



BECAUSE PEOPLE MATTER

Annual Report

2019-2020



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Chair's Report



Robert MacIntosh Chair

This year's report marks a momentous period for Turning Point Scotland. It has been a real privilege to become Chair of this fantastic organisation after serving as Vice Chair. We have celebrated 20 years of developing innovative social care services and I would like to express my appreciation to colleagues past and present who have helped provide life changing support to people throughout Scotland.

On a personal note, I would like to thank our outgoing Chair, Dorothy McElroy, for her leadership of the Board of Trustees during a period which saw ground breaking initiatives and advancement as Turning Point Scotland worked to raise awareness of blood borne viruses and further developed our services and involvement in the fields of Homelessness and Justice. I would also like to thank Sheila Fazal and Joanne Pike as they step down from our Board. Both brought a wealth of experience and commitment to their work as Trustees. We have been fortunate to recruit excellent new Trustees in Emma Skett, Graeme Cook and Lorna Gibbs. Their knowledge, creativity and fresh perspectives are already proving to be valuable assets as Turning Point Scotland targets another successful year.

Looking back, this year is clearly demarked into periods before and after the Covid-19 pandemic which feels like it has been at the

forefront of every conversation and decision in recent months.

In the period before the pandemic, our biennial staff conference focused on the theme “Sum of the Parts” and it has never been clearer that the success and growth of the organisation is based on the synergy of all of our colleagues working together with a shared vision of a Scotland where everyone has a safe place to call home, a support network of positive relationships and the chance to fill their time with meaningful and enjoyable activity.

We have also had a year of celebratory events. The First Minister Nicola Sturgeon visited our Head Office in Glasgow whilst our services including Inverclyde, Renfrewshire, Ayr and Prestwick hosted their own special occasions. Each were occasions where staff and some of the people we support were able to have fun together. Individual services also marked significant events. Elgin commemorated both the organisation and 20 years of their service and we marked milestones including 25 years of the Glasgow Drugs Crisis Centre and 20 years of our services in Dumfries & Galloway and Rosie’s Social Enterprises.

Since the pandemic, our attention has understandably been devoted to the agile and responsive approach required to keep our services running, to support our service users and to keep our staff safe whilst doing so. On behalf of the whole board, I would like to extend our admiration and appreciation to all of those within Turning Point

Scotland whose continued commitment and resilience during this period of uncertainty has been crucial to our operations. The ability to continually prioritise the needs of those we support whilst remaining focused and dynamic has characterised Turning Point Scotland’s response. It is both inspiring and ultimately provides a solid foundation for future success.

Neil and the Executive Team at Turning Point Scotland have provided great leadership in a rapidly changing landscape. The commitment of our senior team to shape adult social care by drawing on the ideas and experiences of our whole staff is true to our ethos that people matter.

As we celebrate the successes we have had and reflect on the growth we have achieved in Scotland’s social care sector, we remain eager to continue to innovate and to shape our services around the needs of those we support. This year, perhaps more than any other, we have been delivering the objectives of our strategy whilst living out our organisational values every day.

The turbulence of a pandemic, remote working and economic upheaval represent very real challenges. There are however, exciting opportunities for staff and those that we support and both will be key to our organisation’s future. As we look forward to the year ahead, I am confident that we can continue to create an environment where people can flourish and reach their potential ultimately achieving their own goals and aspirations.

Chief Executive's Report



Neil Richardson OBE QPM Chief Executive

Few of us would have predicted the extent to which our lives could change as a result of the Global Pandemic. Reflecting on what was a very successful year for TPS, there can be no doubt that the reality of COVID19 thrust us into an unprecedented series of challenges which dwarf pre- COVID issues in terms of complexity and significance.

There will, of course, be an appropriate opportunity to look back on Turning Point Scotland's response and performance during the Covid19 crisis, it is appropriate now to do the same for the period 2019-2020, for the sake of good governance and continuity. So how should our organisation view the year in question?

One key highlight of the year was the celebration of TPS 20th anniversary. The milestone marked across May and June saw a visit to our head office in Glasgow by the First Minister, Nicola Sturgeon, the first time we have ever hosted the Government leader. The anniversary also inspired a series of less formal celebrations held across our services in Scotland including those in Renfrewshire, Inverclyde, Ayr, Prestwick and Elgin.

Other services reaching milestones in this year included the Glasgow Drug Crisis Centre, which enjoyed its 25 year anniversary, whilst

Rosie's Café in Aberdeen, and services at D&G and Elgin saw their 20th also. I was personally very encouraged to see the enthusiasm demonstrated by staff and the people we support to mark this milestone occasion. I was struck by the obvious pride our staff took in these, and the inclusive nature of the events. These were for everybody involved with TPS; staff past, present and future, the people we support and their families, the stakeholders with whom we share our achievements and success. The anniversary events were above all, a chance to get together, enjoy the moment and then look to the future. It is also significant that we were afforded an afternoon of the First Minister's diary, reflecting the credibility and goodwill towards our organisation and its people.

Other political stakeholders to visit across the year included the opposition leader, Richard Leonard MSP, who saw first-hand the work and innovations of our team at the GDCC, Adam Tomkins MSP who engaged with the team at the Glasgow Homelessness Service, and Alison Thewliss MP who also visited GDCC. For me, these interactions with senior, national figures demonstrated growing interest in our work and the care support sector, as well as our own growing confidence in engaging to have our voice, as a social care developer and provider, heard effectively in policy-making arena's.

We continued to deliver and develop service innovations throughout 2019-20, and this was evidenced by new

service provision across LD, Mental health and addiction services across Scotland but particularly in Perth and Kinross; and the establishment of the new Glasgow Alcohol and Drug Residential Stabilisation service in Glasgow. It was the successfully established innovations in the form of the IEP (a mobile Injection Equipment Provision, offering clean needle exchange, run in partnership with NHS Greater Glasgow and Clyde) at GDCC, and Housing First Homeless services that provided the focus for the political stakeholder visits mentioned earlier.

The rising number of Drug-Related-Deaths in Scotland prompted the Government to form a Drug Deaths Taskforce in June 2019, which met for the first time in September the same year. I accepted an invitation to join this group in the capacity of Vice Chair, keen to bring the learnings our organisation has made, not just in addictions, but right across the spectrum of social issues we deal with, to a wider audience, and to put these learnings to profitable use in the context of this crisis. Turning Point Scotland has already been significantly involved in initiatives featuring a targeted, but wider, distribution of naloxone (an emergency treatment which reverses the effects of an opioid overdose) and access to support for those in the criminal justice system. Again, the creation of a Taskforce, featuring leaders from emergency support, public health, research, policy and lived experience backgrounds is another sign

of how social care issues are moving up the political agenda.

My final reflection and memory of the year is that of the staff conference that was held in Glasgow's Marriott Hotel, in November with over 200 staff attending. As an organisation that now employs over 1500 members of staff, events like this are vital to us in giving a platform for exchange of views, building personal networks, and collectively shaping the future path of our Turning Point Scotland. This event, along with our activities over the year, further consolidated our shared values and strong sense of duty to the people we support and our staff colleagues who consistently deliver at levels beyond those that could be expected of them.

The story of 2019-20 can be seen to be one of both further growth and also consolidation. We may be over 20 years old now, but are still young, undaunted and curious, and eager to make a difference. We may have over 1500 staff working in 36 services right across Scotland, but we see ourselves as one team, and make every effort to live and work by this. As the year in question ended in March 2020 with the Covid19 crisis beginning to escalate, the established foundations of TPS, coupled with the unity of our TPS family and commitment of staff, provided the strongest possible base from which to manage an unprecedented national crisis and will undoubtedly make us stronger as a result.





Board of Trustees

Sheila Fazal (retired 24/04/19)

Joanne Pike (retired 24/04/19)

Dorothy McElroy

Robert MacIntosh **Chair**

Bienvenido Arturo Langa-Ferreira (resigned 11/06/19)

Paul McAuslan **Vice Chair**

Lindsay Hamilton (resigned 18/04/19)

Alison Bunce

Daradjeet Jagpal

Stephen Plummer

Emma Skett (appointed 18/06/19)

Graeme Cook (appointed 18/06/19)

Lorna Gibbs (appointed 18/06/19)

Extract Financial Report

Consolidated Statement of Financial Activities (incorporating income and expenditure account) for the year ended 31 March 2020

	Unrestricted Funds £	Restricted Funds £	2020 £	2019 £
Income and endowments from:				
Donations and legacies	90,783	40,000	130,783	55,217
Charitable activities	36,060,268	78,282	36,138,550	34,151,141
Investment income	31,007	-	31,007	21,934
Other income	25,956	-	25,956	63,746
Total income and endowments	36,208,014	118,282	36,326,296	34,292,038
Expenditure on:				
Charitable activities	(35,495,282)	(86,247)	(35,581,529)	(33,387,711)
Net income	712,732	32,035	744,767	904,327
Gain on revaluation of a fixed asset	-	-	-	296,436
Net movement in funds	712,732	32,035	744,767	1,200,763
Total funds brought forward	6,418,561	118,400	6,536,961	5,336,198
Total funds carried forward	7,131,293	150,435	7,281,728	6,536,961

All income and expenditure is from continuing activities. All recognised gains and losses in the current and previous year are included in the Statement of Financial Activities. This report is an extract from the full financial statements which are available online.

Service Directory

ABERDEEN

Turning Point Scotland Aberdeen Housing Support

Top Floor
45-49 Holburn Street
Aberdeen
AB10 6BR
Tel: 01224 577 327
E: AberdeenHousingsupport@turningpointscotland.com

Rosie's Social Enterprises

45-49 Holburn Street
Aberdeen
AB10 6BR
Tel: 01224 575 196
E: Rosies@turningpointscotland.com

ABERDEENSHIRE

Turning Point Scotland Aberdeenshire Substance Support Engagement & Treatment

9 St Peter Street
Peterhead
Aberdeenshire
AB42 1QB
Tel: 01779 470 490
E: Aberdeenshire@turningpointscotland.com

Turning Point Scotland Aberdeenshire Housing Support

63 Moray Road
Fraserburgh
Aberdeenshire
AB43 9QX
Tel: 01346 512 056
E: AberdeenshireHousingsupport@turningpointscotland.com

ANGUS

Turning Point Scotland Angus

74 Castle Street
Forfar
DD8 3AB
Tel: 01307 461440
Email: Dundee&Angus@turningpointscotland.com

AYRSHIRE

Turning Point Scotland Ayr

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Ayr
KA8 9HP
T: 01292 886589E: Ayr@turningpointscotland.com

Turning Point Scotland Prestwick

31 Ardfin Court
Prestwick
KA9 2LU
Tel: 01292 671 396
E: Prestwick@turningpointscotland.com

Turning Point Scotland Prestwick

2 West Sanquhar Road
Ayr
KA8 9HP
T: 01292 613203

DUMFRIES & GALLOWAY

Turning Point Scotland Dumfries & Galloway

22 Newall Terrace
Dumfries
DG1 1LW
Tel: 01387 247 123
E: dumfries&galloway@turningpointscotland.com

DUNDEE

Turning Point Scotland Dundee

2 Coldside Road
Dundee
DD3 8DF
Tel: 01382 818 094
E: Dundee&Angus@turningpointscotland.com

EAST DUNBARTONSHIRE

East Dunbartonshire Housing First

11-17 Kerr Street
Kirkintilloch
G66 1LF
Tel: 0141 840 2299
E: edhf@turningpointscotland.com

EDINBURGH

Turning Point Scotland North East Edinburgh Recovery Service

5 Links Place
Edinburgh
EH6 7EZ
Tel: 0131 554 7516
E: Edinburgh@turningpointscotland.com

GLASGOW

Turning Point Scotland 218

18 Bath Street
Glasgow
G2 4HW
Tel: 0141 331 6200
E: 218@turningpointscotland.com

Glasgow Women's Supported Bail Service

80 Norfolk Street
Glasgow
G5 9EJ
Tel: 0141 287

Turning Point Scotland Community Payback Order Support Service

123 West Street
Glasgow
G5 8BA
Tel: 0141 429 4283
E: CPOsupport@turningpointscotland.com

Turning Point Scotland Abstinence Service

161-181 Whitefield Road
Glasgow
G51 2SD
Tel: 0141 445 1198
E: lynfoy@turningpointscotland.com

Turning Point Scotland Glasgow Alcohol and Drug Residential Recovery Service

Garscube House
840 Garscube Road
Glasgow
G20 7ET
Tel: 0141 948 0092
E: stabilisation@turningpointscotland.com

Turning Point Scotland Glasgow Drug Crisis Centre

123 West Street
Glasgow
G5 8BA
Tel: 0141 420 6969
E: GDCC@turningpointscotland.com

Turning Point Scotland Glasgow Housing First

121 West Street
Glasgow
G5 8BA
Tel: 0141 429 8032
E: glasgowhousingfirst@turningpointscotland.com

Turning Point Scotland Glasgow Homelessness Service

112 Commerce Street
Tradeston
Glasgow
G5 8DW
Tel: 0141 420 1929
E: glahome@turningpointscotland.com

Low Moss PSP

Links Centre
190 Crosshill Road
Bishopbriggs
Glasgow
G64 2QB
Tel: 0141 762 9652
E: Lowmoss@turningpointscotland.com

Turning Point Scotland Flexible Homelessness Outreach Support Service (South)

209 Govan Road
Glasgow
G51 1HJ
Tel: 0141 419 4520
fhossgovan@turningpointscotland.com
Tel: 0800 027 4485

Flexible Homelessness Outreach Support Service (North-West)

1880-1882 Dumbarton Road,
Scotstoun,
Glasgow
G14 0YA
T 0141 434 0518
E fhossnorthwest@turningpointscotland.com

Turning Point Scotland Glasgow Social Opportunities

209 Govan Road
Glasgow
G51 1HJ
Tel: 0141 419 4520
E: glasocialopps@turningpointscotland.com

Turning Point Scotland Glasgow Supported Living Service

11 Bressay Road
Barlanark
Glasgow
G33 4UX
Tel: 0141 781 1496
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Turning Point Scotland Glasgow Housing Support

1 Shawpark Court
Flat 0/4
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G20 9AG
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E: GlasgowHousingSupport@turningpointscotland.com

INVERCLYDE

Turning Point Scotland Inverclyde

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E: Inverclyde@turningpointscotland.com

Turning Point Scotland Inverclyde Housing Support service

88 Neil Street
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PA16 9JF
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E: Inverclyde@turningpointscotland.com

Rosie's Orchard View

Behind Inverclyde Royal Hospital
Larkfield Road
Greenock
PA16 0XN

MORAY

Turning Point Scotland Elgin

Greyfriars Close
Elgin
Moray
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NORTH LANARKSHIRE

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PERTH & KINROSS

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Rosie's Garden

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RENFREWSHIRE

Turning Point Scotland Renfrewshire

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Turning Point Scotland Renfrewshire Housing Support

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PA3 4HP
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E: RenfrewshireHousingSupport@
turningpointscotland.com

Turning Point Scotland Renfrewshire Housing First

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PA3 4HP
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E: hfr@turningpointscotland.com

Turning Point Scotland Turnaround

219 Glenniffer Road
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