



OVER 194,000  
PEOPLE WERE  
SUPPORTED BY  
OUR SERVICES  
IN 2023/24

## 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 sub-contractors to report on key social value metric.

## ENVIRONMENTAL

Turning Point is committed to reducing its impact on the environment and expects its suppliers, sub-contractors 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.

## CONTACT US

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INVESTORS  
IN PEOPLE

Silver  
Until 2019

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 Sq London EC3N 2LU



# Working with Turning Point

## BECOMING A SUPPLIER, SUB-CONTRACTOR OR DELIVERY PARTNER

Organisations that wish to work with Turning Point are asked to complete a Supplier Registration Form via an online application process. There are several elements in the assessment process, as follows:

- Company Financial Health
- Accreditations, registrations & reporting disclosures
- Management, environmental and health and safety policies and procedures
- Insurances, as applicable to the service or services being offered to Turning Point
- Agreeing Terms and Conditions

If your online application is approved, Turning Point staff will be in touch to discuss the next steps in formalising a business relationship and registering your organisation on the P2P system.

Organisations working with us as Key Suppliers, Sub-Contractors or Delivery Partners will receive a contract, with a detailed Schedule attached, setting out the expected outcomes, methods of performance measurement and management and the contractual sum to be paid in return.

**For more information on how to complete a Supplier Registration Form, please email: [procurementhelpdesk@turning-point.co.uk](mailto:procurementhelpdesk@turning-point.co.uk).**

## WHO WE ARE

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. For almost 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.

## OUR BUSINESS MODEL

- 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 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.**

## OUR APPROACH TO WORKING TOGETHER

Building strong and trusting relationships at both a national and local level with our suppliers, sub-contractors 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.