



# Lived Experience Statement

PROVIDING HOPE  
AND BETTER LIVES





# Providing hope and better lives

Ara Recovery for All's only purpose is to provide hope and better lives to some of the most disadvantaged people in society.

Ara, was formed as a charity in 1987 by people who had real life experience of alcohol and or drug issues and wanted to help others in a similar position. This is an important part of our heritage and is an important part of our future.



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## Our Employees

Currently, around 35% of our staff are people with lived experience of issues our services address. Ara ensures all staff adhere to best practices and stringent organisational governance.

This statement describes our concept of Lived Experience colleagues, individuals who have experienced gambling harms, alcohol or drug issues, homelessness, and or mental and emotional distress, some of who may have been involved in the criminal justice system. They have used Ara's or other services and have worked towards recovery and healing.

### CHALLENGES FACED BY INDIVIDUALS WITH LIVED EXPERIENCE:

- Trauma, distress and emotional pain
- Loss and grief
- Stigma and discrimination
- Loss of rights or autonomy
- Navigating complex systems

Their experiences often involve losing and regaining hope and emancipation from their struggles.



## Role and impact of lived experience colleagues

Lived Experience colleagues use their personal experiences to:



### FOSTER UNDERSTANDING

Foster collective understanding, self-determination, empowerment, and hope.



### RELATIONSHIPS

Build relationships with others who have faced similar struggles.



## Contribution to Ara's Services

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Staff with lived experience provide diverse perspectives and strengths in supporting others facing similar challenges.

## Central Role in Service Design and Delivery

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People with lived and/or living experience are vital in improving beneficiary experiences and service delivery. Ara places them at the centre of design, delivery, evaluation, and continuous improvement.



## Commitment to Quality Management

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Ara applies a Quality Management System (QMS) alongside other controls, described in Quality and Procedure Manuals, to meet customer needs.

## Quality Standards and Compliance

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Ara seeks to continuously operate its QMS and implements ISO9001: 2015 standards with registration and annual review. The organisation complies with all relevant legislation, including health and safety regulations.







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Company Number: 2540814  
Charity Number: 1002224