



Because People Matter

-  Respect
-  Compassion
-  Inclusion
-  Integrity

# ANNUAL REPORT

2017 - 2018

# CONTENTS

- 4 Chair's Report
- 6 Chief Executive's Report
- 8 Reclaiming Identity
- 12 Awards & Recognition
- 16 Develop & Support our staff team
- 20 Dundee service: 15-year discovery
- 22 Service Quality – Sustain & improve our high-quality service provision
- 26 Board of Directors
- 28 Financial Results
- 29 Service Directory



# CHAIR'S REPORT



**DOROTHY MCELROY**  
**CHAIR**

**It is with immense pleasure that I take up post as Chair of Turning Point Scotland in a period that will take us into our 20th year as an independent charity. It is my privilege to serve the organisation as Chair in addition to being the Chair of the Make It Happen committee.**

I would like to thank Sheila Fazal, outgoing Chair, for her leadership during a key period of transition whilst the new Chief Executive, Neil Richardson settled into his role. Sheila has also provided me with a great deal of welcome support and continues as a most valued Board member. I would also like to thank Elizabeth Gray, former Chair and Ewan McIntyre for their impressive commitment to the organisation in their roles as Trustees.

Turning Point Scotland has a long and impressive history at the forefront of social care in Scotland and with the organisation continuing to grow in strength and diversity, I believe it has a promising future.

Periods of change, challenge and new beginnings are exciting, however it is worth remembering how stressful this can be for staff. I would like to thank everyone for their enthusiasm, continued commitment and professionalism, in supporting Neil to take stock of Turning Point Scotland and lead the development of the strategic plan.

Apart from his extensive leadership experience spanning a number of decades in the public sector, the Board appointed Neil because of his clear commitment to the values of the organisation and the people we support. This is clearly evidenced by the extensive consultation which took place

in the development of the strategy. Service users and their families, staff and members of the Board were involved in producing and refining ideas about how to take the organisation forward. This level of inclusion helped to make the whole process a real team effort.

In addition to the extensive support Turning Point Scotland will continue to provide for people facing complex and challenging situations, there are two areas for development which are now key pillars in the strategic plan for 2018-2021.

By building on our current social enterprise activity, we will provide opportunities for people to develop their confidence and skills. We will also extend our commitment to Citizenship throughout the organisation with the aim of enhancing social inclusion and supporting people to become increasingly integrated into their communities.

These exciting new developments will offer many opportunities to staff and service users to be part of the organisation's future, helping us to work towards the vision where everyone in Scotland 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.

# CHIEF EXECUTIVE'S REPORT



**NEIL RICHARDSON QPM  
OBE, CHIEF EXECUTIVE**

**It is hard to believe that my first year as Chief Executive passed so quickly. It has been very busy but extremely enjoyable to immerse myself in the dynamic world of social care.**

All my initial feelings about the strength of Turning Point Scotland and many of the key players in the third sector have been confirmed.

One of my first priorities during this period was developing a new three-year strategy for the organisation, that will take the charity towards our 20th year and beyond.

Going around the different services in Scotland after I arrived in the post, I realised the strength in Turning Point Scotland lay in the individualised approach our staff take towards the people being supported. The 'person-centred' ethos is not just part of any

strategy but embedded within the DNA of the charity. So I felt all our people, the staff, should play a key role in the development of the new strategy.

Turning Point Scotland has 1200 employees spread across 180 locations and giving them all the chance to contribute to the strategy was a logistical challenge. However, the Executive Team and I were committed to offering everyone the chance to have a say if they wanted to and we embarked on a detailed consultation process. As well as offering staff the chance to participate, groups of people being supported were also given the opportunity to be part of the process.

Some of the key themes that emerged is that Turning Point Scotland makes a difference in people's lives and contributes to improving communities and bringing about social change. People working for us also felt our support was non-judgemental, flexible

and promoted dignity and equality. There was a sense that Turning Point Scotland doesn't give up on people no matter how complex the issue and we help people to have a sense of belonging and make them feel valued.

But one of the consistent themes emerging through the consultations process was a focus on values. Staff identified those values as respect, inclusivity, integrity and compassion. These four values now form the core part of the new strategy, alongside the four strategic drivers to give practical operational guidance to our service design and delivery.

One of the reasons I wanted to involve staff and some of the people we support in the creation of the strategy, is because I want it to be a central part of our everyday decision-making throughout the organisation, no matter how big or small. Everything we do should be consistent with our values, mission, vision and strategic drivers.

We now have an excellent platform in place for the challenges and opportunities in the years ahead.

Of course, the reason the organisation is in such a strong position is due to the previous hard work and efforts of everyone throughout the past year.

I hope you enjoy reading about a flavour of these highlights in this report.

On a final note, colleagues across Turning Point Scotland would like to thank Operations Manager Christine Buntrock for her many years of service developing our justice services, following her retirement.

# RECLAIMING IDENTITY

**Turning Point Scotland's new vision makes a bold statement of intent for the social change people in the organisation are committed to bringing about:**

'We have a 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 activities.'

Nothing encapsulates this more than Turning Point Scotland's Citizenship approach, recognising the skills, strengths and assets of every individual equally and valuing the roles they play in other people's lives and communities.

The new strategy commits to embedding our approach to Citizenship across the the organisation and developing it in the years ahead.

Citizenship is an innovative model for community integration and social

inclusion, originally developed by the Yale Program for Recovery and Community Health (PRCH).

It is a holistic approach promoting recovery, self-determination and inclusion. Stigma and discrimination are challenged through empowering people to take up valued roles within their communities and to build a positive identity away from the limiting labels and deficits that brought them to our services for support.

Through the Citizenship framework, people who have accessed Turning Point Scotland's services can engage and reconnect with the positive aspects of their identity that makes them who they are, whether that is through personal relationships, skills and interests or being active in their community. The key is to emphasise these positive roles rather than some

of the negative experiences they have been through.

A group of students on Turning Point Scotland's Connecting Citizens programme have been working with Inclusive Images, a social enterprise that helps people develop skills and confidence in photography. The aim of the eight-week course 'Reclaiming Identity' was to document the experiences, memories and emotions of people and their communities.

They discussed subjects collectively as well as learning the practical skills and techniques required to capture the best images.

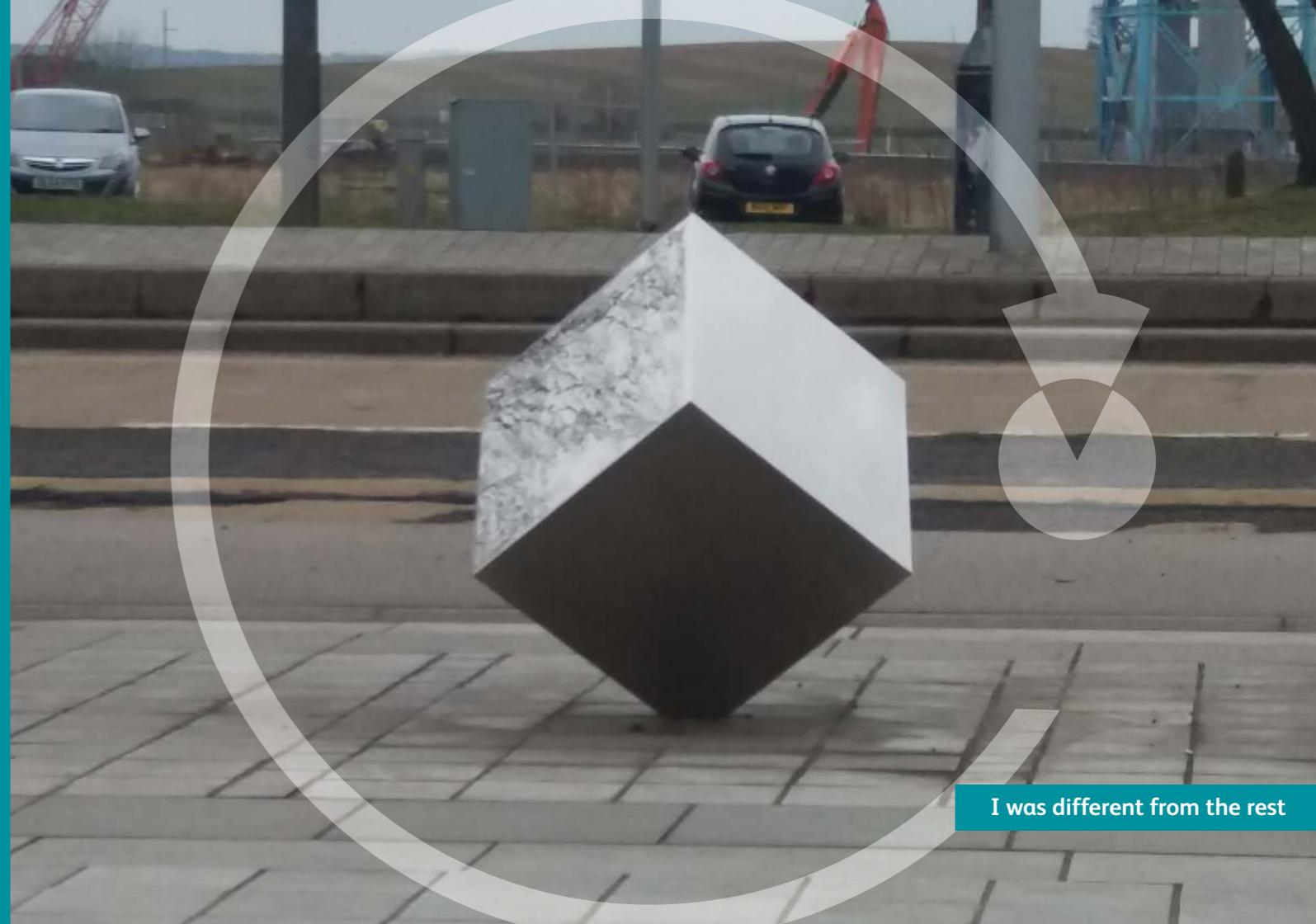
Communicating ideas, telling stories and documenting experiences have played a key role throughout history. Creative activity can give people a passion and a purpose in life that goes beyond any support needs they require past or present.



I used to sleep there, it was quite comfy

The experiences of people that have used support services have been well documented by other people, through print or video. By giving control in the creative process back to the individual, this can empower the students to express themselves creatively and highlight their own positive personal attributes.

As an organisation with Citizenship embedded across the areas it can contribute to better health, well-being and social inclusion and will increasingly play a more important role in what we do. We are featuring their photography work throughout this annual report as a testimony to the power of these images and as a celebration of their creativity as artists.



I was different from the rest

# AWARDS & RECOGNITION

## Glasgow Women's Supported Bail Service

Valuing people for the role they play is a key part of Citizenship. Winning awards is a fun way to gain formal recognition for the positive contribution people make, in front of their peers. This year has been a successful year on the awards front for Turning Point Scotland and as part of our new strategy we are proud to recognise the achievements of our services, staff and people we support.

Glasgow Women's Supported Bail Service, delivered in partnership with Aberlour, had only been operating for around 18 months when the service received recognition for its efforts.

The team picked up the 'Silo Buster' Award at the Scottish Social Services Awards at Crieff Hydro. These awards celebrate the work of the individuals,

teams and organisations making a positive difference to people's lives.

The 'Silo-buster' Award recognises team working and partnership approaches to delivering better services for the people being supported.

The majority of women that are remanded in custody do not go on to receive a custodial sentence. However, time spent on remand can have a very negative impact on their lives including loss of access to children, housing and support.

The aim of this service is to avoid the unnecessary use of remand or imprisonment resulting from a breach of conditions.

The award celebrates the success Turning Point Scotland and Aberlour have had in breaking down barriers and getting organisations from different sectors to work together to deliver a more effective service.

## Liz's story

Liz, who is 48 years old has been homeless on and off for about 20 years. She said:

"I had addiction issues, various medical issues which lead to a chaotic lifestyle and at times meant I was caught up in the justice system.

I first met staff from the Glasgow Women's Supported Bail Service just over a year ago. I was offered support from the service and accepted it as I had been placed on bail, had no benefits in place, was homeless and misusing alcohol.

I knew early on that I would engage with the service as my worker made the effort to get to know me and come out and see me 2-3 times per week. Before getting support I had found it difficult to meet with any other services, control my alcohol use and also get accommodation. I didn't know a service like the Glasgow



Unfortunately funding is no longer available for the Glasgow Women's Support Bail Service and it no longer operates

Women's Supported Bail Service existed and at first my worker helped me get into 218 project which helped me with my alcohol use. I have not misused alcohol in approximately 10 months, the service also helped me set up a benefit claim which meant I did not have to commit crime. I am now in an independent living accommodation and the service continues to try and get me my own tenancy which is all I've ever wanted.

My bail is coming to an end and I have asked that my bail gets extended so that I still get support from the service because they have done so much for me, I don't know who I would turn to

without the service. I think that that the bail service has been life saving for me, before I met my worker I had attempted to take my own life several times. The service gave me a sense of self-worth and made me feel like life was and is worth living. It has encouraged me to think for myself and I think I would have struggled to do this without support from the service. I think that the time was taken to get to know me and I have never had that before, ever. I know without the support from the service I would be dead, I think the best thing to happen to me is getting bail as I got support from the Glasgow Women's Supported Bail Service."



## Rosie's Garden

Social enterprise is going to play a big part in our future as part of the new strategy. Our social enterprise activity has a history of winning awards and our latest, Rosie's Garden, is no exception. The team picked up the Gold Certificate in the Neighbourhood Garden category at the Beautiful Perth awards.

The awards celebrate all of the organisations making the Fair City a more attractive place to live and work.

## Individual achievements

**Fiona Dawson**, who is supported by Turning Point Scotland Prestwick, received her award for Sporting Achievement. Fiona is a double world record-breaker for her success with the South Ayrshire Swim Team Para Squad and she has won multiple gold and silver medals in the Special Olympics and the European Downs Syndrome Championship.

**Jason Lyon**, supported by our Dundee service, won the Royal Society for the Encouragement of Arts, Manufactures and Commerce, Social Impact Award for his voluntary work with Tayberry Tales, which presents multi-sensory storytelling for adults with profound learning disabilities.

Support practitioner **Helena Horne**, from our Renfrewshire service, picked up the Exceptional Frontline Worker.

The event, run by the Scottish Commission for Learning Disability, was held at the Grand Central Hotel in Glasgow and celebrated the achievements and many success stories from everyone in the sector and was a great climax to Learning Disability week.

**Paul Scott**, who is supported by our Angus Service, won two silvers and a bronze in the cycling at the Special Olympics Great Britain National Summer Games in Sheffield.

Paul's trainers have commented that he works very hard during his training sessions and is full of enthusiasm for the sport. Turning Point Scotland support workers have noted Paul's commitment to his training sessions, as he is first on his bike, last off his bike and gives his all to his training.

Also we have another talented athlete from our Angus service, **Scott Lander**, who won a gold medal in the running category! Around 2,600 people from across the UK took part in the Special Olympic Games.

And finally, well done to staff across our justice services, 218 & Turnaround for being in the final of the Howard League Community Awards in London.

# DEVELOP & SUPPORT OUR STAFF TEAM

## Investors in People

Turning Point Scotland is proud to have a staff team who are passionate and committed to working with the people we support. It is the foundation for everything the organisation has achieved so far and is the reason those commissioning services put their trust in us. In order to provide a high quality level of support, Turning Point Scotland has invested in workforce development to make sure people have the skills and personal attributes to do their job.

This commitment has been rewarded as the organisation has not only retained its Investors in People Accreditation but actually exceeded the previous level to Gold Accreditation. Gold Accreditation puts the charity in the top 7% of Investors in People's 14,000 member organisations which spans across 75 countries.

In particular, the assessors recognised the Turning Point Scotland practice in leading

and inspiring people; empowering and involving people; recognising and rewarding high performance.

"It is wonderful to see that we are operating in teams and as an organisation where largely people feel a sense of belonging, engagement, development and are receiving individual support and feedback." - Katherine Wainwright, Head of Human Resources, Turning Point Scotland

## Gender Pay equality

Turning Point Scotland's organisational values commit the charity to challenging inequalities. This can apply equally to people being supported and the staff team. The charity is striving to show leadership in the area of gender pay equality. The organisation has been performing well and is ranked 3rd best in the top employers in the Scottish

charitable social care sector regarding gender pay equality, according to Third Force News, the Scottish Council for Voluntary Organisation's newspaper.

Around two thirds of the employees at Turning Point Scotland are women. There's a slight pay gap in favour of men when looking at average pay of just over 1% but when looking at the mid-point of pay range for men and women there is no pay gap. For context, the national figure is an 18% pay gap between men and women in the mid-point pay range. However, Turning Point Scotland is striving to make even more progress in the area of gender pay equality and a number of areas have also been identified around career development pathways and maintaining rigorous approaches to pay practices for the future.

## Employees of the future

Social care is a demanding career but for those with the right attributes it is

# TPS CONNECTS



If someone is in need, there is a helping hand

extremely fulfilling. It offers the chance to directly improve the lives of people with quite specific support needs. Turning Point Scotland is constantly on the lookout for individuals and groups who offer the right blend of personal qualities and experiences for the variety of roles on offer.

Turning Point Scotland recognises the valued role and contribution members of our armed forces make to the safety and security of our country. Service men and women have unique skill sets being able to perform their jobs while remaining calm under pressure in a number of varied and often extremely challenging environments. Being able to read a person's behaviour through body language and looking for signs of stress or distress are important transferable skills.

Members of the armed forces leaving the services sometimes face struggles of their own around mental health issues, drug and alcohol misuse and homelessness. Turning Point Scotland has ex-armed forces members among the staff team and this creates a natural link with people who have a military background and are

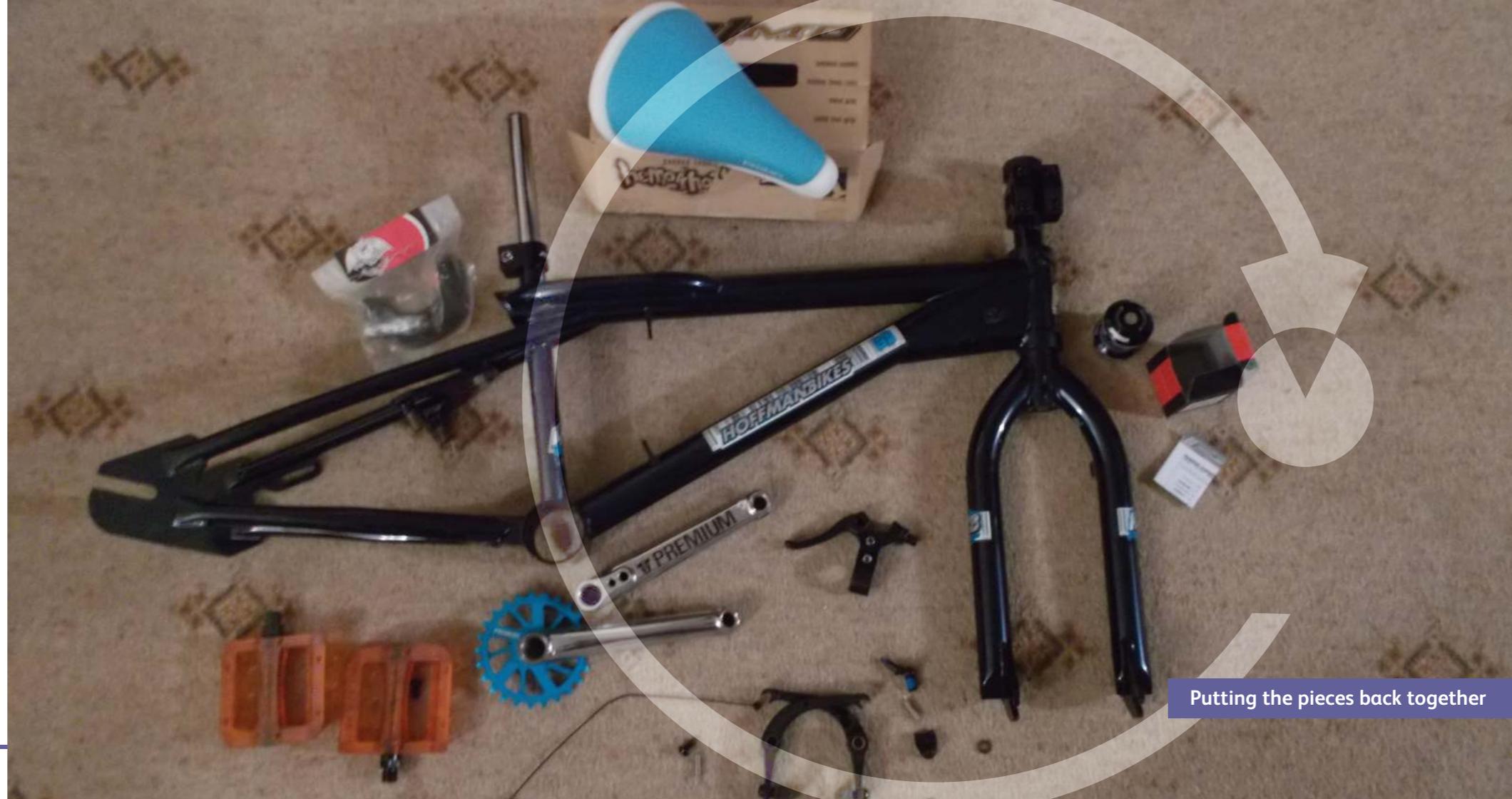
engaging in support services. Turning Point Scotland has established links with the RAF Association, so that people leaving the armed forces might consider social care as a possible career. We now offer a guaranteed interview scheme for former members of the armed forces and have established links with the Career Transition Partnership, a department of the Ministry of Defence, who offer resettlement and career support.

"We discussed what skills and attributes we considered useful, particularly in services where people had more complex presentations. The group identified things like resilience, maturity, the ability to stick to plan and to report when circumstances required it; all equally valuable attributes to have. We then considered where we might find such people and the conclusion was ex service personnel."

Operations Manager, Peter Jung

"Our forces aren't often deployed to go to war, they mainly are involved in keeping the peace!"

Russ McMillan from the RAF Association



Putting the pieces back together

# DUNDEE SERVICE: 15-YEAR DISCOVERY



## In the past year, Turning Point Scotland Dundee commemorated its 15th anniversary.

To highlight the milestone, the service held its annual stakeholders day with a twist. Held at the award-winning Discovery Point in Dundee, the event was filled with fun, laughter and nostalgia. Some of the people supported by Dundee took part in the day by regaling inspirational anecdotes of their experiences, doing presentations of their voluntary work, their hobbies and how the service has made a difference to their lives.

People we support all took part in the planning and delivery of the stakeholder day. They reported feeling valued and included by being involved on the day.

Dundee Service Manager, Shona Johnstone, said: "It's the people who use our service, so it was only right that the presentations were of their lives."

Marking Dundee's 15 years of service is valuable to not only recognise their position within the city as long standing care providers but also to applaud people's achievements. Doing this together with partners and other people we work alongside allows them to share in their successes.

When asked what the highlights of the last 15 years are, Shona said: "Gosh! We've supported someone in the past to get married, we currently support

someone who has developed their skills and independence in the community and gone on to have a relationship and is now engaged, we have made great success in supporting someone who presented challenges that meant they spent many years in an institutional environment and a move to the community was deemed "high risk". We have provided support to this person for nine years now and they are able to access social opportunities within their own abilities. We have received many generous donations to our service user fund due to our reputation and people being aware of what we do. This funds social events and parties for people we support."

Turning Point Scotland is proud to recognise that without staff and their commitment to the people we support the service wouldn't have grown to the reputation it has and people wouldn't have had the opportunities or success they have had. A service can only run so well when everyone works together.

## Darren's story

This is Darren's 10th year receiving support from Turning Point Scotland. Darren will tell you it hasn't always been an easy path but it is the longest he has been supported by any care provider and the longest time he has lived in his own home. There are times in Darren's life that have been quite chaotic which has made it difficult for him to participate in things many people take for granted.

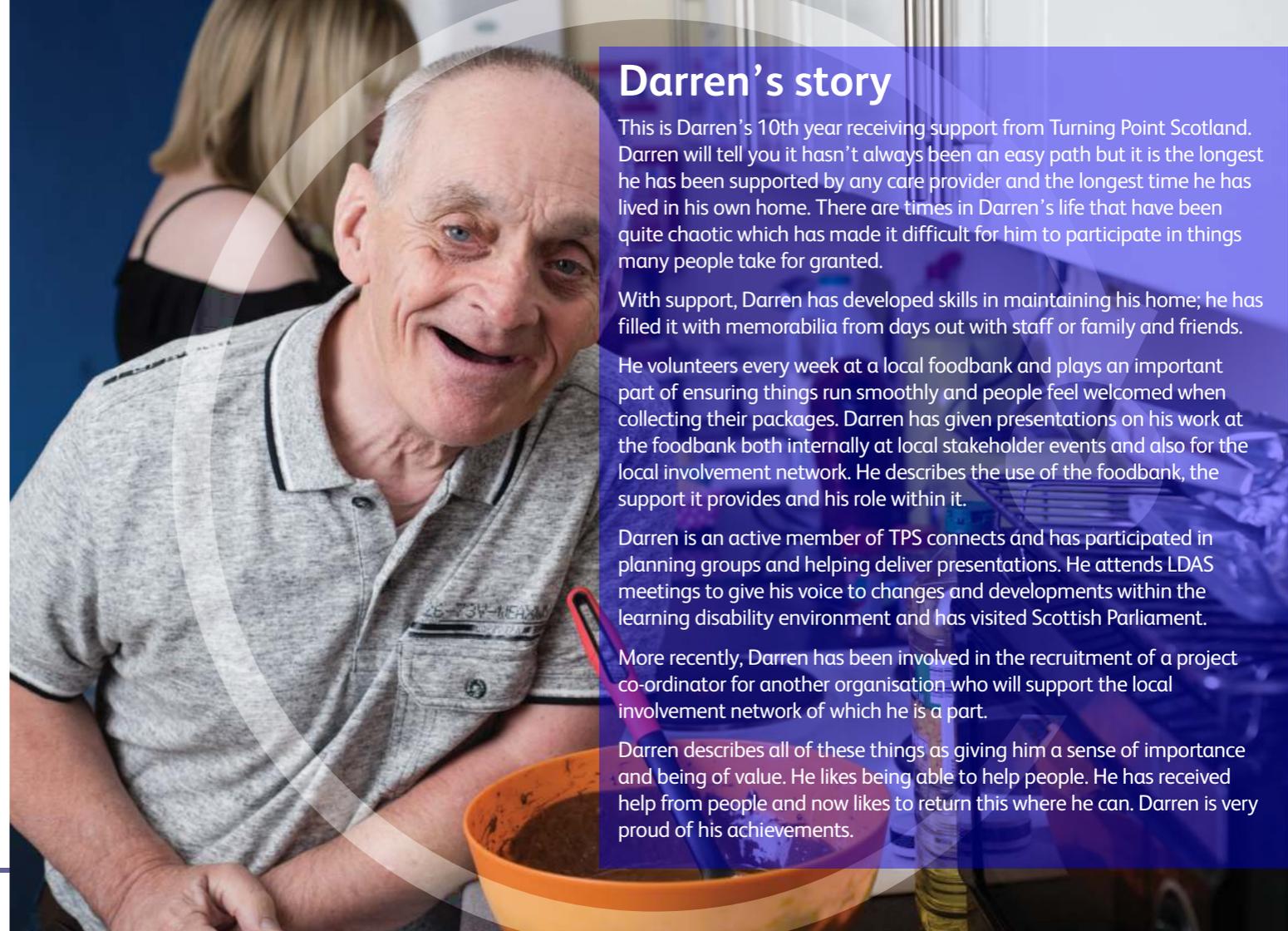
With support, Darren has developed skills in maintaining his home; he has filled it with memorabilia from days out with staff or family and friends.

He volunteers every week at a local foodbank and plays an important part of ensuring things run smoothly and people feel welcomed when collecting their packages. Darren has given presentations on his work at the foodbank both internally at local stakeholder events and also for the local involvement network. He describes the use of the foodbank, the support it provides and his role within it.

Darren is an active member of TPS connects and has participated in planning groups and helping deliver presentations. He attends LDAS meetings to give his voice to changes and developments within the learning disability environment and has visited Scottish Parliament.

More recently, Darren has been involved in the recruitment of a project co-ordinator for another organisation who will support the local involvement network of which he is a part.

Darren describes all of these things as giving him a sense of importance and being of value. He likes being able to help people. He has received help from people and now likes to return this where he can. Darren is very proud of his achievements.



# SERVICE QUALITY – SUSTAIN & IMPROVE OUR HIGH-QUALITY SERVICE PROVISION

## Inverclyde

Turning Point Scotland believes that genuine, long-lasting social change can only come about by continuous improvement in the support services on offer, giving people a positive experience in both their homes and their local community, enabling them to live more active and fulfilling lives.

Turning Point Scotland previously took on Caladh House five years ago, a residential facility in Greenock supporting 10 people for learning disabilities. Working in partnership with Inverclyde Community Health and Social Care Partnership, the longer term aspiration was to move to a new facility that would allow more flexibility

around the design of the service. Those aspirations were met and the service relocated to Gourrock.

With the change in location also came a change in service delivery model. Previously a residential facility, the Inverclyde service is now a supported living service allowing independent living with each person having a private bathroom, 24/7 support and access to communal catering and social hubs.

Consultation meetings took place with the families of the residents to discuss the various ways the move would impact on people being supported. The people we support received a tour around Caladh House to give them the opportunity to see the new accommodation and get to know the local community. The new

“The new building is very beautiful and offers convenient access to the shops nearby. Everything is nearby. We also have more space and also have our own toilet. The neighbours and community are very friendly and there are lots of modes of transport.”

Robert, a service user in Inverclyde

“I am delighted with Robert’s new home and the environment created by the current staff.”

Robert’s brother

“I prefer this place to the last place. I like the garden and we have our own bathroom.”

Graeme, Caladh House resident





location offers opportunities for the service users which were of which he is a part. unavailable, including the ability to do their own shopping instead of relying on deliveries, thus giving them more independence.

Every resident now has their own ensuite bathroom offering greater privacy and there is room for an additional individual to move in.

## Aberdeenshire

Turning Point Scotland's drug and alcohol services in Aberdeenshire were re-rendered which led to an opportunity to redesign the way the service was delivered. The organisation has been providing harm reduction and recovery services in north Aberdeenshire for many years. Alcohol and Drugs Action was offering similar service provision in south Aberdeenshire and so as the two incumbent providers, the two service providers agreed to pool resources and come up with a joint service that would serve the whole of Aberdeenshire with a consistent and more effective support.

Services include a community-based harm reduction service for people in Aberdeenshire to keep people safe and reduce the risk of drug-related deaths. This includes an advice and information service, daily drop-in/ duty, needle exchange and structured motivational support for individuals and families affected. A community-based rehabilitation service delivers support to help people achieve and maintain a recovery from substance use problems.

A social enterprise, Aberdeen Foyer, is a third provider which promotes access to training, learning and accredited qualifications.

People being supported can benefit from a broader range of support services across the region. Crucially, the stigma that was sometimes felt by people being supported in their own area has been reduced because they have more flexibility over where they receive support.



“Like many communities across Scotland, drug use and alcohol misuse poses significant risks to individuals and affects families across Aberdeenshire and we are committed to saving lives and reducing harm. If people are ready to move into recovery, our services will offer support to assist people to help them to work towards this goal. In addition, we believe everyone is capable of achieving a sense of belonging and valued role in their lives.”

Colin Barnes, Operations Manager

# BOARD OF DIRECTORS

**SHEILA FAZAL**

**DOROTHY MCELROY CHAIR**

**ELIZABETH GRAY** (retired 17/09/17)

**EWAN MCINTYRE** (retired 12/09/17)

**JO PIKE**

**ROBERT MACINTOSH VICE CHAIR**

**ARTURO LANGA**

**PAUL MCAUSLAN**

**LINDSAY HAMILTON**



# FINANCIAL REPORT

## Consolidated Statement of Financial Activities (incorporating income and expenditure account)

For the year ended 31 March 2018

	Notes	Unrestricted Funds £	Restricted Funds £	2018 £	2017 £
<b>Income and endowments from:</b>					
Donations and legacies	6	50,328	34,000	84,328	67,840
Charitable activities	7	32,419,033	350,498	32,769,531	28,772,112
Investment income	8	12,110	-	12,110	6,612
Other income		75,654	-	75,654	37,372
<b>Total income and endowments</b>		<b>32,557,125</b>	<b>384,498</b>	<b>32,941,623</b>	<b>28,883,936</b>
<b>Expenditure on:</b>					
Charitable activities	9	(31,705,283)	(379,081)	(32,084,364)	(31,428,855)
<b>Total expenditure</b>		<b>(31,705,283)</b>	<b>(379,081)</b>	<b>(32,084,364)</b>	<b>(31,428,855)</b>
<b>Net (expenditure)/income</b>	14	<b>851,842</b>	<b>5,417</b>	<b>857,259</b>	<b>(2,544,919)</b>
Total funds brought forward	23	4,378,900	100,039	4,478,939	7,023,858
Total funds carried forward	23	5,230,742	105,456	5,336,198	4,478,939

# 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

### Mentoring Services North

Unit 8a  
83 North Castle Street  
Banff  
AB45 1JJ  
01261 818771

## ANGUS

### Turning Point Scotland Angus

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

## AYRSHIRE

### Turning Point Scotland Ayr Transitions Service

2 West Sanquhar Road  
Ayr  
KA8 9HP  
Tel: 01292 886 589

### Turning Point Scotland Prestwick

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

## 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

### Turning Point Scotland 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

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

### Turning Point Scotland Glasgow Alcohol Rehabilitation Service

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840 Garscube Road  
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G20 7ET  
Tel: 0141 948 0092  
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**Turning Point Scotland  
Glasgow Drug Crisis Centre**  
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Tel: 0141 420 6969  
E: GDCC@turningpointscotland.com

**Turning Point Scotland  
Glasgow Housing First**  
121 West Street  
Glasgow  
G5 8BA  
Tel: 0141 429 8032  
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Glasgow Homelessness Service**  
112 Commerce Street  
Tradeston  
Glasgow  
G5 8DW  
Tel: 0141 420 1929  
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**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

E: glasupportedliving@turningpointscotland.com

**Turning Point Scotland  
Glasgow Housing Support**  
1 Shawpark Court  
Flat 0/4  
Maryhill  
G20 9AG  
Tel: 0141 946 5870

E: GlasgowHousingSupport@turningpointscotland.com

## INVERCLYDE

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12A Clarence Street  
Greenock  
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