



Adferiad

Our Impact

2023-2024



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Our Mission

Adferiad responds to the needs of people facing a range of co-occurring health conditions and complex social circumstances – people who are seldom seen and seldom heard.

Adferiad is a member-led charity that provides help and support for people with mental ill health, addiction, and co-occurring and complex needs to maximise their personal potential, and achieve a better quality of life. Our expert staff and volunteers apply a whole person approach to help people in all areas of their lives so they can live with dignity and as independently as possible. We are rights-affirming people within a rights-affirming organisation.

Our support includes a range of local and national services for our clients, carers and families; we operate services in all 22 counties of Wales and in Lancashire.

We also provide a national and local voice for our clients and campaign alongside

them to reform policy and law, improve services and combat discrimination.

Our organisation welcomes everyone to become members and amplify the voices of those we aim to support. These members play an integral role by electing our Trustees, who govern and guide us, setting the direction and objectives of our organisation. Some members even expand their roles to become Trustees themselves. The Executive Team, then taking cues from the Trustees, directs the staff to implement and achieve our organisational goals. In essence, this interconnected structure facilitates a member-led organisation, effectively translating the insights of our community into impactful actions for our cause.

Our Aims

We aim to make positive changes in the lives of people affected by drugs, alcohol, mental health problems, and other life challenges, through a range of services and support delivered by skilled and experienced staff in the belief that people can and do change. Adferiad delivers a new, flexible and co-ordinated response to the exceptional circumstances faced by people with co-occurring mental health and substance use conditions and related issues.

Our comprehensive and coordinated therapeutic model employs the very best practice from mental health, substance use, criminal justice and a range of health, employment and social care services.

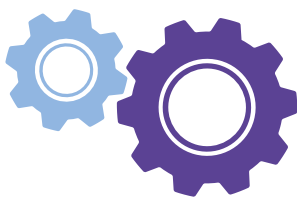
Adferiad's combined team works holistically to address the needs of each client, creating the best conditions for effective treatment and support for co-occurring conditions and dual diagnoses.

We work with our clients to engage and support them throughout their recovery. We use proven mutual aid, peer mentoring and social navigation approaches to help people take control of their lives, create their own plan for recovery, and work towards independence and prosperity.

We work across barriers to the benefit of our clients. We develop partnerships with commissioners, fellow providers, practitioners and researchers who share our ambition to transform the lives and prospects of some of Wales' most vulnerable people.

Our mission is to welcome everyone to create inclusive teams. We celebrate difference and encourage everyone who shares our values to join us and be themselves at work.

Our Values



Working Together



Dignity & Respect



**Commitment to Quality
Care & Support**



Learning & Reflection



A word from our Chief Executive

2023/24 has been a truly rewarding year for Adferiad. As we marked our third year since the merger, we had the privilege of supporting over 30,000 clients across a wide range of services, including mental health, substance use, veterans' care, serious mental illness, homelessness, and criminal justice programmes. Our reach has continued to grow, both across Wales and in Lancashire, with 154 contracts delivered and 27 new services or projects introduced.

The quality of our services continues to shine through, with external audits confirming our ISO 9001:2015 status, as well as very positive inspection reports from regulators like Care Inspectorate Wales and Health Inspectorate Wales. We are proud of the care our teams provide and will keep working to improve the spaces where our clients thrive.

This year also brought exciting developments in our gambling services. We launched an all-Wales women's gambling awareness programme and the outcomes from our GambleAware funded residential gambling treatment service has exceeded expectations. Our 'Time to Take Control' campaign, launched in response to the cost-of-living crisis, reached thousands of people, and gave a voice to those struggling, helping us advocate for real change.

Our annual Physical Health Days in Colwyn Bay and Swansea were particularly memorable. Watching staff, volunteers, and clients come together for fun activities, healthy eating, and shared connection was a powerful reminder of the community spirit at the heart of Adferiad.

This year has also seen the passing of the torch from Clive Wolfendale who helped steer the charity through our first merged years as Chair of the Board of Trustees, to the Reverend Sue Northcott, who will take up the role and bring to it her lived experience and passion for service user engagement. I'd like to pass on huge thanks to Clive for all his support and commitment during these formative years, and also to thank him for his agreement to take on a deputising role to support Sue. I look forward to working with Sue and the Board of Trustees in ensuring Adferiad continues to provide only the very best we can for our beneficiaries.

Finally, I want to personally thank our incredible team, volunteers, and all of our Trustees. Your dedication continues to inspire me, and I am excited to see what we can achieve together in the year ahead.

Alun Thomas

Chief Executive

A word from our incoming and outgoing Chair of Trustees

It is with great pride that we present Adferiad's Annual Impact Report for 2023-24, reflecting on a year filled with progress, resilience, and dedication to our mission. Our focus on delivering essential services that transform lives has remained unwavering, and we are grateful for the incredible work our team has accomplished alongside the communities we serve. For me, Clive, as the outgoing Chair, I am delighted to be passing on the baton to Sue who will lead the Board of Trustees, bringing her own experiences, her passion, and the authenticity of someone who has seen first hand what Adferiad can do for our beneficiaries.

This year has been pivotal in building upon our foundation. We continue to prioritise the voices of those who use our services, ensuring their needs shape everything we do. Our Board of Trustees and volunteers remain committed advocates for individuals facing complex life challenges, and their passion drives our efforts forward. We've expanded our service models and implemented creative solutions to reach a wider audience. The positive responses from our beneficiaries highlight the importance of our client-centred approach, reinforcing our belief in the power of personalised support.

We've also engaged in community events across our services, creating opportunities for connection and dialogue. These gatherings have been a celebration of our shared achievements and have strengthened the bonds within our community. It has been heartening to see the support and camaraderie that flourish when we come together.

Our strategic priorities, developed in collaboration with beneficiaries and stakeholders, guide our path forward. We are dedicated to enhancing the quality of our services, driving research, and fostering innovation. The insights gained from our interactions with those we serve are invaluable as we work to ensure that every voice is heard and respected.

As we look ahead, we are acutely aware of the challenges posed by the current economic climate. Our commitment to supporting those in greatest need remains steadfast. We will focus our efforts on developing solutions that provide real assistance during these trying times, working hand in hand with our partners and supporters. We expect both pressures and opportunities with a new UK Government, and we will continue to work with both the Westminster and Cardiff administrations to achieve the most meaningful outcomes for our beneficiaries.

We extend our deepest gratitude to our remarkable staff and volunteers, whose commitment and passion continue to inspire us all. We also wish to acknowledge our Trustees and the many organisations that have generously supported our mission, enabling us to make a meaningful impact.

As the incoming Chair, Sue, I very much look forward to working with the whole team to expand and extend our engagement with our members, our beneficiaries, and those who need our services. As this report shows, Adferiad engaged with thousands of people this last year, and we will channel these voices to continue our message that Recovery is possible.

Thank you for your ongoing trust and support. Together, we are making a difference, and we look forward to the achievements that lie ahead.



Clive Wolfendale
Outgoing Chair of Trustees



Sue Northcott
Incoming Chair of Trustees

Our Strategy

At Adferiad we are guided by the voices, experiences, and aspirations of the incredible individuals who have lived through the challenges we aim to address. Our 2022-2025 strategy isn't just a plan; it's a testament to the wisdom and insight of those who have contributed to and continue to shape our values, ambitions, and mission.

Adferiad is now one of the largest and most influential organisations in our field across England and Wales, and this strategy sets out our ambition to save and improve lives, to support and assist families and carers, to hold public authorities to account, and to be the employer of choice. We have a long and proud history of being led and guided by our beneficiaries, of being recognised as a great place to work, and of being high quality service providers and advocates. Over the next three years we will be pushing ourselves to be the best at what we do, to identify and support those most at need, and to lead and encourage discourse and dialogue on social justice.

Our People Objectives

Attraction - Develop an improved package of terms and conditions aligning the whole team post-merger 2022/23.

2023/24 - We continued our commitment to being a Living Wage Foundation Employer.

Development – Staff & Volunteers to complete all annually allocated courses and demonstrate a minimum of 80% satisfaction.

2023/24 - 94% of our staff & volunteers were satisfied with our training.

Retention – work with recognised unions to provide a healthy and positive workplace.

2023/24 – We are working towards establishing a recognition agreement with UNISON.

Our Service Objectives

Engagement with Stakeholders – annual surveys demonstrate over 80% positive feedback.

2023/24 - 90% of our clients said they were satisfied with the Service they received from Adferiad.

2023-24 – 89% of our clients said they were happy with the level of involvement they had in decisions made about the support they received from us.

High Quality Services – implement the ISO 9001:2015 standard across all our services.

2023/24 - We were successful in the re-certification of ISO 9001:2015.

Our Campaign Objectives

Campaigning – Hold campaign events in all 22 counties of Wales and in Lancashire.

2023/24 - Our 'Time to Take Control' Campaign reached all 22 Counties in Wales and Lancashire.

Public Awareness – Maintain an active presence at key Welsh events.

2023/24 - We attended both the Royal Welsh show and the National Eisteddfod. We also surveyed our staff team, and of the 227 responses, 12% of people identified as Welsh speakers.

Political Awareness – Respond to government calls for evidence on various areas of expertise.

2023/24 - Contributed to several key consultations, including the next Mental Health & Wellbeing Strategy and the next Suicide and Self-Harm Strategy for Wales, drawing on insights from our experts and in-house research.

Our Sustainability Objectives

Sustainability – Carry out Carbon Mapping

2023/24 - Our carbon map was completed, and we aim to be net zero by 2030.

Sustainability – Achieving ISO 14001

2023/24 - Achieved part one of ISO 14001.



Our Rights-Affirming Work

As a rights-affirming organisation, we aim to protect individuals by promoting equality and diversity, eliminating unlawful discrimination, and defending and promoting peoples' human rights.

We believe we have a moral responsibility to do more than just meet the minimum standards. As an organisation that advocates for important causes and serves a diverse community, we are committed to going above and beyond.

Our rights-affirming work began to take shape in September 2021, when Adferiad's Trustees committed to transforming our organisation into one that actively upholds and champions the rights of all of its beneficiaries. Over the course of the next three years, we will be rolling out a programme with the following objectives:

1. Establish organisation-wide values and behaviour standards.
2. Educate and support our staff and volunteers.
3. Collaborate with other organisations to ensure Adferiad is inclusive to all.
4. Advocate for and challenge discrimination or disadvantage in everything we do.

Our focus groups are employee led, monthly meetings which look at ways in which the organisation can best support each of the 9 protected characteristics of the Equality Act (2010).

Going into 2024, the groups will be looking to identify areas of best practice, areas for improvement, and make a series of recommendations to directors on what actions they believe need to take place to improve our rights affirming work



Our focus groups are collaborative, encouraging their members to learn, share and feedback on what they think we can do to ensure that anyone who encounters Adferiad feels respected, valued, has equal opportunity, and feels safe to be their authentic selves.

As part of our commitment to becoming a rights-affirming organisation, we have made significant progress throughout 2023 – 2024 in the following ways:

- We have achieved Diverse Cymru's Ruby and Gold Cultural Competency Certification for our North Wales Head office and South Wales Lakeside office.
- We have set up three organisational focus groups, covering each of the nine protected characteristic areas. This year the groups began meeting to discuss how we can better support each of these areas throughout the organisation.
- In January 2024, we achieved the Visibility Better Employer Quality Standard from the RNIB.
- In June 2023 we conducted a large Rights Affirming Awareness session to over 250 staff at our annual staff conference.
- Our directors and other senior staff members attended a Gender Identity training session.
- This year we attended Pride Cymru in Cardiff, Swansea Pride, and were a sponsor for Pride Colwyn Bay.



Age



Disability



Sex



Marital Status



Race



**Pregnancy/
Maternity**



**Sexual
Orientation**



Religion



**Gender
Reassignment**



Adferiad Membership

We take pride in being a member-led charity, placing the voices of our members at the core of all our actions. By becoming a member, you will become part of Adferiad's shared voice encompassing thousands of people in Wales and England who face a range of co-occurring health conditions and complex social circumstances. You will fulfil an integral role by pushing for change, sharing experiences and helping to shape our work.

Being a member of Adferiad means that you can take part and have your voice heard by shaping the future of services locally, Wales-wide and UK-wide. Adferiad is represented on a number of Welsh and UK-wide strategic groups representing the voices of our clients and carers. The Welsh Government and UK Government both listen to Adferiad, but more members mean a louder voice, more authority and more influence where it matters.

There is no cost to become a member, but we always welcome any contribution which goes towards the ambition and mission of the charity.

Membership Benefits

Practical Help

Adferiad offers a wide range of services to those who have problems with mental health, addiction, co-occurring/complex issues and physical needs, and to their families and carers.

Exclusive Resources

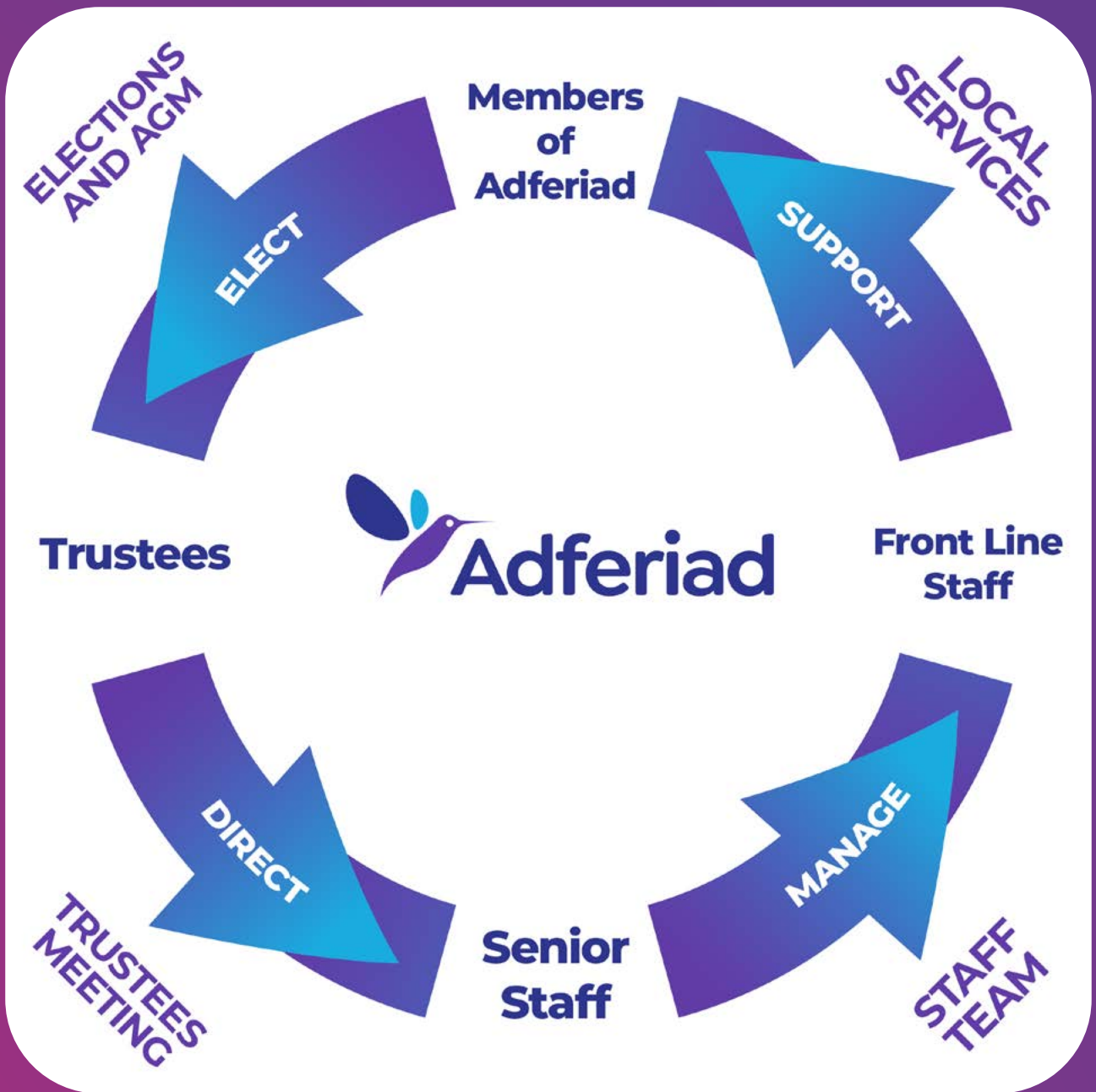
As a member, you will receive exclusive resources including members newsletters, event invitations to our local and national campaign events, and further resources. You will have access to our 'Members Area' through our website.

Mutual Support

Throughout Wales, Adferiad's local networks offer support, practical help, and the opportunity to share experiences, make new friends and campaign. Membership holds the networks together and gives participants a voice in how we move forward.

A Voice

Members have the opportunity to take part in our surveys and focus groups. This means that we will seek your views and experiences to increase awareness of our mission and to raise Adferiad's profile. Members can also elect Trustees and have the chance to become a Trustee under Adferiad's constitution which means that the people who receive our services govern the staff team who deliver these.



We have had a **63% increase in membership** from last year!



Become a Member!



Our Staff

We believe that the happiness and well-being of our employees are integral to the success of Adferiad. As an organisation that values its people, we are committed to ensuring a positive and fulfilling work environment for every member of our team.

As Adferiad continues to grow, it is important that we monitor not only how we are doing from our service users' perspective, but from an internal staff perspective. And with a team of 671 employees and counting, there are clearly a lot of voices to be heard!

In the spirit of fostering an environment that thrives on open dialogue and continual growth, this year we decided to conduct an all-

staff survey to find out what it is really like to be an Adferiad employee. We wanted to hear directly from the people whose hard work and dedication drives our organisation forward and to learn from the insights they could provide. The survey provided all staff with the opportunity to give their thoughts on working for Adferiad and encouraged the sharing of both positive experiences and constructive suggestions.

Staff Survey Findings

683

Staff Members



281

Newly Employed



89%

of staff said they were happy in their current role



95%

of staff get on well with their colleagues



82%

of staff were satisfied with the training and development opportunities offered to them

Staff rated our buying and selling annual leave scheme as the most valuable staff benefit on offer, with an average score of

3.83/5

As a place of work Adferiad was awarded an average rating of 4.1 stars out of 5



What our staff said were the best things about working for Adferiad



Feeling part of a team

"Since joining Adferiad I have been welcomed warmly and feel like a valued member of not only our project team, but also Adferiad as a whole."

"Lovely people who make you feel valued."

"The support and the friendliness of its staff members."

"Being able to do my dream job."

"Working in a sector where you have the ability to make positive changes to the lives of people who really need it."

"Seeing the end result when you have worked well with a service user."



Personal fulfilment and job satisfaction



Opportunities for growth

"I like that there are plenty of opportunities for staff to diversify."

"Fantastic learning and professional developing opportunities."

"The opportunities to grow in your role and career."

"Supporting and helping other to make positive changes"

"Making a difference to people's lives."

"Helping clients and service users with their mental health is very rewarding."



Helping people

Staff Testimonials

- "Working for Adferiad has been an amazing opportunity to support people in gaining confidence to move forward with their lives after experiencing hardship in all areas of life."
- "The work that I was doing with the young people was one of the most fulfilling things I have done."
- "The people who I worked with were incredibly friendly and welcoming and always were on hand to provide help and support when needed."
- "I have been with the organisation 15 years and had a number of supportive managers. I have been supported to gain valuable qualifications to develop me and help me progress in my career"

Not only did the survey provide us with some extremely valuable insights, but it also highlighted areas for celebration and for improvements. This allows us to set targets for next year to ensure continuous improvements for all of our employees.



Workforce Development

Adferiad and its legacy organisations have a long-standing reputation for delivering high-quality training in Substance Use and Mental Illness.

This year, our workforce development and external training services have expanded significantly to meet growing demand. Our reputation for delivering first-rate training has been further enhanced by the introduction of our new training and consultancy brochure, which has contributed to increased visibility and recognition.

In 2023-2024, staff were provided with increased access to a broader range of training courses aimed at enhancing their skills and supporting their professional development. Notably, we became the first organisation in Wales to develop, accredit, and deliver an Understanding

Gambling and Gaming related Harms qualification. Other key achievements include securing over 600 training bookings within a week of releasing the staff training calendar and producing multimedia informational films, enabling staff to access critical resources as needed.

Our external training service has experienced a significant increase in bookings, resulting in a wider range of training requests across a diverse array of topics and clients. Looking ahead to next year, we anticipate continued growth in this area, and expanding this service will be a key focus in the coming months.

New Training Courses

- Person Centred Care
- Understanding and Responding to Gambling Harms (Accredited course)
- Medication Management
- Assessing Risk for Vulnerable People

Management courses

- Absence Management for Managers
- Employment Tribunals for Managers

Internal Training



7,368 Hours
of training delivered



2613
e-learning courses
undertaken



100%
of attendees
expressed that
their trainer was
knowledgeable in
their topic area

External Training

At Adferiad, we are proud to offer a Workforce Development Programme which provides access to a range of free courses, fully funded by the North Wales Substance Misuse Area Planning Board and Partners. Courses are delivered by Adferiad trainers, some of which are accredited. Courses are free to all organisations across the six North Wales counties. Looking forward, we are excited to expand our training provision across Wales and welcome opportunities to work alongside many more organisations.

Feedback

"I loved how interactive the training was. I normally don't like online training but this was great"

"It was really interesting to hear everyone's personal experiences on mental health and will use what I have learned from the course to help the people that I support"

"I loved how the trainer used real life examples – it made the information given, all the more real to me"

"The trainer is very knowledgeable and drew from professional experience to aid clarity. I also liked how everyone was encouraged to share throughout. The trainer had a warm demeanour which provided a calm and positive atmosphere which took the pressure off us which encouraged engagement."

Our Volunteers

Volunteers play a crucial role within Adferiad, contributing significantly to our services, clients, and staff. They serve as valuable members of our team, representing us and advocating for the transformative power of volunteering. Volunteers help to significantly enhance the services our clients access, along with alleviating the workload of our staff.

However, what really sets our volunteers apart is their unique perspective. Many of our volunteers have first-hand lived experience of substance use and mental health challenges, enabling them to establish profound and deep connections with our service users. In addition, our volunteers experience a sense of fulfilment as they make a positive impact on others, thereby enhancing their own wellbeing.

Peer volunteering is a significant way we support our clients. It involves individuals who have personal experience in their own recovery journey volunteering to help others. This approach is highly rewarding and empowering for both the volunteers and those they support. Many of our peer volunteers have gone on to secure jobs within our organisation or with other groups.

Interest in volunteering has continued to grow this year, and the numbers speak for themselves:

- Over the past year, 100 volunteers helped to support our services
- These volunteers helped to support 32 of our services across Wales and in Lancashire
- We currently have 111 active volunteers and 35 volunteers actively shadowing staff members to learn more about the great work that we do



“ I really enjoy volunteering, being a full time mother and wife it gets me out of the house and into a different environment. I do like to think that I can make even a small difference to someone. else's life. ”

“ To me volunteering is about making a difference, whether it's big or small knowing a change has been made is all that matters. ”

“ Volunteering with Adferiad is extremely rewarding. It allows me to develop skills that I can use in my career alongside a feeling of fulfilment from knowing I'm making a difference in my community. The fact I am able to do this with a group of like-minded volunteers is an added bonus! ”

“ Volunteering gives me a sense of purpose, connection and the opportunity to make a real difference in the lives of others. ”

Placements

Adferiad takes pride in hosting students from universities, colleges, and training organisations for their placements and we understand the value of combining practical experience with theoretical learning.

Our students come from across Wales and the North of England, gaining valuable experience in a range of roles that complement their studies. Some students choose to continue volunteering with us after their placement ends.

Currently, we have 10 students with us, and others are preparing and applying for placements in the upcoming year.

Our Research

At Adferiad, research is not just an activity; it's a cornerstone of our mission to improve lives. Our involvement in groundbreaking projects and our partnerships with leading universities demonstrate our commitment to advancing mental health understanding and treatment. These collaborations allow us to contribute to and benefit from cutting-edge research, ensuring our services are informed by the latest scientific insights.

Our research activities provide us with evidence-based insights that directly shape our approach and services. By engaging in focus groups, surveys, and consultations, we ensure that the voices of our service users, staff, and stakeholders are at the heart of our work. This research-driven approach enables us to develop more effective, tailored interventions and to advocate for policy changes based on solid evidence.

Through conference presentations, academic publications, and media engagements, we not only share our findings but also contribute to the broader discourse on mental health. This commitment to research and evidence-based practice positions Adferiad as a leader in the field, driving innovation and improving outcomes for those we serve.

Research with External Partners

In 2023, Adferiad became involved in a groundbreaking mental health project worth £4.3 million. The Bipolar, Schizophrenia and Psychosis Research Initiative of the Brain and Genomics Hub (B-SPRINT) brings together an interdisciplinary network of world-leading researchers, from Cardiff, Bath, Bristol, Exeter, and Swansea universities, alongside Adferiad, Bipolar UK, and people with lived experience, to accelerate impactful research and treatments to improve the lives of people with severe mental health conditions.

Also in 2023, Adferiad partnered on an exciting research study led by researchers in Swansea, Southampton, and Nottingham Trent Universities. The study investigated Adferiad staff and service users' concerns about the use of AI tools in mental healthcare settings.

Following the study, our findings were presented at the ACM (Association for Computing Machinery) Web Conference 2024. We also presented some of our research findings at the Socio-Legal Studies Association Annual Conference (SLSA) in Portsmouth in March 2024.



Consultations

In March 2024, we applied for Stage 2 of the People & Places Grant Application to secure £500,000 from the National Lottery Community Fund to develop a stigma reduction project inspired by our 2022 'Only Human' campaign. This work involved co-ordinating research to support our application (including focus groups with staff and service users) to ensure co-production in the design and development of the project.

In April 2024, we began consultation work in support of our bid for an upcoming 3-year veterans project worth £900,000. This involved meeting with a variety of stakeholders, including veterans and their family members, heads of veteran organisations, and academic experts, to gather important insights into the needs of veterans and their families across Wales. This consultation process was crucial in informing our strategic plan for delivering effective, timely support throughout the project and our consultation revealed several key findings which will shape and guide our focus moving forward.

Articles

In February 2024, we published an article in the Western Mail entitled 'Integration of AI in healthcare demands a nuanced approach'.

We also had 2 articles featured in the Public Health Network Cymru E-Bulletin:

- July 2023 issue – 'Adferiad's Time to Take Control Summer Campaign'
- Sept 2023 issue – 'Cyfle Cymru: Unlocking opportunities for a healthy working Wales'

Surveys

These were designed to help us gain insights into the experiences of our service users, their carers, our staff, and the wider Welsh public:

- Client & Carers Feedback Survey 2023
- Staff Survey 2023
- Carers Experience Feedback Survey 2023
- Campaign Survey – Time to Take Control

Presentations

In November 2023, we presented our 'Time to Take Control' campaign findings at the Senedd Mental Health Cross Party Group led by Ken Skates MS, Chair and Cabinet Secretary for the Economy, Transport and North Wales.

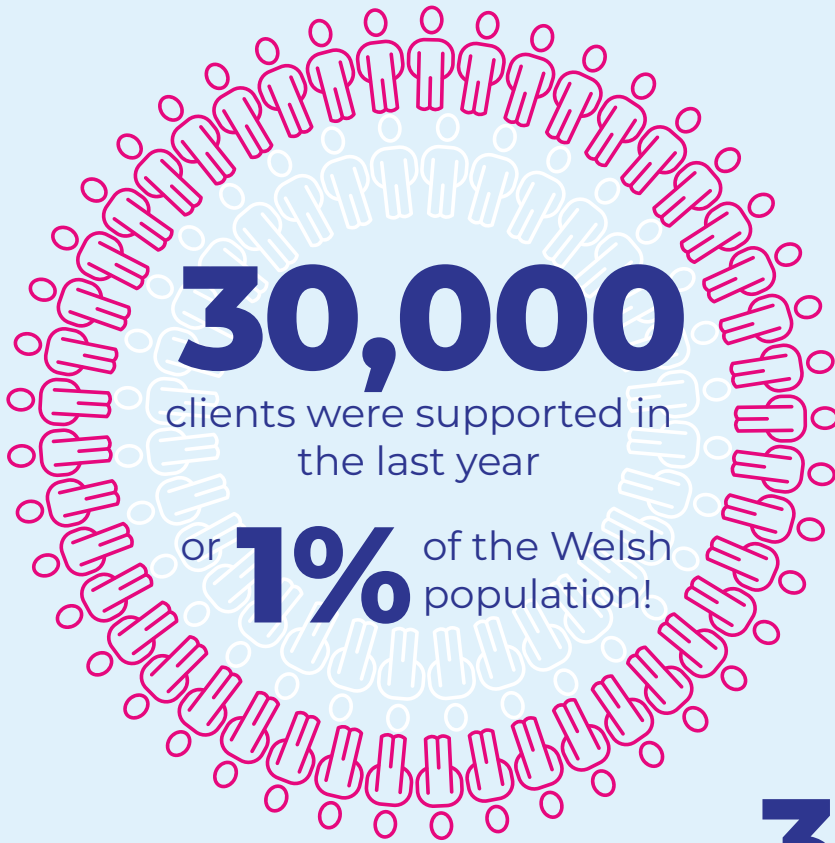
Conferences

- SLSA conference, Portsmouth, March 2024 (pictured below)

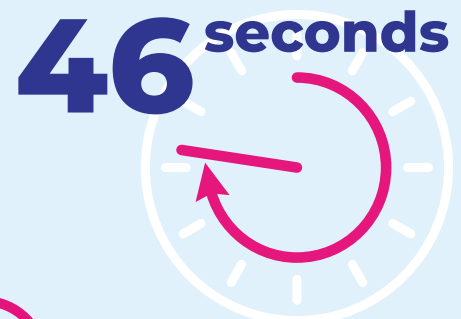


From left: Chloe Harrison, Adferiad; Dr Caroline Jones, Swansea University; Rose Worley, Swansea University; Dr James Thornton, Nottingham Trent University.

The year in numbers.



...or one engagement
with a client every



Funding secured
for

29

new contracts...



...worth a total value of

£3,090,658



16,000

visitors to our
website



122,000

visits to our X profile



29,000

followers across
social media



772,000

people reached via
our social media pages



New Service Developments

In 2023-2024, we've had an incredible year of growth and success, all thanks to the trust and support of the communities we serve. With 29 contracts secured, totalling £3,090,658, we've been able to retain and expand our services, making a real difference to people's lives across Wales. Our aim is always to reach those who need us most, and this year has been about building on that commitment.

Launching New Services

Crisis Sanctuaries

Supporting people in crisis or at risk of crisis has always been a priority, and this year we launched the **Children and Young People (CYP) Sanctuary** in Llansamlet, Swansea. Open 24/7, it provides a safe, nurturing environment designed to meet the specific needs of children and young people. Alongside this, we introduced an **Adult Crisis Sanctuary Service** in Carmarthen, offering support between 5pm-2am between Thursday-Sunday every week.

Housing

A key win this year was securing the contract for the **Outreach Tenancy Support** in Merthyr. This project includes support for individuals to maintain their tenancy and live independently including individuals also struggling with mental health challenges.

Mental Health

We secured three out of five available lots from **Carmarthenshire County Council's Mental Health Preventative funding**. This funding enables us to continue delivering essential early intervention support for people's mental health across the county.

Gambling

A major step forward this year has been our new programme dedicated to raising awareness and providing support for women impacted by gambling-related challenges. This contract marks a vital service for women across Wales, ensuring they are aware of specific ways women may struggle with gambling, and are able to access the help they or someone they know may need.

Carers

Lastly, we were successful in our grant application to the Carers Trust to support carers across Wales. Through this, we're administering short break opportunities and grants to carers of people with mental health issues, offering much-needed respite for those providing invaluable care.

Each of these achievements represents more than just a contract; they reflect our dedication to supporting people in Wales. Whether it's providing mental health support, housing assistance, or crisis intervention, we are constantly evolving to meet the needs of the communities we serve.

Retaining Existing Services

Substance Use

We were thrilled to be successful in continuing to support the **Caniad service**, empowering individuals who want to make their voices heard and shape substance use services across North Wales. It's about creating space for people to influence real change in their own care and wider community.

Veterans

We were successful in securing funding from the Armed Forces Covenant Trust to continue to be the Welsh Strategic Partner of the **Veterans' Places, Pathways and People programme** to coordinate Veteran's groups, organisations, and funding in Wales.

Mental Health

We've also been successful in tenders to deliver day opportunities, community wellbeing activities, and social inclusion projects, throughout West Wales thanks to **funding from Hywel Dda University Health Board**. This incorporates many of our existing services such as our Carmarthenshire day services, Aberystwyth Social Clubs, Tenby Resource Initiative etc.

Service Expansion

We further expanded our **CAMFA counselling service** to support children and young people aged 14+ in North Wales, offering a combination of Counselling and Cognitive Behavioural Therapy (CBT) to them and their families. In addition, we're proud to be working with **Betsi Cadwaladr University Health Board**, delivering counselling services for those on CAMHS waiting lists. We were also successful in a bid to provide counselling supervision to existing counsellors in Wrexham.

Through successful framework bids, we've **expanded our counselling services** in Rhondda Cynon Taf and Wrexham County Council. Our partnership with Rhyl City Strategy also continues strong as we were added to the **In Work Support Framework**, providing counselling to individuals as they move into or sustain employment.

Our Service Highlights

Employment Programmes - Cyfle Cymru

Adferiad continue to lead the delivery of the large-scale Welsh Government funded 'Out of Work Service' across all five lot areas throughout Wales and directly delivers the Cyfle Cymru programme in North Wales, with Kaleidoscope in Powys, with Barod and Kaleidoscope in Cardiff and the Vale of Glamorgan, and with Barod in Swansea Bay and Dyfed. It remains the largest service ever delivered by Adferiad – in terms of both value and geographical spread.

The Welsh Government's Out of Work Service funds a programme which builds on our considerable success in the delivery of effective peer mentoring interventions. Through mentoring, training, employment support and volunteering, Cyfle Cymru aims to help people with experience of substance misuse and mental health difficulties get into or closer to work.

From the commencement of the project in October 2022 to the 31st March 2024, Cyfle Cymru has attracted more than 4,200 registrations across the five lot areas. Over 65,986 hours of support delivered, nearly 5,000 accredited and non-accredited qualifications have been awarded since the programme began. 250 people have been supported into employment, with 733 gaining work or volunteering experience and 1,616 people received support for co-occurring needs.

Housing

During 2023 – 24 Adferiad have provided 25 projects funded by Housing Support Grant (HSG) contracts. The contracts are across 10 Local Authorities: Wrexham, Flintshire, Denbighshire, Conwy, Gwynedd, Ceredigion, Pembrokeshire, Carmarthenshire, Merthyr Tydfil and Neath Port Talbot.

We also provide Supported Accommodation projects such as Wrexham Supported Accommodation which is delivered across four houses and one cluster flat, supporting up to 20 occupants.

Adferiad successfully tendered for a new project which is to commence on the 1st April 2024; Merthyr Tydfil Floating Support Services (with Dispersed Mental Health) the project will be known as Merthyr Outreach Tenancy Support (MOTS). Two HSG services contracts ended in 2023 – 24.

Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV)

Adferiad Recovery were successful during 2023/24 in gaining capital funding from the Office of the Police and Crime Commissioner and the Welsh Government to purchase and renovate a three-bedroom property for the support of an individual and family who have been affected by VAWDASV. This is the third year we have received such funding.

Young Persons' Services

Adferiad delivers a comprehensive range of services for young individuals facing challenges related to mental health, substance use, and criminal justice across Wales. Our Young Persons' Substance Use services have supported 150 young people in Powys, and our SWITCH service in Neath Port Talbot supported 355 clients and received 108 referrals for young people who are experiencing or are at risk of experiencing substance use issues. Additionally, our Early Intervention in Psychosis services provide crucial support to young people and their siblings during what can be a frightening time for the entire family. In 2023/24, the team supported 96 young people through this service.

Our CYP 24/7 supported accommodation in Merthyr Tydfil consists of five self-contained flats, providing support to young people who are care leavers and those needing lower-level support. This year, the team has successfully supported eight young people in their journey towards independent living.

Through our partnership with Mental Health UK, we have delivered 306 sessions of support through our Bloom and Your Resilience programme to children and young people in various settings, including schools, colleges, CAMHS, sporting excellence pathways and community groups.

We have also been successful in extending our CAMFA counselling service to children and young people aged 14+ in north Wales – a welcomed and much needed service

which provides Counselling and CBT to young people and their family/carers.

We have a new contract with Betsi Cadwaladr University Health Board, providing Counselling for those on CAMHS waiting lists.

Crisis Sanctuaries

Adferiad continues to play a crucial role in supporting adult mental health through its Sanctuary Services across Ceredigion, Swansea, Neath Port Talbot and Carmarthenshire. These services have become essential resources for individuals experiencing mental health crises. During the 2023/24 reporting period, Adferiad's Sanctuary Services have demonstrated significant reach and impact: A total of 1,826 referrals have been received, staff have conducted 1,558 support calls, which are critical in providing emotional support, and guidance to those in need. For individuals experiencing acute crises, direct interaction is often necessary, Adferiad has provided 438 clients with face-to-face support serving as a lifeline for many, offering comfort and practical advice during times of distress.

In 2023, Adferiad successfully secured the contract to establish a CYP (Children and Young People) Sanctuary in Llansamlet, Swansea. This facility offers a safe and supportive environment specifically designed to meet the needs of children and young people. The service provides essential mental and emotional support to young individuals facing various challenges, with a direct referral pathway through the CAMHS Crisis team.

Our Service Highlights

Inpatient and Residential Services

Hafan Wen - our purpose-built detoxification and treatment centre - is located on the campus of the Wrexham Maelor Hospital and provides services for patients from north Wales through a long-term agreement with Betsi Cadwaladr University Health Board. Hafan Wen as a specialist medically managed unit also provides high intensity support to patients from across the UK and beyond. There are significant concerns over the state of the building at Hafan Wen, discussions are ongoing with BCUHB around the future commissioning of Hafan Wen with various options being explored.

Parkland Place Lancashire – our detoxification and treatment centre in beautiful grounds in Chorley continues to provide high quality support and we redeveloped this site in 2022/2023 to provide greater capacity having been successful with a number of tenders to provide inpatient care for authorities across England. The service now offers 23 rooms of an extremely high standard of accommodation and care and 2023/2024 has seen occupancy challenges improve.

Parkland Place North Wales is currently taking both private and statutory clients for rehabilitation. We are in the process of developing the site to include a new gym facility, and various subtle changes to rooms such as coffee machines etc. We have a new Marketing and Communications officer in post, part of their role is to move forward with a marketing campaign to attract more

private clients to the facility. We continue to deliver the gambling pathway from Parkland Place North Wales.

Adferiad's Veterans Services - Change Step

Change Step offers effective support for veterans, their families and carers in Wales. During this period, we've successfully delivered on all projects and programmes in our current portfolio which includes: Veterans NHS Wales (BCUHB) where we've successfully extended our existing contract up to March 2025; Tackling Isolation and Loneliness, Veterans Places, Pathways and People programme (V4P) where we have successfully moved into a new phase of work which will hopefully extend this contract up to 2026; and Look Back to Move Forward which is progressing well. We have also retained our Gold Award for the Defence Employer Recognition Scheme and are proactively raising the profile of Change Step to ensure we are well positioned to grow this service further in 2024/25.

Therapeutic Services

We were successfully added to frameworks to deliver counselling in Rhondda Cynon Taf and supervision to Counsellors in Wrexham County Council. Our work with Rhyl City Strategy continues as we were successfully added to the new In Work Support Framework this year to provide Counselling for clients on this project.

Domiciliary Care

Adferiad is Registered with Care Inspectorate Wales (CIW) in six of the seven Partnership Areas of Wales; North Wales, West Wales, Cwm Taf, Powys, Cardiff & The Vale and West Glamorgan (This registration is currently dormant). Adferiad deliver a broad range of Domiciliary Support Services, ranging from Home Care, Domiciliary care within an Extra Care Scheme, and Respite Care & Support.

The Adferiad CIW Annual Return Report that was submitted for all Adferiad Registered Services, 305 individuals had been provided Domiciliary Support during 2023 – 24.

Adferiad Recovery delivers a range of domiciliary care services across Wales, including floating care services, support in shared accommodation, and, more recently, the development of extra care services in 2022/23. During 2023/24, we received 72 referrals and supported 183 active clients across these services, demonstrating our ongoing commitment to providing tailored care and support to individuals in their own homes and communities.

Mental Health Services

Adferiad's community mental health services continue to expand despite wider funding concerns. In 2023/24, we successfully tendered to retain our existing services with Hywel Dda UHB in Carmarthenshire, Pembrokeshire, and Ceredigion under a new 3+1 year contract. Additionally, we secured 3 out of 5 lots within Carmarthenshire County Council's Mental Health Preventative funding, totaling £137k per annum for 4+2 year contracts. This success underscores our commitment to providing essential mental health support across these regions.

Caniad CVUHB continues to collaborate with the Cardiff and Vale University Health Board, the Mental Health Clinical Board (MHCB), and Mental Health Services to amplify the voices of those with lived experience. This year, Caniad CVUHB received 50 engagement requests from MHCB services, enabling 96 members to provide valuable insights and support positive changes in mental health services. Caniad CVUHB is now a key part of the Cardiff & Vale University Health Board's Lived Experience Panel, ensuring that opportunities for sharing lived experiences are meaningful and beneficial.

During 2023/24, Adferiad supported 1,375 active clients and received over 400 referrals into our mental health and wellbeing services across Wales.

Our Service Highlights

Families & Carers Services

Adferiad operates 23 families and carer services across Wales and supported 2,243 carers during 2023/24. Our services for carers include Carers Respite Services, Carers Assessment services, Information, Advice, and Guidance, Carers Newsletters, Training, a hospital-based service including Carers Café in Gwent, and Carers Card Schemes. Additionally, we established an internal Carers Forum, which meets in person twice a year to share best practices and ideas for developing our carer services.

Last year, we were awarded Amser funds to deliver respite grants to carers across all the local authorities where we provide services. This funding has significantly bolstered the resilience of the unpaid carers we support. To date, we have processed 310 applications for respite breaks, including spa breaks, meals out, National Trust memberships, and group activities.

Treatment Services

Adferiad continues to offer a wide range of support to individuals whose lives are negatively impacted by substance use, both strategically and within the community. Working closely with our partners, we provide services to those aged 18 and above, including a harm reduction model of care, a hidden harm service, an abstinence program based on the Minnesota model, and a family support service. The implementation of a

rapid one-to-one harm reduction program in the NPT area has significantly increased our capacity to handle a greater number of referrals. During 2023-2024, treatment services across Swansea Bay directly supported over 1,400 individuals, with more than 1,300 new referrals.

Problem Gambling

Adferiad is working with academic partners to deliver the 'Look Back to Move Forward' project, which will develop a new timeline assessment of gambling, alcohol use, and mental health in recently transitioned veterans. It will lead to systems-wide change in help and support services for veterans with complex addiction needs.

It is a collaboration with Anglia Ruskin University, Swansea University and funded through a Transformational Grant award of £300,000 from the Armed Forces Covenant Fund Trust.

Our Strategic Lead of Gambling Related and Other Harms provides the Secretariat for the Cross Party Group on Gambling at the Senedd, and has spoken at a number of conferences in the UK and Europe in 2023/24 further cementing Adferiad's place as a leading provider of services. We continue to deliver the National Gambling Treatment Service which has been extended based on project outcomes.

Criminal Justice Services

Adferiad continues to work in this challenging space through local services such as Ty'n Rodyn and Ty Adferiad, both of which are highly successful. The Circles of Support and Accountability (COSA) project works with some of our more complex clients across Wales and is achieving great outcomes, it has also enabled us to build a strong network of partners including the Ministry of Justice (MOJ), Police, and HMPPS.

Our Dyfodol service, operating in the statutory prisons in South Wales, supported 9,437 individuals during 2023/24, delivering 20,696 one-on-one support sessions and 258 group sessions, which had 2,063 participants across all establishments. The groups included SMART Recovery, Brief Interventions, Acupuncture, Motivate to Achieve, and 5km Walking Groups. These initiatives underscore our commitment to effectively supporting individuals within the criminal justice system and addressing their complex needs.

Adferiad's Appropriate Adult Service continued delivery to South Wales, Dyfed Powys and Gwent Police Force areas. During 2023/2024 we have delivered a service to a total of 3,334 vulnerable adults during police detention and questioning, provided training to 60 individuals across Wales. During this period 10 external talks have also been delivered to associated police forces as Custody Sergeant training refresher as well as the Police Crime Commissioner's Office.

National Services

Time to Change Wales

2023/24 saw the eleventh full year of operation of 'Time to Change Wales', an initiative aimed at reducing mental health stigma and discrimination, delivered in partnership with Mind Cymru. The project successfully fulfilled all targets for the year for every Pillar managed by the Community and Employer Engagement team overseen by Adferiad: 16 new organisations have pledged with most employing people from the most deprived areas and/or have a high percentage of Black Asian and Minority Ethnic employees; 28 anti-stigma talks have been delivered to 830 individuals with another 525 conversations taking place at exhibition stands; 34 new Champions have been trained including 47% from Black Asian and Minority Ethnic communities and 502 staff were trained at Swansea Bay University Health Board in tackling stigma in healthcare settings.

Mental Health & Money Advice

Mental Health and Money Advice continue to provide clear, practical advice and support for people experiencing issues with mental health and money. Annual gains for our clients during this period was £1,005,971.16, where we supported 325 new clients in addition to ongoing caseloads.

Service in Focus

Children and Young People Sanctuary

This year, we proudly mobilised the Swansea / Neath Port Talbot (NPT) Children and Young Peoples Sanctuary Service, a vital out-of-hours service dedicated to providing support for young people in mental health crisis across Swansea and Neath / Port Talbot counties. The Sanctuary offers a safe, welcoming, and homely environment designed to support those aged 12 to 18 facing emotional and mental health difficulties.

The service provides practical and therapeutic support. Equipped with a lounge, dining area, private spaces for one-to-one support, and even basic facilities such as showers and laundry, the Sanctuary ensures young people can de-escalate from their crisis in a safe and calming environment. With the CYP Sanctuary, we aim to reduce the risk of harm, lessen the need for hospital admissions, and provide pathways for longer-term support through referrals to additional services as needed.

Meeting a Growing Need

The development of the Sanctuary stems from a critical recognition of the need for appropriate mental health support services for young people. Over the years, mental health crises among children and adolescents have increased significantly, with the effects of the COVID-19 pandemic further exacerbating this issue. Young people in crisis often have no other option but to present themselves at local emergency departments or hospital settings, which can be overwhelming and inappropriate for those in emotional distress.

Our partnership with Swansea Bay University Health Board's Child and Adolescent Mental Health Service (CAMHS), funded by the Welsh Government, allowed us to create an admission avoidance service that prioritises immediate intervention and support in a calming space.

A Holistic Approach to Crisis Support

The service operates on a three-step approach: providing immediate support in a calm setting, helping young people explore the factors that contributed to their distress, and equipping them with tools and techniques to manage future challenges. Whether through well-being activities, group sessions, or confidential one-to-one support, our trained staff are on hand to offer grounding techniques and help young people regain emotional control. This holistic approach aims to empower individuals, giving them the ability to manage their emotions and behaviours more effectively.

Young People at the Heart of Our Design

From the outset, we knew it was essential to involve young people in the development of the Sanctuary. From choosing the colour scheme to selecting the furniture and soft furnishings, young people's input shaped the warm and calming environment we've created. The aim was simple: to make the space comfortable, calming, and accessible for young people in crisis, and by all accounts, we've succeeded.

With communal areas that include a games room and sensory room, the Sanctuary provides more than just a space for immediate crisis intervention. It's a place where young people can relax, engage in activities, and begin to feel safe again. The feedback has been overwhelmingly positive, both from the young people themselves and their families. They've praised the service for offering not just crisis intervention but a place where young people can explore their emotions and learn coping mechanisms for the future.

A Promising Future

We are incredibly proud of the work we've done in partnership with CAMHS to launch this much-needed service, which we believe will make a lasting impact on the lives of young people. By providing a safe, supportive space during moments of crisis, the Sanctuary is helping to fill a critical gap in mental health support for children and young people, ensuring that they receive the right support at the right time.

Looking Ahead

As we move forward, we plan to expand access pathways, ensuring more young people can benefit from this service. With mental health issues continuing to rise, services like the Sanctuary will play an increasingly vital role in providing the support young people need to manage their mental well-being and avoid reaching crisis points.



Our Campaign

**time
to
take
control!**

Adferiad's Cost of Living Campaign

During the Summer of 2023, Adferiad launched its cost of living campaign - 'Time to Take Control', which was in response to our stakeholders telling us that a priority for them in 2023 was 'how to get through the cost of living crisis safely and in good health'. The aim of the campaign was to provide practical and personal support to people during the cost of living crisis, empowering them to take control of their own situation, and to campaign for action to the UK and Welsh Governments, Local Authorities and NHS, and others to support our client group. Throughout the campaign, we worked closely with UK and Welsh partners Carers Wales and St Giles Trust to ensure that carers and families were fully supported. We also engaged nationally and locally with the Department for Work and Pensions, Dwr Cymru, Unison and Local Authorities to facilitate dialogue and enhance their understanding and response to client needs.

Our campaign was launched by Jane Hutt MS, Minister for Social Justice and Chief Whip, who also concluded the summer campaign on the 10th October in the Senedd where she was presented with the

report and findings of the campaign. Over the Summer, we brought the campaign to 29 different events, with more than 200 staff and volunteers helping and taking part, including 10 members of the Senedd also attending. We spoke to more than 1000 people about their experiences of the cost of living crisis and opened our survey to all our members, beneficiaries and wider public across Wales to gather insight into how the crisis was affecting them.

We found that nearly **80%** of people reported that their living costs had increased a lot from the previous 18 months, **86%** stated that they had struggled to pay basic bills. Throughout the campaign, our money and mental health advice service was voted as the most important campaign offer, with more than **80%** of people stating that this was extremely important.

A 10 point plan was then co-produced by Adferiad with our beneficiaries, outlining key ways in which we can all help to get through the cost of living crisis:

The UK Government

1. Ensure benefits for people with a disability or long- term sickness rise with inflation (inflation for people living in poverty is much higher because fuel costs represent a higher than average proportion of their spending – so this needs to be factored in); also, implement a fairer and more easily accessible Personal Independence Payment (PIP) assessment process which gets help to people quickly.
2. Restore the £20 additional weekly uplift on Universal Credit which was so helpful during the height of the Covid pandemic.
3. Improve financial support for carers, recognising the cost benefit of carers being able to play their role in providing support.
4. Long-term: start a national conversation about the future of benefits, with the goal of improving the lives of people who are at risk and depend on benefits.
5. Ramp up help for those with mental health and addiction problems who are ready to become economically active – improving support, training and incentives while not pressurising those unable to work.

The Welsh Government

6. Promote further the need to ensure that all those using secondary mental health services have an effective Care and Treatment Plan in place and that these include the outcomes to be achieved and what services are to be provided, or actions taken, under the 'Finance and Money' section.
7. Ensure that all adults at risk and their carers – and families of at-risk children – have easy and timely access to advice and advocacy relating to money management and debt.

The Welsh Voluntary Sector

8. Prioritise support for people at risk who are most affected by poverty, including providing advice and support or facilitating access to support by specialists.
9. Provide a voice for people at risk so that their needs are heard by both the UK and Welsh Governments.

All of us

10. **Be good neighbours!** Helping those around us can make a big difference, whether that means donating to a food bank or just helping an individual or family whom you know.

Our Partners

Adferiad itself is a merger of CAIS, Hafal and WCADA because we recognised that our separate expertise was most effective when combined.

We believe that our work as a charity needs to be led by the needs of our clients, and as such we are always seeking to forge partnerships with a range of different organisations who we can work with to better support the needs of our clients.

This can stem from joint case work on the ground with local charity partners, or health care teams such as CMHTs, through to formal partnership like our Out of Work Service delivered in partnership with Barod and Kaleidoscope, and also our national, and international strategic campaigning partnerships such as the Wales Alliance for Mental Health, DACW, and GAMIAN.

To be effective we need to put aside the boundaries that can arise around organisations and focus on our shared objectives – **to provide the best support to people who need it in Wales.**



Wales Alliance for Mental Health
Cynghrair Iechyd Meddwl Cymru



Mental Health Alliance



ag:ic
Healthcare Inspectorate Wales

HM Prison & Probation Service

Arolygiaeth Gofal Cymru
Care Inspectorate Wales



GIG CYMRU NHS WALES | Bwrdd Iechyd Addysgu Powys Powys Teaching Health Board | GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board | GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Hywel Dda University Health Board

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg University Health Board | GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Caerdydd a'r Fro Cardiff and Vale University Health Board | GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board

SKIPTON BUILDING SOCIETY

LLOYDS BANKING GROUP

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Bae Abertawe Swansea Bay University Health Board

ClassBento

DUNE LONDON

nationalgrid

PUREGYM

NEPTUNE ENERGY

Allan & Gill Gray FOUNDATION

Johnson & Johnson



ISG

Pizza Hut



We are incredibly grateful for the generosity we receive each year from community groups, businesses, and individual donors across Wales. This support is crucial in enabling us to continue our vital work, helping people facing challenges with mental health, substance use, and other issues.

Fundraising



Registered with
**FUNDRAISING
REGULATOR**



Scan here to donate!

This year, our supporters have gone above and beyond, participating in a range of activities, from climbing Pen Y Fan to organising group office events, all to raise funds for Adferiad. We are also deeply touched to have received over £25,000 in in-memorium donations, a testament to the impact our services have had on families throughout Wales.

In total, £102,559.21 was donated in 2023-24, either for specific projects or to support our general charitable work. This extraordinary sum has directly contributed to the continuation of services that provide crucial support to individuals and families in Wales.

We extend a heartfelt thank you to every individual who took the time to organise or participate in these fundraising events. Many of these efforts represented significant personal challenges, and every pound raised will go towards ensuring we can continue to be there for people who may be struggling.

One inspirational example came in February 2024, when a team of 11 from North Wales collectively raised £6,559 in memory of Jordan, who alongside his family accessed some of our mental health and carer services in Flintshire. Jordan's family shared his story:

“ **Jord was an amazing, caring, kind, and fun-loving son, brother, uncle, grandson, and friend.**



But behind this, he struggled on a daily basis with his mental health, and only his immediate family knew of his struggles. It wasn't until we found Adferiad (previously Hafal) that we felt we were making progress in supporting Jord. Family and friends travelled to Langar Airfield in Nottingham to skydive in his memory, the weekend after what would have been his 26th birthday.”

All skydive expenses were covered by family members and friends, ensuring that every penny raised went directly to Adferiad. The efforts of Steve and Anna, Jordan's parents, his brothers Josh and Callum, and his sister Emily, as well as Connor, Cain, Courtney, Aled, Yasmin, Lee, Abbi, and Kieran, not only honoured Jordan but also helped raise awareness about the importance of providing resources for families who don't know where to turn for help.

Anna, Jordan's mum, shared:

“We had a fabulous day, very emotional! I am very keen for help and support for family members who struggle not knowing how to help their loved ones. The effect it has devastates families and we as a family would like awareness to be at the forefront, so that family members have access to resources and know there is somewhere they can reach out to!”

To everyone who fundraised, donated, or supported us in any way this year – thank you. Your contributions make a real difference in the lives of those we support across Wales.



Sustainability:

An Adferiad Green Future

As an organisation we are determined to act on and succeed in becoming Net Zero by 2030. We have team bases in every county in Wales, three hospital sites (including one in Lancashire), a rehabilitation unit, multiple residential properties, and modern offices. We operate a fleet of nearly 50 vehicles including minibuses, food transportation, and cars. Our aim is that our assets are focused on maximising impact for our beneficiaries, saving money, and improving our carbon profile.

Our sustainability objectives:

- Review all property use annually to ensure best use of resources.
- All refurbishments to include energy efficient, low carbon approaches , e.g. LED lighting, insulation, automatic lighting, etc.
- Increase the number of residential units available for our beneficiaries by 5% per annum.
- Review all staff mileage biannually to ensure best use of time and resources.
- Plan to replace all vehicles with plug in hybrids or pure electric vehicles over the next five years.
- Encourage the use of technology to reduce travel while recognising the value of face-to-face engagement.
- Carry out Carbon Mapping for Adferiad Recovery.
- Create a sustainability group to develop plans for a 10% year-on-year reduction in carbon mapping.
- Utilise new technology to reduce the use of paper and printed materials including publications, marketing, and internal communications by reducing stationery consumption by 10% per annum in real terms.

We have undertaken a comprehensive carbon mapping exercise and have a Carbon Reduction Plan in place which is reviewed year on year.

In the future we hope to implement measures such as:

- Switching to a 100% renewable electricity provider. This will bring down our overall emissions by around 7.64%.
- Replacing current petrol/diesel run company owned vehicles to 100% electric vehicles over the years. This will bring down our current emissions by around 4%.
- Tackling emissions produced by employee commutes by incentivising staff to switch to electric vehicles or take public transport to work in the coming years.
- Reducing emissions produced by business travel over the coming years by using only electric vehicles.
- Reducing emissions relating to subcontracted delivery services by opting for courier companies with lower carbon footprint.
- Lessening emissions relating to online storage by using to cloud services with a lower carbon footprint over the coming years.
- Reducing CO2 emissions generated through the disposal of operational waste by ensuring better utilisation of waste handling practices (i.e. Maximizing the amount of waste sent for recycling, reducing the volume of waste incinerated, etc).

Key Developments

In addition to our aforementioned rights-affirming and campaigning work, we have had other significant developments over the last year.

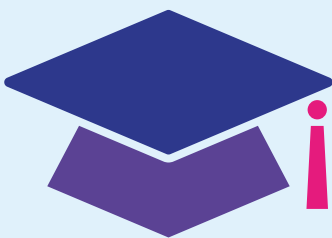


Certified Gold & Ruby for our Cultural Competence work

The Diverse Cymru Cultural Competence Certification Scheme recognises the progress organisations are making toward breaking down barriers many Black, Asian and Minority Ethnic groups face in the workplace. We received two awards for our rights affirming work, a Ruby award for our North Wales Office, and the highest award of the year, the Gold Award, for our Swansea Lakeside Office.

Achieved the first stage of ISO 14001 Certification

ISO 14001 is an internationally recognised standard for environmental management systems. It provides a framework that organisations can follow to establish, implement, maintain, and improve their environmental performance. We hope to follow up our stage one success with the full certification later in 2024.



Launched the 'Future Leaders' Programme

In December 2023 we launched our Future Leaders Programme at Bangor University. The Future Leaders Programme is focused on developing those who currently manage or have an ambition to manage Adferiad's services and departments, into the individuals who will be ready and able to lead our organisation in the future. The programme continued into 2024, with candidates selected to study a work based, level 3, 5 or 7 qualification.

Invested more in our Staff Wellbeing scheme 'Cadw'n iach'

This year we increased our counselling provision within our Cadw'n iach wellbeing team, allowing us to support even more staff who may be experiencing difficulties in their lives.





Launched our Staff Welfare Fund

In September 2023, our Staff Wellbeing Fund went live. The fund aims to support employees who may be experiencing financial hardship. To build up the funding pot, staff were asked to donate 1 hour of their gross salary per month, with Adferiad matching any contributions made up to £1000 per month. The response from staff has been breath-taking and a huge thank you goes out to everyone who was able to contribute.

Launched 'Y Pantri' and 'The Junction' as part of CSE

In July 2023 we launched 'Y Pantri' in partnership with St Giles Trust and CAIS Social Enterprises. Y Pantri is a social supermarket with the goal of helping people who are struggling to provide for themselves and their families by offering high quality products supplied by Fareshare.

In addition to Y Pantri, CAIS Social Enterprises (a subsidiary of Adferiad) were also able to open a new social enterprise at Llandudno Junction Train station. As the newest addition to the Porter's café brand, the coffee shop will provide commuters with great coffee, and the knowledge that the cafe's profits go towards funding further community services.



Became an integral part of the National Gambling Support Network

The National Gambling Support Network is a group of providers commissioned by GambleAware to provide treatment and support for people experiencing Gambling Related Harms and Complexities. As a national provider, we have attended a number of regional boards to promote the treatment pathway that we deliver as part of our gambling services.

Accredited as a Living Wage Foundation Employer

This year we continued our commitment to our staff by maintaining our accreditation as a 'Living Wage Foundation Employer'. This accreditation demonstrates our commitment to our staff by ensuring they are paid a living wage, reflecting our dedication to their well-being, professional development, and to building a stronger, more sustainable organisation.



Looking Forward

Health and social care services continue to struggle post pandemic with many not yet returning to pre pandemic methods of operation. While Adferiad maintained services on a face-to-face basis even during the pandemic, many other services have become less productive and continue to highlight the pandemic as a reason for poor productivity and performance. This remains highly unsatisfactory for our beneficiaries, and Adferiad will need to support their voice in challenging such working practices.

We know that there will be an election in 2024/25 at UK level, and employment of people with health conditions who are currently economically inactive will be a key priority for whoever leads the country. Adferiad will continue to demonstrate the effectiveness of peer led programmes and encourage those who have experienced them to assist us in coproducing the best models for this work.

We will also use 2024/25 to provide practical learning and development opportunities to the ILM cohorts through developing organisational change programmes which will review, update, and embed organisational systems and processes appropriate for an organisation of scale. By providing these as ILM linked projects, the future leaders will have increased ownership of the changes implemented, and as these cohorts are made up of staff from across grades and services, our systems will be built from ground up. This will be supported by new leadership in our People and Culture Directorate and through our partnership with Gower College.

Adferiad remains committed to partnership working within the statutory and voluntary sector in pursuance of the best possible service to our client group. Partnerships allow Adferiad to respond in the following ways:

Seek joint working relationships with providers based elsewhere in the UK to develop shared approaches, increase awareness of Adferiad, and to share best practice. We will also continue to invest in our partnerships with Mental Health UK, the Wales Alliance for Mental Health (WAMH), Gamian, EUFAMI, DACW, and other alliances to ensure the voice of our beneficiaries is heard.

Through collaboration with leading researchers and institutions including several Universities throughout the UK, Adferiad has established several key research projects in 2023/24, including working with Swansea University and Nottingham Trent University in the 'public (dis)-trust? of AI in Mental Health' where the paper was published, with a view to presenting the paper at the SLSA conference next year. Another key research project has been working with the GW4 Alliance and BiPolar UK as part of the £4.3 million pound grant from UKRI and MRC to accelerate impactful research into, and treatments for, severe mental conditions.

Adferiad is dedicated to not only improving individual outcomes but also contributing to the broader knowledge base of mental health, substance use, gambling-related harms and co-occurring complex needs. This steadfast commitment to research and evidence-based practice underscores our mission to provide the most reliable and impactful support to those we serve.



Overall, Adferiad seeks to consolidate its position through prudent financial and operational management. We will continue to provide an effective, caring and dedicated enhanced service to those people seeking the charity's help.

To strengthen its independence from a relatively small group of funders, the charity is also seeking to develop services which are not directly commissioned, but which fall within its mission. Initiatives include the acquisition of dwellings for rent by disadvantaged individuals, the expansion of CAIS Social Enterprises and the development of a property renovation programme.

The cost-of-living crisis and the increasing energy price burden will impact heavily on both our beneficiaries and our staff. We will also engage with partners who share our concern in respect of those in poverty and we will build upon Adferiad's Promise that no-one in our beneficiary

group need be alone. Our impending merger with Diverse Cymru will allow us to further develop our Rights Affirming Organisation approach, and we will ensure that the work on inclusivity pioneered by Diverse continues and expands.

While we believed that post pandemic there would be a renewed focus on delivery of services for the most vulnerable, the cost-of-living crisis has had a major impact on the sector. Adferiad has previously demonstrated our ability to flourish in adversity and we are confident that we will assist our beneficiaries through these challenging times.

Financial Review

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds	Restricted funds	Total	Unrestricted funds as restated	Restricted funds as restated	Total as restated
	Notes	2024 £	2024 £	2024 £	2023 £	2023 £	2023 £
Income from:							
Donations and legacies	3	92,308	-	92,308	120,485	-	120,485
Charitable activities							
Community Services	4	14,300,723	75,792	14,376,515	15,358,485	43,480	15,401,965
Residential Services	4	9,349,581	751,358	10,100,939	8,909,371	914,734	9,824,105
Investment income	5	159,292	-	159,292	52,785	-	52,785
Total income		<u>23,901,904</u>	<u>827,150</u>	<u>24,729,054</u>	<u>24,441,126</u>	<u>958,214</u>	<u>25,399,340</u>
Expenditure on:							
Charitable activities							
Community Services	6	13,951,423	95,220	14,046,643	13,890,614	60,842	13,951,456
Residential Services	6	9,035,417	668,036	9,703,453	10,188,481	815,503	11,003,984
Total charitable expenditure		<u>22,986,840</u>	<u>763,256</u>	<u>23,750,096</u>	<u>24,079,095</u>	<u>876,345</u>	<u>24,955,440</u>
Total expenditure		<u>22,986,840</u>	<u>763,256</u>	<u>23,750,096</u>	<u>24,079,095</u>	<u>876,345</u>	<u>24,955,440</u>
Net income		915,064	63,894	978,958	362,031	81,869	443,900
Transfers between funds		(5,965)	5,965	-	(5,964)	(3,802)	(9,766)
Other recognised gains and losses:							
Actuarial losses on defined benefit pension schemes		(1,000)	-	(1,000)	(44,000)	-	(44,000)
Net movement in funds	8	908,099	69,859	977,958	312,067	78,067	390,134
Reconciliation of funds:							
Fund balances at 1 April 2023		<u>7,582,546</u>	<u>1,717,534</u>	<u>9,300,080</u>	<u>7,270,479</u>	<u>1,639,467</u>	<u>8,909,946</u>
Fund balances at 31 March 2024		<u>8,490,645</u>	<u>1,787,393</u>	<u>10,278,038</u>	<u>7,582,546</u>	<u>1,717,534</u>	<u>9,300,080</u>

BALANCE SHEET
AS AT 31 MARCH 2024

		2024		2023 as restated	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	12		7,374,592		8,307,531
Investments	13		2		2
			<u>7,374,594</u>		<u>8,307,533</u>
Current assets					
Debtors	14	4,112,855		4,236,210	
Cash at bank and in hand		6,832,505		4,774,722	
		<u>10,945,360</u>		<u>9,010,932</u>	
Creditors: amounts falling due within one year	16	(6,811,587)		(5,874,025)	
Net current assets			<u>4,133,773</u>		<u>3,136,907</u>
Total assets less current liabilities			<u>11,508,367</u>		<u>11,444,440</u>
Creditors: amounts falling due after more than one year	17		(457,292)		(1,196,360)
Provisions for liabilities	18		(794,037)		(948,000)
Net assets excluding pension surplus/ (deficit)			<u>10,257,038</u>		<u>9,300,080</u>
Defined benefit pension surplus/(deficit)	19		21,000		-
Net assets			<u><u>10,278,038</u></u>		<u><u>9,300,080</u></u>
The funds of the charity					
Restricted income funds	20		1,787,393		1,717,534
Unrestricted funds			8,469,645		7,582,546
Pension reserve			21,000		-
			<u><u>10,278,038</u></u>		<u><u>9,300,080</u></u>



www.adferiad.org

Adferiad Recovery is a charitable
incorporated organisation registered
in England and Wales

Registered Number: 2751104

Charity Number: 1039386