

REPORT 2024-25



FOR

We work with people and businesses so that everyone can fulfil their potential



RCS Board Directors

WORD

Businesses to ensure that potential through work.



This year, we have broadened and expanded our service offer to make sure no-one is left behind. We've secured funding to support young people with disabilities into green careers, continued our IPS service to help people with mental health needs into work and supported over 2,000 Welsh employees at risk of falling out of work due to ill health through our In-Work Support Service.

Every day we hear about how our services genuinely transform lives. This inspires and motivates us to do more, to grow and to make a difference to more people in more communities. This year, we've been particularly excited to be part of some new collaborations that are helping us to expand our horizons and our impact.

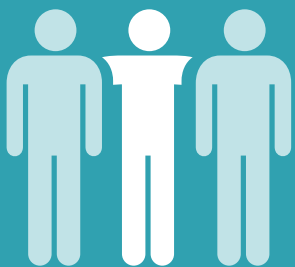
There is a lot that sits behind this report. Behind every statistic is a personal story of growth and bravery. Behind every achievement is a story of dedication and hard work. Behind every new service development is a picture of collaboration and partnership.

We are grateful to everyone who's been part of these stories this year — to our clients, our staff, our Board members, our associates, our partners and our funders. We're excited for the next chapter.

SUPPORTING PEOPLE into work

Our employability support is aimed at helping people find roles that are a good fit for them, benefitting their mental health and general wellbeing.

WorkWell Impact Highlights...



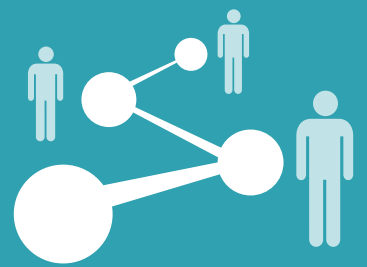
115

People
Supported



31

People
into Work



31

Volunteering
Opportunities
Secured

During 2024-25, Our WorkWell service has provided specialist employability support for 115 jobseekers across Conwy and Denbighshire who have mental health barriers to employment. The service is based on the principles of Individual Placement and Support (IPS), providing rapid and intensive job-search activities alongside mental health support.

Our dedicated team of Employment Specialists has provided one-to-one mentoring support alongside intensive job-search activities, helping clients identify their job preferences, explore aspirations and prepare for work. We've also provided access to pre-employment counselling to help clients address mental health challenges that have been holding them back from work. We've worked closely with Conwy Employment Hub and Working Denbighshire to identify clients who might benefit from the service, as well as promoting the service to GPs, occupational therapists, jobcentres and other agencies.

This year, we've seen our clients securing roles with a broad range of local employers including St George's Hotel, Ysgol Emrys ap Ewan, MIND Conwy, Murphy & Co Vets, Abergele College, KFC, Sainsburys and Farmfoods. Roles have included tyre fitter, veterinary assistant, carer, hostel support worker, exam invigilator, kitchen porter, receptionist and teaching assistant

We've loved delivering WorkWell and are extremely proud of our clients' achievements – everyone we've supported this year has told us their wellbeing has improved as a result, and more than 60% secured a job or voluntary role during their time on the project.

WorkWell was funded through the UK Shared Prosperity Fund.



**Funded by
UK Government**



63

People Received
**Therapeutic
Support**



14

People
**Received
Coaching**



100%

Shown an
**Improvement in
their Wellbeing**



client stories

Each of the people we've supported this year can tell a powerful story about the impact of the service on their lives.

**VISIT OUR WEBSITE
TO READ MORE
CLIENT STORIES.**



Each of the people we've supported this year can tell a powerful story about the impact of the service on their lives.

**VISIT OUR WEBSITE
TO READ MORE
CLIENT STORIES.**





DEBBIE

“

After losing my sister and having increased caring responsibilities for my ageing parents, my mental health suffered. I hit a wall, and day to day life became a bit much. I therefore made the difficult decision to leave my previous job as a Health Protection Nurse.

I was recommended to WorkWell Conwy by my Occupational Therapist; it was the lifeline I needed.

My Employment Specialist, Debbie Holmes, was a true lifesaver. She helped me identify my transferable skills, which was useful as I didn't want to work in healthcare again. Together we re-wrote my CV and she encouraged me to apply for local jobs, even giving me the confidence to visit shops in person.

Thanks to WorkWell's support, I secured an exam invigilator role, then a part-time job at a local family business.

It's just one day a week, sometimes more, but it's exactly what I needed. WorkWell is a fantastic service, and Debbie's supportive, friendly approach truly empowered me to move forward.

”



**VISIT OUR WEBSITE
TO READ MORE
CLIENT STORIES.**





CARL

“

I was signed off long term sick after a series of physical and mental health issues. But after a year of not working, I wanted to get back into work.

I was introduced to WorkWell Conwy by the Job Centre, and I was put in touch with Pete, my Employment Specialist. Before seeking training support, we first addressed my significant anxiety. I received 6 beneficial counselling sessions and I felt much better afterwards.

Pete then helped me update my CV, tailoring two versions to highlight my 40 years of experience in construction, handyman work, electrics, plumbing, and carpentry. I applied for 15 jobs, quickly securing a temporary picker role at Bookers wholesalers.

This has become permanent and I'm now being trained up to be a manager! It's a nice, family-like workplace.

WorkWell and Pete were wonderful, providing invaluable support. My mental health is significantly better now, and I feel very good about my progress.

”

Partners love what we do too...

" There is lots of provision out there, but WorkWell is different and highly thought of because of how involved they are with customers. With the counselling, it's more of a wraparound service. The level of support is great for vulnerable customers"

" It is quality care and support. It's genuine, the right kind of empathy, it's moving people on, it is not sympathy. It works for someone who is in a rut who needs a push."

" WorkWell are warm and welcoming, they offer support and follow through, what is delivered is what is advertised."

Employability Training

This year, we've delivered a series of wellbeing and employability training workshops to job-seekers across North Wales. The sessions draw on lessons from positive psychology, providing practical tips and tools to help delegates improve their confidence and motivation.

- Confidence and Motivation
- Stress Less and Manage Your Anxiety
- Self-Care: Be the healthiest, happiest version of you
- Interview like a Pro



“

The sessions are well thought out and give excellent practical strategies which everyone can take something from. The sessions were not only informative but also deeply engaging and inspiring. Special thanks to the tutor Claire whose positivity and professionalism is boundless. Claire's ability to connect with each participant and address their unique needs was remarkable.

”

Manon Davies

Community Partnership Executive
(North-West and Mid Wales), Maximus



GREEN CAREERS

During 2024, we worked with a new and dynamic local partnership to shape a new project aimed at supporting young people with disabilities/additional needs and young people from ethnically minoritised communities into green careers. In March 2025, our project proposal was awarded £3,108,371 through the Dormant Assets fund as part of the National Lottery's Sustainable Steps Green Careers programme – one of four projects in Wales.

The 5-year project is focussed on helping young people aged 16–30 from our priority groups to develop confidence, learn new skills and get work experience and placements which could lead to longer-term opportunities. We will also support businesses to create more diverse, inclusive workplaces.

We look forward to working with our partners and other stakeholders as we roll the project out in 2025.

Asedau Segur
Camau Cynaliadwy Cymru

Dormant Assets
Sustainable Steps Wales

Ddarperir gan
CRONFA GYMUNEDOL
LOTERI GENEDLAETHOL

Delivered by
THE NATIONAL LOTTERY
COMMUNITY FUND





HELPING PEOPLE stay in work

We have been proud to deliver Welsh Government's In-Work Support Service across North, Southwest and West Wales during 2024-25. The service continues to tackle workplace absenteeism by providing tailored, early support and therapies for people whose health is putting them at risk of falling out of work.

In-Work Support targets employees of small and medium sized businesses, sole traders and micro-enterprises who may not otherwise have access to occupational health support.

We have strengthened our networks in Carmarthenshire, Pembrokeshire, Ceredigion and Swansea Bay to raise awareness of the service in these new areas of delivery. We have engaged positively with businesses and with health professionals including GPs, occupational therapists and pharmacists, so that they can signpost their employees and patients to our services.

We have also expanded our therapists' network across Wales, allowing us to provide in-person therapeutic support for both mental and physical health conditions wherever people live. In total, we have provided 10307 sessions of therapeutic support.

We have seen an increase in the numbers of people accessing our support this year. In total we supported 2013 Welsh employees, the vast majority from small to medium sized businesses. 308 of these were absent from work when they came to us for support. With our support, half of these absentees were able to return to work, sometimes on a phased return or with adjustments that were agreed with the employer.

There every step of the way

The In-Work Support isn't just about the therapy offered. Our support coordinators check in regularly with clients to see if they need any additional support for issues that may be affecting their wellbeing. In 2024-25, we signposted around a third of our clients to support with finances and debt, information on ADHD or autism or -links to relaxation techniques such as meditation or yoga.



The service was invaluable to me. It put my mind at rest about things I was worried about.

We gained financial support for looking after my mother which I wouldn't have looked into myself. Both the counselling and advice and support from my CSC has made a huge difference. I have more support now and I feel more confident in dealing with things.



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government



Cymru
lach ar
Waith
**Healthy
Working
Wales**
Cymorth yn
y Gwaith
**In-Work
Support**

IN-WORK SUPPORT IMPACT HIGHLIGHTS



2013

People we have
Supported



1443

Reporting Improved
Health & Wellbeing



145

Retaining
Work



client stories

VISIT OUR WEBSITE
TO READ MORE
CLIENT STORIES.



HAYLEY



“

I've been through a lot in the last 2 years; I lost my mum, I had a traumatic birth, nearly lost my son and suffered with postnatal depression. I tried my best not to think about it all and threw myself into work.

But on the 2-year anniversary of mum's death it all hit me, I felt so heavy. It was all too much and my whole life turned upside down. My doctor referred me to RCS and the In-Work Support Service, and I'm incredibly grateful. I had 6 face-to-face counselling sessions, complemented by catch-up calls with my Case Coordinator, Jess.

From our first conversation, I felt safe and comfortable. The counselling was transformative, putting me in a better headspace than even before my mum passed. It significantly helped my long-standing anxiety.

I recommend RCS and the In-Work Support Service to people all the time. It has changed my whole life, and I'll be forever grateful.

”

WHO WE SUPPORTED



AGE

7%

16-25

22%

26-35

35%

36-45

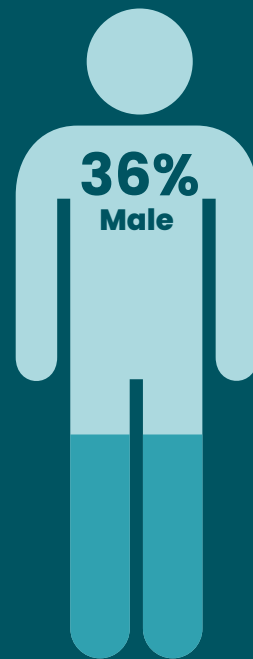
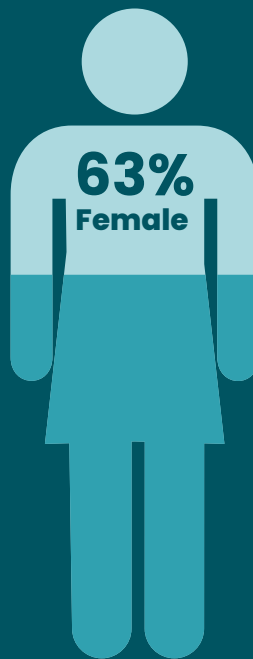
32%

46-60

4%

60+

GENDER



DISABILITY STATUS



95%

NO
Disability

4%

YES
Disability

1%

NOT
Specified

ETHNICITY



97%

White

1%

Black

0%

Mixed

0%

Prefer not to say

1%

Asian

1%

Other

HELPING Businesses

An upfront investment in employee wellbeing offers tangible benefits such as reduced sickness absence, better staff retention, increased productivity and an improved workplace culture. This year, we have seen more employers than ever accessing our training and support to create happier, healthier, Welsh workplaces.

Often, businesses are unsure where to start on their wellbeing journey. We have supported a range of businesses to audit their current wellbeing practices, identify priorities and shape their wellbeing strategy and policies. Our staff wellbeing surveys have been a particularly popular tool to support this discovery process.

“
It's great to see these improvements. We know there's more work to be done, but we've made a good start thanks to RCS' guidance and support.

”

Dafydd Bowen
Director of People and Places
at Mentera.

We have a good feel for the challenges facing small businesses and continually adapt our training offer to meet employer needs. This means featuring topics that are of key importance to business leaders and running sessions that are concise, interactive and informative.

A total 144 small and medium sized businesses from North, West and South Wales accessed our fully-funded training and support in 2024-25 through our In-Work Support Service, including care homes, solicitors, catering businesses and charities. We also supported larger businesses such as Nicepak. As a Welsh business, we were proud to deliver 14 sessions in the Welsh language to businesses including yr Urdd, Mentera and Mudiad Meithrin.



We trained 109 new wellbeing champions this year from a wide range of SME businesses, swelling our numbers to 343 in total. We continued to deliver quarterly network meetings for our champions to learn, share best practice and inspirations. Topics included Wellbeing Action Plans, flexible working and neurodiversity adjustments in the workplace.

During the year, our champions continued to make an impact on workplace wellbeing by driving a range of initiatives including wellbeing tea breaks, social events, menopause groups and introducing of winter flu jabs.

This year also saw the launch of our Mental Health First Aid programme, an internationally recognised programme licenced for delivery in Wales by MHFA Wales Ltd. So far, we've trained 42 Mental Health First Aiders across 10 businesses, enabling them to provide a first line of response and support to workplace colleagues. We have been delighted to be able to offer the programme in the Welsh language.

Employer Stories

**CASE
STUDY**



The journey to a thriving workplace wellbeing culture

Managers and Board representatives from Egniol worked with us to take their positive wellbeing approach to the next level. We conducted a survey to gather feedback from employees; the results gave a deeper understanding of the team's needs and helped to inform a new mental health and wellbeing policy that became the foundation for the company's subsequent initiatives.



Egniol expanded their employee benefits package by introducing private healthcare for all staff members and their families and launched a monthly wellness magazine, which helped to keep mental health at the forefront of the workplace culture.

The company also trained up a number of Wellbeing Champions to provide peer-to-peer support, creating a more connected and supportive work environment. Other staff have attended other RCS training courses, including Stress Management, Wellbeing Action Plans, Sleep and Positivity in the Workplace.

These initiatives have made a huge difference; wellbeing is now a constant part of the company culture and the training of Wellbeing Champions has created a ripple effect throughout the business. Employees feel more connected and confident in discussing their wellbeing, knowing they have peer support available.



“

By focusing on wellbeing, we've built a healthier, more engaged, and productive team. Through clear policies, better benefits, and fostering open conversations about mental health, we've created a workplace where wellbeing is taken seriously. Our approach has set a new standard within Egniol, and we're proud of what we've accomplished. We hope other businesses can learn from our approach to create a supportive and thriving work environment.

”

Maxine Muir

Human Resources & Wellbeing Manager

Giving back to the COMM



Keeping it local

We are committed to using local suppliers for our goods and services wherever we can, ensuring that our work has a positive impact on the local economy. Our therapy services are delivered by a framework of 54 small businesses and sole traders – all from Wales. This year we were pleased to add a further 11 therapists to our network to enable our clients to receive in-person support as close as possible to where they live or work.



Giving back

This year we committed 53 staff hours to local volunteer action. Team members took part in beach cleans, planting with North Wales Wildlife Trust and in Swansea City Centre, and decorating premises at Llamau.



Fundraising

Each year RCS staff nominate a charity to support. This year, we raised money for homeless charity Llamau by hosting fun activities such as a Christmas cake sale, taking part in a Christmas jumper day, selling pancakes and an organised walking challenge. We also support local charities throughout the year by collecting food for foodbanks, as well as donating toys to charity North Wales Superkids at Christmas.

UNITY





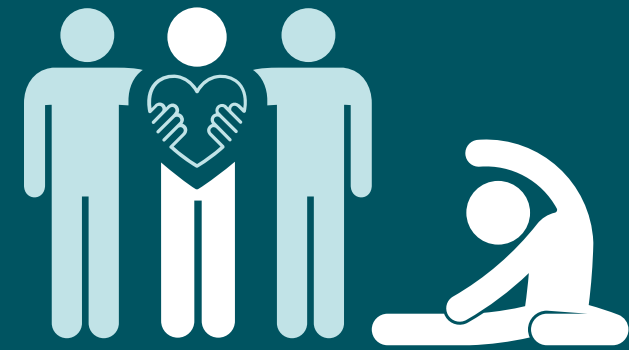
LEADING by example

RCS leads by example when it comes to workplace wellbeing, actively supporting employees through a variety of initiatives.

These include training for Wellbeing Champions, a weekly wellbeing hour and a variety of flexible working arrangements. In the office, employees enjoy free fruit and can take part in wellbeing tea breaks and colleague-led activities.

We also hold quarterly team days for all staff, fostering connection and team spirit. This year a number of staff have accessed our employee assistance programme, which includes free counselling, physiotherapy and osteopathy.

IMPACT IN NUMBERS



4 Trained in-house wellbeing champions



15

Employees have **flexible working arrangements in place**



1096

Wellbeing hours taken

7



Employees have **Wellbeing Action Plans**, supporting their wellbeing

790

Hours invested on **training courses**



ALL RCS

Employees are **Mental Health First Aid** trained



RENEWED

our **Disability Confident Leader** accreditation through **DWP**



 **rca-wales.co.uk**
 **01745 336 442**
 **hello@rca-wales.co.uk**
 **rca-wales**
 **RCS_wales**
 **RCS-wales**
 **rca-wales**