

Adferiad

adferiad.org

Our Impact

2025-26





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A word from our Chief Executive



Dr. Alun Thomas

CEO

justice, families and carers, young people, domiciliary care, employment, rehabilitation and inpatient treatment.

Some of the figures contained within this report demonstrate that breadth particularly well. Since its launch in 2022, Cyfle Cymru has attracted more than 9,900 registrations, delivered over 182,000 hours of support and helped 500 people into employment. Our adult Sanctuary services received more than 1,700 referrals during 2025/26, while our Children and Young People's Sanctuary supported almost 400 young people. Adferiad's Appropriate Adult Service supported more than 4,500 vulnerable adults during police detention and interview.

Our impact can also be measured in very practical ways. Mental Health and Money Advice achieved financial gains of more than £1.4 million for the people it supported. Through our work with children and young people, 3,003 participants were reached through Bloom, Your Resilience and Me & Money. Our veterans work secured a £1 million Armed Forces Covenant Trust Fund award to support the proposed redevelopment of Fronheulog into affordable accommodation for homeless veterans.

None of this happens without people. During the year Adferiad employed around 712 colleagues, supported by around 150 volunteers. We continued to invest significantly in learning and development, with thousands of training and e-learning activities completed and 29 colleagues achieving ILM leadership and management qualifications. I remain particularly proud that so many of our senior colleagues have developed their careers within Adferiad. Developing people from within strengthens both our organisation and the services we deliver.

2025/26 has been another year of growth, change and achievement for Adferiad. During the year we had the privilege of supporting more than 33,000 people through our core services across Wales, Lancashire and beyond, while establishing or expanding a further 18 services. Behind that scale sits an extraordinary breadth of activity spanning mental health, substance use, housing and homelessness, veterans, gambling-related harms, criminal

Quality remains equally important. Our ISO quality, environmental and health and safety standards were successfully externally validated, while Care Inspectorate Wales awarded our inspected domiciliary services Excellent ratings for Well-being, Care and Support, and Leadership and Management. These results matter because growth is only worthwhile if it is matched by consistent, safe and person-centred support.

There have, of course, been challenges. Commissioners face considerable financial pressures and too often contract uplifts fail to keep pace with the actual costs of employing people and delivering high-quality services. Our own income nevertheless grew by 5.7% during the year. Maintaining that stability while remaining a Living Wage employer, investing in our workforce and developing new services requires careful choices and disciplined financial management.

Perhaps the clearest example of our willingness to invest for the longer term is Parkland Place Llandudno at Lady Forester House. Much of 2025/26 was spent developing plans for the former Blind Veterans UK site and working with communities, commissioners and other stakeholders. Following the year end, its acquisition created the opportunity to develop a modern 40-bed inpatient detoxification facility capable of meeting the increasingly complex needs of the people requiring our support. It is the largest development we have undertaken and a significant statement of confidence in the future.

June 2026 also marks 50 years since the beginnings of the organisations which eventually became Adferiad. Much has changed during those five decades, but something fundamental has not: our belief that people can and do change and that services work best when we listen to the whole person rather than simply responding to a diagnosis, problem or label.

To our staff, volunteers, trustees, members and partners, thank you for your commitment, professionalism and willingness to keep improving. To the people who use our services and their families, thank you for trusting us and for continuing to challenge us to do better, and to our commissioners, thank you for your ongoing confidence in the quality and impact of the services we provide on your behalf.

We enter our fiftieth year proud of what has been achieved, but ambitious for what comes next. Recovery is possible, people should expect excellent support when they need it, and Adferiad will continue to work to make both of those things a reality.



**Rev. Sue
Northcott**

Chair of Trustees

It is a privilege to introduce Adferiad's Annual Impact Report for 2025/26. Once again, it demonstrates not simply the scale of our organisation, but the very real difference made each day by our staff, volunteers, members, partners and, importantly, by the people who use our services and contribute their experience to shaping what we do.

This has been another year of considerable achievement. Adferiad supported more than 33,000 people through our core services, while continuing to grow and develop, with a further 18 new or expanded services during the year. Yet numbers alone can never describe our impact. Behind every statistic is an individual, family or community seeking support, opportunity, greater independence or the chance to rebuild their life.

As Trustees, we are particularly conscious of our responsibility to ensure that growth is accompanied by quality, strong governance and a clear focus upon our charitable purpose. It was therefore encouraging to see our quality, environmental and health and safety management systems successfully externally validated during the year, alongside excellent inspection outcomes across our regulated services. These independent assessments provide important assurance that the standards we expect of ourselves are reflected in the experience of the people we support.

Our commitment to becoming a Rights Affirming Organisation has also continued to develop. Equity, diversity and inclusion are increasingly embedded within the culture and operation of Adferiad, reflected both in our achievement of Silver accreditation under the UK Investor in Equality and Diversity Corporate Charter Mark and in the positive responses from colleagues about diversity and feeling able to be themselves at work. This is important progress, although we recognise that becoming genuinely inclusive is an ongoing responsibility rather than an accreditation or destination.

Adferiad has also continued to strengthen its voice. Towards a Fairer Future was developed from the experiences of the people we support and sets out clear priorities around better integration of mental health and substance use services, open access to support, sustainable funding, rights and improved coordination of care. Our role is not only to deliver excellent services, but also to ensure that the experiences of our beneficiaries inform the decisions which shape those services in the future.

There remain significant challenges. Public services and the third sector continue to face financial pressures, increasing demand and rising workforce and operating costs. Although Adferiad achieved further income growth during the year and remains financially resilient, Trustees are mindful that our level of free reserves remains below our preferred target. Good stewardship therefore requires us to balance ambition with prudence and to ensure that every development is sustainable and advances our charitable objectives.

That balance between ambition and responsibility can be seen in the work undertaken during the year towards the development of Parkland Place Llandudno. It represents one of the most significant investments in Adferiad's history and an opportunity to transform inpatient treatment provision for people with increasingly complex needs.

As we move into the fiftieth year since the beginnings of the organisations which ultimately became Adferiad, there is much of which we can be proud. More importantly, there remains much to do. We aim, within the next year, to give a louder voice to our members, those who use our services, and to move towards more truly being a member led organisation.

On behalf of the Board of Trustees, I would like to thank our staff, volunteers, members, partners, commissioners and supporters for everything they have contributed during the year. Above all, I thank the people who place their trust in Adferiad. Their experiences, aspirations and voices must continue to guide us.

Together, we will continue to affirm rights, challenge inequality and ensure that people are supported not simply to manage their circumstances, but to recover, participate and live the lives they choose.

A word from our Chair of Trustees



Adferiad is Wales' leading charity supporting people affected by mental health and substance use to build better lives.

Recovery isn't straightforward, so neither are we.

Spanning a wide range of areas and disciplines, Adferiad provides over 150 services covering every county of Wales. No matter where people are on their journey, we support them however and whenever we're needed.

We are a national voice rooted in local communities, led by the lived experience of our members.

We do things the Adferiad way - providing support that focuses on the person and not their circumstances, putting the individual at the heart of everything we do.



About Adferiad

Our Vision & Mission

Our Mission

Our mission is to enable positive transformations for individuals facing complex mental health challenges and difficult social conditions - those who are often overlooked and unheard - by delivering a range of services, projects and campaigns, and through the dedicated support of skilled staff and volunteers.

Our Vision

Our vision is of a Wales where everyone can access the support they need, when they need it, and recovery is never out of reach.

Our Values



Quality
Care &
Support



Dignity &
Respect



Working
Together



Learning &
Reflection

Key Developments



Purchasing of former Blind Vets UK Centre in Llandudno

The past year's major development has been the work undertaken to secure the purchase of the former Blind Veterans UK Centre, Lady Forrester's House, at Craig y Don in Llandudno. Once completed, the site will become a groundbreaking 40-bed facility offering specialist detox and rehabilitation services and will be known as Parkland Place Llandudno.

Investing In Our Future

Responding to calls from service users and members for a stronger and clearer identity, we have worked hard to complete work on our refreshed brand and new website, laying the foundations for the 2026/27 launch – meaning a better reach and more people being able to recognise who we are and what we do.

Lived Experience Workshops

Amplifying the voices of our members, those who often go unheard and unseen, remains a key aim for Adferiad. We have been delighted to support 70 people with lived experience to contribute directly to NHS national work on crisis-related mental health services, building foundations for the Welsh Government's vision for the transformation of mental health support. We are also honoured to report that 380 new Adferiad members joined our organisation!



ISO Accreditation

We are pleased to announce that our ISO 9001 and ISO 14001 was externally audited and successfully revalidated this past year. We have also gone on to obtain ISO 45001 certification. In addition, our Investors in Volunteers accreditation renewed.

Real Living Wage

Adferiad has worked hard to ensure that all employees are paid the Living Wage Foundation pay rate and will continue to work with funders to ensure that contract arrangements reflect the value of Adferiad staff.



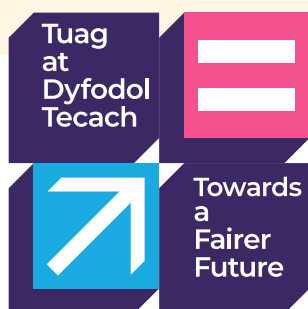
Investing In Our People

We continue to support staff undertaking post graduate learning, including MBA programmes and those on our ILM Future Leaders Programme, aimed at developing career pathways so that we retain and build on the talent within. This past year, 29 colleagues achieved ILM qualifications, with 1,528 staff and volunteers attending L&D training and a further 3,812 e-learning programmes completed.



Only Human

Following its successful launch, our National Lottery-funded Only Human campaign moved into active delivery across Wales, building partnerships and community engagement, developing lived experience Champions and supporting them to deliver training, challenging stigma around drugs & alcohol.



Towards a Fairer Future

During 2025/26, Adferiad launched Towards a Fairer Future: Priorities for the Next Welsh Government, setting out our key campaigning and influencing priorities ahead of the next Senedd term. As a national organisation rooted in communities across Wales, it was important that our priorities reflected the experiences of the people we support. During summer 2025, we gathered views through our services across Wales, hearing directly about people's experiences of accessing support and the challenges they face across healthcare, funding, welfare benefits and the wider system. These experiences helped shape the final priorities and will continue to inform our campaigning and influencing work.

18 **712** staff

154 commissioned
contracts delivered

18 new services
or extensions

3.3m+ total value
of new
contracts

The Year In Numbers

34,139 people supported

or 1% of the population of Wales

23,963 total referrals

66 referrals every day on average

536,731 client engagements

>10000 members

150 volunteers

1.6m+ social media views

Laura's Story

Laura Jones knew things had reached crisis point when she woke up one morning desperately searching for alcohol.

Years of unresolved trauma, stress and alcohol dependency had gradually taken their toll, and after an incident that left her frightened and vulnerable, the 43-year-old from Bangor realised she could no longer continue living the way she was. "That was my turning point," Laura said. "That's what made me determined to stop drinking."

Shortly afterwards, Laura secured a place at Hafan Wen, which at that time Adferiad's residential detox service was based at Wrexham Maelor Hospital, and began a journey that would transform her life.

Today, Laura is approaching one year of sobriety, volunteering with Cyfle Cymru and using her lived experience to help others begin their own journey of recovery. However, getting to this point has been a long process.

Laura grew up in a loving family home with her mother and three brothers. At 18, she entered a relationship that would shape much of her adult life. For six years, she experienced physical and emotional abuse from her ex-partner that would leave a lasting impact on her. Laura believes alcohol became her way of escaping the reality she was living. "When I was with my ex-partner, I was drinking to forget about everything because it was a nightmare living with him," she said. "That's how I coped."

Laura previously worked as a chef, which she recognises as a period of developing a custom for an after-work drinks routine. What began as a few drinks following a shift gradually became a daily habit.

Eventually, Laura left the relationship and began rebuilding her life. She found a new job, made new

friends and, ten years ago, met her current partner. "My partner has been a massive support to me."

Despite finding happiness in a healthy and supportive relationship, Laura still carried the effects of her past experiences. "I don't think I ever found proper help to deal with my trauma and my past." Although she accessed counselling, she struggled to open fully about what she had been through.

Over the years, alcohol remained a constant presence. Returning to her career in hospitality, working as the only chef in a busy kitchen often left her feeling overwhelmed and her association with alcohol worsened.

In 2024, the effect on her health became apparent. After developing painful and itchy patches across her skin, Laura was diagnosed with severe chronic plaque psoriasis. "I don't know whether it was stress, drinking or a combination of both."

The condition left her unable to work and she spent a year unemployed, trying to recover her health. Without the routine and structure of employment, her drinking gradually escalated. "I was able to have a drink every night. Then it became drinking during the daytime." Her new partner had raised concerns surrounding her attitude to alcohol. "I remember him saying, 'I think you're drinking too much and there may be a bigger issue.'" At the time, Laura wasn't ready to hear it.

Although she attempted home detoxes and periods of abstinence, she struggled to recognise the extent of her alcohol dependency. "I thought after a month that I was cured, but I wasn't really in the right frame of mind to understand how serious my problem was."

By 2025, Laura's drinking had reached crisis point. "My partner didn't want to be at home with me because I was basically killing myself." She describes herself as being both a 'desperate alcoholic' and alcohol dependent.

"If you want to do it, you can do it. I'm living proof you can. You can have a happy and sober life."

Then came the incident that changed everything. Laura woke early one morning desperate to find alcohol. After blacking out, she found herself in a situation that left her frightened and vulnerable. "That was my turning point," she said. "That's what made me determined to stop drinking."

Shortly afterwards, her key worker told her a place had been secured for her at Hafan Wen. "It's 24-hour care, where you're supported in every aspect" Although frightened, Laura also felt relief. "For years, I thought nobody understood what I was going through. I thought I was the only person in the world who had this issue."

As she began speaking with other residents, Laura realised she wasn't alone. People from different backgrounds were facing similar challenges with alcohol and other substances. "After speaking to other people who had gone through similar things, I realised there was nothing to be scared of." For the first time in years, Laura felt understood.

When Laura left Hafan Wen in July 2025, her recovery journey was only just beginning. The very next day, she started Adferiad's Structured Recovery Programme (SRP). The programme gave her something she had been missing for a long time – shape to her life and a network of support. "Those three days a week gave me routine" she said. "The days you don't want to turn up are the days you need to go."

Through the programme, Laura learned practical tools to help manage difficult thoughts, emotions and situations without turning to alcohol. She also rediscovered parts of herself that had been lost during years of addiction.

"Through recovery, I rediscovered childhood hobbies like arts and crafts. It was something I hadn't thought about since I was a child."

The support she received through SRP helped her build confidence, develop coping strategies and begin looking towards the future. "Without SRP and Hafan Wen, God knows where I would be right now."

Today, Laura continues to strengthen her recovery through programmes with North Wales Recovery and SMART Recovery. She has also begun volunteering



with Cyfle Cymru and hopes to become a Peer Mentor in the future.

"I want to help other people who have gone through similar situations. I want to tell people recovery is possible." Approaching one year sober, Laura never imagined she would one day be supporting others in their own recovery. "To have the opportunity to help facilitate recovery groups and support other people, I can see a future in it."

While she continues to take recovery one day at a time, she is proud of how far she has come. "I would like to think I would never drink again, but you have to take it day by day, hour by hour."

Laura hopes sharing her story will encourage others to seek support. For anyone who feels trapped by addiction, Laura wants them to know that change is possible. "If you want to do it, you can do it. I'm living proof you can. You can have a happy and sober life."



Our Rights– Affirming Work

At Adferiad, we are committed to creating a values–led and inclusive organisation where every individual feels appreciated, respected, and able to be themselves, and where every voice has the opportunity to be heard.

Our journey towards becoming a Rights-Affirming organisation began in 2021, when our Trustees committed to embedding the active promotion and protection of human rights at the heart of everything we do. This commitment continues to shape our culture, services, governance and decision-making, right across Adferiad.

We recognise that equality, diversity and inclusion are fundamental to delivering high quality, person-centred services. We champion inclusive practice across the organisation, working to ensure our policies, processes, services and ways of working reflect the diverse communities we serve.

Our Learning & Development Team continues to provide training that builds staff knowledge, confidence and understanding around inclusion and diversity. This includes:

- Trans, Gender Identity and Expression
- Unconscious Bias
- Substance Use and Neurodiversity
- Introduction to Neurodiversity
- Autism Awareness

These opportunities support our workforce to develop an informed and compassionate approach to inclusion, while recognising the different experiences, identities and needs of the people we work alongside.



Our commitment to EDI is reflected in a range of achievements, accreditations, pledges and organisational commitments, including:

- UK Investors in Equality and Inclusion (UKIED)
- Disability Confident Employer – Level 2
- Age Friendly Employer Pledge
- Cultural Competence – Gold and Ruby
- Mindful Employer
- RNIB Visibly Better Employer

We are also proud to be a committed member of Inclusive Employers, strengthening our access to good practice, learning and resources as we continue to develop as an inclusive employer.

These achievements recognise the progress we have made, while also reinforcing our commitment to continual improvement.

At Adferiad, EDI is not an add-on, it is central to who we are and how we work. It underpins our values and informs how we support our people, engage with communities, develop our workforce and deliver our services.

We will continue to listen, challenge inequality, embrace difference and promote rights, ensuring that inclusion remains embedded in our everyday practice and continues to shape the Adferiad of the future.

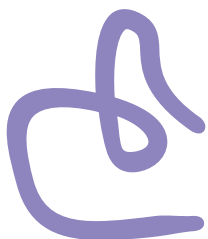
Learning & Development



Training delivered to 119 different organisations



3,683 e-learning courses undertaken



99% felt the training was inclusive

“I am still buzzing after this training. It was so inspiring and thought provoking in both a professional and personal capacity. I **THOROUGHLY** enjoyed.”

The Learning & Development Team continues to demonstrate strong growth, with 1,528 staff attending training courses during the year and a further 3,683 e-learning courses undertaken. The breadth of the training offer has also continued to expand, with 188 different topics delivered, reflecting the team's ability to respond to a wide range of organisational and individual development needs.

Feedback remains exceptionally positive, with 99% of attendees reporting that they felt the training was inclusive. This provides strong evidence of the quality and accessibility of the learning offer and demonstrates the team's commitment to creating a positive learning experience for all attendees.

The team's growing reputation is also reflected in its external reach, with training delivered to 119 different external organisations. This represents a significant level of engagement beyond the organisation and highlights increasing confidence in the expertise, quality and relevance of the training provided by the Learning & Development Team. Overall, these figures demonstrate that the service is continuing to grow in both scale and reputation, while making a meaningful contribution to workforce capability and development.

Membership



We take pride in being a member-led charity, placing the voices of our members at the core of all our actions.

Become a Member!



By becoming a member, you will become part of Adferiad's shared voice, comprising 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 across the UK. 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.



Rev. Sue Northcott

Chair of Trustees

“Membership is a chance to have your voice heard – and that’s really key in us developing the services going forward, and improving what we’ve already got. So please, please – sign up, and become a member!”

Wayne's Story

Wayne Edwards is celebrating more than two years of sobriety and preparing to move into his own home after rebuilding his life with support from Adferiad.

For years, however, Wayne felt trapped in a relentless cycle of addiction and mental health crisis, fighting simply to survive each day.

A high achiever who had always excelled academically, Wayne earned a degree in Mathematics before building a career in data management. But despite his analytical mind, he was battling severe anxiety, unaddressed trauma and escalating substance use.

"I wasn't happy and I knew things weren't working, but I couldn't understand why I couldn't just logic my way out of it," Wayne says. "Every day felt like a fight for survival. I felt trapped."

Recognising that he could no longer cope alone, Wayne reached out to his parents for help. What he initially thought would be a brief pause to regroup became the beginning of a much longer and more complex journey towards recovery.

The isolation of the COVID-19 pandemic compounded his struggles. While trying to rebuild his life, Wayne found himself caught in a devastating cycle of repeated relapses with alcohol and substances.

"I couldn't go longer than five days without alcohol," he recalls. "I'd think things were getting better, then I'd relapse again. That cycle went on for years, with the dependence and withdrawals getting worse every single time."

"I believed I was unfixable, but now I know recovery is possible."

Ashamed of what he was experiencing, Wayne initially kept the full extent of his illness hidden from those closest to him.

"My parents knew something wasn't right, but I didn't identify myself as an alcoholic or a drug addict," he says. "Telling them the truth was horrendous. You wonder whether they'll still love you."

Despite repeatedly trying to stop on his own, Wayne was living with severe psychological distress alongside his addiction, without the specialist dual-diagnosis support he desperately needed.

In May 2024, after years of unimaginable suffering and barriers to accessing the right support, he reached crisis point and was admitted to hospital following a suicide attempt.

"I'd tried everything and nothing was working," he says. "I just couldn't see the point anymore. I believed I was unfixable."



Although Wayne describes much of his time in hospital as “a blur”, it marked a vital turning point. A multidisciplinary team of professionals stepped in, leading to referrals for specialist drug and alcohol services, mental health support and Adferiad.

Wayne also credits key clinicians, particularly Dr Hesketh, for providing the specialist medical expertise and dual-diagnosis care he needed at a critical point in his recovery.

Navigating the social care system while preparing for residential treatment can be daunting, but Adferiad provided the steady, practical advocacy Wayne had been missing for years.

“I’d never been on benefits before and I didn’t know what I was doing,” Wayne explains. “My support worker, John, would make phone calls with me, speak on my behalf, and help me through everything. It felt like I didn’t have to carry all of the weight by myself. That was the biggest difference. I wasn’t alone anymore.”

Following a successful placement in residential rehabilitation, Wayne moved into Adferiad’s Northgate House supported accommodation. There, in a safe and structured environment, he consolidated his recovery while developing the skills and confidence to live independently.

Crucially, his time in treatment and supported housing also allowed for comprehensive mental health and neurodevelopmental assessments. At the age of 30, Wayne was diagnosed with ADHD and Autism – a revelation that finally provided the missing piece of the puzzle after decades of feeling different.

“For years, I thought I was broken because I was bright and capable, but couldn’t seem to cope with life in the same way as others,” Wayne reflects. “Receiving my ADHD and Autism diagnoses didn’t solve everything overnight, but things finally started to make sense. I realised I wasn’t unfixable – my brain was just wired differently, and I needed the right framework and support.”

Today, Wayne is looking forward to moving into his own home and building the settled, purposeful future he once believed was out of reach. By sharing his story, he hopes to encourage others who are struggling to seek help.

“I wish I’d known rehab and this level of support were available,” he says. “When you get there, you realise you’re not alone. There are other people fighting their own battles too. There is hope. You have to trust the process and keep moving forward.”



son-Centered
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Judgemental Great
Inspiring Support
Resilient Valued
Relevant Equality
Transparent Hope
Shared Listening Busy
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Judgemental Great
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This year, we have continued to strengthen and develop volunteering across Adferiad, with a focus on improving quality, consistency, inclusion and the overall volunteer experience.

The renewal of our Investors in Volunteers accreditation recognised our commitment to good practice and provided valuable feedback from volunteers, staff and trustees. We have continued to improve recruitment, induction, training, supervision and guidance for volunteer line managers, helping volunteers feel welcomed, confident and valued in their roles. This has included developing online systems to support streamlining our onboarding process and provide improved access to training and expenses for volunteers. We will continue to offer other recruitment processes for those not wanting to use the online system.

Strengthening Volunteering Across Adferiad

“Volunteering meant I was able to give back the support I was receiving. It’s nice seeing people come in and achieving things.”



“I decided to volunteer because I wanted to gain practical experience before continuing my studies. My long-term aim is to undertake further postgraduate study and rather than relying solely on academic studies I wanted to gain some practical experience.”

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

A renewed focus on recording volunteer hours will help us recognise the contribution volunteers make and demonstrate their wider impact and social value.

Inclusion remains central to our development. Research into barriers experienced by Global Majority communities is informing a new volunteer recruitment pilot, while more flexible and remote opportunities are being explored to make volunteering accessible to a wider range of people.

Together, these developments are helping us create a sustainable, inclusive and high-quality volunteering service that supports volunteers to make a difference, develop their skills and achieve their own goals.

Service Highlights

VERVE

Following the recommissioning of substance use services in Swansea and Neath Port Talbot, Adferiad was successful in a partnership bid with Barod, Kaleidoscope and The Wallich to deliver VERVE. This builds on our 30 years' experience of delivering substance use services locally. Working alongside commissioning partners and public sector providers, we deliver our substance use services under the shared Verve identity. The aim is to make it easier for people to find the support they need and move between different parts of the service.

Parkland Place Llandudno

We have made preparations for the development of Parkland Place Llandudno, representing a major investment in the future of specialist inpatient detoxification and rehab services in North Wales. The modern, purpose-renovated facility will significantly increase potential capacity and provide an environment better equipped to meet increasingly complex clinical and physical needs.

Change Step

Change Step continued to strengthen support for veterans, their families and carers across Wales, including the delivery of the Embedding Prevention of Veteran Suicide programme. This formed part of a wider programme of specialist veteran support delivered throughout the year.

Supporting Partners

Change Step launched its new Supporting Partners programme, creating employment and volunteering pathways into Adferiad for partners of serving Armed Forces personnel, including reservists. The programme forms part of our continued commitment to expanding the support available to the wider Armed Forces community.

Denbighshire Collaborative launched

We successfully secured the Denbighshire Collaborative, working in partnership with Stori with Adferiad as the lead organisation. The new service forms part of our extensive Housing Support Grant provision, helping us continue to provide housing-related support to people across communities in Wales.

Pantyboblen

We successfully secured Pantyboblen in Carmarthenshire, a new Care Inspectorate Wales-registered 24/7 accommodation service. The development expands our supported accommodation provision and our ability to provide round-the-clock support for people who need it.

Retender: Early Intervention in Psychosis – Aneurin Bevan Health Board

We successfully retained our Early Intervention in Psychosis service in the Aneurin Bevan University Health Board area, helping to secure the continuation of vital support for young people experiencing psychosis and their families. Across our EIP services, 120 young people were supported during 2025/26.

Amser Carers Support Fund

Through Amser funding, we processed 393 respite grant applications during 2025/26, helping unpaid carers access valuable breaks and activities that support their own wellbeing and resilience. This formed part of 23 Families and Carer Services delivered by Adferiad across Wales during the year.

Reachable Moments

In January 2026, we launched Reachable Moments in partnership with Dyfed-Powys Police, providing immediate support to young people while in police custody. In its first three months, the service engaged 56 young people, providing 101 hours of direct support, with 19 workers trained to deliver the intervention across the force area.

Only Human

Our National Lottery-funded Only Human campaign moved into active delivery across Wales, challenging stigma and discrimination around addiction. In its first six months, the campaign attended more than 20 events, engaged with over 50 professionals, established 22 new professional connections and began developing a network of lived-experience Champions.

Ceredigion Specialist Mental Health Floating Support

Providing tenancy-related support to individuals experiencing serious mental ill health. The service delivers person-centred, holistic support aiming to help individuals to sustain their accommodation, build independence, and prevent eviction or unnecessary hospital admission, while reducing isolation through community engagement, commencing on 1 April 2026.

Crisis Sanctuaries

Adult Sanctuary Services across Ceredigion, Swansea, Neath Port Talbot and Carmarthenshire received 1,707 referrals and delivered 4,441 support calls/sessions. The CYP Sanctuary in Llansamlet supported another 391 children and young people.

Registered Care

372 people received support from across our Registered Care Services, while Adferiad's inspected West Wales, Powys and Cwm Taf services achieved Excellent ratings for Well-being, Care and Support, and Leadership and Management.

Mental Health & Money Advice

Our Mental Health and Money Advice service provided support to 611 new clients offering stability, dignity and hope for those struggling with the dual pressures of mental ill-health and financial hardship, helping clients gain £1.4m in finances this year.

Seafit partnership

A new partnership launched providing counselling for fishermen and their families across Wales, alongside wellbeing support and physical health checks at ports.

Cyfle Cymru

Cyfle Cymru has made a significant impact in supporting people to develop skills and move closer to employment. Since October 2022, the programme has recorded more than 9,910 registrations, delivered over 182,000 hours of support, awarded 12,670 qualifications, supported 500 people into employment and helped 2,400 gain work or volunteering experience.

Young People's services

The Powys substance use service supported 114 young people, EIP supported 120, and the Merthyr 24/7 supported accommodation helped nine young people towards independent living. Bloom/Your Resilience/Me & Money also delivered 292 sessions to 3,003 children and young people.

Service in Focus: Reachable Moments



Supporting young people at a critical moment.

Reachable Moments is a new 24/7 pilot service delivered by Adferiad, co-produced in partnership with Dyfed-Powys Police, launched in January 2026 to support children and young people while they are in police custody.

The name comes from the idea of a “reachable moment” – a critical point when a young person may be particularly open to having a conversation, reflecting on what has happened and considering what support could help them.

Police custody can be a difficult and unfamiliar experience for a child. Young people may be feeling vulnerable, uncertain or isolated, while their contact with police may also highlight wider needs around mental health, family relationships, education, substance use or other areas of their lives. Reachable Moments provides an opportunity to respond to those needs at the point they arise.



“I felt like I could talk to them and they actually listened. It helped me know what I could do next, and it was nice having someone check in with me afterwards.” – Young Person

How does it work?

When a child is in custody, the custody team contacts Reachable Moments and an on-call Reachable Moments Worker is allocated. The worker attends the custody unit and offers the young person a safe, one-to-one conversation.

Workers provide emotional support, practical guidance and short-term mentoring, helping the young person consider what might help them and connecting them with appropriate signposting, community services and longer-term support. This is supported by referrals from Healthcare Professionals in custody and Public Protection Notices (PPNs) to Social Services.

Young people can also request follow-up contact with a manager from the service after leaving custody, helping to maintain that connection and support engagement with other agencies and services.

Early impact

As a new pilot, Reachable Moments is still building its evidence base. Early activity shows the service is being used and continues to grow.

Between January and April 2026, the service supported:

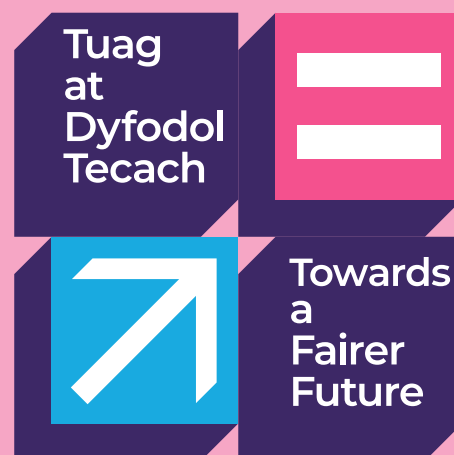
- 56 young people
- 101 hours of support
- 26 Reachable Moments Workers

Feedback from young people has been encouraging, with respondents reporting that the service made a positive difference to their experience of custody.

“Having someone independent, outside of the family and away from the police, made such a difference. He actually listened to the worker and valued having someone who wasn’t his parent telling him what to do. He didn’t want to speak to the officers, but he was willing to engage with the Reachable Moments worker, and it made him feel more positive. We were very thankful for the support and grateful that the service was there when he needed it.” – Parent

Building on the learning

Reachable Moments continues to develop through feedback from young people, workers and police colleagues. The pilot is also being independently evaluated to build a clearer understanding of its impact and the role it can play in supporting young people at this critical point.



Our Campaign

During 2025/26, we launched **Towards a Fairer Future: Priorities for the Next Welsh Government**, setting out five key priorities for the next Senedd term and providing a clear platform for our campaigning, political engagement and influencing work.

With the 2026 Senedd election approaching, we wanted our priorities to reflect the experiences of the people we support and the challenges they face when accessing services. As a national organisation rooted in local communities across Wales, it was important that our campaign was shaped by the voices of individuals with lived experience, rather than developed in isolation.

During summer 2025, we gathered views from people using our services, members and staff through our “Tell Us” questionnaire. We heard directly about people’s experiences of mental health and

substance use services, social care, funding, welfare benefits and the wider systems they rely on.

This engagement highlighted the barriers people can face when trying to access support, including fragmented services, long waiting lists and difficulties navigating different systems. These experiences helped shape our priorities and continue to inform our approach to campaigning and influencing.

The campaign identified five priorities for the next Welsh Government:

1. Integrate mental health and substance use services: Individuals with co-occurring mental health and substance use needs should be able to access joined-up support through a “no wrong door” approach, rather than being passed between separate services.
2. Deliver same-day, open-access support: People should be able to access needs-led, person-centred support when and where they need it, including through self-referral and community-based services.
3. Commit to long-term funding for health and social care: Sustainable funding is essential to support high-quality services, develop the workforce, ensure fair pay and recognise the third sector as an equal partner in health and social care.
4. Deliver a Wales Mental Health Act: A dedicated legislative framework should strengthen people’s rights and ensure that the principles of least restrictive practice and rights-based support are embedded across mental health services.
5. Develop Care and Treatment Planning Coordination: Better coordination should improve consistency, reduce duplication and strengthen the involvement of unpaid carers in care and treatment planning.

Making the case for change

The evidence underpinning our campaign demonstrates the importance of these priorities. In 2023–24, 72% of adults starting treatment for substance use needs reported having a mental health treatment need. Despite this, mental health and substance use services continue to operate separately in many instances.

For people with co-occurring needs, this can mean navigating multiple systems, experiencing delays in accessing support or being told that one need must be addressed before another. A more integrated approach is needed to ensure people receive support based on their needs rather than the way services are organised.

Access is also central to our campaign. We are calling for same-day, open-access support across Wales, alongside greater investment in prevention, action to reduce waiting times and better use of community networks and technology. Early and accessible support can help people get the help they need before their circumstances reach crisis point.

Sustainable funding is equally important. The health and social care system depends on a skilled and supported workforce and on the contribution of the third sector. Our campaign, therefore, calls for longer-term funding arrangements, workforce development and fair pay, alongside greater recognition of the role of third sector organisations in planning and delivering health and social care.

Influencing the next Welsh Government

“Towards a Fairer Future” has provided a clear platform for Adferiad’s political engagement throughout the year, into the 2026 Senedd election and beyond.

We shared our five priorities with Members of the Senedd and key stakeholders, using them to guide our conversations about the future of mental health, substance use and social care in Wales. We have also continued to build relationships with Welsh Government, MSs, MPs, and other decision-makers.

Looking ahead

“Towards a Fairer Future” has given Adferiad a clear set of priorities to take forward as the Senedd enters a new term. It provides a consistent base for our policy, campaigning and political engagement, and ensures that the experiences gathered through our services continue to inform our advocacy work.

Our focus remains on ensuring that people experiencing mental ill health and substance use issues, alongside their families and carers, can access joined-up, timely and sustainable support.

As the new Welsh Government takes forward its programme, we will continue to make the case for a health and social care system that works around people’s needs, recognises the contribution of the third sector and puts the voices of individuals with lived experience at the heart of decision-making.

“Towards a Fairer Future” is not simply a set of campaign priorities. It is our commitment to ensuring that the experiences of the people we support help shape the future of health and social care in Wales.

Gemma's Story

Gemma Taylor has experienced serious mental health challenges for much of her life.

Growing up in Haverfordwest, Gemma experienced a difficult childhood, including sexual abuse, which she believes had a lasting impact on her mental and emotional health. She began struggling with her mental health throughout her teenage years, before experiencing increasingly severe intrusive thoughts and paranoia in her early twenties.

After a serious episode of psychosis, Gemma was diagnosed with schizophrenia at the age of 26. Over the years, she has experienced paranoia, intrusive thoughts, hallucinations and hearing voices – experiences which at times became all-consuming.

Today, Gemma prefers to describe her diagnosis as a “label” and instead focuses on understanding the different experiences which have affected her mental health.

“One of the reasons I moved away from the label was because I realised that by breaking things down into different problematic experiences, you can do a lot over time to alleviate and often integrate as well,” she said.

Gemma first received support from Adferiad many years ago while pregnant with her son. After moving on from support when he was around 13 months old, Gemma would later return to Adferiad around 2019 when she found herself struggling again. At different stages of her journey, Gemma has lived in separate flats at Peregrine Close in Haverfordwest, where Adferiad provides supported accommodation for people experiencing serious mental health difficulties.

Gemma is now largely self-sufficient and hopes eventually to move into her own accommodation, although financial circumstances have made that difficult.

“Adferiad seem to genuinely care and work with us, so it's nice,” she said.

Her journey has not always been straightforward. In 2023, Gemma had become self-employed as an artist and was planning to relocate to Cardiff. However, changes to her finances and mental health support meant the move ultimately didn't happen.

Despite continuing to experience difficulties with her mental health, Gemma says years of learning about her own experiences have helped her find ways of managing them.

“With tenacity and cultivating insight there is hope,” she said.

“It's still very difficult with all the varying experiences but there is a lot of scope for improvement.”

One of the most important factors in Gemma's journey has been her creativity.

An artist and poet, she has self-published 50 Shades of Insight, an autobiographical collection which pairs her paintings with poetry exploring her experiences of childhood trauma, intrusive thoughts, paranoia and mental health.

“My art and poetry have been hugely important,” she said. “It's a catharsis that helps to work through different experiences.”

I AWAKEN IN THE DARKENED WOODS,
NOT KNOWING WHERE I AM,
I TURN AROUND,
THERES NO WAY BACK
AND SO I JOURNEY ON.
I SEE FACES IN THE TREES, OMNIPRESENT
GLARING AT ME.
THEY BRING DARKNESS TO MY BEING,
AND TERRIFY MY MIND, DESPERATION
CAST UPON ME.

PEACE I CANNOT FIND.
MANY TIMES I STUMBLE, AND OFTEN
LOSE MY WAY, WHEN COMES THE
END TO THIS DARK NIGHT,
HENCEFORTH THE BREAK OF DAY.
AND DAY DOES COME AND I LOOK
BACK AND IN THE LIGHT OF DAY
THE FACES TURN AND SMILE
AT ME AND WAVE ME ON MY WAY.
THEN SUDDENLY IT DAWNS ON
ME, THE LIGHT HAS ALWAYS BEEN,
FOR WITHOUT THE RAYS OF
HOPE, THE FACES WERE UNSEEN.

Glt Taylor



“I want to lead the way and be a voice for others”

Gemma has now begun sharing her experiences more widely through her own YouTube channel, where she talks openly about what experiencing serious mental ill health has been like for her.

She hopes that sharing what she has learned can challenge some of the stigma surrounding mental health and help people look beyond a diagnosis to see the individual behind it.

“I’d like to challenge the idea that you’re somehow less than if you’re struggling with your mental or emotional health,” she said. “There’s still a societal divide in the ‘you’re mentally ill and we’re not’ kind of thinking. Everything’s varying degrees and everyone has to balance their health.”

Looking ahead, Gemma hopes to continue developing her art and poetry while finding opportunities to use her lived experience to support greater understanding of mental health. She has taken her experiences online, creating videos on her YouTube channel where she discusses schizophrenia and some of the individual experiences behind the diagnosis, including intrusive thoughts, paranoia and hallucinations.

By sharing what these experiences have felt like “from the inside out”, she hopes to give others a greater understanding of serious mental ill health and help people who may recognise some of those experiences themselves. “I kind of want to lead the way and be a voice for others,” she said.

Sustainability

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 over 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.

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.

Sharing Our Gambling Research

The Research Team and our Strategic Lead for Gambling Harms worked together to co-produce a research poster highlighting what we have learned from supporting people experiencing gambling harms and other complex needs. The poster was presented this year at the Current Advances in Gambling Research (CAGR) conference in Helsinki, helping to share Adferiad's learning with researchers and professionals from across Europe and contributing to improvements in gambling support services.

The poster presented data from the Complex Needs Gambling Pathway. Our main findings showed:

- Gambling-related harm commonly occurs alongside other complex needs. People accessing the service frequently experienced co-occurring mental health difficulties, substance use, trauma, suicidal ideation and other vulnerabilities
- There was substantial demand for the service. Parkland Place received 148 referrals in Year 4
- The residential model was associated with improvements in gambling severity and psychological wellbeing
- Client feedback was strongly positive

Our findings suggest that people experiencing gambling harm alongside complex mental health and substance-use needs can benefit from an integrated residential model, with the findings highlighting the importance of maintaining specialist, joined-up pathways alongside newer forms of community and NHS support.

Working with NHS Wales Performance and Improvement to Shape Mental Health Services

Adferiad has continued to play an active role in the Wales Suicide Prevention, Self-Harm, Mental Health and Wellbeing Research and Evidence Network.

Research

Strategic Volunteering Project

This year, Adferiad secured funding from the Wales Council for Voluntary Action (WCVA) to deliver a 12-month Strategic Volunteering Project exploring who volunteers in Wales, who does not, and the barriers that prevent people from getting involved. The research has a particular focus on the experiences of people from global majority communities, with the aim of helping organisations create more inclusive volunteering opportunities.

To support this work, we welcomed a new Research Officer to the team. More than 140 people shared their experiences through our surveys, while a further 12 people from global majority communities took part in one-to-one interviews, providing deeper insights into the barriers and opportunities associated with volunteering. This year, we were invited to present our research at Gofod3, Wales's largest voluntary sector event, where we shared our early findings and practical recommendations for making volunteering more inclusive and accessible.

The project findings will be used to develop a toolkit of practical resources which will be shared with third sector organisations across Wales to help create more inclusive volunteering opportunities. We also plan to put the research into practice through a targeted pilot programme within Adferiad, testing new approaches to engaging volunteers from global majority communities. Together, these outputs will help more people to benefit from volunteering and encourage a wider range of voices to be represented across the voluntary sector.

The Network brings together NHS Wales, Welsh Government, universities, voluntary organisations and people with lived experience to improve mental health support across Wales.

During the year, we attended events in Wrexham and Swansea, contributing to discussions on the future of open access mental health support and how services can be evaluated and improved. These partnerships help ensure that the experiences of the people who use our services continue to shape research, policy and service development, while strengthening collaboration across Wales.



Donate to
Adferiad

In 2025–26, our supporters raised **£47,488** for specific projects and our wider charitable work. Their generosity helps us be there for people who need support with their mental health, substance use and other challenges.

Fundraising

Every year, people across Wales give their time, energy and money to support Adferiad. Some take on a challenge they have been preparing for months; others bring friends, colleagues or neighbours together for a good cause. We are grateful for every one of them.

Going the extra mile

Five runners took on the Cardiff Half Marathon for Adferiad in October, raising **£1,170** between them. We know how much commitment goes into preparing for an event like this, and we thank the runners and everyone who supported them along the way.

Dr Richard Mottershead set himself a different kind of challenge. Richard, who has been involved with our Change Step Veteran's Work since it began 15 years ago, climbed Mount Halgard in Iraq's Kurdish region to raise money for Christmas meals for veterans.

His aim was to raise £650 towards 50 meals. **He raised £682, exceeding his target.** Richard paid for the climb himself so that every penny donated could go towards the Christmas meals challenge.

Support for the meals also came from closer to home. The Rhug Estate donated produce, the team at the Golden Lion in Llangynhafal helped prepare the meals, and Ruthin Tesco contributed fresh vegetables and Christmas puddings.

Richard's climb was an extraordinary personal effort. The people who came together around it show how a fundraising idea can grow into something shared by a whole community.

Support from our communities

Not every fundraiser involves running a race or climbing a mountain. In Treboeth, the quiz teams at The Eagle Inn raise money each week to support small local charities working in the Swansea area. When they reached £1,000, they chose to share it between two charities, donating £500 to Adferiad.

We were invited to join the teams for a quiz and tell them about our work. Thank you to everyone who took part.



Dr Richard Mottershead

A new charity partnership

This year, Wales & West Housing Group chose Adferiad as one of its Charity Partners. It has pledged £30,000 over three years, with £10,000 in each of 2025, 2026 and 2027.

Wales & West Housing told us that its board chose Adferiad because of the mental health support we provide for people with co-occurring needs. As well as the donation, it hopes to build a lasting relationship that benefits both organisations and the communities we serve. We are looking forward to exploring what we can do together.

These are just a few examples of the support we have received this year. To everyone who ran, climbed, joined a quiz, made a donation or helped make an event happen: thank you. Each contribution is part of what makes our work possible.



Sarah, a Caniad service user, wants to share her story because she knows how powerful lived experience can be. She hopes that by being open about what she's been through, she can help others feel less alone, give people hope, and push for better mental health support.

When Sarah's mental health first started to decline in 2014, she didn't fully recognise it. Instead, she kept herself busy, mainly through volunteering and further learning. It gave her purpose and something to focus on.

"I was fine if I was busy," she says. "I just wanted to help others. My drive was to be better for myself and my little boy, and I thought volunteering would help, which it did, for a while."

Sarah threw herself into it. She loved the work, won awards for volunteering, and was eventually offered a job. On the outside, things looked like they were going well.

"I did so much, even when I was ill."

But underneath, things hadn't gone away. If anything, they were building up.

"The more I was doing well in my job, especially working with people with mental health difficulties, the more I started to realise I wasn't really OK."

Sarah's Story

“I want more focus on prevention, not just crisis. And more support for the third sector; these people really do change lives.”

After the birth of her second child in 2017, a health visitor had raised concerns about PTSD. Sarah went to her GP, but nothing was really followed up. “They didn’t address it, so I just carried on and kept myself busy. The feelings were always there; I just tried to push them away.”

In December 2018, Sarah finally opened up about her struggles to her boss. “They were really shocked, because I’d hidden it so well.” Then COVID hit in March 2020. Working from home removed all the distractions she had relied on. Being in the house brought everything back to the surface. “For the first time since the domestic violence relationship had ended, I had to sit with my emotions on my own.”

By April 2020, it had become too much, and she was signed off work. Later that year, she received a diagnosis of PTSD three years after first raising concerns about her mental health with her GP. In May 2020, Sarah reached crisis point.

“I didn’t know what to do, so I called 999. I rang about ten times asking for help. Because my crisis wasn’t deemed a risk to my physical health, they would send an ambulance but didn’t take me to hospital. I was begging them.”

The police came at the end of June 2020, and the one officer later told her it was one of the most complex mental health situations he had seen, they said “she shouldn’t have been left for a few hours, let alone a few weeks.” Sarah was in crisis for six weeks before being sectioned under the Mental Health Act.

“It felt like everything I had worked towards just came crashing down.” While she was in hospital, things became even more difficult. Her partner and his family began legal proceedings regarding her children without her knowing. “That completely shocked me as he and his family appeared to be so supportive about what I was going through.”

After being discharged from her section after 14 days, she returned home and was served legal papers the very next day. The court process lasted nine months, during which she was only allowed two hours a week of supervised contact with her

youngest child. “That was hard. I didn’t have time to process anything – I just had to get on with it.”

Sarah was also receiving therapy remotely at the time, due to COVID, but it didn’t feel helpful. “I felt misunderstood. There was no real human connection, because they couldn’t see me.”

After everything, Sarah realised something needed to change, not just for her, but for others going through similar experiences. She wanted something that felt more human, where her voice and experience mattered, and where she could begin to rebuild hope for the future.

She joined Cardiff and Vale Recovery College in 2021, where she began to better understand mental health and her own experiences.

“It really helped me make sense of things.”

Through that, she got involved with Caniad, first online when it was in North Wales and then more actively when it came to Cardiff.

“Being involved with Caniad helped me so much. I’m grateful for the support I received.”

Through Caniad, Sarah felt listened to, understood, and valued.

Now, Sarah is involved in NHS Wales Performance & Improvement work in Wales, using her lived experience to help shape mental health services and give something back.

“If it wasn’t for that support from Caniad, especially Jason and Chloe, I wouldn’t be doing any of this work for NHS Wales Performance & Improvement.”

She’s passionate about what needs to change. “I want more focus on prevention, not just crisis. And more support for the third sector; these people really do change lives.”

Looking back, Sarah can see how far she has come. Although things were once overwhelming, she is now using her experiences to support others and show that recovery is possible.

“There is still life after mental health struggles or addiction. Don’t be scared to share your story, it can give someone else hope.”

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 healthcare teams such as CMHTs, through to formal partnerships like our Out of Work Service delivered in partnership with

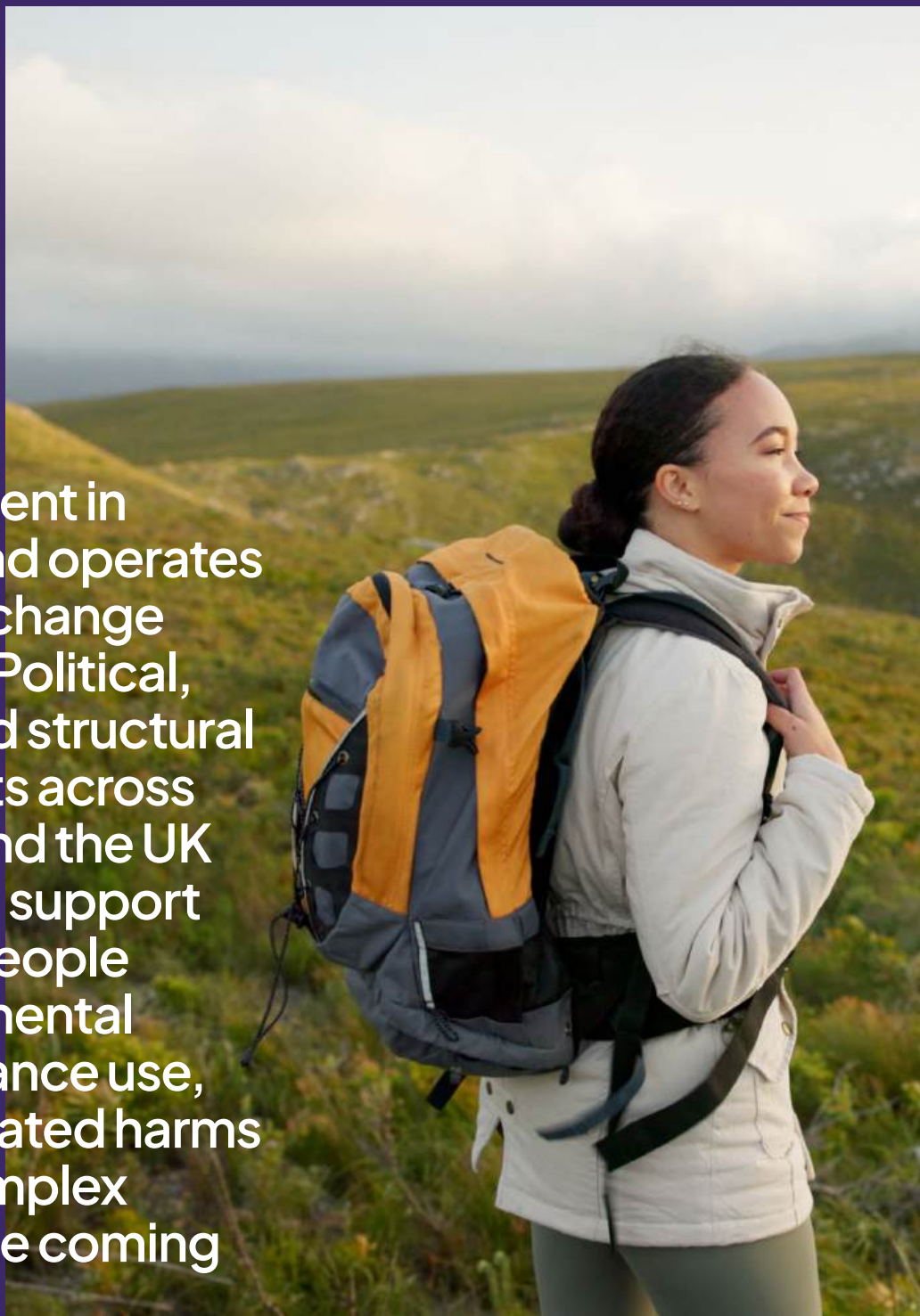
Barod and Kaleidoscope, and also our national, and international strategic campaigning partnerships such as the Wales Alliance for Mental Health, DACW, and GAMIAN.

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.





The environment in which Adferiad operates continues to change significantly. Political, legislative and structural developments across both Wales and the UK will shape the support available to people affected by mental illness, substance use, gambling-related harms and other complex needs over the coming years.



Looking Forward

Adferiad intends not simply to respond to those changes, but to use our experience, the voices of our members and beneficiaries, and our relationships across Wales to help shape them.

During 2025/26, the UK Labour Government, elected in July 2024, continued its programme of reform across health, social care and employment. Of particular significance was the Mental Health Act 2025, which received Royal Assent in December 2025 and makes substantial amendments to the Mental Health Act 1983. The reforms place greater emphasis on patient autonomy, choice, rights and safeguards for people subject to compulsory treatment. As these changes are implemented, Adferiad will continue to contribute to the debate about how mental health law should operate in Wales and how legislation developed on an England and Wales basis interacts effectively with Wales' increasingly distinct health, social care and mental health systems.

April 2025 saw the publication of the Welsh Government's new Mental Health and Wellbeing Strategy 2025–2035 and its first delivery plan. We welcome its focus on prevention, early intervention, person-centred support and the ambition that people should receive the right support, first time and without unnecessary delay. These principles closely reflect Adferiad's long-standing approach of supporting the whole person rather than expecting people to fit services or predetermined pathways.

The next stage of mental health transformation in Wales has the potential to be particularly significant. The proposed Open Access Mental Health Support model represents a move away from traditional tiered systems based heavily upon assessment, referral and waiting lists, towards a more flexible continuum of support. This includes open access, same-day and One-at-a-Time approaches, peer support, community resources, digital support, psychological interventions, specialist community services and crisis care.

For Adferiad, this transformation provides an important opportunity to help ensure that the voluntary sector, lived experience, housing, employment, families and carers, physical health and community support are integral parts of the mental health system rather than additions to a predominantly clinical model. We will work closely

with Welsh Government, NHS Wales, Health Boards, local authorities and third-sector partners as the new model is tested and developed. We will continue to argue that successful transformation must be measured not simply through waiting times and activity, but through people's experiences, recovery, independence, quality of life and ability to participate fully within their communities.

Political change in Wales will also have a major influence upon our future. At the end of March 2026, Wales was approaching a particularly significant Senedd election, involving a new electoral system and an expansion of the Senedd from 60 to 96 Members. The election, held shortly after the end of the financial year, produced a substantially changed Senedd and led to the formation of the first Plaid Cymru-led Welsh Government. This creates a new political environment in which Adferiad will work constructively with the Welsh Government and with representatives of all political parties to promote the interests of our beneficiaries.

The expansion and changing membership of the Senedd also creates an important role for Adferiad's policy and influencing work. We will build relationships with new Members, provide evidence and lived-experience perspectives and ensure that mental illness, substance use, gambling-related harms and the wider inequalities experienced by our beneficiaries remain visible within Welsh public policy. We will continue to press for parity of investment between mental health, substance use and other areas of health and social care and for sustainable funding which recognises the true costs of delivering high-quality services.

Adferiad will continue to combine prudent financial and operational management with ambition for the people we support. We enter our 50th year determined to build on our history, invest in services for the future, strengthen our influence and partnerships and ensure that people affected by mental illness, substance use, gambling-related harms and other complex needs can access the right support, in the right place, at the right time.

Financial Review

Statement of Financial Activities for the year ended 31 March 2026

		Unrestricted funds	Restricted funds	Total	Unrestricted funds as restated 2025	Restricted funds as restated 2025	Total as restated 2025
	Notes	2026 £	2026 £	2026 £	2025 £	2025 £	2025 £
Income from:							
Donations and legacies	3	47,488	-	47,488	589,987	-	589,987
Charitable activities							-
Community Services	4	16,307,424	120,213	16,427,637	15,828,776	115,529	15,944,305
Residential Services	4	11,767,953	949,657	12,717,610	10,060,144	1,002,665	11,062,809
Investment income	5	180,990	-	180,990	174,015	-	174,015
Total income		26,303,855	1,069,870	29,373,725	26,652,922	1,118,194	27,771,116
Expenditure on:							
Charitable activities							
Community Services	6	16,099,158	178,591	16,277,749	16,059,398	155,000	16,214,398
Residential Services	6	11,731,912	960,877	12,692,789	10,176,628	871,155	11,047,783
Total charitable expenditure		27,831,070	1,139,468	28,970,538	26,236,026	1,026,155	27,262,181
Total expenditure		27,831,070	1,139,468	28,970,538	26,236,026	1,026,155	27,262,181
Net gains/(losses) on investments	11	-	-	-	456,700	-	456,700
Net income/(expenditure)		472,785	(69,598)	403,187	873,596	92,039	965,635
Other recognised gains and losses:							
Actuarial losses on defined benefit pension schemes		(55,000)	-	(55,000)	(60,000)	-	(60,000)
Net movement in funds	8	417,785	(69,895)	348,187	813,596	92,039	905,635
Reconciliation of funds:							
Fund balances at 1 April 2025		9,304,241	1,879,432	11,183,673	8,490,654	1,787,393	10,278,038
Fund balances at 31 March 2026		9,722,026	1,809,834	11,531,860	9,304,241	1,879,432	11,183,673

Balance Sheet

as at 31 March 2026

		2026		2025 as restated	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	14		6,451,247		6,848,493
Investment property	15		995,000		995,000
Investments	16		2		2
			<u>7,446,249</u>		<u>7,843,495</u>
Current assets					
Debtors	17	3,990,314		3,395,828	
Cash at bank and in hand		<u>7,662,233</u>		<u>7,750,291</u>	
		11,652,547		11,146,119	
Creditors: amounts falling due within one year	19	<u>(6,187,972)</u>		<u>(6,639,710)</u>	
Net current assets			<u>5,464,575</u>		<u>4,506,409</u>
Total assets less current liabilities			12,910,824		12,349,904
Provisions for liabilities	20	<u>(1,403,964)</u>		<u>(1,166,231)</u>	
Net assets excluding pension surplus/(deficit)			11,506,860		11,183,673
Defined benefit pension surplus/(deficit)	21		25,000		-
Net assets			<u><u>11,531,860</u></u>		<u><u>11,183,673</u></u>
The funds of the charity					
Restricted income funds	22		1,809,834		1,879,432
Unrestricted funds			9,697,026		9,304,241
Pension reserve			25,000		-
			<u><u>11,531,860</u></u>		<u><u>11,183,673</u></u>



Adferiad is a registered charity (no. 1039386)
and company limited by guarantee (no. 2751104)

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