



# Recovery Cymru Community Annual Progress Report April 2017 – March 2018

**By Sarah Vaile (Founder & Director) and Gareth Joseph (Data & Facilities Coordinator)**

REGISTERED CHARITY NUMBER: 1154530

REGISTERED COMPANY NUMBER: 08520441



**With sincere thanks and best wishes from everyone at Recovery Cymru Community to all those who have recognised our vision, become part of the recovery community and supported us during another exciting year in the RC community.**

**With thanks to our funders and partners without whom we would not be where we are today.**

**A special thank you to all our members, volunteers, staff and trustees who give their time, enthusiasm and skills; and share their lives to create a genuine peer-led recovery community in Cardiff and the Vale of Glamorgan. You continue to make a difference every day, to show recovery is possible, probable and is to be enjoyed!**



Recovery Cymru celebrates its 7<sup>th</sup> birthday in style



Trivial Pursuit at the new Just For Fun Friday social group



Footsteps to Recovery nominated at the WCVA Awards



Recovery Jam music group organised and performed at two fundraising concerts this year



Eco-therapy Group forage for wild garlic on Wenallt Hill



RC Member, Christina, shaves her head to raise funds

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## Introduction

This report outlines:

- The main activity and achievements in the financial year 2017-2018
- The work undertaken and main achievements for the fourth year of the TARS project, namely from April 2017 – March 2018;
- A reflection on the seventh year of the organisation (since Charity registration);
- A period which included the final six months of the Director's maternity leave;
- Plans for the next period.

## Aim of the Organisation

Recovery Cymru is a self-help and support community for people in or seeking recovery from alcohol and drug problems. We operate recovery centres in Cardiff and Barry, Vale of Glamorgan; and started our first 'Recovery Hubs' in Cowbridge, Penarth & Woody's lodge during the period covered by this report. We are also networked into the wider recovery community in Wales and the UK.

Our aims are to:

- Build the recovery community in Wales
- Raise awareness of recovery and challenge stigma
- Work alongside treatment providers to develop recovery oriented systems of care

## Building the recovery community in Cardiff and the Vale of Glamorgan

### Vision

A recovery community where people recover from drug and alcohol problems. A community based on support, hope and opportunity which values individuals, the process of recovery and believes recovery is about improved quality of life.

### Our Values

We believe in the reality of recovery and in the power of shared experience and support. Our approach is based on community, participation and independence. We believe that everyone has the potential to recover from substance use problems and our activities are based upon the following principles: hope, choice, empowerment, inclusion, understanding, support, enjoyment and acceptance.

### Mission Statement

Recovery Cymru believes in developing and strengthening communities of people recovering from drug and alcohol problems. People are empowered to initiate and continue their recovery journey, to achieve fulfilment, to explore their skills and interests and to improve their quality of life. Through the power of shared experience and understanding, people can support themselves and others. Recovery Cymru is also part of a wider recovery movement in Wales and is a champion for the Recovery agenda in the UK.

**Overarching Aim(s):** To empower people to overcome / recover from substance use problems and lead fulfilling lives in the community.

Recovery Cymru is a peer-led, mutual aid support community for people in or seeking recovery from alcohol and drug problems in Cardiff and the Vale of Glamorgan. We are pioneers of the first commissioned partnership between treatment providers and a recovery community organisation to deliver aftercare and ongoing peer support. We are also networked into the wider recovery community in Wales and the UK.

Our aims are to:

- Build the recovery community in Wales
- Raise awareness of recovery and challenge stigma
- Work alongside treatment providers to develop recovery oriented systems of care

For the purposes of this report, the [main objectives and programmes of work](#) have been grouped for ease of reading.

## FOOTSTEPS TO RECOVERY

### Throughcare, Aftercare & Recovery Support (TARS) in Cardiff and the Vale of Glamorgan

“Footsteps to Recovery” is delivered as a three-way partnership between Recovery Cymru Community, Solas Cymru and Newlink Wales and is in its fifth year of operation.

Footsteps to Recovery encompasses:

- Completing treatment and moving on;
- Mix of structured and unstructured support, activity and social groups;
- Volunteer training and placement opportunities;
- *Ad infinitum* peer-led recovery support in a community where members, volunteers and staff all have lived experience of recovery; and
- Being part of the wider recovery community in Cardiff, the Vale of Glamorgan and Wales as a whole.



We have been delighted with the success of this innovative approach to ensuring the substance misuse system of care in Cardiff and the Vale of Glamorgan has the integral components of aftercare, ad infinitum peer support and volunteering embedded within it. This is vital to ensure people are supported to maintain recovery and exit the treatment system effectively. Footsteps to Recovery is funded by the local Area Planning Board and we extend our ongoing thanks to the board and commissioning team for their ongoing support.

### Recovery Community buildings (Open Access Recovery Centres)

#### Weekly Courses, Groups & Activities – Cardiff

- Support group (out-of-hours)
- Structured self-help group (following a structured self-help model)
- Weekend Reflection (Support) Group
- Community development & resource session
- Women’s group
- Relapse Prevention (9 week course)
- Peer Moving On In My Recovery (12 week course)



- Just for Fun Friday social group – new this year
- Music group (Recovery Jam)
- Relaxation Sessions
- Sunday afternoon opening (out-of-hours)
- Saturday afternoon opening (out-of-hours)
- Cookery social (out-of-hours)
- SMART™ Recovery
- Footsteps to Recovery Preparation Group
- Volunteer Preparation & Development Group
- Weekend Preparation Group – new this year



## Weekly Courses, Groups & Activities – Vale of Glamorgan

- Weekend Reflection (Support) Group
- Craft Group
- SMART™ Recovery
- Music Group
- Relaxation Sessions
- Relapse Prevention (9 week course)
- Saturday opening (out-of-hours)
- Footsteps to Recovery Preparation Group
- Cowbridge Support Hub
- Penarth Support Hub – new this year
- Sully Support Hub @ Woody’s Lodge veterans’ project – new this year
- St Athan Support Hub – new this year
- Volunteer Preparation & Development Group – new this year



## Programmes of support and activity

Use of the **Cardiff Recovery Centre** has increased slightly over the last 12 months; the tail off in the growth in footfall may be accounted for by the Centre reaching a “saturation point” **as the building is being used at full capacity most of the time**. Members continue to use the Centre for peer support; crisis support; social activities; use of the computers; volunteering; development of social networks and personal use (for example, filling out forms, reading etc.). The Cardiff Centre is also being used to deliver many of the less-structured elements of the TARS “Footsteps to Recovery” Programme.

Our **Vale of Glamorgan Recovery Centre** has had a significant change of use over the past year which is reflected in the attendance figures. We are currently open to the public 3 days per week (telephone support and booked appointments are available on the other days per week). As explained in last year's report, we undertook a change of model in May 2016 to encourage more productive use of the time the building was open and this led us to be able to further develop our model in 17-18 to give greater focus to Hub Support throughout the wider Vale. This is still a work in progress! (See page 14). Like the Cardiff Centre, the Vale of Glamorgan Centre is also being used to deliver elements of the TARS "Footsteps to Recovery" Programme.

**We have continued opening both Recovery Centres on weekends, the Vale of Glamorgan Centre on Saturdays and, as of the beginning of 2018, Cardiff is open on both Saturdays and Sundays! We have also maintained our commitment to opening at least one Centre on all public holidays (including Christmas Day and New Year's Day). This has meant that yet again across both Centres we have been open seven days per week, 365 days per year for another year! A big thank you to all staff and volunteers who have made this possible.**

This year our **Telephone Recovery Support (TRS)** programme has found its feet. Aided by short term slippage funding from the Area Planning Board, we were able to boost both the number and frequency of support calls made by contracted staff, sessional staff and volunteers. In the 12 months covered by this report, across both Centres we made just over 1,280 support calls to members, a slight increase on the previous year.

We have also continued to develop our **Recovery Coaching** programme this year. Our coaching programme now has four strands: a six-session structured course; graduate coaching for people completing the Community Rehab programme; ad hoc sessions – planned; ad hoc sessions – unplanned. Across both Centres we conducted 181 Planned Coaching sessions and 276 unscheduled one-to-one sessions – a significant improvement on our one-to-one support performance the previous year. This new approach means our figures for these sessions will likely be higher in our next report as it better captures the accurate amount of 1:1 coaching work being delivered.

Members and volunteers who 'sign up' continue to receive daily/weekly text reminders; updates of activities and general texts of encouragement. **We are also proud of our birthday card programme whereby we send every active member and volunteer a birthday card. It's the personal touch!**

**Community development meetings and communication** are a core part of ensuring all our groups, activities, development plans and problem-solving are genuinely peer and community-led. These groups increase members' and volunteers' feeling of ownership and connectedness with Recovery Cymru. The community is the driving force and at the heart of everything Recovery Cymru is about. Our ideas, programmes and activities are born out of the ideas and needs of members and volunteers, as well as the contribution of their skills and time. We have regular dedicated discussion and training sessions where we discuss and develop ideas for the organisation, and involve members and volunteers. Our volunteering and associated training programmes and inclusive philosophy put the wishes and needs of community members at the heart of delivering the recovery support that Recovery Cymru provides. Meetings, texts, emails, face to face discussions and use of social media ensure we capture as many 'RC' voices as possible.

Members, volunteers and staff are involved in **raising awareness and challenging stigma**, which is undertaken in a number of ways, including, giving talks and presentations; attending networking events; sharing their stories and generally talking about RC.

**Volunteering** is a key component of the Recovery Cymru model and we encourage members to volunteer their time to support others and the development of the community. This programme seeks to support,

encourage, and build skills and confidence and challenge members as they progress on their journey. There are more than twelve different roles and members fully direct when and how they volunteer. We also recruit volunteers from outside the recovery community. Such volunteers include: students seeking to gain experience and enhance their CVs; people who have someone significant in their lives who has suffered from drug and/or alcohol problems; and members of the public who simply support our aims and philosophy. This year we have dedicated a significant amount of time to developing our volunteering programme including: updating all paperwork and processes; developing our intensive 4 session training programme to better equip recovery champions, buddies and group facilitators; fully embedded our volunteer 'buddy' role in the day-to-day running of the Centres, and increased utilisation of our cohort of volunteers. At the same time volunteer consultation sessions and post training evaluation shows an overall increase in the levels of satisfaction our volunteers report. We have also implemented a weekly volunteer development group, morning and afternoon volunteer debriefs with staff and encouraged buddies to support RC's work in 'hubs' around Cardiff and the Vale. We are proud of our volunteer programme but more proud of our volunteers. Thank you one and all!

### Referral pathways (including but not limited to):

<ul style="list-style-type: none"> <li>• Accident &amp; Emergency (Heath Hospital)</li> <li>• Community Addictions Unit (includes Pine Ward, DATT [On-Site Dispensary], Shared Care, Newlands)</li> <li>• Amy Evans Community Mental Health Team</li> <li>• Cardiff Alcohol and Drug Team</li> <li>• Careers Wales</li> <li>• Pendine Community Mental Health Team</li> <li>• Cowbridge Medical Practice</li> <li>• Crisis Recovery Unit</li> <li>• Drugaid</li> <li>• Entry to Drug &amp; Alcohol Services (EDAS)</li> <li>• Family/friend</li> <li>• GPs (various)</li> <li>• Hafal</li> <li>• Hamadryad</li> <li>• Integrated Family Support Team (IFST)</li> <li>• Integrated Offender Intervention Service (IOIS)</li> <li>• Llandough Hospital (Poisons Unit)</li> <li>• Newlink Wales</li> <li>• Probation Service</li> <li>• Salvation Army</li> <li>• SMART™ Website</li> <li>• Taith</li> <li>• Vale Volunteer Bureau</li> <li>• Brynawel Rehab</li> <li>• Glamorgan Voluntary Services</li> <li>• Llamau</li> <li>• NHS Website</li> <li>• St John's Church</li> <li>• Women's Aid</li> </ul>	<ul style="list-style-type: none"> <li>• Alcoholics Anonymous</li> <li>• Solas</li> <li>• Alcohol Services for All (ASFA)</li> <li>• Bridgend Social Services</li> <li>• Cadoxton House</li> <li>• Prison Service</li> <li>• Children Services</li> <li>• Court Road GP Surgery</li> <li>• Community Reinforcement And Family Training (CRAFT)</li> <li>• DAN 24/7</li> <li>• Dyfrig House</li> <li>• Gofal</li> <li>• Gwalia</li> <li>• Hafod</li> <li>• Huggard Centre</li> <li>• Inroads</li> <li>• Job Centre Plus</li> <li>• Journeys</li> <li>• Vale Alcohol and Drug Team</li> <li>• Park Road Rehabilitation Unit</li> <li>• React</li> <li>• Self</li> <li>• Cardiff and Vale of Glamorgan Social Services</li> <li>• Ty Catrin Psychiatric Hospital</li> <li>• Recovery Cymru website</li> <li>• Forgotten Families</li> <li>• Psychiatrists (various)</li> <li>• Llanedeyrn Health Centre</li> <li>• Re-engagement Service</li> <li>• Other churches</li> <li>• The Wallich</li> </ul>
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<ul style="list-style-type: none"> <li>• Dyfodol</li> <li>• Housing First</li> <li>• Woody's Lodge</li> </ul>	<ul style="list-style-type: none"> <li>• Work It Out</li> <li>• Mind</li> </ul>
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## A snapshot of data

### Referrals, Membership & Volunteers

\*\* In the last 6 months of this year we have trialled a new internal data monitoring framework. This is providing up with more meaningful and relevant information for our reports and funders. Critically it allows us to better understand our delivery, any changes in patterns, where the greatest demands are and use this to inform our membership and delivery. This has included changing the way that we 'code' our data. This particularly relates to our 'active membership'. Since November 17 we now calculate this number monthly rather than quarterly to give more accurate and 'real time' figures. This has affected how the numbers 'look' in comparison to previous years but does not represent a downturn in engagement!

\*\*The last three months of this quarter has seen an intensive period of activity working on getting our new database system up and running. We are grateful to the Lloyd Bank Foundation Enhance programme for funding us to enrol with the Lamplight online database and paying for the first year of its operation. Next year's data will be bigger and better for it!!

<b><u>Referrals Apr 17 – Mar 18 = 248 (164 Cardiff, 79 Vale, 3 RCT, 1 Powys, 2 Newport)</u></b>	<b><u>Referrals Apr 16 – Mar 17 = 269 (191 Cardiff, 74 Vale, 4 RCT)</u></b>	<b><u>Referrals Apr 15 – Mar 16 = 356 (229 Cardiff, 126 Vale, 1 RCT)</u></b>
<b>Number of active members as of 31/3/18:</b> - = 161 (actively engaged in Recovery Cymru in the past month) (Cardiff 112, Vale 49)  Total monthly active members <ul style="list-style-type: none"> <li>• 256 October 2017</li> <li>• 242 November 2017</li> <li>• 167 December 2017</li> <li>• 166 January 2018</li> <li>• 176 February 2018</li> <li>• 161 March 2018</li> </ul>	<b>Number of active members as of 31/3/17:</b> - = 269 (actively engaged in Recovery Cymru in the past three months) (Cardiff 176, Vale 90, RCT 3)	<b>Number of active members as of 31/3/16:</b> - = 119 (actively engaged in attending or contacting Recovery Cymru on a regular basis) (Cardiff 78, Vale 40, RCT 1)
<b>Total number of members active in last 12 months = 428</b>		
<b>Number of new volunteers:-</b> Apr 17 – Mar 18 = 38 (Cardiff 24,	<b>Number of new volunteers:-</b> Apr 16 – Mar 17 = 57	<b>Number of new volunteers:-</b> Apr 15 – Mar 16 = 71

Vale 14)  <b>Number of new interns:-</b> Apr 17 – Mar 18 = 4  <b>Number of active volunteers as of 31/3/18 :-</b> = 27 (excluding interns and event volunteers)	(Cardiff 40, Vale 17) <b>Number of new interns:-</b> Apr 16 – Mar 17 = 6 <b>Number of active volunteers:-</b> = 36 (excluding interns and event volunteers)	(Cardiff 52, Vale 19) <b>Number of new interns:-</b> Apr 15 – Mar 16 = 6 <b>Number of active volunteers:-</b> = 46 (excluding interns and event volunteers)
<b>Total number of volunteers active in last 12 months = 58</b>		
<b>Monthly total active volunteers =</b> December 2017 = 34 January 2018 = 28 February 2018 = 28 March 2018 = 27		
<b>Monthly volunteer hours</b> January 2018 = 638.5 February 2018 = 548.5 March 2018 = 514.5		
<b>Annual volunteer hours</b> Cardiff & Vale = 6442		
<b>Telephone Recovery Support calls made and connected</b>  Annual total calls made = 1286  Calls connected = 392 <ul style="list-style-type: none"> <li>• Quarter 1: 42</li> <li>• Quarter 2: 22</li> <li>• Quarter 3: 107</li> <li>• Quarter 4: 221</li> </ul>		
Number of people who have <b>received recovery coaching</b> 78		
Number of <b>coaching sessions delivered</b> 457		
<b>Average Group Attendance Apr 16 – Mar 17</b> Craft (Dormant) = 7.2 Cardiff Support Group = 7.2 Cardiff Self-Help Group = 5.2 Cookery Social = 13.0 Women’s Group = 6.1 Music Group = 8.7	<b>Average Group Attendance Apr 15 – Mar 16</b> = 6.5 = 4.8 = 5.3 = 13.4 = 4.2 = 7.6	<b>Average Group Attendance Apr 15 – Mar 16</b> = 4.0 = 4.0 = 7.9 = 14.7 = 5.4 = 7.0

SMART™ Recovery Group = 9.1	= 10.3	= 11.1
Creative Writing Group (Dormant)	(Dormant)	= 4.1
Community Development Group (Cardiff) = 6.8	= 10.5	= 5.0
Community Development Group (Vale) (Dormant)	= 6.4	= 6.6
Self-Expression Group (Vale) (Dormant)	= 2.4 = 11.4	= 4.0 = 10.1
Weekend Reflection (Cardiff) = 9.9		
Relapse Prevention Course (Cardiff) = 10.3	= 9.7	= 8.5
Peer Moving On In My Recovery (Cardiff) = 8.8	= 7.2 = 4.2	= 6.8 = 3.2
Weekend Reflection (Vale) = 4.1	= 3.2	= 4.4
Craft Group (Vale) = 2.4	= 5.3	= 3.7
SMART™ Recovery Group (Vale) = 4.8	= 9.2 = 3.0	= 4.2 = 4.9
Relaxation Sessions (Cardiff) = 8.2	= 4.8	= 4.3
Relaxation Sessions (Vale) = 3.1	(Dormant)	= 3.3
Relapse Prevention Course (Vale) = 5	= 3.7	
Vale Self-Help Group (Dormant)	= 4.1	
Vale Support Group (Dormant)	= 6.4	
Cowbridge Support Hub = 4.2	= 4.7	
Footsteps Prep Group (Cardiff) =	= 4.1	
Music Group (Vale) = 4.4	= 6.3	
Volunteer Prep Group (Cardiff) = 8.1		
Penarth Support Hub = 2.6		
Sully Support Hub (Woody's) = 3.1		
St Athan Support Hub = 1.6		
Just for Fun Friday = 5.5		
Weekend Preparation = 6.2		
Women's Group (Vale) = 7.7		
<b><u>Use of building (average attendance)</u></b>		
<u>Cardiff Centre</u>		
Daily (Apr 17 – Mar 18) = 25	(Apr 16 – Mar 17) = 24.5	(Apr 15 – Mar 16) = 23.7
Weekly = 175	= 147	= 142.2
<u>Vale Centre</u>		
Daily (Apr 17 – Mar 18) = 11.8	(Apr 16 – Mar 17) = 14.7	(Apr 15 – Mar 16) = 18.4
Weekly = 35.4	= 88.2	= 110.4
<b>Building attendance - range</b>		
Cardiff (highest) = 48		
Cardiff (lowest) = 3		
Vale (highest) = 35		
Vale (lowest) = 1		

### Additional data

Attendance broken down by membership details:	Total sample = 486 different members/volunteers utilising RC over the year <ul style="list-style-type: none"> <li>Male = 286 (58.8%)</li> </ul>
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	<ul style="list-style-type: none"> <li>Female = 200 (41.2%)</li> <li>Under 25 = 23 (4.7%)</li> <li>25 to 34 = 90 (18.5%)</li> <li>35 to 44 = 155 (31.9%)</li> <li>45 to 54 = 125 (25.7%)</li> <li>55 to 64 = 78 (16.0%)</li> <li>Over 65 = 15 (3.1%)</li> </ul>
New volunteer applications in year	Applications received = 38
New volunteers started in year	New active volunteers = 16
Annual Spice time credits issued	CARDIFF = 2744 VALE = 1688

## Reflections on This Year's Statistics

### CARDIFF

- Since January 2018 we have started opening Saturdays and are now open 7 days per week
- Only a slight increase in daily footfall this year, however the extra day per week open to the public contributed to a significant increase in weekly footfall
- One Group has grown significantly (Cardiff Support Group)
- New groups this year: Just For Fun, Mindfulness, Weekend Preparation Group and Volunteer development group.
- Five Groups have grown steadily (Women's Group, Cardiff Music Group, Cardiff Relapse Prevention Course, Peer Moving On In My Recovery & Volunteer Preparation & Development Group) in comparison with last year's attendance
- Four Groups have declined in attendance (Cardiff SMART™ Recovery, Community Development Group, Cardiff Weekend Reflection & Cardiff Relaxation Sessions) to a greater or lesser extent in comparison with last year. This is partly explained by a change in how we are running our consortium led Community rehab programme with our partners Solas. Some of these groups are now run in our partner organization and therefore, these numbers are lower.
- One group (Cardiff Craft) has had to be suspended because we have been so far unable to recruit a replacement facilitator
- Active membership showed a sharp decline towards the end of 2017, this was due to adopting a new definition of "active", previously defined as engaged with RC during the last 90 days, now defined as engaged with RC during the previous calendar month
- Conclusions:
  - That we continue to convert a higher proportion of new member referrals into active members;
  - Our active members are spending longer in the Recovery Centre;
  - Our active members are attending more groups;
  - Our active members are attending the Recovery Centre more frequently;
  - We have shown that where we are able to offer a group consistency and continuity, healthy attendances are shown in the recorded figures.
  - The reduction in the number of new referrals year-on-year for the past two years is largely because all new referrals from EDAS (and some from other organisations) are now routed through the Footsteps to Recovery Community Rehab programme pathway.

## VALE OF GLAMORGAN

- Footfall has continued to fall significantly, due to reduced opening hours in comparison with last year
- Three new Support Hubs have started up during this financial year (Penarth, Sully & Cowbridge)
- One new Group has started up (Vale Women’s Group)
- Five Group attendances have remained more or less static (Vale Weekend Reflection, Vale SMART™ Recovery, Vale Relaxation, Vale Relapse Prevention Course & Cowbridge Support Hubs)
- Attendances for one Group has fallen significantly in comparison with previous years (Vale Craft)
- Due in part to our reduced opening hours in the Vale we have suspended the following Groups: Self-Expression Group; and Community Development Group.
- Conclusions:
  - That we are converting a higher proportion of new member referrals to active members;
  - We require significant and consistent investment of resources to make the hubs sustainable (hence the change of model)
  - Our active members are not able to spend the same amount of time in the Recovery Centre as in Cardiff but the time being spent is better focused on recovery support and peer networking.
  - Time spent in the Vale Recovery Centre is likely to be more structured than in Cardiff and the Vale Centre is well attended during the days when it is open.

## The Recovery Centre in the Vale of Glamorgan



When last year’s report was compiled the Vale of Glamorgan Recovery Centre was opening to the public just two days per week. In the last financial year we have increased the Centre’s opening hours to three days per week. Similarly at the beginning of the financial year, we were operating a single Support Hub in Cowbridge, the Cowbridge Hub has now been joined by two additional hubs, as well as our first recovery project aimed at armed forces veterans, based at Woody’s Lodge in the HMS Cambria naval base in Sully. It is still early days and our model is in development.

## Footsteps to Recovery Community Rehab Programme (run in partnership with Solas)

	Total (2017 – 18)	Total (2016 – 17)	Total (2015-16)	Cardiff (2015-16)	Vale (2015-16)	Total (2014-15)	Cardiff (2014-15)	Vale (2014-15)
Total referrals into F2R Programme	<b>809</b>	<b>665</b>	<b>527</b>	381	146	<b>209</b>	136	67
Total referrals from F2R Programme into Recovery Cymru	<b>130</b>	<b>87</b>	<b>86</b>	54	32	<b>29</b>	25	4
Participants completing Structured	<b>124</b>	<b>50</b>	<b>35</b>					

Programme								
Participants completing MILE Programme (NewLink Wales)	31	30	26					

## Our Members' Stories

So, what does all this mean in 'real life'? Here are a few stories that exemplify our member's stories.

### Meirion's Story

Meirion first came to Recovery Cymru after completing detox at Pine Ward in August 2016. He had been a heavy and persistent drinker for over forty years but because he was a manual worker (immersed in an occupational culture of heavy drinking) his alcohol problems only surfaced when he was forced to take early retirement due to chronic obstructive pulmonary disorder. Soon after joining Recovery Cymru as a member he enrolled on the Footsteps to Recovery programme and, upon completion of that, signed up as a volunteer. He has embraced volunteering and training opportunities with Recovery Cymru and other organisations and was one of our first cohorts of Recovery Buddies at the beginning of this financial year. His community involvement has flourished at all levels and in February 2018 he secured the role of paid Sessional Worker at Recovery Cymru.

### Lucille's Story

As part of our TRS programme we contacted Lucille because we hadn't seen her since her initial engagement in 2016. Since re-engaging with Recovery Cymru in the last quarter, Lucille says she has achieved a significant rise in her levels of confidence. Before engaging with RC, she lacked confidence in everyday situations such as speaking in groups and to strangers. She also frequently lacked the confidence and motivation to leave her home and socialise. Since engaging with RC and attending various support and activity groups, Lucille speaks with confidence in group settings and 1-2-1s. She has built a supportive network for herself and made new friends. Her most recent significant achievement was supporting the Recovery Jam concert by running the refreshments stall. Lucille will still say that she feels she should be "further on with some skills", but considering how far she's come already, it's only a matter of time.

## The impact of RC: feedback

"I'm so pleased I met all of you, it's changed my life. I'll never forget RC and all the support; I can't believe the support I get from people I've known a year." C.W.

"On a serious note, I just wanted to say thank you from the bottom of my heart for Recovery Cymru believing in me, accepting me, having faith in me, just being there for us all always, I honestly don't think I would've made it without you all. Even now, if I'm having a bad day I know I can come to RC and no matter what, I'm supported and always, always leave with a smile on my face! Thanks!" C.J.

"That £1 (birthday) card from RC was better than receiving £100! Thank you!" J.J.

## Our Staff during this period



*Sarah Vaile*  
Founder & Director



*Gareth Joseph*  
Data and Facilities Coordinator



*Jo Simpson*  
Vale Footsteps & Hub  
Worker



*Andrew Sims*  
Recovery Community & Aftercare  
Worker



*Rachel Bayer*  
Finance, HR & Operations  
Coordinator



*Susie Boxall*  
Community  
Development Worker



*Scarlett Williams*  
Administrator Cardiff  
(until Sept 2017)



*Tim Norval*  
Footsteps to Recovery Outreach  
and Engagement Worker



*Claire Norval*  
Cardiff Cleaner &  
Sessional Worker



*Chris Roberts-Clarke*  
Peer Support Worker



*Laura Davies*  
Project Coordinator (maternity  
cover until Aug 2017)



*Anthony  
Prosser*  
Vale of Glamorgan  
Cleaner (camera shy!)



*Judith Enticott*  
Administrator  
(from Dec 2017)



*Maram Al-Khalaileh*  
Sessional Worker



*Meirion Evans*  
Sessional Worker

*Guy Sully*

Communications Project Worker  
(April – June 2017)



## Our Trustees in this period



**Thomas Williams** was our outgoing Chair of Trustees in September 2017. Thomas has been very committed to the work of the Board and passionate about what the organisation stands for, we are very sorry to see him go. We wish him the best of luck for the future and hope to see him soon!!



Taking over from Thomas, **Jenny Harking** is our new Chair of Trustees. "I joined Recovery Cymru as a volunteer back in 2011 when we were based in the old Centre on Llandaff Road. I had not been in recovery myself but my experiences of substance misuse had been seeing close friends change into someone I no longer recognised... With my work in DWP I wanted to understand what people could do to work their way out of where they were. My role as a trustee keeps me involved and I see it as our responsibility to keep RC going along the right track, to see it meets its regulations and financial requirements as well as looking after its staff, volunteers and members.



**Gail Smith** works with the Huggard as a substance misuse development worker and has many years' experience working with vulnerable adults from all walks of life. "I'm really excited to be on the RC Board of Trustees, RC's work is so close to my heart and the community model is something I'm very passionate about"

## Amanda-Jane Oliver

**Amanda-Jane** from Leicestershire has been living Cardiff for 20 years. She works for supported housing in Neath/Port Talbot helping homeless young people to live independently. Having completed a PhD in Organisational Governance and Gender Equality Issues, Amanda-Jane was keen to use her skills and expertise to support our community. At home with Daisy the cat, Amanda Jane aspires to the Great British Bake Off, supports Leicester Football Club & the Leicester Tigers. A keen traveller, she has recently returned from a dream holiday visiting Singapore, Vietnam & Bali



## Ravindra Nyaupane (interim Treasurer until September 2017)



**Ravindra** is researching Corporate Social Responsibility for a PhD at Swansea whilst supporting United Network Group social enterprises in the UK and overseas. Graduating as a Radiographer in '99, Ravi's work has mostly been in healthcare and social support. *"I am passionate about helping people in difficult situations including addictions, therefore supporting Recovery Cymru's work is very important to me. I am a Christian leader and like mountain biking and volleyball."*



## Dominic Houlihan (interim Treasurer from September 2017)

I joined as a trustee in October last year. I'm really interested in helping people be the best they can and that's why during the day I work in Human Resources for a government agency. Outside of work, I cook (anything!) and enjoy music. I play a range of musical instruments all really badly. Perhaps I should be more interested in exercise (at least that's what my husband tells me)



## Alicia Roberts

Watch this space for more information on our newest trustee who joined the board at the end of 2017.

## Other main achievements and news 2017-2018



### Recovery Cymru is 7 years' old!

To celebrate Recovery Cymru becoming a registered charity in January 2011, we celebrated our birthday with members and volunteers old and new at the Recovery Centres!



## WCVA Voluntary Sector Awards

RC and our partners at NLW and Solas were delighted and proud to be nominated and receive runners up for a third sector award this year receiving recognition, and a trophy, for the Footsteps to Recovery programme. The event was held at the St David's Hotel at Cardiff bay and one of our precious volunteers along with several of RC's staff were able to attend to receive the award with our colleagues and friends from Solas!



## Eco-therapy

Thanks to a recent successful application to trial run eco-therapy sessions across Cardiff and The Vale for quarter 4 we've had some amazing and fun days out. So far we've visited an Apiary and learned some of what it take to be bee-keepers, litter-picked our way around Canton, gone foraging and orienteering as well as learned how to grow our own produce in small urban spaces. This has been such a success we are looking to roll this out as part of our programmes.



## Christmas and New Year Opening & Activities

The Recovery Cymru community came together over the festive period to celebrate Christmas and New Year. We held our Cardiff and Vale Christmas parties on December 13<sup>th</sup> & 14<sup>th</sup> respectively with buffet food and party games. Many thanks to all the members, volunteers and staff who worked so hard to make the events such a success. And thanks also to all the local businesses who so kindly donated food, gifts and raffle prizes. Recovery Cymru again ensured that at least one of our centres remained open every day over Christmas, New Year and the bank holidays.



## Metamorphosis Exhibition Rides Again (& Again)

Following hot on the heels of successes at Barry County Library, Travellers Rest Barry, and Y Senedd, the Metamorphosis II exhibition of RC members' art and craft work opened at Cardiff's Pierhead Building featuring exhibits old and new. New works included clock sculptures from one of the regular participants at the veterans' Support Hub in Woody's Lodge.



## Support Hubs Open in the Vale of Glamorgan

Recovery Cymru is now running pop-up Support Hubs in Cowbridge, St Athan, Penarth and Woody's Lodge at HMS Cambria, the naval base in Sully. Open to new members throughout the Vale of Glamorgan, the Hubs allow us to bring recovery support to the far-flung corners of the rural Vale, as well as encouraging Vale members to use the facilities in the Cardiff and Barry Centres.

## Recovery Jam

It has been a very good year for Recovery Jam, who organised and performed at two music fundraisers, and who were also invited to entertain conference-goers at this year's All Wales Service User Movement conference at Cardiff's City Hall.



## Financial planning and sustainability

### Grant funding

In the year from April 2017 to March 2018 Recovery Cymru Community received grant or contract funding from the following sources:

- Cardiff and the Vale of Glamorgan Area Planning Board (UHB)
- Volunteering in Wales Fund (administered by Welsh Council for Voluntary Action)
- Lloyds Community Foundation
- Henry Smith
- Tudor Trust
- NewLink Wales – Work It Out Project funded by DWP
- Charity Health Awards

### Other revenue sources

- Delivery of training projects
- Hosting placements for students on Cardiff University and Cardiff Metropolitan University's Social Work degree courses
- One off legacy donation via Spicketts Battrick

### Sustainability and Future funding

We continually seek to diversify our income streams, including:

- Grants
- Contracts
- Publications
- Training and consultancy
- Fundraising
- Donations

### Main priorities and plans for 2018-2019

- Continuing to develop our best practice model and successful outcomes for the Footsteps to Recovery Programme in partnership with fellow consortium members, Newlink Wales and Solas (TARS programme) and prepare for future contract retender
- Fulfilling all grant requirements
- Developing Recovery Cymru's Vale of Glamorgan model
- Implementing all development recommendations for our Volunteering Programme
- Implementing / refining new data monitoring and outcome framework including full implementation of Lamplight
- Complete and gain the PQASSO quality standard measure & Small Workplace Health Award
- Seeking core and project funding
- Exploring accreditation of volunteer and other training programmes
- Sale of training and publications
- **Three years ago** we identified a need for a **bigger Recovery Centre in Cardiff** despite moving into larger premises in February 2014. We are still actively seeking options to meet our premises needs.