically, this entails taking on a service and existing workforce from the current provider with a clear remit to provide enhanced performance and value for money.
* Any surplus we are able to make is invested back into the business for the benefit of the service users we support.

## Our Impact

**SOCIAL VALUE**

Maximising our social impact in the geographies where we deliver services is a key priority for us and our commissioners. Our suppliers have a key role to play which is why we are beginning to ask all subcontractors to report on key social value metric.

**ENVIRONMENTAL**

Turning Point is committed to reducing its impact on the environment and expects its suppliers, subcontractors and partners to also be committed to reducing their impact on the environment. This commitment must take the form of a commitment to achieve net zero by 2050 if not sooner. This commitment should also extend to sharing emissions information with Turning Point to enable the quantification of environmental impact for the products and services provided to the company.

OVER 200,000 PEOPLE WERE SUPPORT BY OUR SERVICES IN 2023/24

# *Timetable*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Stage** | **Start date** | **End date** |
| **1** | Advert including EOI submission | 6 May 2025 | 23 May 2025 |
| **2** | Provider credit check | 26 May 2025 | 27 May 2025 |
| **3** | Pre-qualification via SRF [15 days] | 28 May 2025 | 18 June 2025 |
| **4** | Shortlisting  | 19 June 2025 | 27 June 2025 |
| **5** | Clarifications | 27 June 2025 | 4 July 2025 |
| **6** | Award contract | 7 July 2025 | 25 July 2025 |
| **7** | Contract commencement | 1 September 2025 | 31 July 2029 |

# Requirements

Turning Point is seeking Expressions of Interest (EOI) for **Banking Requirements** by a prospective provider for a contracted term of four (4) years.

Please see below requirements and confirm your approach, the associated charges, contract management and project plan to transition from the existing provider?



Please complete the below Pricing Schedule based on current volumes:



# Social Value

Turning Point is committed to a strategy of creating a better life for all, not just for today but for future generations to come.

 To do this, we must use finite resources in an efficient way, without waste, and protect the natural environment to enhance the ability of future generations to maintain and improve their lives.

This therefore requires us to consider the environmental, economic and social impact of all that we do.

The supplier, if awarded contract, shall be expected to support this strategy and to demonstrate an active commitment in the delivery of any contract with Turning Point including monthly reporting.

Please outline below how you intend to demonstrate social value and ethical procurement, including 2024/25 deliverables, this commitment and include how you ensure the risk of Modern Slavery is minimised?

**Response:**

# Environmental Considerations

Ensuring suppliers can provide suitable assurance on the economic, social and environmental sustainability of their own supply chain. Please confirm what measures and metrics you have in place to provide emissions and carbon footprint reporting together with a copy of your Carbon Net Zero Plan?

**Response:**

# Expression of Interest (EOI)

Providers wishing to submit an EOI are requested to provide the following information by embedding into this document and returning to procurementhelpdesk@turning-point.co.uk by no later than midday 23 May 2025.

Successful providers will then be invited to register via our online Supplier Registration Form (SRF).

Note:

**Provider Details**

Provider Name:

Provider Address:

Provider Registration Number:

Provider DUNS Number:

Contact Name:

Contact Email:

Contact Mobile:

**Accreditations**

Please evidence that you meet the following accreditations:

* Financial Conduct Authority registration number
* ISO9000
* ISO9001
* ISO27001 or Cyber Essentials
* ISO14001