

STORY OF CHANGE TEMPLATE

Reporting Period	End of Year Report 2023-2024
Strategic Partnership	<i>West Glamorgan Regional Partnership</i>
Programme Name	Emotional Wellbeing and Mental Health

Programme Overview

Emotional Wellbeing and Mental Health has been a strategic priority for the West Glamorgan Regional Partnership Board for several years, and a strategic framework for mental health services was developed in 2018. This was supported by comprehensive underpinning work, including significant service user consultation and engagement, but predated covid. The pandemic slowed down or stopped many initiatives and as a result a scope review exercise was undertaken in 2021.

A reboot of the programme was launched in 2022 with two supporting summits in June and October. The need to establish a strategy which builds on this work was confirmed and work commenced on this in November 2022. The aim was to explore a more preventative approach to the service - emphasising earlier intervention, emotional well-being and stopping or reducing a deterioration in people's mental health. This was coupled with a desire to develop more community engaged and focused ways of working which sought to reduce pressure on the already overloaded mental health system.

The Emotional and Mental Wellbeing Strategy was ratified in the Regional Partnership Board in August 2023.

The **Vision** is:

To have vibrant, diverse, and individually focused services which promote emotional and mental wellbeing, are delivered, and commissioned in a dynamic and integrated way, adopting innovative models, and promoting the strengths of communities to improve the lives of those in the Region.

The **Aims** are:

- To focus and promote emotional and mental wellbeing (rather than illness)
- To enable communities to generate solutions for themselves, work from their strengths supported within a dynamic multiagency environment.
- To truly join up commissioning and provision of services to support service design around the individual not the organisation.
- To work to a common set of values and service model principles which permeate everything we do and the way that we do it.
- To underpin this with a good understanding of the need supported by granular data/information.
- To develop and deliver services which are supported by the evidence and ensure that there is a strong underpinning emphasis on research and development within the Region to add to the evidence base.

Proposed High Level Strategic Outcomes

Delivery of the overarching vision will achieve the following outcomes:

Outcome 1: Communities are resilient, with the right services and support to promote and maintain emotional wellbeing and mental health.

Outcome 2: People have the knowledge, confidence, and opportunities to manage and improve their emotional wellbeing & mental health.

Outcome 3: There are strong cross organisational links and improved Partnership working to fund, promote and deliver resilient and sustainable services.

Outcome 4: There is a connected system (pathways), which is easily accessible which offers people the right support, at the right time, wherever they reach out for help/support.

Moving the strategic framework forward into a clear plan for action, the following represents the delivery approach for the Strategy. The following themes are:

1. **Joining it up** – developing joint commissioning models, developing multi-agency teams, pooled budgets, building multi-agency services around each community with shared priorities and skills, developing a ‘chambers model’ to deliver services within communities.
2. **Cementing it Together** – developing anchor structures which already exist in communities. Developing and enhancing what is already being delivered whilst encouraging communities to build emotional wellbeing and mental health resilience.
3. **Filling in the Gaps** – targeted projects which seek to address specific needs which cannot be met by generic, lower tier services or enabling existing statutory services to be delivered in a more transformative way.

The following are the themes utilised to group the regionally funded projects and align with the *continuum of need*:

1. **Building Resilient Communities (Information, Advice and Assistance and Early Help and Support)** - raising community awareness and support for those experiencing low level emotional wellbeing and mental health, as well as improving social value and building supportive, resilient communities. Supporting people to live as well as possible for as long as possible, receiving the right support and the right time. Offering prevention and early intervention solutions.
2. **Providing Community Care & Support (Therapeutic Support)** – ensuring the correct level of seamless wraparound support is available at home or as close to home as possible. Delivering services which support community anchor structures in communities and providing counselling service for those with mild to moderate mental health, maintain and improving mental and emotional wellbeing.
3. **Specialised/Targeted Service (Specialist Intervention)** - services which offer specific support for specific issues such as Near Miss Suicide, trauma linked with sexual abuse and violence.

Proposed implementation for 2024/25 plan includes:

- Developing a **New Commissioning Model for Third Sector** and Not for Profit Organisations, Pooled Budgets and New Model of delivery. The alliance commissioning model is currently being explored which provides a transformative way to work together and it formalises collaboration between service providers and commissioners and can become the mechanism to drive cultural shift within the sector towards strength based working and co-production where people with lived experience have a full role in service design and delivery.
- **Improve Access to Services / Improve Communication.** This includes some quick wins around improved communication and promotion about existing services. It also includes co-producing options for a single point of access, strengthening multi agency care planning and integrating community based statutory provision.

As part of the implementation plan, we have undertaken a mapping exercise to identify what is on offer across the region (this mapping includes statutory and non-statutory services) and once validated will enable identification of gaps in demand versus capacity. This is an interactive map which can find specific services in specific areas.

In addition to the implementation of the strategy there are also the following ongoing workstreams:

Dual Diagnosis Strategy: A regional Dual Diagnosis Strategy aimed at those with dual diagnosis of co-occurring mental health and substance use. The strategy has been agreed on in beginning of the year and the work on the implementation work stated. A detailed action plan has been developed which is being implemented by two subgroups.

- Subgroup one **Training and Workforce** worked on analysing training needs and gaps in current services provision across all partner organisations. This led to development of a training plan and training pack, which is now being presented to the Dual Diagnosis Steering group for comments and approval.
- Subgroup two **Pathways and Model of Care** worked on understanding gaps and needs across all partner organisations in our region. The biggest issue the service users are facing it is not receiving the right support at the right time. They are often being bounced between Mental Health and Substance Use services, delaying access to support and escalating their needs. Communication and information sharing has been identified as one of the biggest issues.

Information gathered was then used to develop a pathway for service users with co-occurring needs. This has been presented to the Steering Board for comments.

Older Person's Mental Health: Work on this workstream has been restarted beginning of last year. The group is working on developing scope for this project, gathering data and evidence of needs, engaging with local and regional services and community groups. It has been agreed to focus on early intervention for condition-based support. This could include suicide/self-harm, gender identification, OCD, depression, anxiety, personality disorders, neurodiversity, hoarding, loneliness, insomnia, and delirium. Next step is to review the data and agree on priorities. This step and delivery of the project will be co-produced with this specific cohort of people.

Sorted Supported: This is a website, which aims to provide 'easy to find' information on common mental and emotional health issues. This website also includes fact sheets which contain information on symptoms, behaviours, and different mental health conditions. This is a digital self-help platform which has been developed regionally, led by Swansea Bay University Health Board professionals, and includes local, regional, and national resources. It is aimed at the public and professionals. It is anticipated that this will be launched during next financial year.

Accommodation Solutions: The aim of the accommodation solutions group is to identify and consider future opportunities for development of capital solutions for the respective population cohort. This will include gathering and analysing data to support the analysis of accommodation needs, considering development of integrated health and social care hubs that will support joint working in the community.

Overall Summary of the Regionally Funded EW&MH Projects:

There are **27 projects** (**16 RIF** projects and **11 Mental Health Service Improvement** projects) run by different Third Sector organisations across our region. These schemes all support the Regional Partnership's Strategic Priority '**Transforming Mental Health Services**' and Model of Care, '**Prevention & Community Coordination**' and '**Promoting Good Emotional Health & Wellbeing**'.

The total investment of Mental Health Projects = **£938,906**.

- 16 of the 27 Projects funded by the **RIF = £546,859**.
- 11 funded by **Mental Health Service Improvement Funding (MHSIF) = £392,047**.

A total of **6,383** individuals have been supported from April 2023 to March 2024.

Please refer to attached infographics which provides a summary of the performance measures for all the funded projects as part of the programme.

Priority Population Group

The population group supported by this programme are all adults (including older adults) across the region with low to moderate mental health issues. The Programme affects people living with Dementia, Learning Disabilities, and unpaid Carers although specific actions around these cohorts may be delivered via the specific programmes. Adults with emotional health and well-being needs are also supported by this Programme.

This Programme works alongside the West Glamorgan Carers Partnership Programme and Emotional Wellbeing & Learning Disabilities Programme. This Programme also links with the Children & Young People's Programme, the Neurodiverse Programme and the Communities and Older People Programme.

Delivery Partners

The programme brings together statutory services such as Swansea Bay University Health Board, Swansea Council and Neath Port Talbot Council with Third Sector / Voluntary services, people with lived experience and carers across the region.

The Emotional Wellbeing and Mental Health Programme Board, Workstreams and Task & Finish groups all have Chairs/ Leads from partner organisations and membership reflects the partnership working and engagement taking place. We endeavour to include people with Lived Experience and carers in all levels of our governance as we believe their voices need to be integral to the work we deliver.

We promote partnership working, and independent working where required.

Under theme **Building Resilient Communities** there are 12 providers delivering 16 projects which provide information, advice and assistance and early help support. These are funded by RIF and the Health Board Mental Health Service Improvement Funding.

- **Swansea Carers Centre:** two "Swansea Carers Mental Health and Wellbeing Support" projects and "Carers and Older People Connect": It offers a point of contact for Carers and helps them to liaise with other organisations and navigate through services like housing associations, community settings, food banks, mental health services, counselling services or hardship grants. It enables families to develop peer support groups to provide each other with valuable help.
- **Congolese Development Project** "BAME Mental Health Awareness" and **Swansea Council for Voluntary Services** "Welcome to Swansea Pandemic Recovery Project" both recognize the need of supporting asylum seekers and refugees in the region. They provide mental health awareness raising activities (talks, group and 1-2-1 sessions and training) and practical or emotional support, they offer a safe space to start conversation and enable their community members to seek support. They offer arts and crafts and outdoor wellbeing activities; they also signpost their clients to other services where appropriate.
- **SmallWoods** "Social Prescribing the Woodland Way" and **Swansea Community Farm** "Farming for Wellbeing" both deliver preventative, nature-based activities for young people and adults, often those with complex needs. SmallWoods uses green spaces across the region, Community Farm uses their own city farm to link service users with nature, teach them coping mechanisms, and improve their emotional and mental wellbeing. Some examples of the activities they facilitate are wood work, fire lighting, balm making, eco writing, nature connection, rock painting, mindfulness, foraging and outdoor games which improve physical health and social skills with peers. Additionally. Swansea Community Farm uses '5 Ways of Wellbeing' to improve service users' wellbeing via learning about gardening, taking care of fruit trees, farming animals and via undertaking maintenance work. Most activities are

based at the Farm. Both partners receive referrals from Social Prescribers. Local Area Coordinators, Social Workers, and other 3rd sector organisations.

- **Chinese in Wales Association** “You Matter 2” and **Iberians and Latin Americans in Wales:** Wellbeing Inside Out project provide a range of services like acupuncture, reflexology, family, and couple therapy, counselling in other languages and activities for older people from ethnic minorities living in our region to allow better integration, improve emotional and mental wellbeing. These include attending cultural and festivals, workshops such as Decorative Glass Workshops, Confucius Chinese Cultural Day, Window Paper Cutting, Yoga Basic class.
- **Swansea Wellbeing Centre** “Tier 0 Mental Health Support and Wellbeing Intervention” provides access to over 20 support services like support groups, wellbeing classes, group sessions etc. It works with other providers in our region, it receives referrals from statutory partners (crisis teams), CMHTs or primary care.
- **NPT Mind** and **Swansea Mind 2** “Active Monitoring” Projects, one for children and one for adults, around anxiety, depression, anger and other common conditions and low mental health needs. These are self-help activities lead by a trained practitioner, which are helping service users to understand why they are experiencing these emotions and how could they cope and deal with those.
- **Caredig** “Dechrau” is a housing association, which provides support for young people being at risk of becoming homeless. They recognise that emotional and mental wellbeing plays part in their tenants live. This partner helps their tenants to access community activities, which significantly improve their wellbeing.
- **Jac Lewis Foundation:** “West Glamorgan Mental Health Hub” provides immediate support for those in need of emotional and mental help. It is a drop in hub with 27 partner organisations offering support and access to services in one location.

Under second theme **Prevention and Community Care and Support** there are 6 partners delivering following activities. These are funded by RIF and the Health Board Mental Health Service Improvement Funding.

- The **Wallich** “Reflections Network” and “Llamau Counselling” by **Llamau** are both housing associations and deliver specific support for those at risk at becoming homeless. Both partners focus on young people and provide wrap around service, which is counselling and psychotherapy tailored to young people’s needs.
- “Headfirst Project” by **Anxiety Support Wales CIC** offers support for people experiencing anxiety via counselling sessions. They work together with GP practices and mental health professionals throughout Swansea and Neath Port Talbot.
- **BAME Mental Health** “Ethnic Minorities Bereavement Support” and **African Community Centre** “Reach ME” support BAME ethnic minorities living in our region. Both partners highlighted many times that stigma around mental health within ethnic minorities is still present and more should be done to address it. They deliver awareness raising sessions, run workshops, trainings, and group sessions.
- **Chinese in Wales Association** “Your Helping Hands” provide interventions to support those with mild to moderate emotional and mental health needs. These are: grounding and wellbeing techniques, reflexology, self-awareness workshops, motivational coaching, TaiChi, Qigong classes, talks on Health and Wellbeing.

The third theme **Specialised/Targeted Services** has 2 regional projects allocated to it. These are funded by Health Board Mental Health Service Improvement Funding.

- **New Pathways** – which provides specialist therapeutic interventions for those affected by sexual abuse/violence or trauma of rape.
- **Jac Lewis Foundation** – which provides therapeutic intervention for those affected by missed suicide, experiencing low and moderate mental health. This organisation collaborates with over 27 partners in our region, which includes many 3rd sector organisations (e.g. Maximus, Sanctuary, Adferiad, Barod, The Streams, Men’s Shed, Reflect), statutory partners including Community Mental Health Team (CMHT), GP clusters, NPT Safeguarding Team, Swansea Council Safeguarding Team, Job Centre, housing associations (e.g. Caredig) and many others like solicitors, Asda Community Worker, Community for Work. Once a week they invite them to their mental health hub to allow immediate access to support needed.

Assessment of Delivery

Theme / Objective	Method of Delivery	Comments on Current Progress
<p>Theme 1 – Building Resilient Communities (IAA and Early Help and Support)</p>	<p>This Theme is being delivered through projects in the third sector community.</p> <p>12 providers delivering 16 projects which provide information, advice and assistance and early help support. These are funded both by RIF and the Health Board Mental Health Service Improvement Funding</p>	<p>This objective and the projects to support it continue to raise community awareness and support for those experiencing low level emotional wellbeing and mental health.</p> <p>As part of this the projects also support the improvement of social value and building supportive, resilient communities. Supporting people to live as well as possible for as long as possible, receiving the right support and the right time.</p> <p>This supports communities to be resilient, with the right services and support to promote and maintain emotional wellbeing and mental health.</p> <p>It also supports people to have the knowledge, confidence, and opportunities to manage and improve their emotional wellbeing & mental health.</p>
<p>Theme 2 – Providing Community Care and Support</p>	<p>This Theme is being delivered through projects in the third sector community.</p> <p>There are 6 partners delivering activities both funded by RIF and the Health Board Mental Health Service Improvement Funding</p>	<p>These projects support the partners in ensuring that the correct level of seamless wraparound support is available at home or as close to home as possible.</p> <p>Delivering services which support community anchor structures in communities and providing counselling service for those with mild to moderate mental health, maintain and improving mental and emotional wellbeing.</p> <p>These projects also support the development and continued growth of strong cross organisational links and improved Partnership working to fund,</p>

		promote and deliver resilient and sustainable services
Theme 3 – Specialised Targeted Support	<p>This Theme is being delivered through projects in the third sector community.</p> <p>There are 2 partners delivering activities both funded by RIF and the Health Board Mental Health Service Improvement Funding</p>	<p>These services offer specific support for specific issues such as Near Miss Suicide, trauma linked with sexual abuse and violence.</p> <p>It is vitally important that there is a connected system (pathways), which is easily accessible which offers people the right support, at the right time, wherever they reach out for help/support.</p>

Successes

Ambitious Strategy:

The Programme developed and launched the **Emotional and Mental Wellbeing Strategy** in August 2023. This is an innovative and ambitious strategy which will look to transform the way mental health services are delivered across the region. Feedback received during various engagement sessions indicates that the Strategy is well received by professionals and the public.

Engagement on the Implementation Plan for the Strategy:

Significant engagement has taken place around the development of the implementation plan for the strategy. It was recognised that to deliver such an ambitious strategy it was essential to ensure buy-in from all partners, key stakeholders, people with lived experience and carers. On that basis we embarked on a period of engagement to ensure the Strategy was shared as widely as possible with all key stakeholders across the region.

There were a series of roadshows from November 2023 until March 2024. The aim of the roadshows was to make as many people aware of the new Strategy as possible and start to think about how the Strategy's implementation will affect services, services users, and staff. A final workshop was held in March 2024. This day-long event aimed to take a deeper dive into the key themes, agree the Strategies priorities and develop an implementation plan. The event was open to all partner agencies, members of the wider public, service users, those with lived experiences, carers, and 3rd sector organisations.

Digital platform Sorted Supported has been developed and is anticipated to be soft launched in May 2024. The web site includes specialist information written in collaboration with professionals from Swansea Bay University Health Board, as well as tier 0 information and resources sourced from partners within the 3rd sector. The content has been purposefully curated to include information about particular issues which can exacerbate or cause poor wellbeing, symptoms people can experience and how these can be managed as well, as local/national services and self-help materials. All of which aim to support adults to gain a better understand of how to identify, manage, and sustain their emotional health and mental wellbeing, as well as avenues to access more specialist intervention. This platform has been modelled on the TidyMinds website, which has been developed by the Children & Young People Programme and has been shared by Welsh Government as a best practice example.

Development of this website addresses the issues raised by partners and public that promotion and communication of services needs to be improved so people are aware of what is available in their communities. Visibility of all the voluntary sector schemes is vital to ensure people can access these vital services.

Lessons Learned:

Communications and promotion of services

There continues to be feedback from partners, service users and carers that people are not aware of the resources, support, and services currently available in communities. Partners have therefore agreed that one of the quick wins is around communication and publicising the existing support and services. We have learned that there is more work to be done in communicating with communities across the Region. There are so many examples of excellent services, but it is not always clear who can access them or how. Therefore work needs to be done to ensure the reach of these schemes are pitched appropriately across the region. The launch of the Sorted:Supported website will assist with this issue.

Swansea University developed a web portal [Home | Swansea Neath Port Talbot \(snptcan.wales\)](#), which is addressing communication between services. This simple platform allows professionals to make a direct referral to the appropriate service for support or advice. This organisation will then review the information and contact Service User themselves. This solution prevents Service User from re-telling his/her story and from contacting different providers. Currently we are looking into this solution and promoting it across all partner organisations.

New Model for Commissioning Third Sector Organisations

Discussions have been held with partners around developing a new commissioning model for third sector and not for profit schemes given it is recognised that the current grant approach is not fit for purpose and there is a need to move away from competitive tendering, tightly defined specifications and performance frameworks that focus on bean counting. At the moment we ask providers to submit bids which mean they are competing against other providers, at the same time encouraging them to collaborate.

New models for commissioning are therefore being explored, one of which is Alliance Commissioning. The Alliance Commissioning model provides a transformative way to work together and it formalises collaboration between service providers and commissioners and can become the mechanism to drive cultural shift within the sector towards strength based working and co-production where people with lived experience have a full role in service design and delivery.

Complex Cases

Some providers are reporting growing number of complex cases coming through to third sector providers and growing waiting lists. Providers have noted that sometimes these people can get stuck in their services, given the complex nature of their issues. There is also anecdotal evidence that suggests different organisations can have the same people on their waiting lists, but often don't realise this is the case.

Securing longer term funding for these community organisations is crucial to ensure that these community organisations are sustained. It will also be key to have a more formal collaborative approach to enable these providers to work better together in a more joined up way.

Partners Capacity

The Strategy is indeed ambitious, and whilst professionals are clearly onboard with the direction of travel the challenge will be to implement this change with restricted and often over stretched resources. Professionals are facing competing priorities and diaries are full for months in advance which impacts on the pace the work can be delivered. Paid professionals are facing ever increasing demands from employers and are always being asked to do more for less.

Update on Programme Delivery

Theme	Overall Overview	
Overall Summary	<p>There are 27 projects (funded by RIF and the Health Board Mental Health Service Improvement Funding) delivered by Statutory and Third Sector organisations across the region which have:</p> <ul style="list-style-type: none"> - supported approximately 6,383 people - made 11,815 contacts - received 2,335 referrals - provided 1,221 people with IAA, - provided 3,810 people with early help - provided 552 people with intensive support - provided 416 people with specialist intervention <p>These projects have been grouped into 2 themes which support the Models of Care ‘Placed Based Care – ‘Prevention and Community Coordination’ and ‘Promoting Good Emotional Health and Wellbeing’ as outlined below (please note that many of the Projects can be aligned to more than one theme and more than one Models of Care. For the purpose of this report we have placed the projects where they fit best).</p> <p>Please refer to attached infographics which provides a summary of the performance measures for all the projects.</p>	
Theme	Quantitative Measures	Qualitative Indicators
<p>Theme 1 – Building Resilient Communities (IAA and Early Help and Support)</p> <p>Primary Model of Care: Prevention &</p>	<p>There are currently 16 projects under this theme and MOC for Prevention and Community Co-ordination. Click here to the list of projects: Building Resilient Communities</p> <p>These 16 projects have:</p> <ul style="list-style-type: none"> - supported 5,451 individuals in the reporting period - made 9,850 contacts - provided Early Help to 3,727 individuals - provided IAA to 1,221 individuals - provided wellbeing activities to 2,220 individuals - signposted 511 individuals to other services 	<p>A key priority for the region is to support those experiencing and those, who are at risk of developing poor emotional and mental wellbeing. However, the region, as part of the new Strategy, is committed to providing the right support at the right time within communities which in turn will not only develop stronger, more resilient communities, but will also alleviate the pressure on statutory services freeing up resources to support those in greater need.</p> <p>Providing information, advice and assistance and early help in communities is a key component of the prevention and community co-ordination model of care. The regionally funded schemes include a wide range of resources, support and services such as signposting (including welfare, housing and</p>

**Community
Co-ordination
NMOC**

- provided **1,678** counselling sessions
- provided **1,818** therapeutic interventions

For this financial year how well and difference made data **reflects RIF funded projects only**, due to a different method of data collection used for both project groups. This will change during next reporting period.

Out of **1,684** individuals who completed the survey:

- 85% of them report feeling less isolated
- 88% of them report maintaining improving emotional health

employment), facilitating groups to bring communities together, awareness raising of wellbeing and MH including on-line resources, nature based and farming activities, volunteering opportunities, drop in hub, group sessions, counselling and talking therapies. Under this theme, 2,220 people received wellbeing activities. 1,678 people received counselling sessions and 1,818 received therapeutic interventions.

All of this community support enables people to look after their wellbeing, build resilience and connect with people so they can support each other. This then prevents these people escalating into statutory services and supports the shift of focus from medicalisation to wellbeing. Increasing awareness and improving access to low-level support services, making sure that information, advice, and assistance is more widely available and accessible is a key.

This supports an asset-based approach, recognising the existing strengths of individuals, families and communities and building independence and self-reliance and building solutions from these, 'doing with' not 'doing to'.

Some of the examples below highlight the importance of this type of wellbeing support in our communities.

The **Mental Health Awareness** project by Congolese Development Project, which brings asylum seekers and refugees together as a community so they can support each, provided the following quote:

"I was depressed and anxious when I received an invitation letter to attend my big interview in Cardiff, but guidance and orientation received on my state of mind and how my confidence was boosted helped me to be granted Refugee status from the first instance, which I could not expect after waiting for 10 years. I am now living in temporary accommodation with the hope that I will get permanent accommodation soon, massive thank you to the Congolese Development Project" stated K.K., one of the participants.

One of the successful local projects in Swansea is **Farming for Wellbeing** by Swansea Community Farm, which is reducing social isolation by bringing communities together, organising social events and opening farm's door to all members of the community, by empowering their service users and building on their skill, improving people's emotional and mental wellbeing, and preventing them from needing support further down the line by addressing their emotional needs, providing services users with tools they can use, by allowing open, friendly and none judgemental conversation with each other. It is targeted at people, who are long-term unemployed, diagnosed with ND, have mental health needs, or present all the above. Below comments evidence difference made for R., a young person with a ND diagnosis, described by his mother:

"He's definitely getting more full sentences with me than he used to. It used to be one-word answers and I do think he is talking more and do think he's interacting more with people at the Farm as far as I know."

"He has definitely changed since being here. Every week he gets up, dressed, and makes his dinner ready to come here. Come rain or shine he is on this farm. If he could be here more, he would be here more."

"I just really, really appreciate that this is here for him, I really do. It's our little Tuesday routine now and I have to say, I have a bit of time to myself. I gave up paid employment to care for him and my mental health hasn't been great, so it's been just as important for me too."

Social Prescribing the Woodland Way by SmallWoods provides health and wellbeing activities in woodlands, incorporating physical activity, nutrition, and woodland skills and specifically focuses on supporting children and young people with mental health issues. The club is open to pupils attending the SEN school who are also care experienced young people. Some attendees used these facilities, some were in foster care, and others in kinship care.

'It's been amazing, I like making fires, going in the river, enjoying nature. It makes me feel grateful to be alive. It's helped my mental health. I hear voices in my head, but they are not scary. I feel calm and excited here. I feel less nervous than at the beginning of the programme.' Adam*, Year 8

Tier 0 Mental Health Support and Wellbeing Intervention, Swansea Wellbeing Centre highlights the importance of providing others with relevant training about self-management of emotional and mental wellbeing and offering immediate support via easy access to the Wellbeing Hub, where people feel supported, valued and feel they are not alone. Enabling those who struggle with their emotional and mental wellbeing to find themselves again and look at issues from a new perspective. Here are some of the comments made:

"I absolutely LOVED the course and feel as if I've found me again for the first time in such a long time.

"Highly recommended for anyone struggling. The course has been life changing for me. The sessions are gentle, supportive, and transformative. I will miss attending each week but the wisdom I have learnt will stay with me always."

Project Wellbeing Inside & Out by Iberians and Latin Americans in Wales CIC support adults in their native language. They offer a range of services, which includes one-to-one and group therapy, group auricular acupuncture, support for parents of children with ND, self-awareness workshops. To evidence how this project is contributing to their clients live, please see comments shared from project benefactions below:

"The service received was very good. Every technique I've learned has a great benefit for myself. The impact of these is very good; the fact of being able to talk openly about issues I'd never had the courage to talk about, is relieving and liberating."

Programme Contribution to Model of Care and exploration of what is different	What have we learned about things that went well? What have we learned from any challenges that occurred?
<p>Building resilient communities include the largest investment and number of projects. All 16 projects play important role in preventing people of developing poor mental health and their needs escalating. Projects focussed on ethnic minorities provide much needed immediate support, a safe space for conversation and meeting others with similar experiences and allow to build stronger communities. Mental health stigma is particularly relevant in some of these ethnic groups, an example in a project story of change:</p> <p><i>BAME MH Awareness: "project provides one-to-one support primarily to women, who feel more comfortable disclosing information based on their beliefs and challenges that they do not want others to hear to avoid being afraid of the consequences of speaking out but also feeling ashamed or embarrassed."</i></p> <p>Talks about mental and emotional wellbeing, awareness raising sessions and workshops help to reduce this stigma attached to mental health.</p> <p>It has been noticed on multiple occasions that those, who received help and support would like to give back to the community and help others to achieve better outcomes.</p> <p>Nature based projects build resilient, strengthen self-confidence, introduce others to green spaces and mindfulness. This can positively influence our wellbeing. Through work in a farm, participating in activities in the woods or learning about the nature, people can also learn about themselves and build new skills which in turn increases confidence. In these environments people can understand their emotions, learn to control these, gain knowledge about coping techniques, and take time to notice themselves and others. Through volunteering people can feel appreciated for their assistance and build positive relationships. For many</p>	<p>Successes:</p> <p>By talking to people, Better Welcome to Swansea project, co-ordinated by Swansea Council for Voluntary Service, can assess their needs, hopes and aspirations and is able to guide them towards fulfilling these. They have been delivering a weekly group at the National Waterfront Museum where they have given newly arrived asylum seekers the opportunity to meet one another and learn about different activities they can take part in Swansea and well as learning key health messages. This has supported people to maintain good physical and mental health as well as people learn from one another the strategies that will help them here in Swansea.</p> <p>Tier 0 Mental Health Support and Wellbeing Project is able to offer prompt response to people seeking help, giving people the opportunity to talk about what would be most helpful for them. This project offers people access to professionals to discuss their needs and offer appropriate service. Another success of this project is that project participants formed informal peer support and friendship groups, supporting each other, sharing knowledge and experiences with overcoming difficulties they might face.</p> <p>You Matter 2 Project (Chinese in Wales) reports on success in improving overall mental wellbeing of older people by raising awareness that regular exercise not only can improve physical health but is also good for the heart, reducing blood pressure. Now more participants are attending their weekly Marina Walk, Chair-based Dance exercise, Yoga Basic class and Bu Duan Jun Exercise. Few have become local gym members.</p> <p>Farming for Wellbeing reports a great success in including their volunteer in various training sessions. Many people attending project activities received their very first accreditation in their lives. For many these opportunities for learning,</p>

people these community activities are the only occasions they are leaving their home during the week due to their poor emotional wellbeing and complex needs.

There are projects who work with people by supporting them to create and use a mental health toolkit and resources. This empowers people to identify their own needs and take care of them.

Some of these projects support people who are neurodiverse and are sometimes more susceptible to mental health issues. The Community Farm project includes volunteers who are neurodiverse and they have commented that it was the farm atmosphere which gave them this confidence, noting they were more likely to talk in this type of setting.

developing and growing in confidence have been denied to them due to a school's system which failed them and lack of support from their neurodiversity or disability.

Many projects report building self-confidence among participants and the importance of doing this in order for people to build more self-resilience which maintains or improves their wellbeing.

Challenges:

Many of the regionally funded projects report similar challenges around the following issues:

- Growing/increased demand for support especially by young people. Some examples of this come from the challenges and stress linked to children and young people in schools setting
- Limited volunteers to provide additional support given providers report dwindling numbers of volunteers following the initial surge through the pandemic
- Some providers are reporting growing number of complex cases coming through to third sector providers and growing waiting lists. Providers have noted that sometimes these people can get stuck in their services, given the complex nature of their issues. There is also anecdotal evidence that suggests different organisations can have the same people on their waiting lists, but often don't realise this is the case.
- Growing demand for support around neurodiverse children/families and adults, given they often struggle with wellbeing and mental health issues. Unless these issues are addressed early on, these issues can become
- Working with complex cases really evidence the unmet need of most clients and given they often don't have a social worker or other caseworker, they are often trying to navigate a range of services and support but are struggling to keep track and project workers have been a

		<p>linchpin in keeping hold of that client and supporting them until they feel able to move forward with good knowledge and understanding.</p> <p>In order to address some of these challenges the MH Strategy's approach is to try and join up services, through the following:</p> <ul style="list-style-type: none"> • Integrating community based statutory provision – to develop a joint community service with one management structure – this could be through alliance commissioning • Encouraging the development of a 'chambers model' (led by CVS) for all community counselling and psychological therapies to provide a single offer which meets the 'service model principles'. The aim is to develop a loose organisational structure which brings together services into a more cohesive model. • Pooling statutory budgets for emotional and mental well-being, within agreed parameters/governance, with a view to devolving to an enhanced LAC structure over the lifetime of the strategy
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Theme	Quantitative Measures	Qualitative Indicators
<p>Theme 2 – Providing Community Care and Support</p> <p>Primary Model of Care Promoting Emotional Wellbeing and Mental Health</p>	<p>Another key priority area for our region, which is embedded in the new Strategy is Providing Community Care & Support. The aim of projects grouped under this theme are to provide therapeutic support in communities for those with mild to moderate mental health, maintain and improving mental and emotional wellbeing.</p> <p>There are 6 regional projects in total under this theme, 3 being funded by RIF and 3 by MH SI funding. Click here to the list of projects in the document above: Prevention and Community Care and Support</p> <p>A summary of the measures are as follows:</p>	<p>These projects provide various types of counselling support in communities, so people are better supported to take control over their own lives and well-being. This support enables people to avoid medication as the initial response to anxiety challenges. By helping people to understand their anxiety and developing individualised plans means that people are provided with the skills, knowledge, and confidence to be independent in recognising their own well-being needs.</p> <p>Having this support in the community helps avoid people escalating into statutory services.</p> <p>There are three projects focussing on interventions specifically tailored to needs of ethnic minorities. It is evident</p>

- **708** people accessing the projects.
 - **336** referrals received.
 - **1965** contacts made with the services.
 - **83** individuals received early help.
 - **552** people received intensive support.
 - **283** individuals attended wellbeing activities .
 - **1,192** counselling sessions provided.
- Out of 188 individuals who completed the survey:
- 98% of them report maintaining improving emotional health
 - 97% of them report prevented escalating level of needs.
 - 84% of them report achieving personal outcomes

that there remains a stigma around mental health in BAME communities which is referenced in the project story of change, for example:

"Cultural boundaries lead to varying perceptions of illness or health, which cultivates mistrust because it might take longer for people to develop trust" BAME MH Awareness project

The BAME projects include Chinese in Wales providing counselling for the Chinese community in their native language, the African Community Centre offers counselling and other coping techniques and the BAME Mental Health project provides bereavement support for ethnic minorities.

There are 2 projects, The Wallich: Reflections Network and Llamau Counselling who both provide support for young people at the risk of becoming homeless.

Llamau Counselling shared a case study about young woman, who was at risk of becoming homeless as at that stage was “sofa surfing” at a friend’s home, this young person lost her mother due to suicide, had very difficult relationship with other family members and partner, self-harmed and suffer poor mental health. She was supported by the project.

‘S’ reports being in a “good place”, able to recognise ‘emotional overload’ and turn to the techniques she has learned, which help her to take action to manage her feelings in a positive way. By learning to regulate and cope with her emotions, she has improved her communication with her partner and her family members, resulting in improved supportive relationships.

“Counselling has really given me an outlet for my feelings and helped me to understand myself and why I feel the way I do. It has enabled me to think about my future in a more positive way.”

“Ethnic Minorities Bereavement Support” was established due to the impact the COVID19 pandemic had on Black, Asian, and Minority Ethnic groups. The main aim of the project

		<p>is to make bereavement support accessible to people from diverse communities across the region.</p> <p>Quote from a service user:</p> <p><i>"I don't know how I would have coped with my father's terminal illness without the bereavement service. They provided invaluable support, guiding me through the difficult journey and helping me prepare for the inevitable loss. Their care allowed me to cherish every moment with my dad, and their counselling has been a lifeline in my grieving process. I will forever be grateful for their compassion and understanding."</i></p>
	<p>Programme Contribution to Model of Care and exploration of what is different</p>	<p>What have we learned about things that went well? What have we learned from any challenges that occurred?</p>
	<p>All 6 projects under this theme provide more targeted support for those experiencing poor mental health in form of counselling. Some projects specialised in counselling being delivered in other languages, addressing cultural barriers and needs of their clients. Others are tailored for specific needs of young people who are at risk of becoming homeless.</p> <p>All projects report building and developing positive and trusting relationships with their clients. This one-to-one support enables clients to understand their feelings, thoughts, and emotions, it helps them to discover techniques to manage and in end effect to improve their emotional and mental wellbeing. They feel empowered to take actions that impact their own lives, help them feel more happy, confident and solution focussed.</p> <p>A due diligence process is undertaken for these projects in order to ensure that the practitioners have the appropriate qualifications, training, and supervision arrangements to carry out the therapeutic provision. This due diligence is carried out by the Consultant Clinical Psychologist in the Health Board.</p>	<p>Successes:</p> <p>Ethnic Minorities Bereavement Support reports recruiting 25 new volunteers for this project, securing Government Bereavement Grant for people in difficult financial situation and increased attendance in Mental Health First Aid training.</p> <p>West Glamorgan Mental Health Hub have provided immediate support to average of 35 people per week and collaborating with over 20 services to provide instant support to individuals attending the hub.</p> <p>Reflections Network project reports on exceeded initial attendance rates. This is due to the Reflections Network manager introducing new training for Wallich staff which focuses on the importance of collaboration between project staff and counsellors. They also offer open ended sessions, which means that there is no limit to the standard 6 sessions offered in statutory services. Counsellors provide integrative counselling and are able to adapt to service user needs to find a counselling style that suits them.</p>

Headfirst Project, Anxiety Support Wales are establishing robust partnerships with GP practices and mental health professionals throughout Swansea and Neath port Talbot, ensuring a seamless referral process and comprehensive support network for clients seeking help with anxiety. Another success of this project is demonstrating a significant reduction in the reliance on medication for anxiety treatment among project participants, with 73% of individuals referred not having been medicated prior to counselling.

Challenges:

Following challenges have been highlighted by the projects within this theme – all of which are recurring themes and highlighted in the above theme too.

- Increased number of referrals
- Lack/difficulties in retaining of volunteers
- People's needs are higher than what the project can deliver – this is due to the complexity of the cases.
- Often people's MH issues are linked to other issues such as employment People are more often looking for legal advice, support with housing, health etc.

In order to address some of these challenges the MH Strategy's approach is to try and join up services, through the following:

- Integrating community based statutory provision – to develop a joint community service with one management structure – this could be through alliance commissioning
- Encouraging the development of a 'chambers model' (led by CVS) for all community counselling and psychological therapies to provide a single offer which meets the 'service model principles'. The aim is to develop a loose organisational structure which brings together services into

		<p>a more cohesive model.</p> <ul style="list-style-type: none"> • Pooling statutory budgets for emotional and mental well-being, within agreed parameters/governance, with a view to devolving to an enhanced LAC structure over the lifetime of the strategy
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Theme	Quantitative Measures	Qualitative Indicators
<p>Theme 3 – Specialised Targeted Support</p> <p>Primary Model of Care – Promoting good emotional health and well-being</p>	<p>The third theme ‘Specialised Targeted Support’ is aimed at targeting specialised areas, or specific gaps across the region. There are currently 2 projects grouped under this theme, both funded by Mental Health Service Improvement Funding.</p> <p>One project provides counselling to support clients who often present with PTSD/Complex PTSD symptoms, which include suicidal ideation, anxiety and depression, self-harm as well as quite severe mental health issues and personality disorders.</p> <p>The second project provides support specifically for clients who made a significant attempt of suicide. Click here for further details: Specialised/Targeted Services</p> <p>Specialised/Targeted Services</p> <p>These two projects supported 224 individuals in total by providing them with specialist support. 17 people completed a survey reporting:</p> <ul style="list-style-type: none"> • 80% of them feeling more able to access support. • 85% of them feeling more able to cope. • 84% of clients feeling less anxious • 85% clients feeling less isolated. • 86% of clients feeling more engaged. 	<p>Providing this type of provision enables people who are really struggling to access support in their communities. At the same time this alleviates pressure on statutory services.</p> <p>Therapeutic Counselling Services for Adults by New Pathways was established to support clients who often present with PTSD/Complex PTSD symptoms, which include suicidal ideation, anxiety and depression, self-harm as well as quite severe mental health issues and personality disorders. Many of their clients have in the past developed several negative and harmful coping strategies such as drug and alcohol use, self-harm, and violence. Some comments from clients:</p> <p><i>“I feel like a completely different person than the one I was when I first came to counselling. I am calmer and feel more content”.</i></p> <p><i>“I feel like I’ve got more of any ability to manage my feeling when things do wrong – I can do more to regulate my emotions. I am not having suicidal thoughts at the moment, and I have not self-harmed in a long time – I don’t feel an urge to do that anymore.”</i></p> <p><i>“I understand how my past has affected my life and have learned new skills to help me manage my life.”</i></p> <p><i>“We have worked on my shame and self-esteem, feelings of hopelessness and worthlessness, strategies to support my</i></p>

		<p><i>anxiety around social interaction and learning to be kind to myself.”</i></p> <p>Another project providing specialist support is Counselling for Near Miss Suicide by Jac Lewis Foundation, which offers immediate access to counselling and mental health support for those who have made a significant attempt to suicide. The individuals are referred immediately through to a qualified counsellor who will contact them the same day as the referral is received to offer appointments and support going forward. These individuals can also access support through the foundations Mental Health Hub on a Friday to gain access to other organisations that can provide support for any issues the individual is facing, which is exasperating their suicidal ideation such as, money worries, housing etc.</p> <p><i>Client H – referred through to the service on 7th March 2024 from the Swansea Safeguarding Adult Team as they were concerned regarding her low mood and suicidal ideation. Recent involvement with Assessment Home and Treatment Team which ended due to disengagement – GP referred client into this service. Client H said she would answer the phone to Jac Lewis Foundation if we called her the same day. The foundation called the client the same day and offered them an appointment that day which they attended. The client has now attended three counselling sessions and is no longer suicidal and is engaging well.</i></p>
	<p>Programme Contribution to Model of Care and exploration of what is different</p>	<p>What have we learned about things that went well? What have we learned from any challenges that occurred?</p>
	<p>All projects report increased emotional and wellbeing health, developing, and maintaining stronger connections, increased self-confidence, the acquisitions of enhanced skills and knowledge, and an overall sense of empowerment. Individuals by accessing projects report improving their functioning by overcoming anxiety related to day-to-day tasks such as catching a bus and thus improving the quality of life</p>	<p>Successes:</p> <p>Therapeutic Counselling Services for Adults, New Pathways has an excellent track record of providing therapeutic excellent results by adopting a client-led and trauma informed approach. This project offers a diverse range of therapeutic interventions and approached like EMDR, Narrative Exposure Therapy and Trauma Focussed CBT.</p>

and independence of the people we support. People report that they have developed an understanding and acceptance of their diagnosis, enabling choice, voice, determination, and empowerment to improve their own wellbeing and feel more in control of their lives. Through counselling individuals learn positive coping strategies that can enable them to take control over their own lives and wellbeing with the support of the project's staffs. They also improve knowledge of self-care to have the confidence to be independent in recognising their own wellbeing needs.

Counselling for Near Miss Suicide Cases reports delivery of preventative services, which then helps individuals and prevents them of complete suicide. Our funding enables them to provide immediate support for those in the community that have made a significant attempt of suicide but have no support in place. They have also recognised the need of addressing other needs related to financial worries, housing, or general health matters. Individuals have access to wider range of services and support via other projects run by this organisation, also funded by RIF.

Therapeutic Counselling Service for Adults works with clients who often present with PTSD/Complex PTSD symptoms, which include suicidal ideation, anxiety and depression, self-harm as well as quite severe mental health issues and personality disorders. They work with clients to provide them with an understanding of how their body has reacted to the trauma that they have experienced and to give them several different coping strategies to help them to manage their trauma symptoms.

A key feature of their work is to help all their clients to develop healthier coping mechanisms so that they feel able to control what is going on for them, tolerate distress and to regulate their emotions. By providing a safe space in which the client can experience a healthy relationship, they can begin to develop greater self-awareness and grow in confidence.

Furthermore, they have a robust triage process (comprising Heald of counselling, Counselling Leads and two designated safeguarding leads) and they meet regularly to scrutinise referrals and determine client risks and needs.

New Pathways noted that the uptake for this service by male clients was lower compared to the female clients. To address this gap, they adapted their promotion and marketing campaign by using questions or sentences specifically noted by male service users during the counselling sessions. They also developed section on their website specifically addressed to the male clients. They use digital stories and create online resources to allow as many people to access help as possible.

Counselling for Near Miss Suicide Cases project's success is prevention of the completion of suicide. No individual that has been referred into this project has gone on to complete suicide. Another success is the ability to provide immediate support for those in the community that have made a significant attempt of suicide but have no support in place.

Challenges:

Therapeutic Counselling Services for Adults (New Pathways) reports on very high demand for this service, which leads to long waiting time for individuals to be supported. Also, some clients require more therapeutic provision that is funded and therefore the project needs to turn to other funding resources to continue/extend their therapy.

Counselling for Near Miss Suicide Cases (Jac Lewis Foundation) highlight challenge with continuation of funding for this project. If the funding will stop, more pressure will be put on NHS and social Care services without this project in place.

System Constraints

- 1. Third Sector Funding:** Feedback we have been receiving from the 3rd sector is that many organisations are facing short term funding contracts which is leaving them unable to plan for the longer term. It is difficult to attract the right people into posts, meeting the cost-of-living crisis needs and being able to deliver transformational change against an insecure funding landscape is a significant challenge. This is leaving the 3rd sector in a precarious position, with many organisations facing serious difficulties.

The current financial climate could impact on third sector services going forward which could result in the overall service offer being reduced if statutory services must be cut and third sector organisations result in folding due to the growing financial issues due to budget cuts, inflation, cost of living crisis, increase in minimum wage etc.

The main aim of the MH Strategy is to develop and sustain more services in the community and therefore we plan to consider all funding available which includes statutory partner's (including clusters) funding into third sector emotional wellbeing and mental health space to maximise resources, remove any duplication, through a pooled fund which will support more sustainable funding going forward.
- 2. Communication** - we have faced some challenges in communicating the services which are on offer across the region to provide support to those experiencing poor emotional and mental health. Services do a huge amount of work in attempting to reach those at the point of need, but often services are still not reaching the right people. The development of Sorted Supported will assist in improving this issue however there is more to be done, and we are currently working on developing new workstream, which will focus on improving communication between partners and promote our local and regional services more effectively.
- 3. Access to Services** – this has been highlighted as one of the highest challenges, as our region does not have a true single point of access for emotional and mental wellbeing services. Professionals and service users often struggle to navigate through complicated pathways, which leads to delays in care provision and wrong referrals. Lack of knowledge about available services and many entry points prevent people of receiving support when they need it. This also has been highlighted by our new Strategy and will be picked up by one of the workstream, which is currently being discussed on a regional level.

Funding Utilisation

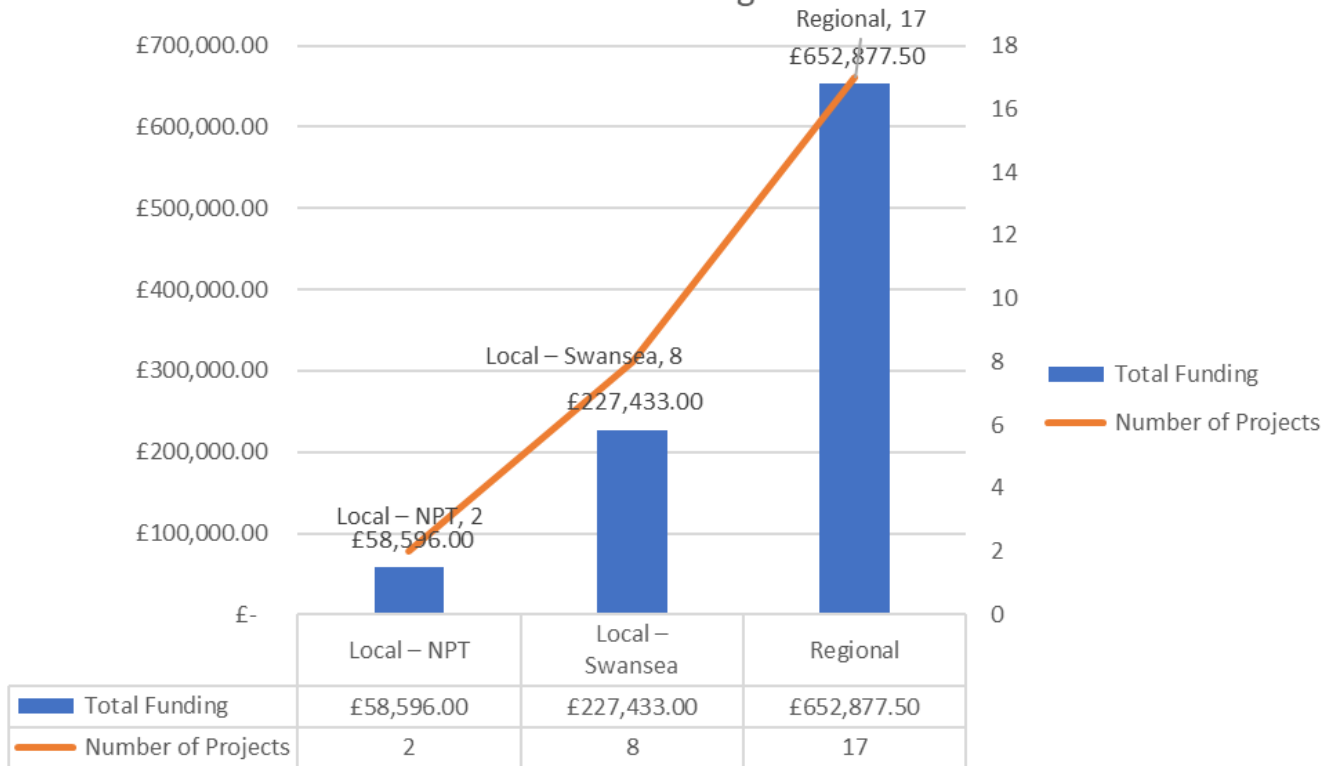
The RIF funding has been amalgamated with the Health Board mental health improvement funding to ensure a wider reach for mental health provision across the region, as follows:

RIF MH Funding	£546,859.50
Health Board MH service improvement funding	£392,047.00
Total MH Funding 23-24	£938,906.50

The below chart depicts the number of local and regional projects and the RIF and Health Board Service Improvement funding allocated in 2023-24. In summary there are 25 third sector projects, 2 Statutory Projects, 17 regional projects, 8 local Swansea projects and 2 local NPT projects.

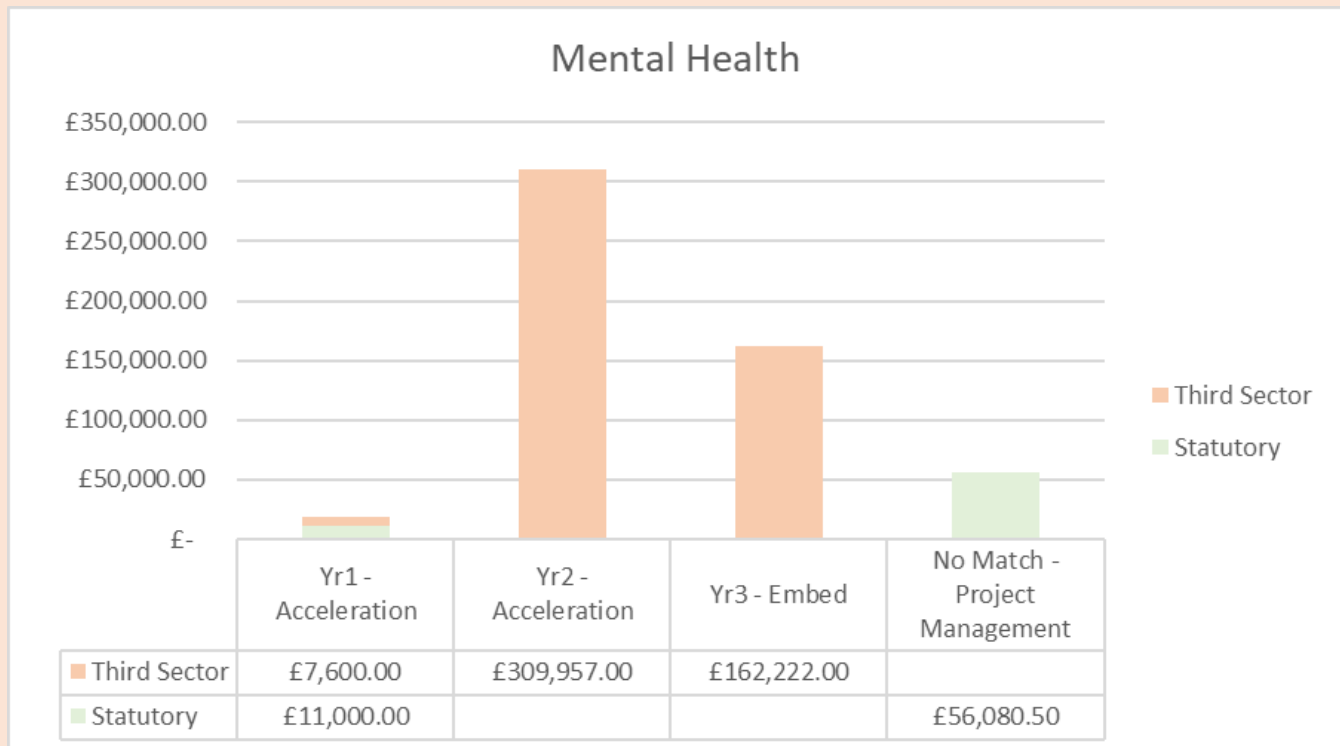
Summary of all MH Funded Projects 23-24

Mental Health Programme

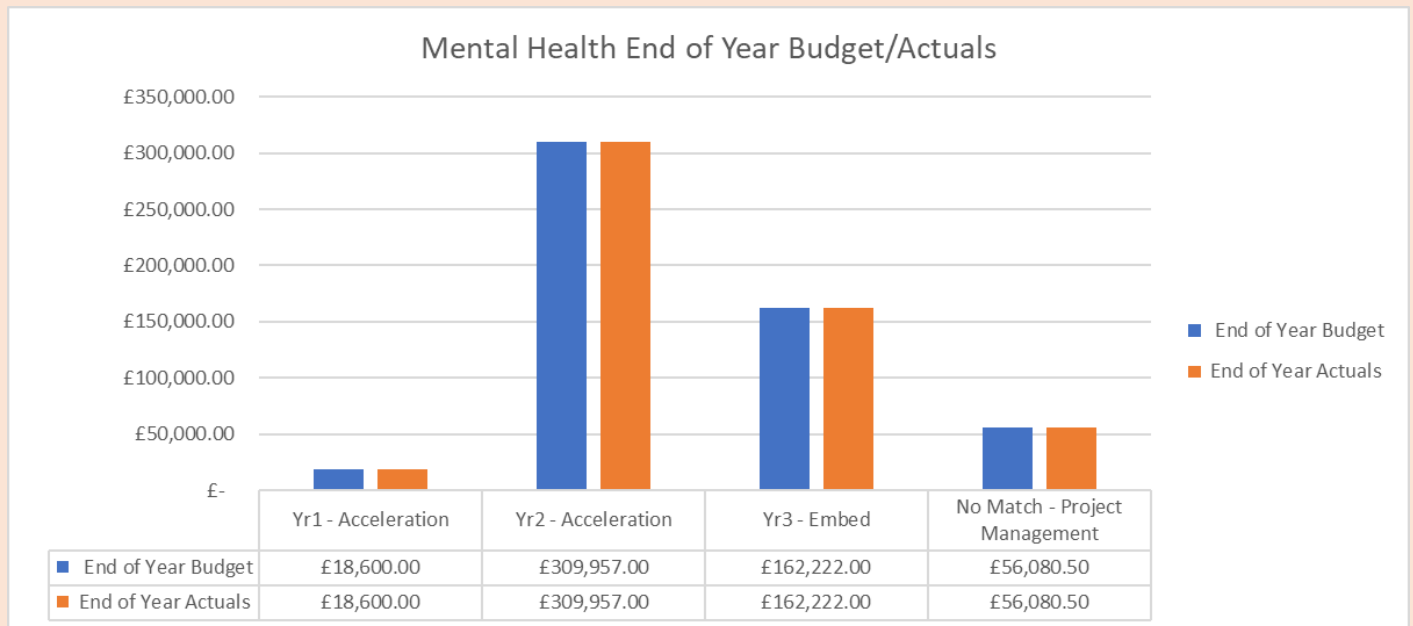


Mental Health RIF Allocations 23-24

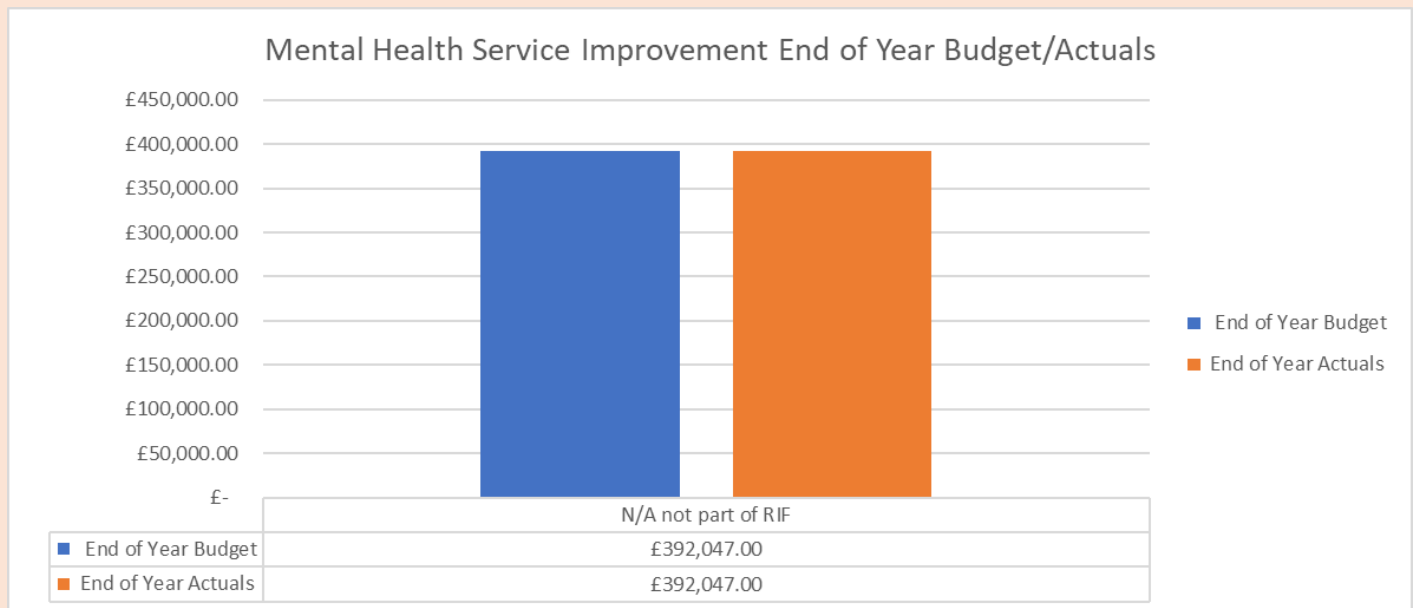
(excluding Health Board MH Service Improvement Funding)



RIF Budget/Spend Position at end of year - (excluding Health Board MH Service Improvement Funding)



Mental Health Service Improvement Fund at end of year



Financial and Economic Data

The Third Sector services that we have funded have provided services in the community which will have supported people so that their mental health issues have either de-escalated or avoided escalating further. This will have resulted in cost avoidance given these people have not then required more intensive statutory type services.

Many service users are receiving immediate ongoing support, improving their emotional and mental wellbeing, learning coping mechanism and leading to greater financial efficiency.

For example, project **The Reflections Network** by The Wallich in 2023-2024 period has offered 1,595 sessions to 92 people in the region. They believe this has prevented people's mental health

needs escalating and the need for GP, primary and mental health crisis teams support, with potentially significant health services savings.

Llamau Counselling project noted: *Although difficult to analyse with great accuracy as our clients are in touch with multiple agencies and people that contribute to their overall outcomes, the service has measurable impact upon the emotional health of highly vulnerable young people who would otherwise not have access to specialist support of this nature. We know that mental health issues cost the Welsh economy £4.8 billion per year including the direct impact emotional ill-health has on employment, welfare criminal justice housing and health services. The true figure is thought to be much higher when common issues faced by the young people we support and linked to mental health such as substance use, and self-harm are factored in. We would consider the service a key tenet of our early intervention and prevention services that contributes to reducing these costs in Wales – addressing underlying issues “upstream” before they manifest into costly crisis situations.*

We would be confident in stating that the vast majority if not all young people supported would not have received or engaged with alternative counselling services in this period, to the detriment of their wellbeing, emotional health, resilience, and sustainability of any positive life outcomes (e.g. independent living) and associated costs to the public purse. Research by Crisis shows that people who experience homelessness for three months or longer for example cost on average £4,298 per person to NHS services, £2,099 per person for mental health services and £11,991 per person in contact with the criminal justice system.

Counselling for near miss suicide cases by Jac Lewis Foundation noted: *This project is removing the extra strain from NHS, Social Care services by reducing the number of beds stay in hospital for a person, by supporting avoidance of hospital admissions for a person, by supporting de-escalation of issues for a person and therefore reducing reliance on statutory services type provision and by supporting step-down from a statutory provision for a person by providing support in the communities.*

Further work is required to cost out the provision of statutory services in order that cost avoidance costs can be estimated for these projects. Work is underway to consider how we can develop return on investment. This is more challenging for preventative type work.

It is worth noting the cost of the MH residential provision, given it is significant: on average costs £2,298 per week, £119,496 per year. Ensuring the appropriate third sector and statutory services are available to support people at the right time when they need support is vital to ensure that their needs don't escalate further, which results in someone requiring a residential care placement.

Programme Case Studies

In the last reporting period **Farming for Wellbeing**, which supports people who struggle with mental health issues, with long-term unemployment, have learning disabilities or ASD diagnosis, to improve their emotional and mental wellbeing. The following are 2 digital stories that explain the work they do and the difference they make to people's lives.

[Volunteering at Swansea Community Farm - YouTube](#)

<https://vimeo.com/885418451/f8adcd2c6b?share=copy>

Another example is the digital story of one of the volunteers at the **West Glamorgan Mental Health Hub** project, who explains why being involved in this piece of work is making positive changes in her life.

<https://www.facebook.com/watch/?v=543602544529330>

Volunteers and service users of **West Glamorgan Mental Health Hub** provided more insight to help they received via the Hub. Each of them highlighted how important it was for them to access support when they needed it most and how much they would like to give back to community to improve someone else situation.

<https://www.facebook.com/watch/?v=1159774848066304>

Social Prescribing the Woodland Way by Small Wood shares good news stories on their website/social media pages:

<https://www.smallwoods.org.uk/en/news-and-stories/stories/case-study-2/>

<https://www.smallwoods.org.uk/en/news-and-stories/stories/getting-ready-for-christmas-the-woodland-way/>

Further case studies are embedded below:

“Llamau Counselling” by Llamau



6G Llamau
Counselling - Case St

“Social Prescribing the Woodland Way” by SmallWoods



32MH Social
Prescribing the Wood

“Tier 0 Mental Health Support and Wellbeing Intervention” by Swansea Wellbeing Centre



Tier 0 MH Support
and Wellbeing Interve