

Wellbeing Support Update (2025 – 2026)

For Referrers

Our wellbeing project is due to conclude on 31st March 2026, we don't currently have any updates on further funding to continue beyond this. With this in mind, we are making some changes to our support, we have listed some key changes below and communicated this with current participants.

New Referrals

- We can take referrals for 1:1 wellbeing support up until 31.10.2025.
- We can support people including new referrals received by 31.10.2025 until 31.01.2026.
- The deadline for us to refer to employment-focused counselling is 14.11.2025. Please allow time for us to meet with the person and assess their suitability.
- If wellbeing support is needed beyond these dates, please submit a referral form through Triage.
- We may be able to provide interim monthly phone calls until we have confirmation of funding. Some activities in the interim may include signposting to our internal training courses and considering support a person may need from April 2026 onwards.

For Participants

Our wellbeing project is due to conclude on 31st March 2026, we don't currently have any updates on further funding to continue beyond this. With this in mind, we are making some changes to our 1:1 support, we have listed some key changes below to give you enough time to consider next steps for you.

Ongoing 1:1 Support

- If you're currently receiving ongoing 1:1 support from us, this can continue until 31.01.26 if needed.
- If you're currently receiving support, we will arrange a catchup to discuss how you would like to use any remaining sessions.
- It is your responsibility to attend the catchup sessions and discuss any support you would like.

- Please be aware our staff are off over the Christmas period. We have provided contact details for any services on the second page should you need them.
 - **Tristan (North) Leave:** 19.12.2025 – 05.01.2026
 - **Mandy (South) Leave:** 22.12.2025 – 05.01.2026

Project Continuation

- If the current project continues for another year, we will inform you of this as soon as we know. We can then discuss what you would like to focus on for the remainder of our sessions.
- If a new project replaces our existing wellbeing project, we will inform you of this as soon as possible, we can then discuss whether you meet the criteria for this if you would like to continue support.
- If you need support or would like to stay in touch between ending 1:1 sessions by 31.01.2026 and the start of a new project from 01.04.2026, we can offer a monthly 20-minute phone call to check in. We may be able to offer 1:1 support before 01.04.2026 if we have confirmation of funding. This is not guaranteed.
- Regardless of a continuation or new project, we may not be able to offer everything we currently offer now. We will discuss any additional support you may need.
- Should our project be renewed and include counselling, we cannot make any referrals before April 2025.
- If the project does not continue beyond 31.03.2026, all support will conclude no later than 31.01.2026. We will discuss signposting you to any additional support you may need.
- If you miss a catchup or phone call without prior notice, we will not be able to reschedule, it will be up to you to get in contact should you need further support, please be aware there will likely be a wait for this. You are welcome to re-refer yourself through Triage and be put on the waiting list for a potential new project.

Frequently Asked Questions

When will you know about next steps or funding? We have no set date but will keep you updated.

Can I access Counselling? Referrals to counselling will need to be made by 14.11.2025, should our project continue, we can put you on a waiting list should we offer counselling in the future.

I am not registered with you; can I still get support? Please fill out our Triage Form, we will take your details. If you would like to arrange a short phone call to discuss support with one of our Wellbeing Workers, please let us know. This phone call is an opportunity to ask any questions, rather than start support.

What will a new project look like? We are unsure, it is likely that a new project will be more employment focused. Please consider if you feel ready to apply for jobs and what supported you need. If you have any questions, please speak to Tristan (North) and Mandy (South).

Crisis Numbers and Support

NHS Mental Health Helpline: 111 Press 2 (24/7, 365 days a year)

Samaritans: 116 123 / jo@samaritans.org / online web chat (24/7, 365 days a year)

Crisis Support: [Get Urgent Help Now](#) | [Mental Health Help](#) | [Melo Cymru](#)

C.A.L.L. Mental Health Listening Line: 0800 132 737 / Text 'help' to 81066

Shout (Text) - Text 'Shout' to 85258

CALM (Men) – 0800 58 58 58

New Pathways (Sexual Violence) – 01685 379310

Domestic Abuse (Live Fear Free) - 0808 8010 800

Gwent Drug and Alcohol Service – 0333 999 3577

Talk to Frank - 0300 1236600 / [Honest information about drugs](#) | [FRANK](#)

Dan 24 / 7 – 0808 808 2234 / dan@helplines.wales / <https://dan247.org.uk/>