

barod

ANNUAL REPORT

23-24



**MAKING A
DIFFERENCE**

**GWNEUD
GWAHANIAETH**

website:

WWW.BAROD.CYMRU

social media:

@WEAREBAROD

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LETTER FROM THE CEO



**CAROLINE
PHIPPS**

CEO Barod

Welcome to our 2023/2024 annual report. When we review any given year to celebrate our achievements, and reflect on our learning, I am always amazed by the enthusiasm, engagement resilience of our staff and the phenomenal efforts from people who use our services to make positive and lasting changes in their lives.

2023 marked the year when our annual Barod conference returned following the pandemic, and what a day we had! Our conference was about stigma, oppression and exclusion, we chose this theme because people who use drugs and alcohol are some of the most stigmatized communities in our society, and that stigma is amplified should you be a person of colour, are from LGBTQ+ communities, faith groups or are neurodiverse.

Shared learning can be a truly powerful experience and we always urge people to listen and learn from a range of voices in our communities and to turn that into action and work together to challenge stigma, oppression and exclusion. Our Drugs Unwrapped podcast launched this year which is another way we can hear different voices and continue to learn from a range of knowledgeable and interesting speakers.

At Barod our people are very important to us. Nurturing and supporting people to enable them to deliver excellent services is the pillar of our organisation. We were delighted to retain our Gold Investors in People award. We continue to invest in our learning and development programme - attracting and retaining the best staff can only improve our services. This year we launched our Barod Leadership Development Programme (BLDP) and our Barod Aspiring Leaders Programme (BALP) as developing future leaders is such an important aim and one that has such little investment across the third sector in Wales.

Another key aim for us this year was to embed a trauma informed approach across the whole organisation, we can only do this with the people who use and deliver our services. To run in tandem with a trauma informed approach was the launch of our Quality Assurance Framework, this is intended to look at all aspects of our service delivery and highlight where we can improve and celebrate our achievements.

Towards the end of the year, we were awarded the contract to continue to deliver Children and Young Persons substance use services across Gwent. We were delighted that our work for the last 7 years can continue to support all children and young people in Gwent for the next 10 years.

All in all there has been great progress and development for the organisation and I hope you enjoy reading about the achievements in all our services across Wales.



WHO ARE WE?

VALUES

Everything at Barod starts from our values. They underpin our behaviours and our actions. They form the cornerstone of the organisation and the fabric of our culture. Our values are:

INTEGRITY



POSITIVE ATTITUDE



EMPATHY



ADAPTABILITY



MISSION

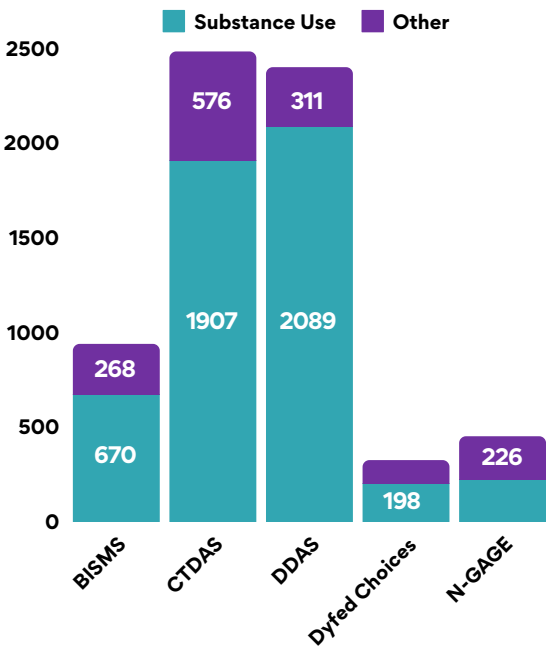
Our purpose is to provide support, information and advocacy to those who are vulnerable and marginalised as the result of their own or someone else's drug and / or alcohol use, in order to improve their physical, social and emotional well-being. We work to improve individuals', communities', and society's understanding and awareness of the relationship between drug / alcohol use, vulnerability and exclusion, in order to overcome barriers which perpetuate the cycle.



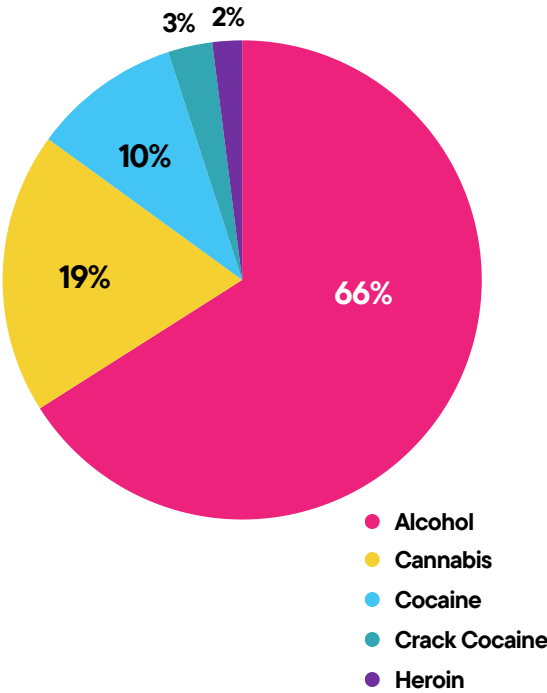
KEY DATA

2023 - 2024

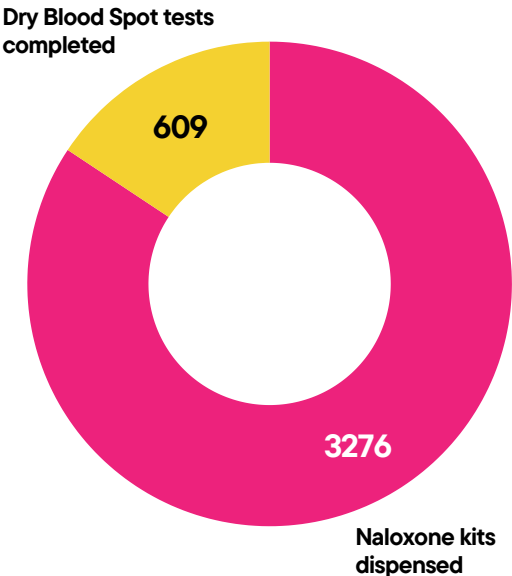
***Total Referrals: 6,595**



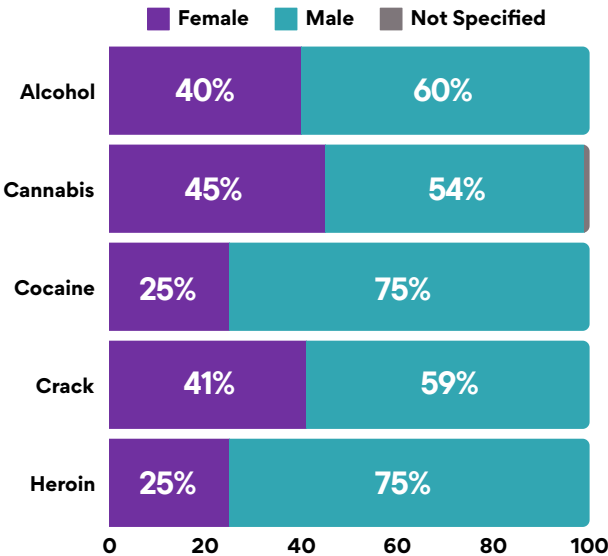
***Top 5 Primary Substance (assessed)**



Naloxone & Dry Blood Spot Tests **



*** Top 5 Primary Substance by Gender**



* excluding Swansea
** excluding GDAS



DYFED DRUG AND ALCOHOL SERVICE (DDAS)

One of DDAS' main aims and outcomes over the last year has to become TrACE-aware, recognising an individual's life experiences can have a lasting impact. Through small changes such as removing locks from doors, making our spaces less clinical, implementing changes to our recruitment process we have been able to contribute to Wales having a Societal approach to becoming trauma informed.



TURN BACK CAMPAIGN

DDAS launched their Turn Back Campaign which highlighted the risks of polydrug use, where prescribed or illicit drugs are used to the detriment of people's physical and psychological health and the unintended impact on their social networks. **The campaign was well received in local communities** and the website has received:

420

unique visitors

1299

page views





DDAS AND ABERYSTWYTH UNIVERSITY

DDAS in Ceredigion have been working in partnership with Aberystwyth University since March 2023. We have developed a DDAS Drop-in weekly clinic, a Substance Use service (CDAT, ALN, SMT & DDAS) Nursing School annual year 2 lecture and are finalising with the University, the Student Wellbeing Dept., and Aber Student Union a brand new Harm Reduction Policy, joint mission statement and the Accreditation application to become an SOSUK Harm Reduction accredited University is concluding this September.



SERVICE USER INVOLVEMENT AND OUTCOMES

Service users continue to be at the heart of DDAS. Over the last year we have included service users in group facilitation including **SMART recovery, Coffee Mornings, Moving on in My Recovery and Nudge.** Service users have been involved in the recruitment of new staff where they have sat on our interview panels and provided valuable feedback on candidates interviewed. In line with the organisation becoming Trauma Aware we have gained valuable feedback about our spaces and how we can adapt them to become less anxiety inducing this has included positive affirmations in our reception, new furniture to become less clinical, walk and talk appointments and even a fish tank at our Pembrokeshire base.



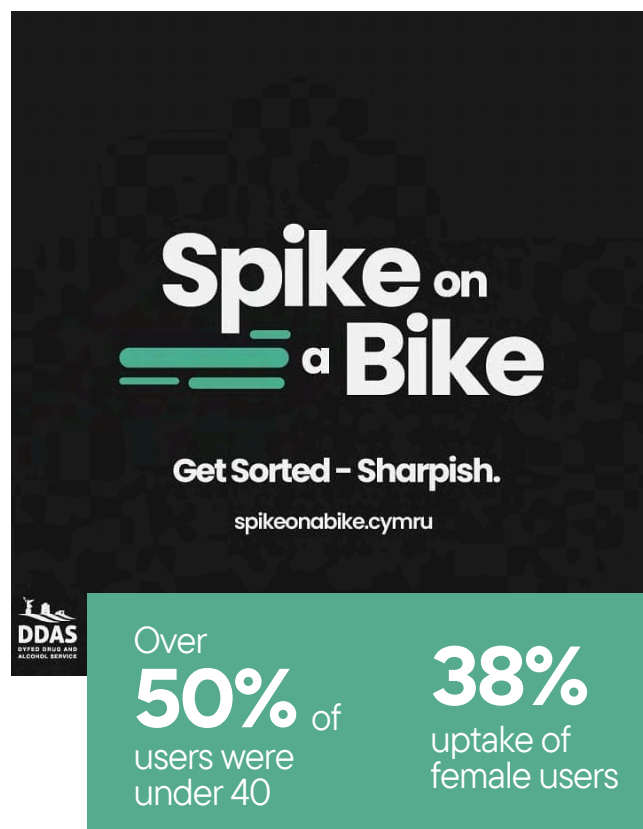


SPIKE ON A BIKE

During 2023/2024, an evaluation research project was embedded alongside the service delivery of Spike on a Bike. We joined forces with Swansea University and Hywel Dda Health Board and Global Policy Drug Observatory and created a Steering Committee. Our research sought to examine the implementation and delivery of Spike on a Bike and highlight areas of good practice and potential areas for improvements. Several research methods were utilised to gain an in-depth and holistic insight to understand how the programme is being delivered and received by service users. Semi-structured interviews were used to gain detailed qualitative data, Spike on a Bike practitioners were interviewed and an online questionnaire was used with service users engaging with Spike on a Bike. Researchers also observed sessions delivered by SOAB practitioners



“I would never have engaged with services if it was not for Spike on a Bike; where I live and how I live my life made this nearly impossible; if the rider had not engaged with me several times, I wouldn't have come into the service.”



Our research found that overall, Spike on a Bike was a much-needed service for a potentially harder-to-reach groups particularly those living in rural areas where public transport may be a barrier to accessing services. Spike on a Bike was found to have very quick delivery and good communication with service users. People using the SOAB service were also non-traditional such as landlords, community members, gym owners and a higher take up of female users (38%) than traditional needle exchange services. The service also met the needs of a wide age range of people (under 20s and 50+) but the service was particularly effective at targeting a younger age group with over half of the people using SOAB being under the age of 40.

Feedback received from Spike on a Bike service user



DDAS KEY DATA

NALOXONE

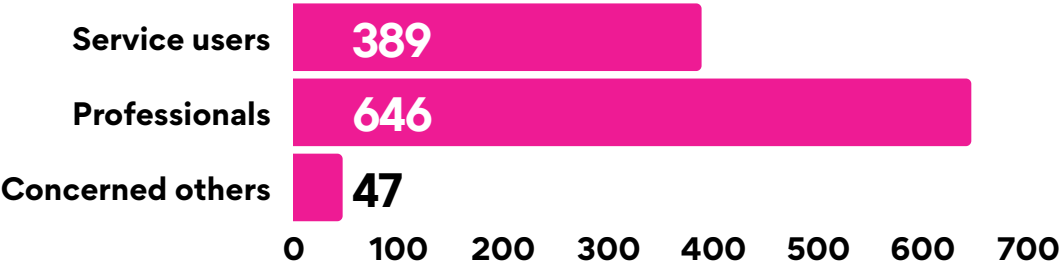
We dispensed

1208

Naloxone kits



WE TRAINED:



to dispense Naloxone kits to those in need

DRY BLOOD SPOT

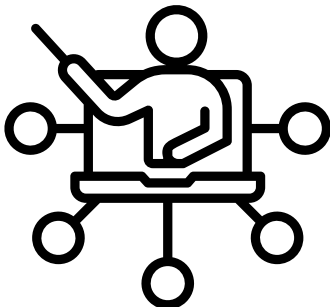
We oversaw

337

completed blood spot tests

16

service users
then went on to
access treatment



WE COMPLETED:

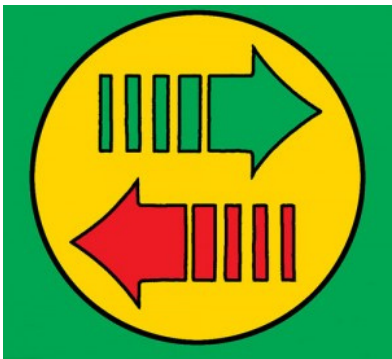
7

(SCDWP)
training sessions



NEEDLE & SYRINGE PROGRAMME

We had **871**
NEX transactions

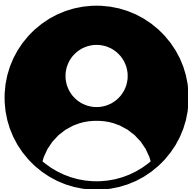


We saw **409**
unique users

We welcomed **137**
new registrations

Return percentage: **24%**

“One of Dyfed Drug and Alcohol Service’s (DDAS) greatest strengths has been the commitment to joint working within the drug and alcohol services partnership and with wider health and social care providers in the statutory and third sectors. DDAS take an appropriate shared approach to risk management with partners and in my experience respond to safeguarding issues for both adults and children in a safe and professional manner. This has been supported in Pembrokeshire by a manager that appears to highly value drug and alcohol services with a commitment to staff and service users to provide quality treatment and support.”



Testimonial

Alex Panter
CDAT Social Care, Pembrokeshire County Council



CHOICES WEST

Over the past year Choices have accomplished a significant number of achievements. The overarching achievement would be working in unison with DDAS developing the transition work as part of our Integrated Service. Not only has this been inspiring to work together to achieve goals but also rewarding, seeing our service users benefit from the outcomes and remain active within the integrated treatment model.

PEMBROKESHIRE STREET PASTORS

Choices provided a number of Street Pastors with Naloxone training in the Street Pastors base in Pembroke. Choices provided them with a power point presentation and demonstrated how to administer Naloxone. Both Naloxone pens and Nyxoid nasal sprays were issued to the street pastors. Choices received positive feedback from the street pastors following the training.



10
people attended





WHAT DO YOU KNOW? CAMPAIGN

Choices have been rolling out a campaign

'What do you know'. This aim of the campaign is to raise awareness around the risks of buying substance and not knowing what is in them. Choices contacted the Depo Youth Centre in Cardigan and arranged to attend an afternoon drop in 14.6.23, running an informal workshop session to educate the young people who attend the centre.



**14 June
2023**

25

young people attended

Links remain with the youth centre to continue awareness session with the young people who attend. During the Depo session we also consulted with young people to get some real time feedback on the Choices new resources ([website](#) and welcome booklet). This feedback was sent back to the team to ensure that young people have a voice in what they would like to see.



FIRE STATION OPEN DAY

After informal discussions with Haverfordwest Fire Station and hearing about their upcoming open day Choices offered to support the community event. Choices organised a stand at the fire station in Haverfordwest for their open day. We were recieved positively by the community and engaged with plenty of questions about our services. Plenty of young people and their families came over to try out the beer goggles with varied success. Plenty of information was given out about Choices and the work we do. We also gave out harm reduction paraphernalia like Spikeys.



30

people engaged with us



YR ALBION DROP IN

Choices attended the first drop in organized between Choices and Yr Albion. Yr Albion is a young persons semi supported independent property run by the Care Society, supporting young people from 18 to 25. These drop ins were organised as part of a preventive measure strategy by Yr Albion but also started at an appropriate time as sadly Ceredigion experienced several deaths around the time of the first drop-in session.



During the drop in, Choices were able to deliver ear acupuncture to a young person who had a history with smoking heroin and engaged with two other young people who lived in Yr Albion delivering some harm reduction advice on alcohol and cannabis. Choices were also able to suggest DDAS coffee mornings in Aberystwyth office to try and promote engagement with a substance use service. Two young people were interested in the coffee mornings and Choices worker offered to support them in their first coffee morning.



YSGOL MAES Y GWENDRAETH DROP IN

Choices have conducted numerous workshops in Maes Y Gwendraeth which have all been well received. Following these workshops, a member of staff in Maes Y Gwendraeth, who liked the message and ethos of Choices contacted Choices requesting more Choices involvement in the school.



This member of staff reported that they had seen a rise in THC vaping within cohorts of students and wanted the potential of students being able to access Choices regarding this information informally. Discussions took place and the decision to deliver monthly drop ins at the school. Choices will start the monthly drop ins after New Years every first Wednesday of the month at lunch time.

"Firstly, diolch yn fawr!

I wanted to send you an email to thank you for your work with the pupils on Monday. We appreciate your time and knowledge and I know the pupils do as well."

Across outreach events, freshers fayres, workshops and school lessons we have engaged with

6989 YP and professionals

Elen Mai Griffiths
Deputy Head, Ysgol Caer Elen



CHOICES SOCIAL MEDIA

Over the past quarter Choices have been busily posting on Social media. Posts have been focusing on the following areas: National Hate Crime Awareness Week, Raising awareness about substance use and prevention and sharing facts, statistics, and tips for staying drug-free. Halloween saw Choices posting Halloween-Themed Tips for a safe and substance-free Halloween celebration with engaging visuals of a spooky twist.

During this time frame we have also had Remembrance Day in which Choices paid tribute to those who lost their lives and sharing stories about how to reduce/prevent substance use from escalating. November brought along Anti bullying week and White Ribbon Day (Violence against women).

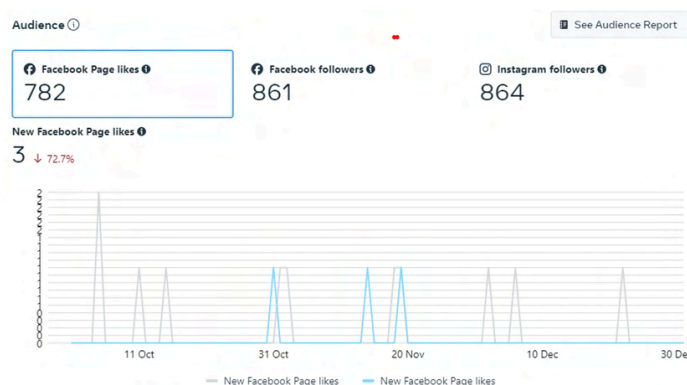
Choices also posted on Hallucinogens and did Service Promotion during this month. December posts focused on Poly drug use and overdose risks, Spiking, Drug driving and Peer pressure awareness with a Christmas theme. During this month Choices facilitated many Crucial crew workshops and posted about these. Choices also posted about stimulants and related how the names of some white powders had names similar to the weather experienced during the season (eg White Snow).



Instagram: @choiceswest



Choices West Facebook Data





CHOICES KEY DATA

NALOXONE

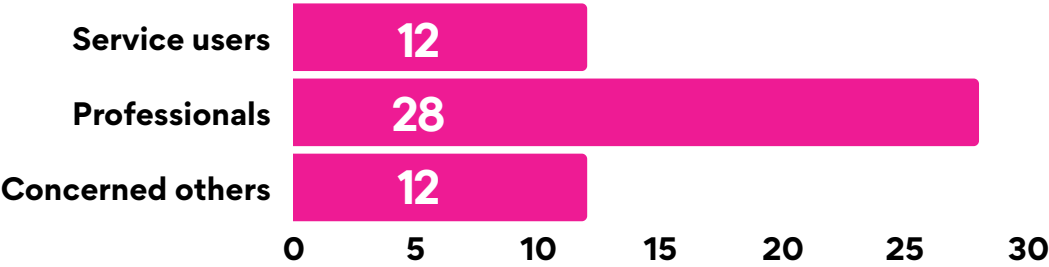
We dispensed

15

Naloxone kits



WE TRAINED:



to dispense Naloxone kits to those in need

DRY BLOOD SPOT

We oversaw

1

completed blood spot tests

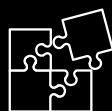
1

service users then went on to access treatment



“I just wanted to thank you for yesterday. You gave some great information. Staff member has fed back in supervision today that she enjoyed and would like to look at doing some training in the future. I know it’s something [name] is looking into.”

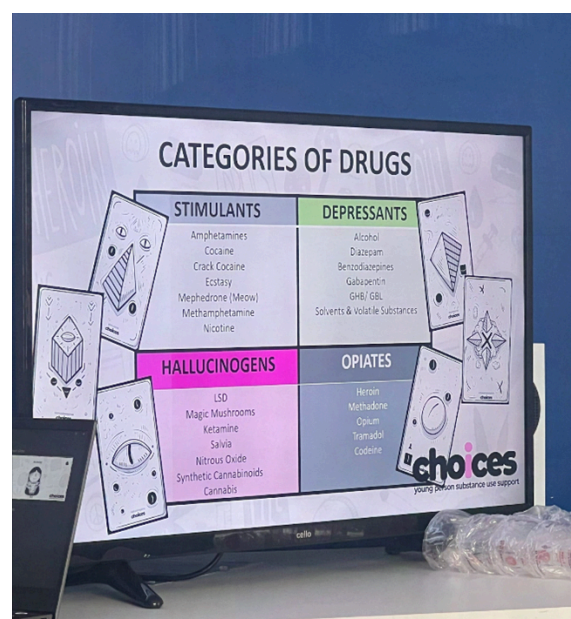
Feedback from training



SERVICE USER INVOLVEMENT AND OUTCOMES

Substance 101 Training to UWTSD Youth Work and Community Students. Choices have a longstanding relationship with the Youth Work and Community Course in UWTSD. There have been several UWTSD students who have obtained placements with Barod through the course. As part of this working relationship, Choices deliver training to Students on an annual basis.

On 29/01/24 Choices attended the University and delivered the Substance 101 training to seven students. The Substance 101 training aims to define what a drug is, name drugs that are most commonly used, their street names, effects, and routes of administration, explore the reasons behind drug and alcohol use and distinguish between the different types of drug use.

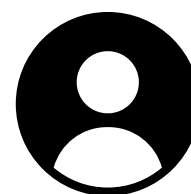


The students engaged well and were open to asking questions and participating in all the group activities. Two students vocalised an intention of looking into placements with Barod in their next academic year. Choices are due to deliver more training for this group of students in the coming weeks.

“The content of your delivery is exactly what my learners are requiring in terms of knowledge, decisions, awareness, and understanding. They are seeking this information to inform them and help them understand the implications of their actions and attitudes towards drugs and alcohol; a very worrying issue in these guys who are 15 and 16.

The session yielded many issues for the learners who have been able to ask more relevant questions to me, their peers, and of themselves and has had such a huge impact on them in just 1 session.

One learner was significantly affected by this session and a referral will be on its way to you shortly as she has agreed to give the support a go and access help that she clearly needs. This is another example of the impact of your sessions, and I will appreciate more sessions across more of my groups and back with these learners on a monthly basis if at all possible.”



Testimonial

Elen Mai Griffiths
Deputy Head, Ysgol Caer Elen



SUPPORTING PEOPLE (FLOATING SUPPORT)

The team work across Ceredigion but also have a small remit to work on the boundaries of both Pembrokeshire and Ceredigion supporting those clients who have/had issues regarding substance use and tenancy related issues. There have been 78 referrals to the project this financial year. This is not including referrals which have been inappropriate or where the referral has declined support. From April 2023 up until March 2024 we have had 49 individuals accessing our new drop-in service.

OVER THE LAST 12 MONTHS, WE HAVE:



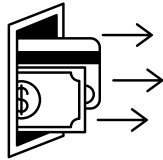
7

people housed



27

DWP awarded



4

Discretionary
Housing awarded



28

Discretionary
Assistance Fund



6

food parcels



WE HAVE CLAIMED



£74,495

BACK IN TERMS OF BENEFITS FOR SERVICE USERS

CASE STUDY

Male SU 56 years of age unable to work due to health, homeowner and not in receipt of an income. The SU accessed support March 2023 via CDAT for support with health and income to remain in own home. SU has mental health concerns, alcohol dependency, physical disability and on top substance misuse. SU has not accessed support in the past. On accessing support, the SU required support to remain in own home, have an income and to focus on detox and maintain wellbeing with family commitments.

The Barod Floating Support Worker (FSW) supported the SU with claiming Universal credit and Personal Independence payment. FSW supported SU with Universal credit application and to maintain communication via UC journal. FSW supported SU at a UC health assessment to decide if SU was to be in the limited capacity for work group. FSW supported to complete a PIP application, attend, and support at PIP assessment. FSW supported and encouraged SU to maintain relations with drug and alcohol support.

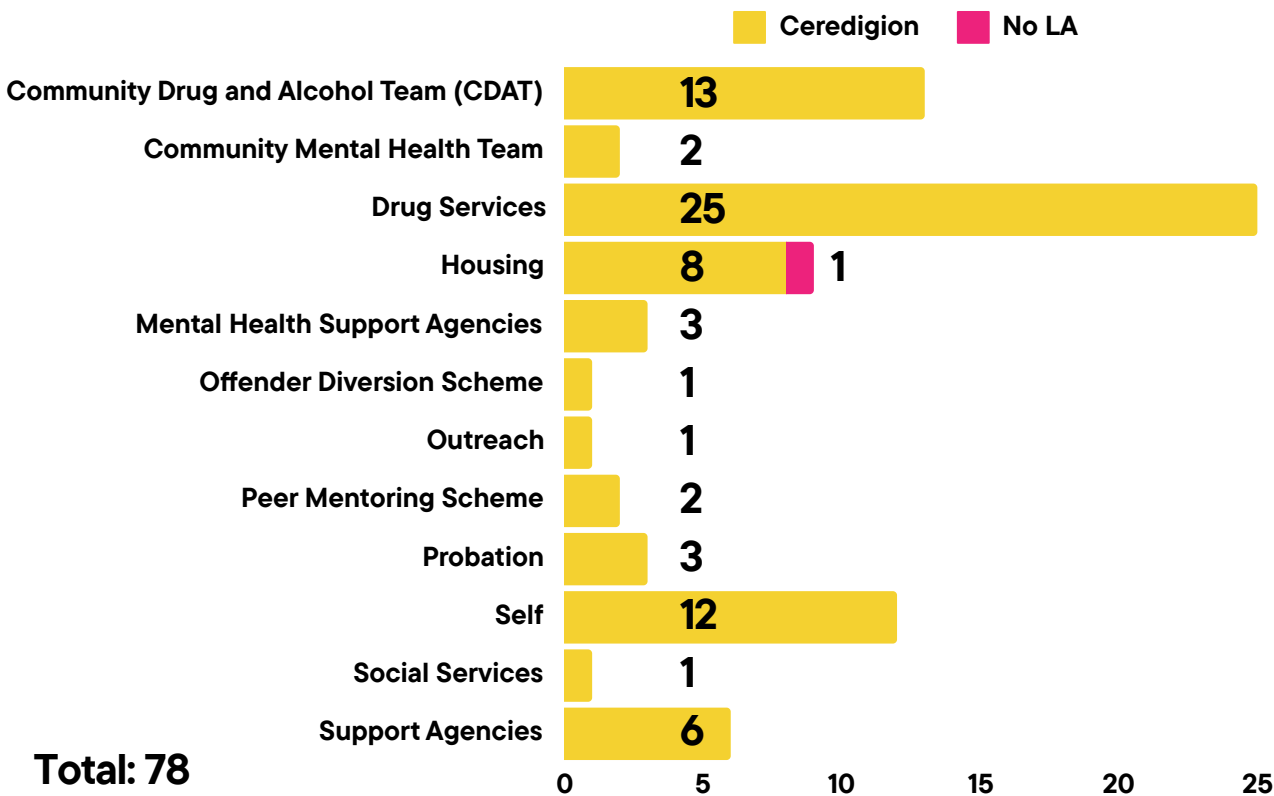
SU was put into the UC limited capacity to work at the highest UC rate. SU was awarded enhanced rate daily living and mobility for PIP. FSW continued to support with council tax exemption, Welsh water help u scheme, blue badge, Vehicle tax exempt. SU attended a hospital detox for alcohol use. This support resulted in a significant improvement in Mental wellbeing, abstinent from alcohol use. SU remaining in own home. SU was not aware of eligible benefits.

SU discussed how grateful SU was for support. SU was suicidal with the thought of losing house with no income and thankful for the support given for finances. SU did not know this support was available or where to go for the finances. SU has referred two friends to DDAS because of the support SU has received from FSW.

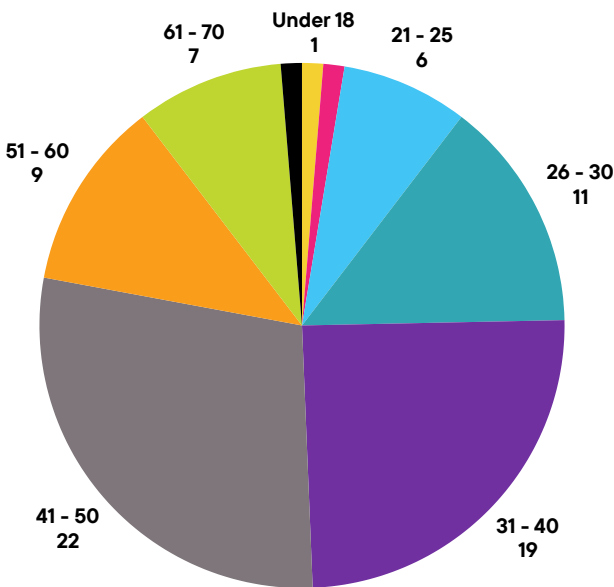


SUPPORTING PEOPLE KEY DATA

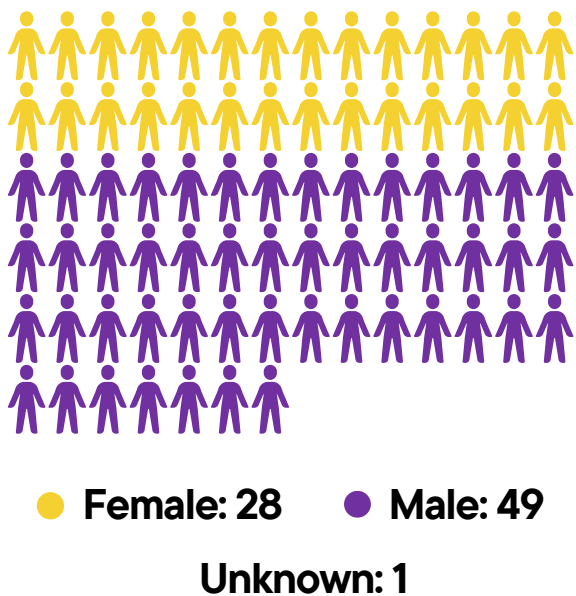
Referrals by Source and Local Authority

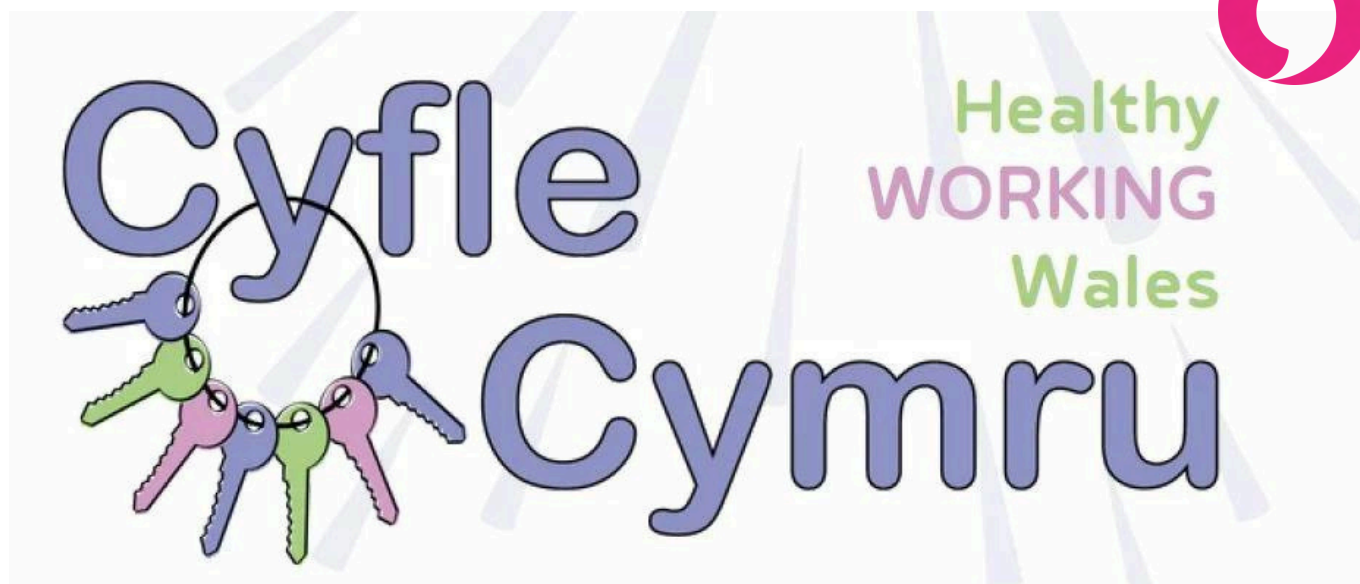


Referrals by Age



Referrals by Gender





CYFLE CYMRU DYFED

Cyfle Cymru Provides Peer Mentor support to individuals that have suffered from Mental Health and or substance misuse and are now ready and stable to progress with their lives through volunteering, education and employment. In Dyfed we deliver a wide range of activities for our service users such as; employability sessions which include CV writing, interview preparation/ mock interviews, applying for jobs as well as In work Support.



ST DAVID'S DAY

As a team for our Saint David's day event in Carmarthenshire, we planted leeks and daffodils at our garden allotment in Carmarthen. It gave our clients voluntary experience in gardening and an opportunity to celebrate St David's Day.

A client who first started with the service wanted to improve their mental health and confidence before getting into employment. They became a regular weekly volunteer at an animal sanctuary and began applying for part time employment positions.





NEW PARTNERSHIPS FORMED ACROSS DYFED

Cyfle have had the wonderful opportunity to work alongside Blue Green Cymru, providing service users with a safe space in nature, providing various workshops and interventions. On the Cyfle mediation day, service users and staff explored a technique known as energy grounding.

"I find Cyfle as a service immensely helpful. it helps my mental health profoundly and in general gives me a routine with great the mentoring team. I struggle with social interaction and poor mental health, I cannot stress enough how much help I find Cyfle throughout all of my issues and do not know where I would be without it."

Service user feedback



Energy Grounding



Three County Pumpkin Event

Service users across Dyfed attended the pumpkin farm in Ceredigion. This was a successful event with service users spending quality time with their peers and carving pumpkins together.

"I was very anxious before I came, felt very alone, and did not like myself much. Now I am much more positive and much more relaxed and optimistic thanks to Cyfle, I am grateful to Cyfle as I have made friends, I am having fun, going on holiday, I have got a part-time job!"

Service user feedback



SERVICE USER INVOLVEMENT AND OUTCOMES

Service user outcomes have been achieved throughout the year. At the point of registration, service users are offered various options to complete work books from skills and opportunities which helps identify their personality to undertaking job searches to see what is available and of interest to them.

Volunteering is key with Cyfle Cymru and many service users have successfully completed volunteering outcomes within Cyfle and other organisations across Dyfed.



CYFLE CYMRU KEY DATA

OVER THE LAST 12 MONTHS, WE SAW:



5776

hours of support



650

participants



138

work related
certificates gained



88

people
volunteering



319

non-accredited
courses completed



30

people gained
employed

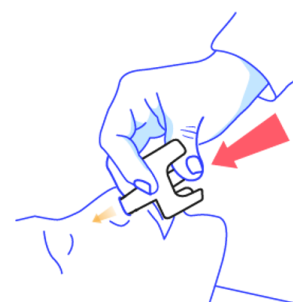


SWANSEA

Due to the challenges over past few years in relation to the high incidences of drug related deaths and near misses with non-fatal OD's, the Barod response in helping shape the area's Swansea Bay University Health Boards to reach out to people who are most at risk has been a top priority.

NASAL NALOXONE PROVISIONS

The development and implementation of the nasal naloxone provision across all Welsh prisons, in an attempt to highlight the most vulnerable and increase availability of this life saving intervention has seen, awareness, demand/supply and use of the naloxone increase significantly. An unexpected positive outcome from this work has seen Barod's partnership work with HMPPS increase, developing campaigns and strategies to help those directly affected by drugs and alcohol as well as concerned others.





PEER TO PEER OUTREACH

The continuous growth and increase involvement from people with lived experience within the Swansea service has seen some key achievements from being an integral part of the commissioning process in Swansea Bay. They continue to support the need to increase and improve dried blood spot testing rates in the area, especially targeting areas of low up take for testing, for example Port Talbot where a team of peers assisted services to engage and recruit participants.

The peer to peer service meet regularly and pictured is one of the venues used to provide peer support and diversionary activities in Swansea.



CHOICES YOUNG PEOPLE

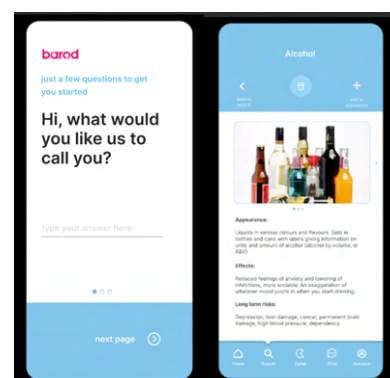


Choices Young Person's team development of a youth panel has seen some great achievements whereby they have been involved in working with and sharing their own experiences. This was to shape services and contribute to raising awareness of discrimination experienced by young people who use services due to parental use and their own.



UNDER DEVELOPMENT

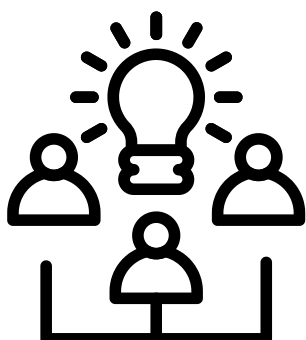
The progress of a young person app is currently under construction and here some sample screenshots of the new look design.





SERVICE USER INVOLVEMENT AND OUTCOMES

Naloxone awareness and training across all Wales Probation Service saw nearly 300 staff participate in an online event, where support and awareness about opiate and stimulant overdose were discussed.



"I was not aware of the positive impact that harm reduction services can have on an individual, I was always under the impression that HR was very much about supporting people while they still were actively using substances. However, I have seen the impact harm reduction have had on a family and the support they have received."

Feedback from LA Social Worker

TRAINING

We delivered

106
educational sessions

Our total number of attendees was

3654

Our staff completed

89
training sessions

A total of

2345
people attended



SWANSEA KEY DATA

NALOXONE

We dispensed

1340

Naloxone kits

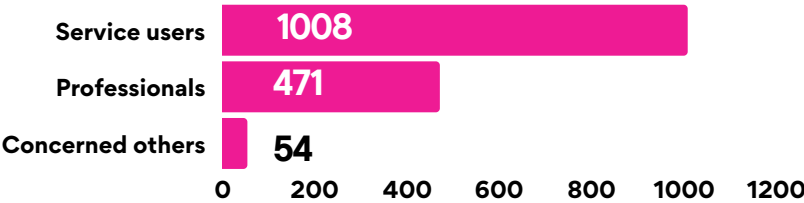
DRY BLOOD SPOT

We oversaw

133

completed blood spot tests

WE TRAINED:



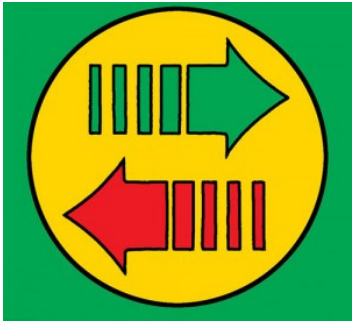
to dispense Naloxone kits to those in need

NEEDLE & SYRINGE PROGRAMME

We had

2252

NEX transactions



We saw

774

unique users

We welcomed

283

new registrations

Return percentage:

12%



BRIDGEND AND CWM TAF

During this financial year we have seen some significant changes to the management structure in CTM. The introduction of a Head of Service and two Service Managers, along with recruitment of new Team Leaders will enable us to better structure the support, supervision and line management of the caseworker team, with the aim to improve systems, caseloads and waiting times from referral to treatment start.

KEY ACHIEVEMENTS

In this financial year we have worked with our commissioners to continue to develop the service. We have successfully recruited to our new VAWDASV, CYP Prevention and Outreach, Resilient Families posts, and Supporting Change Merthyr and the second CYP Team Leader post.

We have also successfully worked with the commissioning team to create three new posts, two community based alcohol care workers and one substance use and mental health co-occurring worker, which we will be recruiting to in the new financial year. We have delivered several service talks to external organisations to ensure there is a good understanding of the core service as well as the new parts of the service that we are now delivering.

This year we have continued to develop our outreach services both adults and CYP. Our Adult team has made significant inroads into developing the service in the Bridgend area and our team now have clothing that allows us to be identified as the outreach team when they are out and about in the community





Our CYP team have built excellent working relationship with youth clubs and school across the whole of CTM. Our CYP team have reviewed and developed all school resources to ensure sessions are age appropriate, and will ensure sessions are memorable to the young people that we are engaging with.

We have merged out Engagement and Low Intensity teams to ensure that people accessing our services are able to keep a consistent worker throughout their treatment journey. As the previous model meant that if entering treatment in the engagement strand the worker would change after 3 to 4 sessions.



“In the Youth Justice Service, we value our positive partnership with Barod, which we believe is to the benefit of staff members and service users alike. Whilst the YJS retains oversight for our three substance misuse workers on a day-to-day basis, Barod retains overall responsibility for these members of staff. Consistency is recognised as a priority for both services and this is created through joint quarterly supervision led by Barod and quarterly outcomes meetings led by the YJS. A partnership approach is taken to resolve any case related or staffing issues effectively.”

**Annette Irvine
Team Practice and Performance Manager
Cwm Taf Youth Justice Service**

Dear Past Me,

Why did you do it? The drugs and the robbery.

You look like a druggo, sort it out. You are doing too much, smashing 6-7 pills every day. You CAN go without them.

Don't trust those boys you are with, they ain't your mates, they don't have your back. They are going to get you further into trouble.

I know you think you are happy when you are taking the pills but you're not. It's making you worse.

You are so much better now. Still numb but working on it.

**From,
You Future Self**

Poem from a Young Person

We have continued to work across the CTM teams delivering face to face staff feedback sessions, ensuring that all staff have the opportunity to bring feedback, concerns, ideas and issues to the management team. We rotate the locations of these meetings across our open access bases, so that all staff get the opportunity to engage.

We have started to use service user stories in our quarterly reports to demonstrate the work that we are doing and the impact that this is having on the lives of the people that we are working alongside.



PRIDE CYMRU 2023

In June 2023 staff from Cwm Taf and Bridgend attended Pride Cymru in Cardiff. We joined the parade alongside lots of other organisations to show our support to and celebration of our LGBTQIA+ communities.



BIG WELSH BITE PONTYPRIDD

We attended the Big Welsh Bite in Pontypridd Park where we had a stall over the two days. Despite the weather on day one, we had a great weekend.

We engaged with

128

people at the event



walesonline.co.uk



WHITE RIBBON CAMPAIGN



Staff from across Cwm Taf and Bridgend signed the pledge to engage men and boys to end violence against women and girls. Posters displaying our commitment have been located in all of our Cwm Taf and Bridgend bases.



MERTHYR PRIDE 2023

In August 2023 we attended Merthyr Pride, which was the first Pride event in Merthyr, the event was very well attended. It was great to have a presence at the first ever event and we are hoping that this will become an annual event.



ALCOHOL AWARENESS WEEK



During Alcohol Awareness Week in July 2023 staff from Cwm Taf and Barod worked with people in our communities at 10 engagement stands throughout the week including:



Royal Glamorgan Hospital



Tesco in Bridgend



ASDA in Merthyr



Prince Charles Hospital



READINESS TO CHANGE

Staff from Cwm Taf and Bridgend attended the Readiness to Change Train the Trainer and plans are in place to roll out delivery of the Readiness to Change programme in the new financial year. The aim of the programme is to engage with people who have some ambivalence about their treatment journey, to support them into substance use services, or improve their engagement.





SERVICE USER INVOLVEMENT AND OUTCOMES

We now have three active Service User Involvement Groups across CTM. Meetings take place fortnightly in Bridgend, Oldway House and Pontypridd.

We held a total of

76

meetings

and had

122

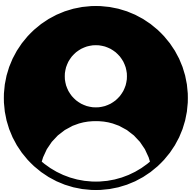
unique engagements



The SIG meetings enable people with lived or living experience to become involved in shaping service delivery, both Barod and other service areas, as well as engage in a range of activities, such as bowling, litter picks, zip wire activity, and Christmas events.

“Barod provide placements to second year social work students from a variety of university programmes, which are always of a high standard. These placements give students the opportunity to undertake direct work with individuals, helping them consider how to balance risks versus rights in a realistic way.

It also provides an invaluable opportunity for them to reflect on their own values & challenge stereotypes they might hold in relation to individuals who use substances. The feedback from students on their experience is always incredibly positive. The support from the teams, & the organisation as a whole, is invaluable.”



Testimonial

Lindsey Haggar
Student Workforce Development Co-Ordinator, RCTCBC



BRIDGEND KEY DATA

NALOXONE

We dispensed

529

Naloxone kits

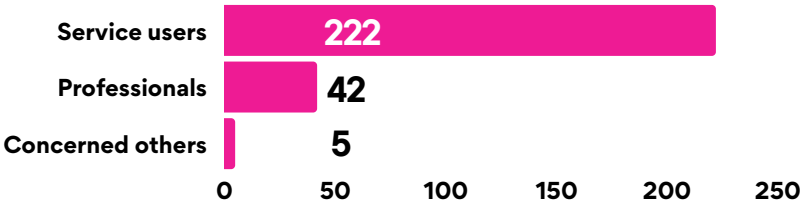
DRY BLOOD SPOT

We oversaw

98

completed blood spot tests

WE TRAINED:



to dispense Naloxone kits to those in need

1

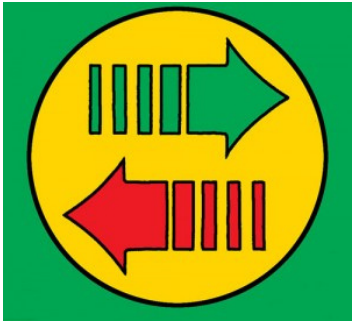
service users then went on to access treatment

NEEDLE & SYRINGE PROGRAMME

We had

2494

NEX transactions



We saw

1720

unique users

We welcomed

326

new registrations

Return percentage:

22.29%



TRAINING

We delivered

47

adult educational sessions

Our total number of
attendees was

1564

Our total number of
attendees was

8995

We delivered

393

**children and young people
educational sessions**

Our staff completed

45

training sessions

A total of

1572

people attended



FOR THE FUTURE

We are continuing to develop the VAWDASV team, working with statutory and third sector domestic abuse agencies to support people who are high risk victims or perpetrators of domestic abuse. We are also, with additional funding from the Area Planning Board, and are recruiting to three new posts, which will include two community alcohol care workers and one mental health and substance use co-occurring worker.



GWENT N-GAGE

Following re-commissioning, Gwent N-gage were successful in securing a new 10-year contract which will commence in April 2024. During the year the team have been busy with new service developments. One of the most significant key achievements has been the development of the Youth Ambassador Service. The team have continued to develop new resources and the most significant during the year has been the development and implementation of the [N-gage website](#).

KEY ACHIEVEMENTS

N-gage worked closely with a web-developer to incorporate the N-gage branding into a website which includes information about the service and how to access support, news, updates, resources and access to Barod's web-chat service.





The activities team have continued to deliver a range of activities for young people and the team including wellbeing walks, paddle boarding, sunflower maze, Pen Y Fan, pumpkin picking, and the annual Christmas trip to Winter Wonderland. The engagement team have worked with a high number of young people and professionals via workshops, drop in's and community events.



The professional training has expanded to include two new training courses – ‘Harm Reduction’ and ‘NOS, Solvents and THC vaping’ – a session that was developed to support professionals in response to an increase in these substances being used across Gwent.

The transitions strand has continued to develop as N-gage works in partnership with the adult service GDAS to ensure under 21's access the most appropriate support to meet their needs.



Trauma and Ace (TrACE) informed practice was one of the key principles threaded through the successful service specification response for the re-tender of young person services in Gwent. Completion of Barod's environment audit tool has led to the implementation of changes within the main office base in Newport including a re-design of the large drop-in room (now 'The Hwb') and smaller 1:1 rooms.

Recognising the impact of vicarious trauma, staff well-being has been a priority during the year. An example of this was the staff development day which was held in Cardiff Mountain Yoga where the team enjoyed a day participating in a range of well-being focused activities including yoga, breathwork, meditation and contrast therapy.





SERVICE USER INVOLVEMENT AND OUTCOMES

This year has seen the development of the **Gwent N-gage Youth Ambassador Service (YAS)** which consists of young people currently/or previously engaged in support with the service. The main role of YAS is to ensure the inclusion of young person voice in all aspects of service design and delivery. The group meet monthly to engage in a range of service design-based activities. The individuals within the group also engage in their own individual projects within the service relative to their skills and interests.



During the year the YAS have engaged in a range of activities including:

- **Designing** their own logo and leaflet.
- **Participating** in recruitment panels resulting in the successful recruitment of new staff members.
- **Completing** a Trauma and ACE informed practice environments audit leading to an improved re-design of 1:1 and group rooms.
- **Engaging** in a Youth Question Time panel event asking challenging questions on the actions being taken in response to the increase in vaping amongst young people.
- **Being** an integral member of Gwent N-gage's website working group resulting in a number of significant improvements being made to the website.
- **Supporting** with a range of community events promoting the service and support available.
- **Recording** a Podcast episode on lived experience and the importance of transitional services for young people as they enter adulthood.
- **Providing** feedback on Gwent N-gage resources including workshops and interventions.
- **Developing** content for social media and podcast meetings.
- **Providing** up to date information on substance use locally





The group are also a fantastic peer support for each other, often working through challenges together in a supportive and empathic way. In addition, N-gage has recently been through recommissioning and the youth ambassadors played a key role in this process ensuring that young person voice was threaded through the service specification tender response. The youth ambassador service has been integral in ensuring that Gwent N-gage provides appropriate and effective services that considers and strives to meet the needs of young people, families and professionals within the Gwent community.



‘I’m so grateful for everything you’ve done for me you’ve been my biggest help and supporter and I want to tell you I no longer smoke weed like I used to....thank you for being there and helping me’.

Service user feedback

“My role within the ACE Hub Wales has been to establish links with the Substance Misuse sector in Wales to support them with Welsh Governments visions of becoming a trauma-informed Nation by 2025. The N-GAGE service was one of the very first services to approach the Hub to start the conversion of what this may entail.

Sarah (service manager) has been the TrACE champion within Barod making sure that this agenda has been included at all team meetings both for N-GAGE and Barod. Barod have establish their internal TrACE steering group and despite being in the very early stages of mapping and gapping their TrACE journey N-GAGE/Barod are well on their journey to embedding trauma-informed practice, fully appreciating the scale of work needed and being fully driven to ensure that their service, the wider organisation and stakeholders are working to become trauma -informed.”



Testimonial

Adverse Childhood Experiences (ACEs) Hub

“Lou and Lisa were exceptional! Their knowledge and expertise is second to none and they were able to answer all questions fired at them without pause. This course has by far exceeded my expectations and broadened my knowledge of this topic!”

Training feedback



N-GAGE KEY DATA

TRAINING

We delivered

524

adult educational sessions

Our total number of attendees was

15,544

The number of young people attending was

14,594

The number of professionals attending was

950



FOR THE FUTURE

As the N-gage service moves into the new year, the initial focus will be communication of the new contract via a series of re-launch events.

Areas of focus for the service under the contract include:

- **Development** of a 'Young person's substance use resources tool kit' for Education Services and parents/carers.
- **Improving** our Equality, Diversity and Inclusion (EDI) offering.
- **Expansion** of professionals training programme to include webinars, lunch and learn sessions.
- **Further development** of the Youth Ambassador Service.
- **Expansion** of digital provision including a new young person's app.



GWENT DRUG AND ALCOHOL FAMILY SERVICE (GDAFS)

Following re-commissioning, GDAFS were successful in securing a new 10-year contract which will commence in April 2024. As a relatively new service, GDAFS have continued to focus on further improving with new interventions and resources. The most significant expansion during the year has been the development and implementation of the [GDAFS website](#).

KEY ACHIEVEMENTS

The team have also focused on networking and promoting the service across Gwent. They have worked closely with their adult substance use support service partners GDAS and ABSDAS to ensure that support is actively promoted to the concerned others of those accessing their services.

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Recognising the impact of vicarious trauma, staff well-being has been a priority during the year. An example of this was the staff development day which was held in Cardiff Mountain Yoga where the team enjoyed a day participating in a range of well-being focused activities including yoga, breathwork, meditation and contrast therapy.



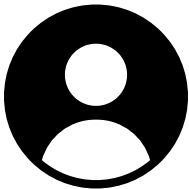
SERVICE USER INVOLVEMENT AND OUTCOMES

Service user involvement has continued to be an essential part of service delivery throughout the year and concerned others have been consulted with on all aspects of service development including new resources and the website. The weekly smart recovery group in Caerphilly is well established and two of the regular attendees have trained as volunteers and are now involved in the delivery of the sessions. An additional weekly group has been established in Newport and is beginning to increase its number of regular attendees. An under 18's concerned other group has been developed and will be piloted early next year.



'I would like to take this opportunity to thank you for all the support you have given me during our sessions over the past year or so. The support I had with you through GDAFS helped me to find my inner strength again and thought about ME and MY life. I was able to move forward and rebuild my life. I'm very grateful and cannot thank you enough for all your help to make me, ME again'.

Concerned other feedback



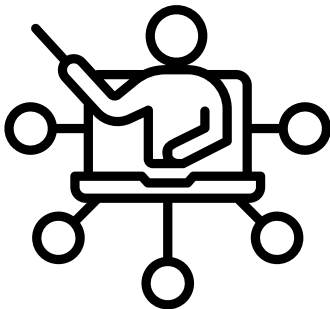
Testimonial

“I started attending Family and Friends meetings with my wife, in 2016, after previously having one to one meetings with Mike Blanche. It took me a few sessions of group meetings to realise that the group was not there to “fix” my son. The group was somewhere that I could be honest and open about how difficult it was dealing with a loved one’s addiction, and to realise that my wife and I were not alone in facing the issues.

Mike mentioned volunteering to me, as he thought I would be able to take group meetings and after some thought, I decided that it would be good to help out and give something back for the support received by the Family and Friends group over the years.

After completing the SMART Facilitator training, I have focused on the Family and Friends group at Blackwood and take meetings as required.”

Brian, SMART Family and Friends Volunteer



WE COMPLETED:

75 professional training sessions



FOR THE FUTURE

As the GDAFS service moves into the new year, the initial focus will be communication of the new contract via a series of re-launch events.

Areas of focus for the service under the contract include:

- Expansion** of the activities and well-being team
- Incorporating** mediation into the service offer via 2 trained mediators within the team.
- The delivery of** a concerned other conference with our partners in CAVDAS.



CARDIFF AND VALE DRUG AND ALCOHOL SERVICE (CAVDAS)

It has been another year of growth in the CAVDAS CYP & FCO team. The CYP base is now fully opened and being utilised for 1:1's, group sessions and staff training. The team now have a CYP harm reduction lead worker who is leading the way with the work in the nighttime economy and universities. The FCO team now have a team leader and are a stand-alone strand of CAVDAS with a team of dedicated workers. Both strands are continuing to develop and referrals are increasing.

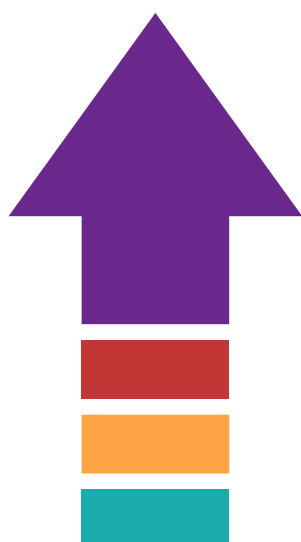
KEY ACHIEVEMENTS

- **CYP Base** redecorated and being utilised for drop-ins, 1:1s, groups, and training sessions.
- **Growth** in staff team, CYP HR Lead. Currently a full team.
- **Nighttime economy work** - a cohort of CYP & L&D Staff have completed Train the Trainer with The LOOP and will be training staff in venues in the Nighttime Economy with a focus on changing the "zero tolerance" message to one of harm reduction when it comes to substance use.





- A&E pathways set up - CAVDAS CYP service now attend a fortnightly meeting in the adolescent unit of the University Hospital of Wales.
- FCO Team Leader recruited and in post
- The Team had a stall in the University Hospital of Wales concourse
- The Team are now working with all ages and offer CYP specific support
- We now offer weekly online Zoom groups
- The Team now offer regular out of hours support
- Clear ref pathways developed with GP clusters in the Vale



We had

312

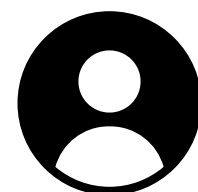
referrals in 23-24

75

more referrals than 22/23

“It was an interesting couple of days the CYP spent at Atlantic College last month. Invited to deliver to the entire Year 11 cohort split into 6 groups, the two-hour workshop session was to promote ‘safety whilst under the influence’.

What made this work both fascinating for all involved was the varied knowledge, experience and background of those involved. Atlantic College attracts pupils from 90 countries, so the subject was vital to give those attending the knowledge to make informed choices whilst here in Wales. Moreover, whilst much is universal it also clarified the differences in perception, legality and potential risks specific to the UK compared to the rest of the world. The learning experience as ever was a two-way street but had a real international spin. Whilst local minutiae may be different it confirmed the reasons for usage whether curiosity, recreational, peer pressure, change of feeling, boredom are universal, as is the need for informed decision making, harm minimisation and education.”



Testimonial

Atlantic College



PRIDE CYMRU 2023

CAVDAS attended the parade and had a stall alongside Barod at this year's Pride weekend.

We engaged
with over

1000

people in 2 days



P!NK AND TAYLOR SWIFT CONCERTS



CYP Staff worked with various services to provide welfare to people attending the City Centre Concerts. One of the team administered Naloxone to a member of the public who was unresponsive.

Over

120,000

people passed through
Cardiff for both gigs



FRESHERS EVENTS

Stalls were held at the various campus's across Cardiff & The Vale.



SERVICE USER INVOLVEMENT AND OUTCOMES



Young People are now part of our interview panels and supported with Pride events on both days. The TrACE audit was conducted with a group of our young people for their feedback. We had a group of our young people attend the CYP base to complete the audit and have pizza. The colours chosen for the refurbishment were down to their input.



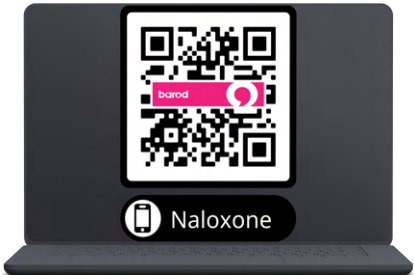
FOR THE FUTURE

The FCO Team are in the early stages of developing a book for our young children who have been affected by someone else’s substance use.



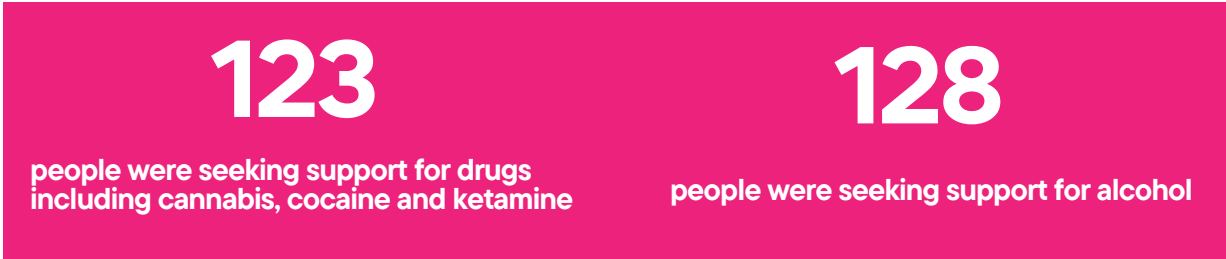
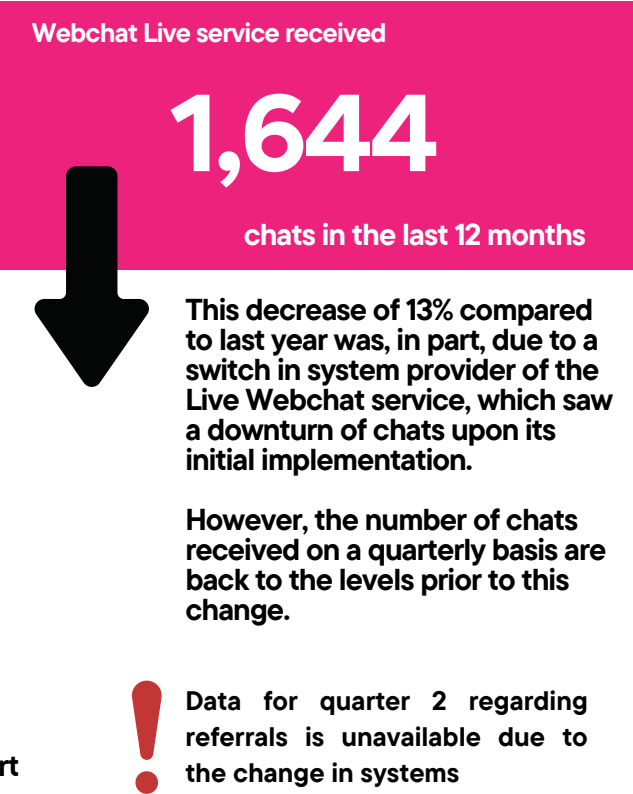
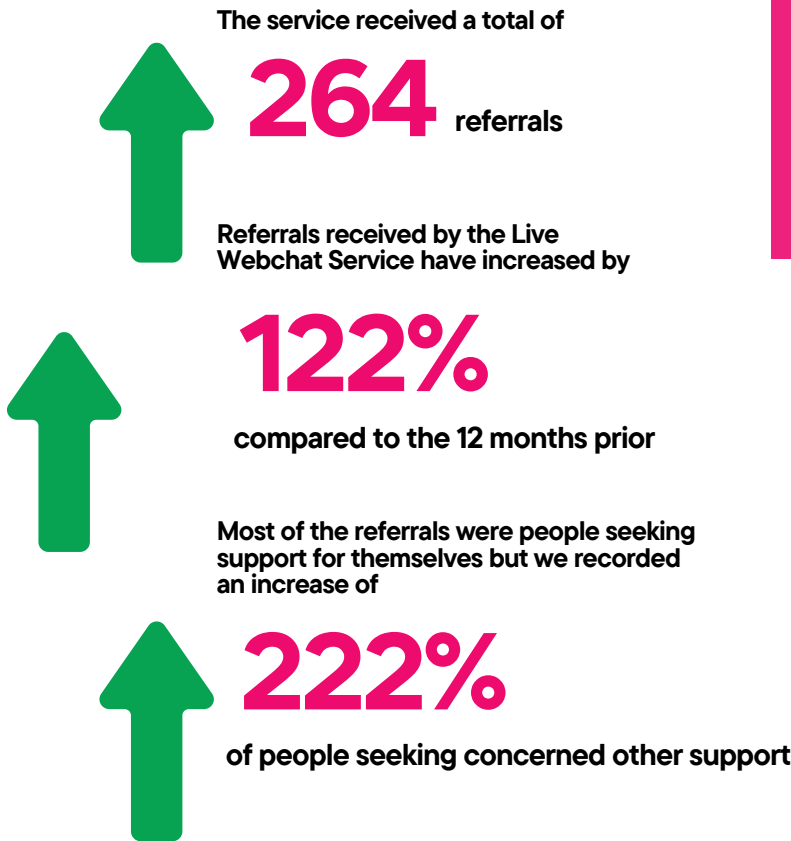


LIVE WEBCHAT SERVICE



DETAILS AND DATA

Following the demand upon, and growth of the Live Webchat Service, a Digital Interventions Worker was successfully recruited in August 2023, to help continue to the development of the service. While the role has many duties, a mine focus is the Live Webchat and to ensure a consistency and high standard, in its delivery.





NALOXONE CLICK & DELIVER SERVICE



The Naloxone Click and Deliver Service continues to grow and increase the accessibility of the lifesaving drug to those who may witness an opioid overdose.

The service handed out a total of

310 Naloxone kits

Of the kits distributed

75%

were to individuals receiving their first kits

An increase of

8.7%

compared to the 12 months prior

151 Naloxone kits

were ordered by professionals

Kits received by area

Cardiff and the Vale	74
Gwent	53
Cwm Taf	48
Swansea	40
North Wales	38
Dyfed	30
Bridgend	48
Port Talbot	7

70

were given to individuals at risk of overdose

Click & Deliver Service have dispensed

636 Naloxone kits

Of the kits given out

170

were the nasal spray, NYXOID and PEBBLE

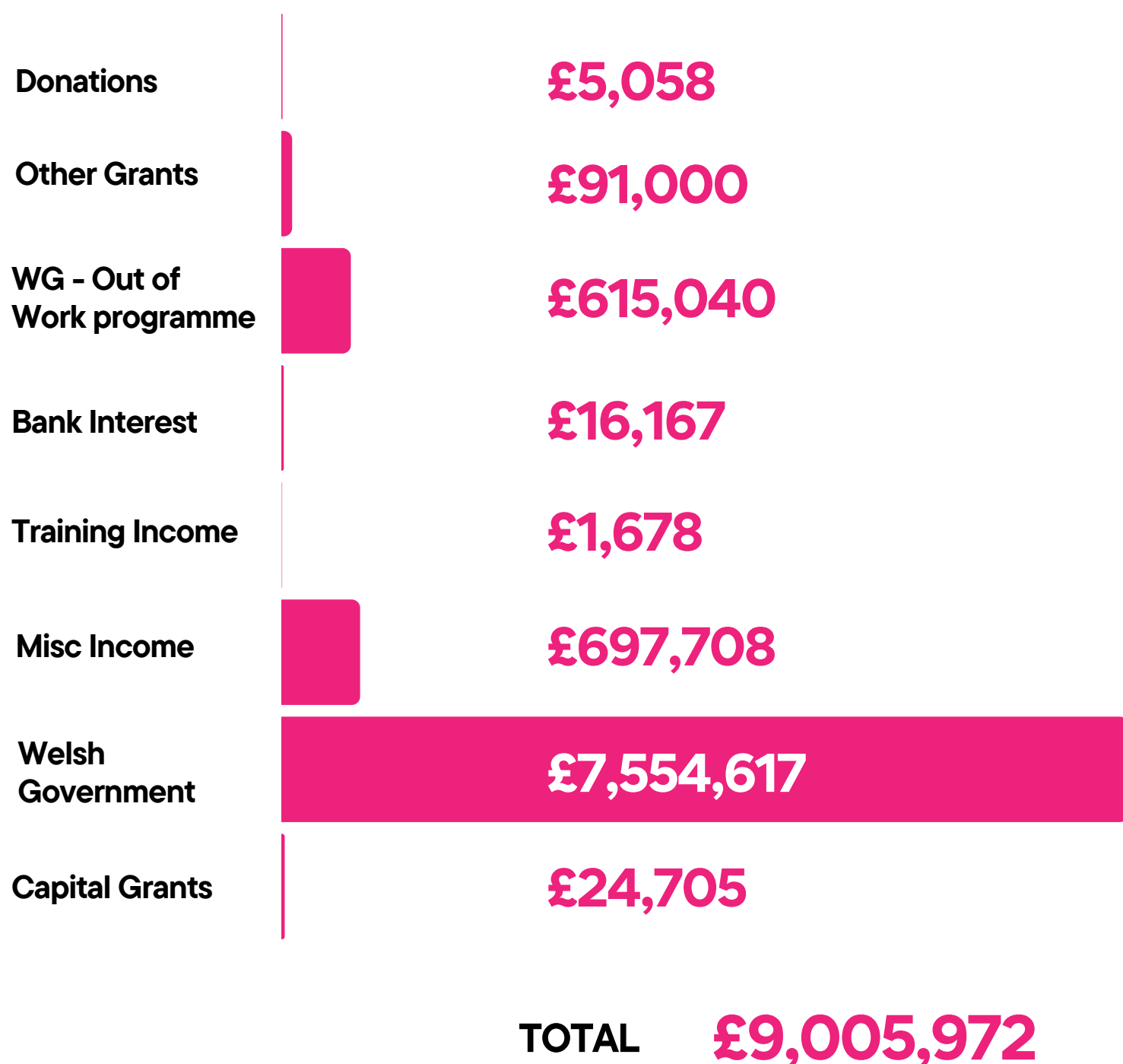
140

were the injectable form, PRENOXAD



FINANCIAL STATEMENTS

BELOW PROVIDES AN OVERVIEW OF VARIOUS
INCOME STREAMS FROM 2023 - 2024



#WeAreBarod



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@barod 