

Annual report 2016-17

Making services fit people



EXCELLENCE IN SERVICE DELIVERY ▶ RAISING OUR PROFILE ▶
A GREAT PLACE TO WORK ▶ GETTING CONNECTED





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A portrait of Sheila Fazal, a woman with short brown hair, wearing pink-rimmed glasses, a green textured jacket, and a pearl necklace. She is smiling and looking towards the camera. The background is a light grey gradient with a dark grey curved shape on the right side.

**"I HAVE BEEN
HONOURED TO CHAIR
THE BOARD OF TURNING
POINT SCOTLAND AND I
WOULD LIKE TO THANK
EVERYONE FOR THEIR
EFFORTS AND SUPPORT
DURING THIS TIME"**

SHEILA FAZAL

Chair's report

Turning Point Scotland has embarked on an exciting new chapter in our history as we appointed only our third-ever Chief Executive since becoming an independent charity in 1999. It is testimony to the strong foundations of the organisation that we have only had two previous chief executives in more than 16 years.

My colleagues on the Board and I carried out an extensive recruitment process in the period covered by this report and we were delighted to announce that Neil Richardson OBE QPM would succeed Martin Cawley as Chief Executive.

Neil had a long and distinguished career in the public sector spanning more than 30 years, most of them spent in senior officer positions within the two biggest police forces in Scotland, Strathclyde and Lothian & Borders, before becoming Deputy Chief Constable at Police Scotland.

While the Board recognised Neil's leadership qualities, more importantly, he displayed all of the key ingredients that make Turning Point Scotland what it is; empathy, passion and enthusiasm for improving the lives of people facing significant challenges. Neil has spent much of his early months in post getting out and about meeting staff and people we support across our diverse portfolio of services. He has also met with valued colleagues in the wider social care sector.

I would like to pay tribute to Turning Point Scotland's Executive Team for their excellent leadership during the interim period.

There have been many highlights during the past year. Glasgow Homelessness Service celebrated

15 years, with events for staff and service users past and present and in addition hosted a visit from the Local Government Minister. So it was fitting that we built on these achievements with the award of the new Flexible Homelessness Outreach Support Service contract in North-West and South Glasgow.

Again, the diligence and hard work of colleagues showed through, taking on about 120 new staff and more than 1,000 people being supported in a very short space of time.

Our Perth & Kinross garden project has been a real success story, having a very positive impact on the health and wellbeing of people using the service. The garden project joined our portfolio of social enterprises and was re-branded Rosie's Garden, which was another exciting step in its development.

This is my second and final year as Chair of the Board and so this will be my last report. Dorothy McElroy, the current Vice-Chair, will be taking over.

Tony Cameron retired after his eight years at Turning Point Scotland, including as Chair, I would like to thank him for his long service. Thanks also to Craig Findlay, Brian O'Suilleabhain and Claire Nisbet who depart too while we welcome Lindsay Hamilton.

I have been honoured to chair the Board of Turning Point Scotland and I would like to thank everyone for their efforts and support during this time, including Board members, the Executive Team and the staff.

Shola Farol

Chief Executive's report

It is with immense pride that I have taken up the role as Chief Executive of Turning Point Scotland.

I would like to thank the Board, the Executive Team and all staff across the organisation for the very warm welcome I have received.

The organisation is on a sustainable financial footing and we have a strong reputation within the sector. This is a good platform to build on and to tackle the challenges that lie ahead.

Without doubt, this is down to the work of everyone who has contributed to Turning Point Scotland over a period of years. I have witnessed a real commitment and professionalism that is consistent across the organisation and the feedback from people using our services clearly reflects that. There are some complex challenges facing many of the people we support and our staff go the extra mile to make a lasting, positive difference in their lives.

While my experience in law enforcement clearly is from a different perspective, both policing and social care are concerned with the safety and wellbeing of individuals and communities. Police officers are often involved at the point of crisis in people's lives. A point on which we can all agree is that our collective goal must be to avoid that type of crisis by developing progressive and preventative approaches that more effectively reflect people's needs.

The third sector in Scotland has consistently shown real strength in generating effective and creative longer-term solutions to new and emerging challenges. Turning Point

Scotland has actively demonstrated an aptitude and willingness to lead by example. That type of innovation and energy will be vital to help design and deliver tomorrow's essential services within the health and social care sectors.

The pressures currently being felt within the third sector are unprecedented and at times, dispiriting. Our strength as an organisation, coupled with a firm values base, has enabled us to sustain our business with high standards and a diversity of quality services. We cannot, however, rely on this indefinitely.

More than ever before, agility, creativity, determination and positivity will be fundamental to our long-term success and I have every confidence that as an organisation, we can grow and develop to meet the ever-expanding needs of individuals and communities across Scotland.

My immediate priorities and focus will be on maintaining and developing the quality of services we have to offer. To do that, I intend to draw on the ideas and experience of every staff member. Over the coming months, we will progress a series of discussions intended to revitalise our focus and generate a fresh strategy for the next three years.

I hope you enjoy reading about our progress in the past financial year and I look forward to working with you in shaping our planned progress for the year to come.



A professional headshot of Neil Richardson, a middle-aged man with short, dark hair, wearing a light blue suit jacket, a white dress shirt, and a blue paisley tie. The background is a neutral grey. There are decorative teal-colored geometric shapes: a large triangle on the left side and a curved shape on the bottom right corner.

**"MORE THAN EVER
BEFORE, AGILITY,
CREATIVITY,
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POSITIVITY WILL BE
FUNDAMENTAL TO OUR
LONG-TERM SUCCESS"**

NEIL RICHARDSON

A man with dark hair, wearing a blue, green, and white plaid button-down shirt, is smiling and looking towards the right. He is holding a stack of white papers and a pink pen. The background is a blurred indoor setting with wooden paneling and a staircase railing. A large, semi-transparent purple triangle is overlaid on the right side of the image, containing white text.

**“WE HAVE IDENTIFIED
GAPS IN EXISTING
SERVICE PROVISION AND
DESIGNED CREATIVE AND
INNOVATIVE RESPONSES
ACROSS A NUMBER OF
DIFFERENT SECTORS”**



Excellence in service delivery

We have identified gaps in existing service provision and designed creative and innovative responses.

Turning Point Scotland has invested significant time and resources into working with people in the justice system to address the underlying causes of offending behaviour. This in turn can reduce the risk of people re-offending and the numbers of individuals returning to prison. We will continue to create and develop responses to some of these challenges that can be adapted to suit different need and geographies.

The Public Social Partnership at HMP Low Moss has shown what can be achieved when statutory agencies and third sector partners work in partnership, delivering more integrated and effective services. This can help

remove barriers people face leaving prison to enable them to access housing, welfare and medical care, in order to reintegrate into the community and reduce the risk of further offending.

We have also adopted this approach in HMP Kilmarnock, on a much more limited scale and in a different operating environment.

The Throughcare service is working to reduce the rate of re-offending among the short-term prison population in Ayrshire. The objective is for men in HMP Kilmarnock to ensure they get the right service at the right time when they return to their community.

The service aims to increase the range of specific services and availability of other forms of support to the men. ►

“THE SERVICE PROVIDES MENTORING TO DEVELOP NEW SKILLS, CHANGE THEIR BEHAVIOUR AND BUILD CONFIDENCE”

► The intention is to reduce an individual's criminal activity and substance misuse therefore improving their health and well-being, social functioning and living situation.

It is hoped those returning to their community, with the right support in place, can have improved confidence and personal skills, reducing the risk of further offending behaviour.

Community-based interventions remain a key part of our support services.

Turning Point Scotland Community Payback Order (CPO) Support Service staff are working with people to reduce the risks of

them breaching the conditions that have been set in their CPO.

Working in partnership with Criminal Justice Social Work in Glasgow, the service provides mentoring to develop new skills, change their behaviour and build confidence.

Drug and alcohol issues, trauma, poor mental health and a lack of motivation may cause people to miss appointments, which then leads to a breach and increases the risk of a custodial sentence.

By addressing these underlying issues it reduces the risk of breaching their order and further offending behaviour.



Raising our profile

At Turning Point Scotland, we are extremely proud of the fact that we have many services that reach major milestones in terms of the length of time they have been supporting people.

This longevity is the result of the dedication and passion of the staff team to deliver a consistent, quality service to the people we support over many years and the belief our partners in local government have in our approach.

The third strand of our existing Strategic Plan made a commitment to enhance and build on our positive reputation and profile and there are a number of achievements we recognise in this next section where we have helped deliver on this.

Glasgow Homelessness Service – a proud 15 year-long response to personal crisis

As an independent charity, Turning Point Scotland celebrated our 15th anniversary a few years ago and we have many services that have been with us for that length of time too. Glasgow Homelessness Service has also recently celebrated its 15th anniversary.

This is a fantastic achievement for all of the staff because this is a crucial frontline service working with often-challenging people and individuals with long, chronic periods of homelessness and addiction.

Glasgow Homelessness Service provides a service for people who are dealing with a crisis due to addiction (primarily alcohol) and who are also homeless or sleeping rough.

The service provides three facilities within its Commerce Street premises – a one-stop drop-in centre, a crisis residential unit and a long-stay unit.

Known for many years as Link Up, the service has helped thousands of people in Glasgow during problems with

homelessness and addiction since it opened. In the period covered by this report, just over 500 people presented at the service.

Andrew's story

"When I came into Turning Point Scotland Glasgow Homelessness Service, I was beat by alcohol and had lost hope. I settled into the Crisis Unit, but was very shy. Didn't like talking and certainly didn't like being around people.

"The Crisis unit helped me a lot. I started looking after myself with support from staff and my physical appearance changed very quickly. I started eating properly and taking my medication when I should. I was doing great and it was suggested that I may want to try the Resettlement Unit upstairs as a move-on plan.

"I moved into the Resettlement Unit and started to participate in groups. This helped me with lots of issues, especially surrounding addiction and homelessness. My confidence began to grow and myself and my keyworker looked into courses. I've always liked football and I attended a course at Ibrox Park that not only built up my confidence, but I obtained a 1.1 level in coaching. Amazing to think this is what I achieved.

"I'm moving into my own flat today and cannot wait. I now have rebuilt connections with my family and friends and I'm looking forward to the future. My life has changed so much and want to thank all the staff of Turning Point Scotland Glasgow Homelessness Service for helping me turn my life around."



Glasgow Homelessness Service is held in high regard by partners in local and national government. Kevin Stewart MSP, Minister for Local Government and Housing, wanted to see for himself the vital work that is being done at Glasgow Homelessness Service.

The Minister was invited as a special guest to visit and meet with staff and people using the service during a tour around the three facilities within the Commerce Street premises.

Mr Stewart also saw the garden area and was presented with a copy of *Into the Black and Back*, a booklet published by Turning Point Scotland, which tells the stories of nine people supported by the service.

He said: "Over the last 15 years, Turning Point Scotland has helped people in Glasgow overcome their addictions and access housing when they may have previously been sleeping rough.

"We want everyone in Scotland to have access to a safe and warm place to stay and the support and advice provided is absolutely essential to help us achieve this.

"Congratulations to Turning Point Scotland on reaching this milestone and I want to thank the project, and its partners, for its ongoing work helping those who need it most."

Tackling homelessness - a global goal

Recognition of Turning Point Scotland's presence in improving the lives of people who have experienced homelessness was our involvement with the Homeless World Cup. During the summer covered by the period of this report, Scotland played host to the tournament, which has done so much to raise awareness of homelessness and the positive progress participants have made in their lives.

Held in George Square in Glasgow, every day thousands of fans enjoyed the action, supporting 64 teams representing 52 countries to celebrate football, team spirit and social inclusion.

TPS Connects members, made up of past and present service users from Turning Point Scotland, played a part in making the event a success by volunteering to take on roles as ball boys, greeters, merchandisers and general assistants throughout the week.

Similar to the enthusiasm and passion of the Clyde-siders at the 2014 Commonwealth Games in Glasgow, these volunteers ensured the event was a success for participants, spectators, officials and visitors watching the entertainment.

Turning Point Scotland also joined forces

with official media partner STV to make sure armchair fans could catch all the action on TV if they couldn't make it to George Square.

STV broadcast live matches and highlights and Turning Point Scotland sponsored the coverage of the Homeless World Cup and had an advert running to promote what we do.

This raised awareness of the Turning Point Scotland brand to tens of thousands of people during the weeks it was running on air and allowed us to be associated with the positive values of the Homeless World Cup.



Scaling up to support more people into homes

Turning Point Scotland's positive reputation and profile for supporting people affected by homelessness has been rewarded with a major new service covering two out of three areas of Glasgow.

Operating the service in the north west and the south of the city, the Flexible Homelessness Outreach Support Service assists people with different levels of support needs, from low-level to more complex needs, to progress from emergency and temporary accommodation and other homelessness services into a permanent tenancy.

The service works with a wide variety of circumstances, from families to individuals with the most complex needs. Staff can support families by linking in with schools and making them aware of children's circumstances, so to reduce the impact on a child's education and development.

It can support people with budgeting and independent living or to ensure a housing application is processed. For those with the more complex needs, peer support workers with direct lived experience can support them to overcome those issues.

The turnaround time to begin delivering the service was extremely challenging. We transferred more than 120 new staff supporting more than 1,000 people from existing providers and opened five new office locations spread out across the north west and south sectors.

Completing this within the timescale and ensuring as smooth as possible a transition for people using the service, and making new staff feel supported, is a testament to the professionalism of everyone involved.

It also demonstrates our commitment to ensuring excellence in service delivery, our first priority from the existing Strategic Plan.





Turning Point Scotland: A great place to work

A key element of Turning Point Scotland's Strategic Plan is ensuring the organisation is a great place to work. We are committed to providing the best possible learning opportunities for our staff.

The role of the Training and Development department is to design, develop, coordinate and deliver hundreds of courses every year to Turning Point Scotland's 1,200 strong staff team.

There are a number of different ways to deliver training courses, to ensure flexibility within employees work routine. There is a blend of different training methods, attending face to face courses, completing e-learning and using bite-sized training tools.

The Training and Development department also reviews and evaluates training courses to ensure they continue to meet the needs of the changing social care landscape.

Our work is driven by compliance, sector requirements, operational demands and individual staff's knowledge and skills.

In order to register with the Scottish Social Services Council (SSSC), people can complete Scottish Qualification Authority (SQA) qualifications and also undertake Scottish Vocational Qualifications (SVQ) awards.

The safety of people we support and staff is a key priority and the Training and Development department deliver Managing Actual and Potential Aggression (MAPA) on an organisational wide basis. Adult Support and Protection is important so staff are aware of their responsibilities in keeping adults at risk safe.

Other ways in which staff access learning is through our flexible induction process, day-to-day practice, supervision, team meetings, multi-agency training with other organisations, access to leadership development courses and formal qualifications.

The period covered by this report saw the introduction of many new areas, including a new personalised flexible induction process for staff and managers, five new e-learning courses, and a new leadership development programme for service co-ordinators. ►

Training in numbers



More than 720 courses organised and delivered, with 5,800 training days undertaken



2,178 courses completed through e-learning, up more than 1,500 from last year



75% of people rated e-learning courses as very good or excellent



76 people started SQA qualifications to support their registration with SSSC



33 other development projects completed relating to training and learning



40 internal staff supported to be topic-specific trainers

► **Kathryn works in Turning Point Scotland's Renfrewshire service. She said: "Before I started with Turning Point Scotland, I was an auxiliary nurse based in the Queen Elizabeth Spinal Injuries unit, where I received Manual Handling training for my role.**

"I have always loved working with people and gained satisfaction in all my job roles since leaving school.

"I started with Turning Point Scotland 14 years ago as a support assistant. At that time, I completed an induction pack in my probationary period which enabled me to learn a lot about the organisation and also gave me an insight into working with people with learning disabilities.

"I had never worked with people with learning disabilities before, so the mandatory training I received on epilepsy, people moving people, food hygiene and emergency first aid really helped me to fulfil my role.

"I also attended other training sessions

relevant to my role and, in 2005, I completed an SVQ 3 and became an Assistant Service Co-ordinator.

"On promotion to Assistant Service Co-ordinator, I attended many management training sessions and completed a Management Induction pack.

"At this stage, I decided that I would like to use my knowledge and experiences in the workplace to help others, so I volunteered to become an internal trainer.

"The training department arranged for me to attend the relevant training to become a Manual Handling Trainer and later in my career, I also become an Epilepsy Awareness Trainer.

"I achieved promotion to Service Co-ordinator in 2007 and, in 2008, completed SVQ 4. These qualifications were of great benefit to me when carrying out my role and, along with all the other training, I gained confidence to develop my skills as a team leader."

"THESE QUALIFICATIONS WERE OF GREAT BENEFIT TO ME AND, ALONG WITH ALL THE OTHER TRAINING, I GAINED CONFIDENCE TO DEVELOP MY SKILLS AS A TEAM LEADER"



**"PEOPLE CAN GROW
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ENVIRONMENT"**





Growing success Perth & Kinross

Turning Point Scotland Perth & Kinross supports people to live in their own homes. They work in partnership with families, social workers, health professionals, Perth and Kinross Council and a range of other agencies to provide services for people with learning disabilities.

Since the service was launched a decade ago, Turning Point Scotland Perth & Kinross has been developing the area of land around its main office in Shore Road into a garden, so that people using the service can enjoy the outdoor space.

The Shore Road garden project is a great example of ensuring excellence in service delivery as set out in the current Strategic Plan. People can grow and maintain a range of plants, herbs and fresh produce, working alongside others while enjoying the outdoor environment.

In the period covered by this report, the Shore Road garden project has celebrated a number of achievements. As part of Learning Disability week with the theme 'Celebrating Success', volunteers from Turning Point Scotland Perth & Kinross joined forces with another local charity Beautiful Perth that runs the 'Perth in Bloom' campaign.

The two groups got together to tidy the car park, prune the shrubs and spread fresh

bark on the beds in the Bridgend area of the city. Their efforts were rewarded by being featured in the local media, helping to raise the profile and reputation of Turning Point Scotland's work in Perth.

Each year, Beautiful Perth hosts a competition with several categories to recognise and celebrate the efforts of people working to make Perth a great place to live, work or visit. The Shore Road garden project was entered into the competition in the Neighbourhood category.

Turning Point Scotland's Shore Road garden project won a Gold certificate for the standard of the garden. The team then won the overall Neighbourhood category, receiving another certificate and a silver platter, which is engraved and kept for a year.

Craig Robertson, John McIntosh and Stuart Robertson are all supported by the service and attended the awards with staff, having a great time. This also helped to raise awareness of our work among the local community.

Simon Humphreys, Service Manager, said: "I got quite emotional. It is a tremendous achievement. I think this is another excellent example of how those we support can engage with community initiatives and contribute in a really positive way to their local area." ►



► The service is developing even further as Turning Point Scotland Perth & Kinross celebrates its 10th anniversary. To mark this major milestone, the service has a host of fun activities planned for throughout the year to look back on its achievements.

An exciting aspect of its development is that Perth & Kinross has developed the Shore Road garden project into a social enterprise,

adding to Turning Point Scotland's growing portfolio of social enterprises around the country. Rosie's Garden will give the garden project its own identity and branding, as well as a Facebook page to promote its work and plants for sale.

Service users attending Rosie's Garden have the opportunity to take part in a Grow and Learn course in partnership with the

Royal Caledonia Horticultural Society. They hope to become a recognised centre for the award in the Perth area.

It is testimony to the staff team how far the service has travelled in the last decade and they can reflect on the impact they have had on the lives of the people they support, often presenting challenging circumstances and behaviour.

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Getting Connected

Turning Point Scotland's objective is to support people to overcome whatever challenge is facing them. However, as an organisation, we want the people we support to do more than just get through their daily routine. We believe they can have an independent and as fulfilling life as possible by creating great experiences and memories.

TPS Connects - the membership body for anyone who has ever used a Turning Point Scotland service - embodies this approach.

It has three main elements:

Participation - Membership - Volunteering

Over the last five years or so, TPS Connects has evolved and developed, and the biennial TPS Connects conference is more popular than ever, doubling to twice the size in terms of attendees in the period covered by this report.

Held over a packed two days of activities, the conference for TPS Connects members took place at the revamped Golden Jubilee Conference Hotel.

While the emphasis was on fun and taking part, with drumming, cake decorating and art workshops, TPS Connects is a serious commitment to inclusion and giving people we support a voice in the organisation. Once again, the TPS Connects Committee, made up of members, planned every aspect of the event.

Turning Point Scotland's 'Commitment to Citizenship' was unveiled on the day and featured in many of the discussions. Turning Point Scotland has been developing this Citizenship approach to promote the recovery, self-determination and inclusion of people experiencing addictions, mental ill health, homelessness, learning disabilities and those involved in the criminal justice system.

The aim is to challenge stigma and discrimination, instead emphasising the strengths and valuable contributions that individuals can make to their communities. Central to citizenship are a sense of belonging, identity, valued roles and recognition. Delegates at the TPS Connects conference were filmed discussing what citizenship means to them and the videos are available on the Turning Point Scotland website at www.turningpointscotland.com/videos/

Sport Connects

TPS Connects provides a forum for people through regular meetings to generate ideas and shape the type of activities on offer. Previously, they had participated in a group that used rugby to motivate people and encourage the spirit of teamwork, as well as the benefits of physical activity. However, the members decided they wanted to develop this in their own way and created 'Sport Connects'.

The Sport Connects sessions began at the Arc at Glasgow Caledonian University on Thursday afternoons and splits the sports hall into three for badminton, five-a-side football and table tennis.

While participation is encouraged, people don't have to take part - they can just cheer from the sidelines. However, many people who previously didn't think sport had anything to offer them are now enthusiastic about getting involved. The emphasis is

very much on providing a respectful rather than an overly competitive environment. Fitness and fun are the key elements that bring people together and keep them coming back every week.

Master physiotherapy students at Glasgow Caledonian University will research the link between sport, recovery and overcoming barriers to participation, as part of the relationship with Turning Point Scotland.



Brian said: "I wanted to get fit and active again. I want to give something back to the community through table tennis coaching. I got taught back in the day, but addiction got in the way. I've got my health back, so if I can give something back to the community, then brilliant. I love the speed and agility needed for table tennis - it keeps you alert."



Giving people a voice

Being able to contribute, having your voice heard and being listened to is an empowering experience. Turning Point Scotland encourages this as often as we can. One of the most visible representations of this is Jane Williams:

"I'm not defined by Huntington's. I don't see myself as having a disability. I'm not Huntington's. I am Jane."

Jane is supported by Turning Point Scotland Glasgow Supported Living and Glasgow Social Opportunities in the east end of the city. She had previously cared for her dad when he was diagnosed with Huntington's disease, but sadly passed away. She has campaigned tirelessly for years for better conditions and facilities,

so that her family don't have all the responsibility for her care.

Huntington's disease is a rare condition. UK research carried out in 2012 found the figure for those affected by the condition to be about 12 people per 100,000.

Because it is so rare, there is limited understanding and specialised support available. Jane has had some bad experiences with support providers in the past. But thanks to her MSP and local councillor, she was moved into a wheelchair-accessible house with a wet room which dramatically improved the quality of her life.

She wanted to raise awareness of Huntington's and make the case for more

specialist support, to improve the lives of other people in her position.

Jane has told her story about the challenges she has overcome and the improvement she has made to her quality of life on a video hosted on Turning Point Scotland's website and YouTube. At the time of writing, the video has been viewed more than 25,000 times which is a reflection of the powerful impact it has.

www.youtube.com/watch?v=U4BSZ4FIGRg

All Jane wanted was to be listened to and now thousands of people she has never met from different parts of the world have heard her story, liked and commented on her video.

Board of Directors

Sheila Fazal Chair

Dorothy McElroy Vice Chair

Elizabeth Gray

Ewan McIntyre

Tony Cameron Retired September 2016

Jo Pike

Craig Findlay Resigned November 2016

Robert MacIntosh

Brian O'Suilleabhain Resigned June 2016

Arturo Langa

Claire Nisbet Resigned April 2017

Paul McAuslan

Lindsay Hamilton

Financials

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

For the year ended 31 March 2017

	Unrestricted Funds £	Restricted Funds £	2017 £	2016 £
Income and endowments from:				
Donations and legacies	67,840	-	67,840	170,049
Charitable activities	28,625,565	146,547	28,772,112	27,720,736
Investment income	6,612	-	6,612	19,824
Other income	37,372	-	37,372	7,500
Total income and endowments	<u>28,737,389</u>	<u>146,547</u>	<u>28,883,936</u>	<u>27,918,109</u>
Expenditure on:				
Charitable activities	31,274,265	154,590	31,428,855	27,259,726
Other	-	-	-	91,940
Total expenditure	<u>31,274,265</u>	<u>154,590</u>	<u>31,428,855</u>	<u>27,351,666</u>
Net (income)/(expenditure)	(2,536,876)	(8,043)	(2,544,919)	566,443
Total funds brought forward (restated)	6,915,776	108,082	7,023,858	6,457,415
Total funds carried forward	<u>4,378,900</u>	<u>100,039</u>	<u>4,478,939</u>	<u>7,023,858</u>

There was a number of one-off extenuating circumstances leading to the size of the deficit. The pension deficit provision was increased this year leading to £2,072,000 charge to the Statement of Financial Activities in the year (note 26). £1,525,000 of this charge is due to an increase in the recovery plan contributions that are payable and £464,000 is due to a change in the assumptions used for the net present value calculation for the liability. The remaining £83,000 is the interest charge for the year. There is also a £247,000 charge in relation to the restructuring of a number of grades of staff.

Taking the above into account, the company had an underlying deficit of £225,919. This includes £348,000 of investment made by the Board into pilot funding a number of new services.

Service directory

ABERDEEN

Turning Point Scotland

Aberdeen Housing Support
Top Floor
45-49 Holburn Street
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AB10 6BR

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Rosie's Social Enterprises

45-49 Holburn Street
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AB10 6BR

☎ 01224 575196

✉ Rosies@turningpointscotland.com

ABERDEENSHIRE

Turning Point Scotland

North Aberdeenshire
Recovery Service
9 St Peter Street
Peterhead
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☎ 01779 470490

✉ Aberdeenshire@turningpointscotland.com

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DUMFRIES & GALLOWAY

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EAST DUNBARTONSHIRE

East Dunbartonshire Housing First

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EDINBURGH

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5 Links Place
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☎ 0131 554 7516

✉ Edinburgh@turningpointscotland.com

Turning Point Scotland

Edinburgh Homelessness Service
5 Links Place
Edinburgh
EH6 7EZ

☎ 0131 554 7516

✉ Edinburgh@turningpointscotland.com

GLASGOW

Turning Point Scotland

218 Bath Street
Glasgow
G2 4HW

☎ 0141 331 6200

✉ 218@turningpointscotland.com

Glasgow Women's Supported Bail Service

80 Norfolk Street
Glasgow
G5 9EJ

☎ 0141 287 8043

✉ glasgowwomensupportedbailservice@turningpointscotland.com

Turning Point Scotland

Community Payback Order Support
Service
123 West Street
Glasgow
G5 8BA

☎ 0141 429 4283

✉ CPOsupport@turningpointscotland.com

Turning Point Scotland

Abstinence Service
161-181 Whitefield Road
Glasgow
G51 2SD

☎ 0141 445 1198

✉ lynfoyo@turningpointscotland.com

Turning Point Scotland

Glasgow Alcohol
Rehabilitation Service
Garscube House
840 Garscube Road
Glasgow
G20 7ET

☎ 0141 948 0092

✉ Gars@turningpointscotland.com

Turning Point Scotland

Glasgow Drug Crisis Centre
123 West Street
Glasgow
G5 8BA

☎ 0141 420 6969

✉ GDCC@turningpointscotland.com

Turning Point Scotland

Glasgow Housing First
121 West Street
Glasgow
G5 8BA

☎ 0141 429 8032

✉ glasgowhousingfirst@turningpointscotland.com

Turning Point Scotland

Glasgow Homelessness Service
112 Commerce Street
Tradeston
Glasgow
G5 8DW

☎ 0141 420 1929

✉ glahome@turningpointscotland.com

Low Moss PSP

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190 Crosshill Road
Bishopbriggs
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G64 2QB

☎ 0141 762 9652

✉ Lowmoss@turningpointscotland.com

Turning Point Scotland

Flexible Homelessness
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☎ 0141 419 4520

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Turning Point Scotland

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Turning Point Scotland

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Turning Point Scotland

Flexible Homelessness
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Unit 5b
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G20 7BE

☎ 0141 404 1185

✉ fhossfirhill@turningpointscotland.com

Turning Point Scotland

Flexible Homelessness
Outreach Support Service
Holy Cross Church
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Knightswood
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G13 2HE

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✉ fhossknightswood@turningpointscotland.com

Turning Point Scotland

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Turning Point Scotland

Glasgow Social Opportunities
209 Govan Road
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☎ 0141 419 4520

✉ glasocialopps@turningpointscotland.com

Turning Point Scotland

Glasgow Supported Living Service
11 Bressay Road
Barlanark
Glasgow
G33 4UX

☎ 0141 781 1496

✉ glasupportedliving@turningpointscotland.com

Turning Point Scotland

Glasgow Housing Support
1 Shawpark Court
Flat 0/4
Maryhill
G20 9AG

☎ 0141 946 5870

✉ GlasgowHousingSupport@turningpointscotland.com

INVERCLYDE

Turning Point Scotland Inverclyde

12A Clarence Street
Greenock
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☎ 01475 729124

✉ Inverclyde@turningpointscotland.com

Turning Point Scotland

Inverclyde Housing Support Service
88 Neil Street
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MORAY

Turning Point Scotland Elgin

Greyfriars Close
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IV30 1ER

☎ 01343 556466

NORTH LANARKSHIRE

Turning Point Scotland

North Lanarkshire
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☎ 01236 426807

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RENFREWSHIRE

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☎ 0141 840 2299

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Turning Point Scotland

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