



# Ara Impact Report

Providing Hope and Better Lives  
2022 - 2023



*Aspiring - Brave - Competent - Determined*

# Foreword from Chair of the Board

Welcome to Ara's Impact Report 2022/23. It has been a year of growth and consolidation for Ara. The impact of the Charity has been evident in all of its service sectors and we have made a huge contribution to housing Bristol's homeless, providing support and treatment to those afflicted by alcohol and drug addiction, and helping individuals affected by problem gambling.

The Charity has impacted the lives of over 12,000 people and the geographic reach of our service covers Wales and the South West of England. We are in the process of implementing community-based services to increase the availability of help and support to those that need it. The purpose of our Charity is 'Providing hope and better lives'. Ara believes in delivering a high level of individual contact and care for our clients. We have teams working in prisons, in recovery housing and even in schools where we increase awareness of potential life changing addictions.

Our housing teams have continued their work with Bristol's homeless population, those released from prison and individuals with drug and alcohol addiction. Ara wants to help build new and better futures for these clients. I am especially proud of our ambitious change programmes that focus on skills training, employment opportunities and the rebuilding of social and family lives. Treatment is only part of the solution. We want to give people the skills and ambitions to have and want a better life.

Our gambling services remain firmly within in the Country's National Gambling Support Network. The success of our 1:1 treatment services continues to grow in effectiveness. We have successfully delivered our schools education and awareness programmes and in addition have implemented programmes to support the partners and others affected by another's problem gambling. Problem gambling is often hidden until the problems become overwhelming. Ara continues to implement community-based programmes to encourage those with problems to reach out and seek help.

Ara's executive team led by Graham England (CEO) and supported by Andrew Ridley, Robbie Thornhill and Helen Kovacs have focused on expanding, delivering and improving our client experiences. This Impact Report highlights many of these experiences. The quality of services is extremely good and I would like to credit our managers and staff for their achievements and contributions. We have been innovative, effective and above all caring. A big thank you to everyone who has helped this Charity have a lasting impact on somebody's life.

As an organisation we are delighted by the positive and growing impact that we are having. We are helping individuals change. We are, however, not complacent about what we are doing and we to plan to continue to deliver even more impactful services in the years ahead. I hope you enjoy reading the Impact Report and get a feeling for the passion and commitment within Ara. For real time updates and stories about our work, why not follow us on [Twitter](#) and [Facebook](#).



A handwritten signature in white ink, appearing to read 'Tony Collins'. The signature is fluid and cursive, with a long horizontal stroke at the end.

**Tony Collins, Chair of the Board**

## About Ara

Ara provides structured treatment, counselling, housing support, education, training and employment guidance as well as many other interventions to promote recovery and a healthier life.

We are a major provider of supported housing services in Bristol as a partner in the Recovery Orientated Alcohol and Drugs Service (ROADS). Ara has an extensive and expanding service providing counselling and support for people experiencing gambling harms.

**In 2022-2023 we engaged with, advised and supported a total of 12,220 people across Wales and the South West, providing education, gambling harms treatment and Homelessness Pathway 4 accommodation**

## Purpose

Our purpose is "providing hope and better lives".

Ara is an exciting and diverse non-profit organisation that's passionate about recovery.

We're unique because of our people and the drive they bring to making positive changes in people's lives.



# Housing

We are the leading provider for Homelessness Pathway 4, and our Housing Support Practitioners help clients to build recovery from drugs and alcohol, attain independence and maintain stable housing. Clients are encouraged to engage with support for a range of issues, including drug and alcohol treatment, training courses, leisure activities, employment, physical and mental health initiatives, cultural activities, social and life skills, and rebuilding family connections.

253

clients housed in our safe, secure accommodation

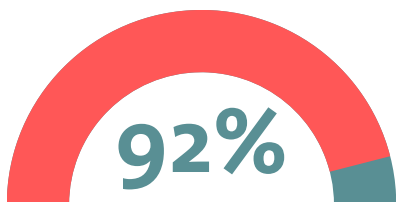


of clients felt listened to and understood by their support worker



100%

OF CLIENTS WERE SATISFIED WITH THE SERVICES THEY RECEIVED



92% of clients were satisfied with their support worker sessions

"I would like to say thank you for believing in me when I had no belief in myself. I couldn't have done this without you" - Ara housing client





# Gambling Treatment

Ara Gambling Treatment Service provides support to anyone affected by gambling harms across Wales and the South West. The service includes free and confidential 1:1 counselling and resources for gamblers and affected others. We are part of the National Gambling Support Network (NGSN) with GambleAware.

1321

clients received information, advice, guidance and talking therapies



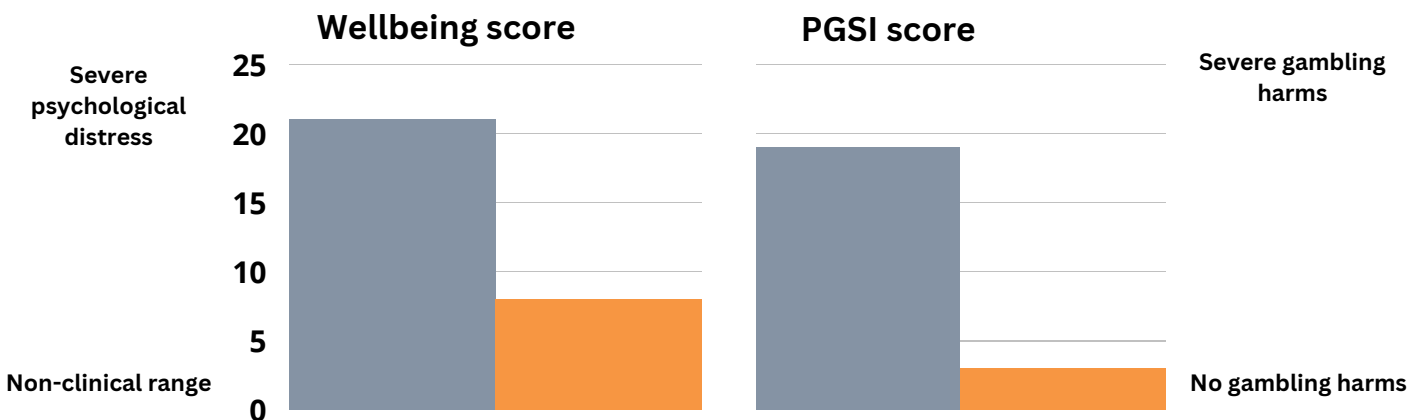
100% of clients were satisfied with the service they received

100%

OF CLIENTS WOULD RECOMMEND ARA GAMBLING SERVICE TO SOMEONE ELSE



● Before treatment ● After treatment



Average wellbeing score improved by a reduction of 15 points as a result of Ara interventions. Average Problem Gambling Severity Index (PGSI) score improved by 16 points. Scores under 3 show low risk; higher scores show higher level of gambling harms.

# Gambling - Youth Education

Our workers educate young people and professionals working with young people so that they can understand the risks related to gambling, build resiliency and know where to get help. Our initiatives include free workshops and outreach to education professionals.



# 7,145

YOUNG PEOPLE IN WALES & SOUTH WEST ENGLAND TOOK PART IN OUR PROGRAMME TO RAISE AWARENESS OF GAMBLING HARMS AND BUILD RESILIENCE

"Thank you for the great training session today. The session was really informative and clearly presented. This is the second session I have attended and both have been excellent"

# 1,452

PROFESSIONALS EDUCATED IN OUR GAMBLING AWARENESS TRAINING PROGRAMME



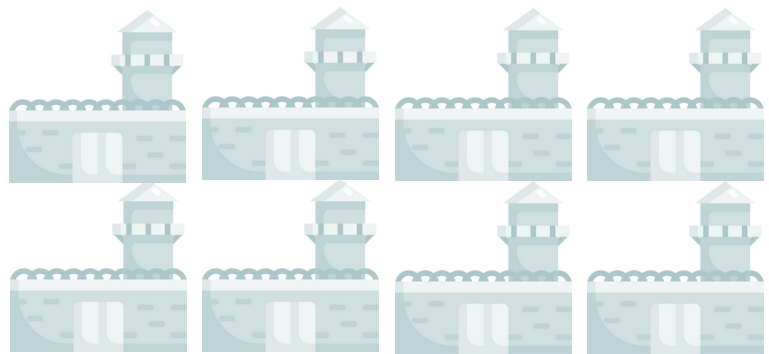
"A BIG thank you for the time you spent with us at SGS. Your session was super informative and I was amazed with how you maintained your passion and energy despite doing back-to-back sessions and working with a behaviourally challenging group"

# Prison Resettlement

Ara operates a prison release service through the RSI (Rough Sleepers Initiative) in a range of UK prisons. We secure accommodation for clients with a local connection to Bristol, helping to prevent their return to rough sleeping on release.

# 567

clients supported  
from prisons into  
the community



We worked with eight HMPs across the country, supporting both men & women



# 100%

OF RSI PROJECT  
RELEASES WERE  
MET AT THE  
PRISON GATE

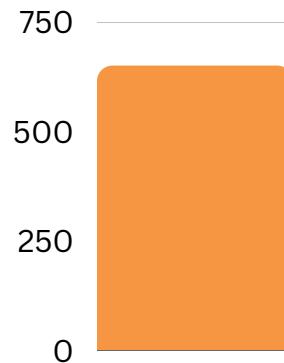
"The word on the prison landings is that having [Ara staff] as your workers is like having the dream team working with you!"

# Gloucestershire

Our DART (Drug and Alcohol Recovery Team) and Outreach Services in Gloucestershire provide people with information and access to a wide range of services to help them recover from drugs and alcohol.

870

patients seen in Gloucestershire hospitals in 2022-2023



650 alcohol-related brief interventions, more than double our KPI

467

OUTREACH CLIENTS SUPPORTED WITH THEIR SUBSTANCE USE



"I went into hospital and didn't want to see anyone. After I left I spoke with [an Ara worker] and they made me feel like I could make changes and was in a better place to get support"

"I struggle to engage in groups due to PTSD - I'm ex army. I struggle to be around people and the one-to-ones for my drinking have been great. I was drinking heavily and now I'm abstinent"

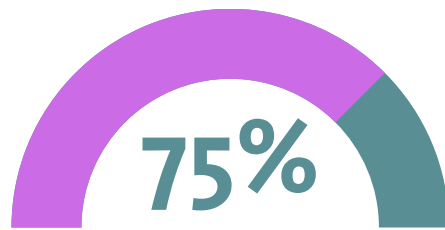


# Step Together

Step Together is a partnership project between Ara and Second Step. We support adults in Somerset to live independently. Our clients are homeless or at risk of homelessness and have a mix of mental health needs, drug and alcohol problems, behavioural issues, debt or have been involved in the criminal justice system.

171

clients were supported by the service



of clients engaged with drug and alcohol services for a full year through engagement with the service



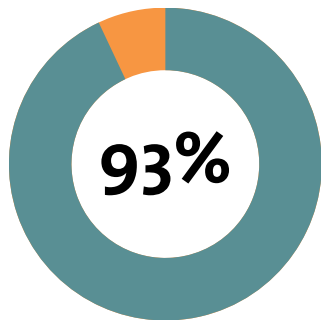
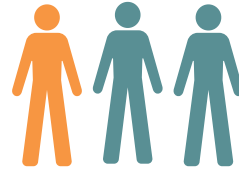
75%  
OF TENANCIES  
SUSTAINED FOR A FULL  
YEAR AFTER ENGAGING  
WITH STEP TOGETHER



72% planned departures from the service

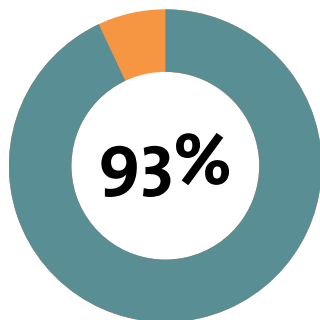
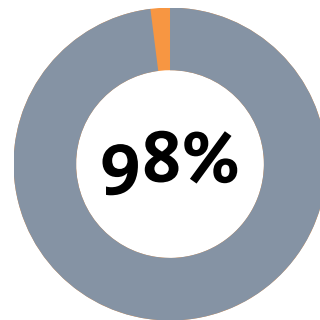
# Ara Employee Survey Feedback 2023

One in three Ara employees have lived experience of the issues we support people with



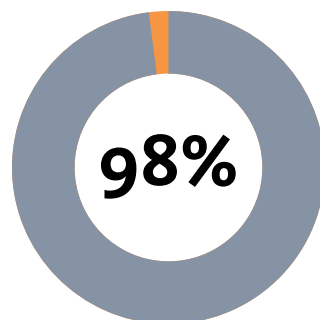
93% of employees said that they felt proud to work at Ara

98% of employees agree they have positive relationships with their colleagues



93% of employees feel that they are given the opportunity to suggest improvements within their team

98% of employees said that they enjoy working for Ara



# Ara Gambling Treatment Client Experience



would contact the service again for treatment

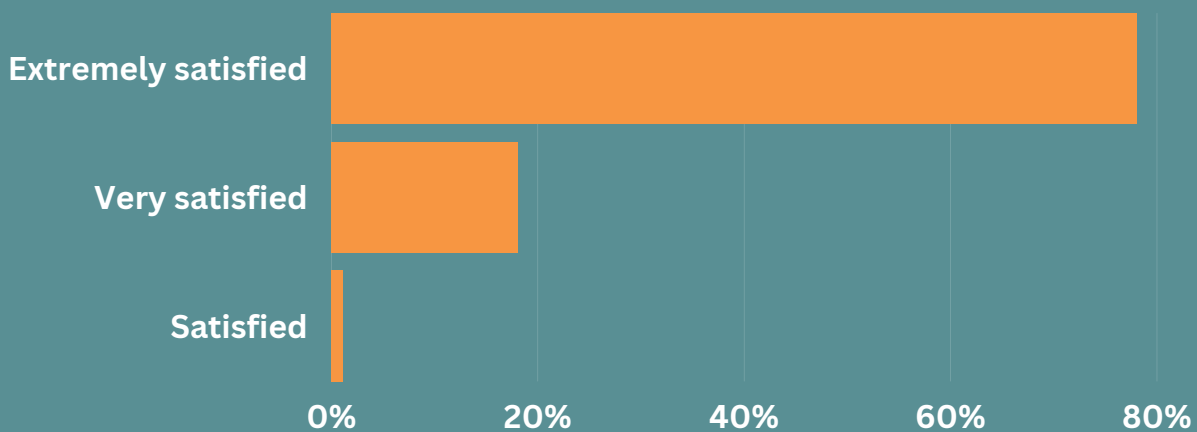


would recommend the service to someone else

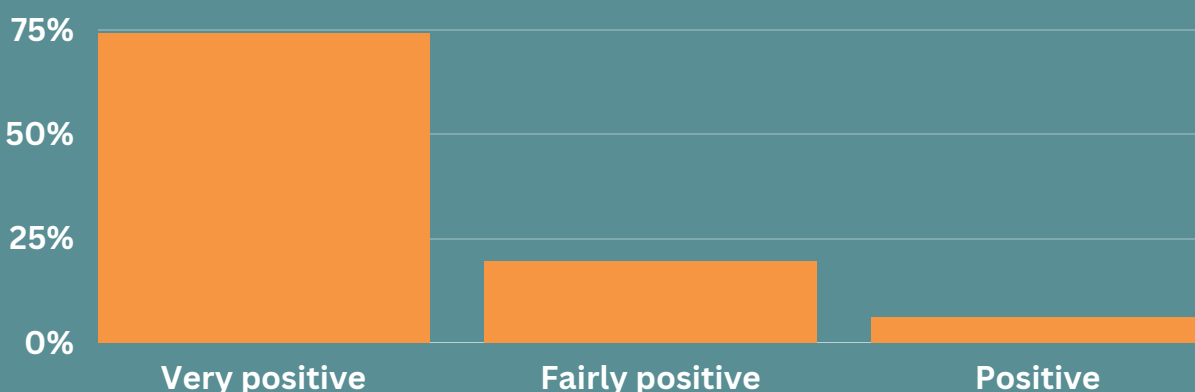


of clients were satisfied with the service they received

## Overall, how satisfied are you with the treatment service?



## To what extent do you feel the treatment you have received has brought about a positive change in your circumstances?



# Ara Homelessness Pathway 4 Client Experience



## Satisfaction with support sessions

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

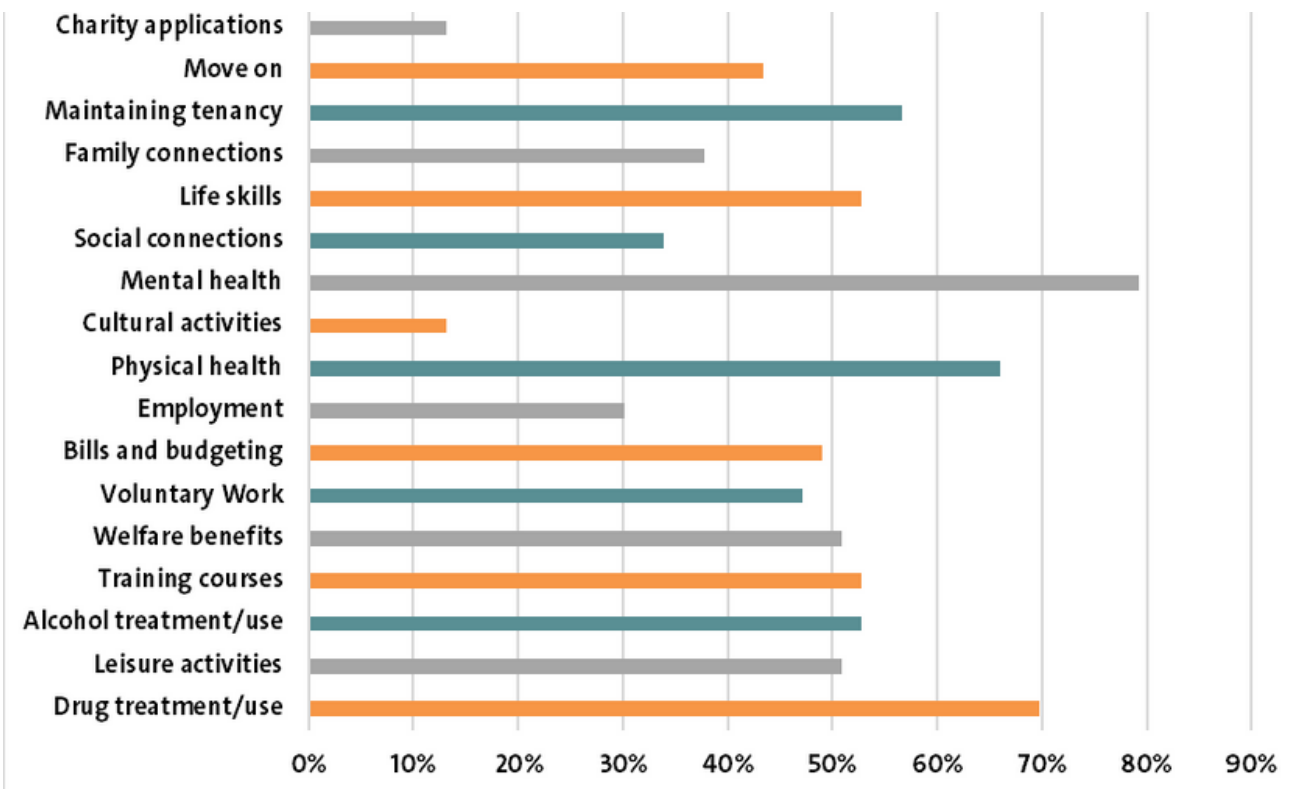


## Feeling listened to and understood

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

## Range of activities

Our Housing Support Practitioners helped clients to access a wide range of activities and life skills to boost their recovery





# Get in touch



0330 1340 286

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