

2022-2023 Ara Homelessness Pathway 4 Client Experience



Aspiring - Brave - Confident - Determined

Pathway 4 Summary



Ara is the lead for Homelessness Pathway 4. This service offers 140 beds in a range of property types (average 5 bed shared house and self-contained flats) to promote recovery from substance misuse and homelessness for men and women in Bristol. Ara work with subcontractors The Junction Project and The Bridge Project to provide bespoke accommodation for each client, in a psychologically-informed environment best suited to their recovery.

Each client has a named support worker who builds a trust-based relationship with them and with whom they co-create a support plan that provides holistic support and goals along themes such as substance misuse, mental and physical health, social inclusion and relationships, daily living skills, training and employment, and more.

To be eligible for P4 clients are required to have a script in place (or be seeking one), not be drinking uncontrollably, and to provide negative tests for Class A drugs. Ara provides three levels of housing (Preparation Intake, Preparation, and Abstinent) and require regular drug testing - all alcohol and drug use is prohibited in all Pathway 4 properties. Where clients relapse, this is handled in a caring and non-stigmatising way that recognizes the part that compound trauma plays in clients' lives. In-house Ara recovery groups and workers augment the Recovery Oriented Drug and Advice Service (ROADS) treatment offerings for those not able or willing to access this.

Within the Bristol ROADS system, Ara holds the clients 24/7, 365 days a year. Safe and secure housing underpins recovery – without accommodation that facilitates drug, alcohol, and mental health treatment, positive outcomes are likely to be limited.

Pathway 4 feedback at a glance

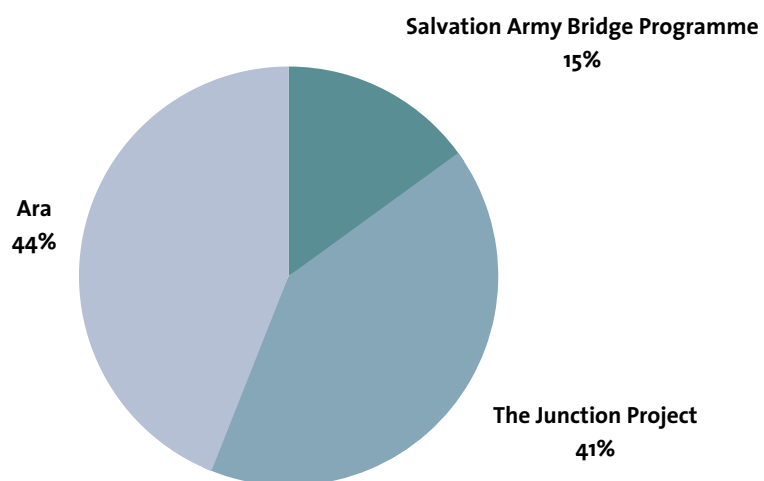


260

Number of clients benefitting from Pathway 4 services. An anonymous survey was provided to all clients, 61 of which completed the survey.

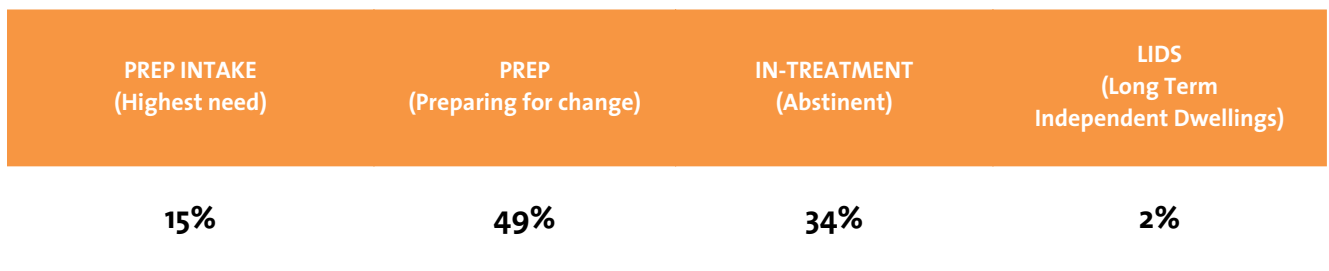
Where clients who provided feedback were based

We are partnered with The Salvation Army Bridge Programme and The Junction Project

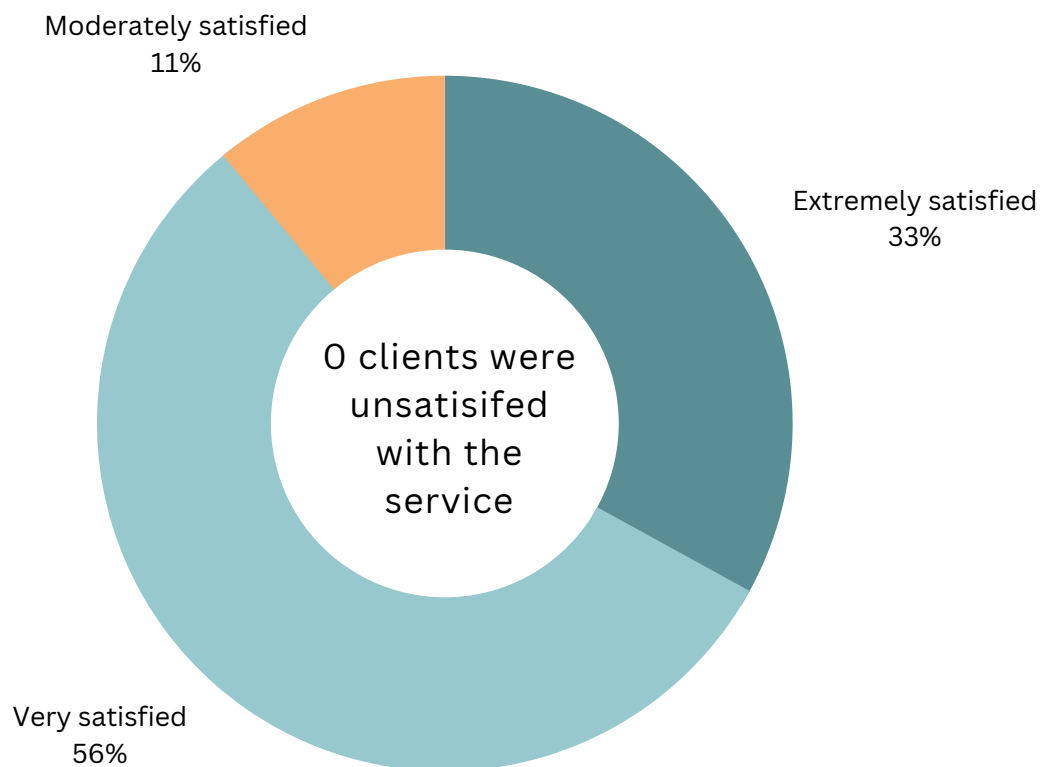


Service received and overall satisfaction rates

Services received by clients giving feedback

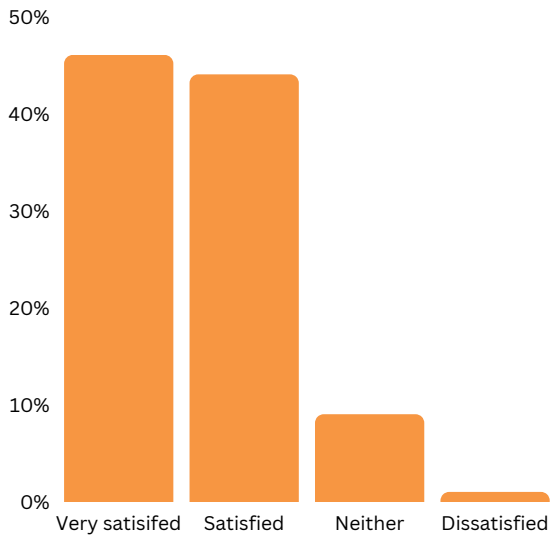


Overall service satisfaction rates

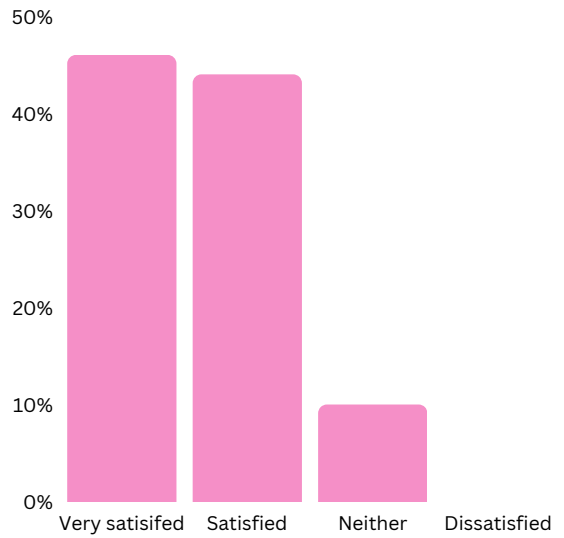


Move-in process

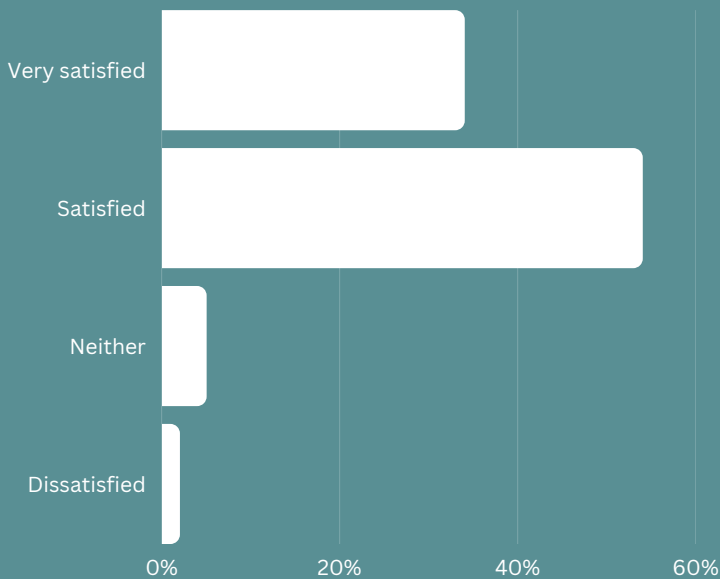
Satisfaction with move-in assessment



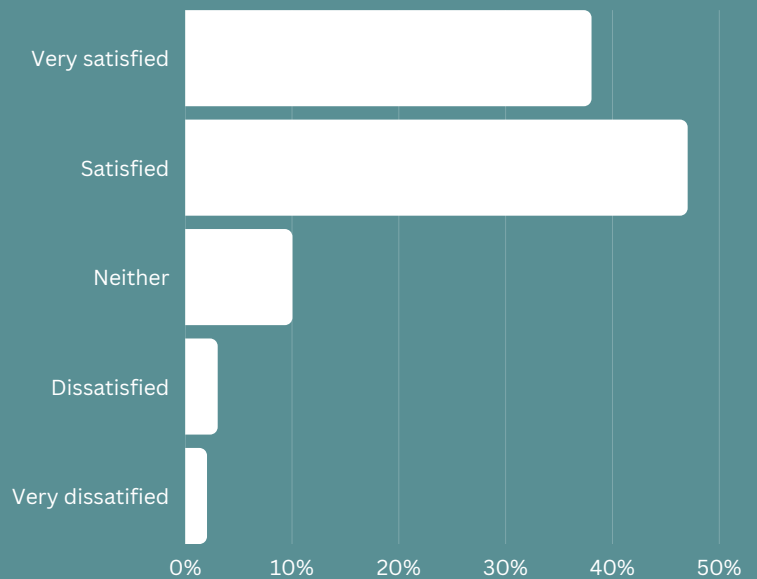
Satisfaction with process of moving into new home



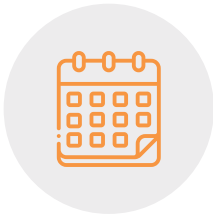
Satisfaction with information received about policies & procedures



Satisfaction with information received about warning procedures



Support workers & support plan



Frequency of support sessions

87% of clients saw or spoke to their support worker once a week or more



Satisfaction with support sessions

92% of clients were very satisfied or satisfied with their support sessions



Feeling listened to and understood

100% of clients felt listened to and understood by their support worker



Involvement with support plan

85% of clients felt that their support plan reflected what they need for their recovery. 94% felt involved in creating their plan

Client comments

94%

of clients felt more positive about their future than when they arrived

0

zero clients felt they had not been treated with respect

98%

of clients would recommend the service to others

91%

of clients were aware of how to make a complaint if needed

"Overall everything is great especially the support from staff"

"Contact with support staff is very good. There is a good mix of people"

"Satisfied with everything"

"Staff are caring and go the extra mile"

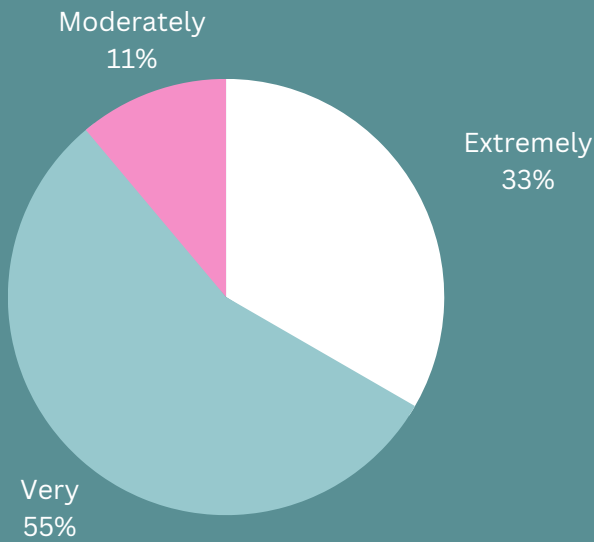
"My support worker is amazing and helps me so much"

"Overall the service is very positive"

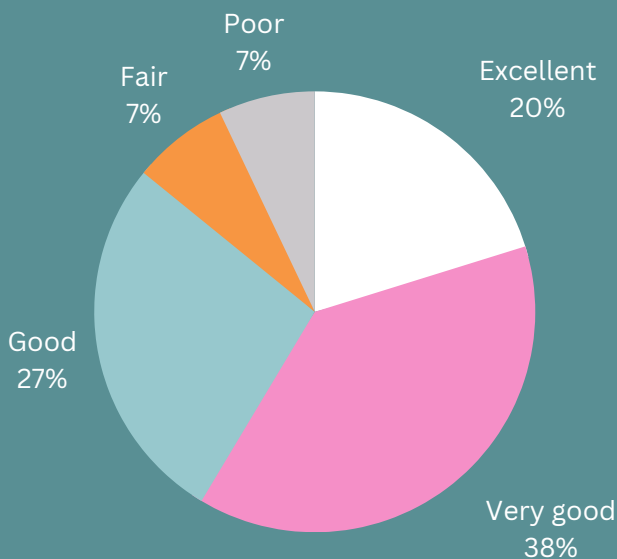
"I got on well with the programme and for the majority of my time in the Bridge I got plenty of support... to be able to sort out quite a lot of stuff which is going towards my recovery from alcohol."

Housing standards

Satisfaction levels with maintenance and repairs



Opinion on the standards of decorating and furniture





Questions? Contact us.

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