

# Connect Psychology



1,662  
PEOPLE SEEN

## COURSES:



1,080  
ATTENDED  
COURSES

## 1:1 SESSIONS:



582  
HAD  
1:1 SESSIONS

## CLIENT ATTENDANCE



89%

## CLIENT SATISFACTION



98%

## CLIENT COMMENTS:

"Very many thanks for equipping me with a range of tools to employ. I am very grateful."

"I felt that my concerns at this time were fully addressed and I would recommend this course to everyone."

"I have been taught techniques that I use every day... my stress levels have massively reduced."

"My therapist was amazing – I feel like I have known her for years! She is very understanding and makes me feel normal."

"This has made such a difference to how I feel about my situation and given me the tools to get back to feeling enthusiastic about life."

"I felt very able to talk openly to my therapist about how I was feeling. Together we were able to put strategies in place to support me to overcome the negative experiences I have been facing. I was also signposted to relevant services post CBT. I feel that the services have been very beneficial."

# Gambling Service



447

CLIENTS SEEN

PLANNED  
ENDINGS



93%

CLIENT  
ATTENDANCE



85%

CLIENTS WHO WOULD  
RECOMMEND



99%

CLIENT  
SATISFACTION



96%

## CLIENT COMMENTS:

"As a partner of a gambler, I wasn't expecting to find support for me. It has been incredibly helpful at a very difficult time."

"Has been a great help not only with my gambling problem, but also with other situations in my life."

"Very useful and valuable. I really appreciated being able to access counselling."

"I have learned a lot about myself and feel more hopeful about the future."

"It has been so helpful to have my counsellor to talk to. I have come to realise a lot and have been able to make some changes I believe will be lasting."

"The sessions were incredibly insightful to many of the factors that can cause my gambling to become a problem, particularly grief. I now feel much better able to recognise and process my negative emotions through channels that don't involve gambling and acknowledge these periods as times to stay away from it."

"Couldn't thank you enough for all the insight and support."

"The counselling I have received has been amazing; it has completely changed my life. I can't thank my counsellor enough for everything; she has given me my life back. I feel so grateful for having this opportunity. I walked in here very depressed, sad and no life. I am now a different lady."

# Somerset Service



934

DRUG AND ALCOHOL ASSESSMENTS CARRIED OUT



498

HOSPITAL BRIEF INTERVENTIONS DELIVERED



# Gloucestershire Service

## DART (Gloucestershire Hospital Inreach)

Provides harm reduction advice, brief interventions and onward referrals



1,083

PEOPLE SEEN BY THIS SERVICE

### PATIENT COMMENTS:

"You have been amazing with all the advice and support we received whenever we needed it."

"Whatever pressure he is under he always finds time to answer her... including offering support at evenings and weekends... wonderful help and support..."

"Being able to talk to someone about my drink problem has helped me so much and I am eternally thankful for the 1-to-1 and telephone support I have received..."

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## GLOUCESTERSHIRE OUTREACH AND HOUSING LINK

Works with CGL (treatment services) to provide services to hard-to-reach groups



284

PEOPLE SEEN BY THIS SERVICE

### SUPPORTED HOUSING PROVIDER COMMENTS:

"I would like to compliment your Ara Housing Link Worker on our joint working; she has always answered our questions and supported our clients when we have asked, gone the extra mile. Really good."

P3 Accommodation-based Service Manager

"I work in both Cheltenham and Gloucester so have seen your Ara Housing Link Worker in both services. I do think it's a really vital service, especially for customers moving in that haven't been to CGL before or have moved from a different area and aren't sure where to go for recovery support. Your Ara Housing Link Worker is always really friendly, so this makes her approachable to both customers and staff. I like to think we have a good working rapport and would like this to continue."

Home Group/Stonham Manager

"I have only positive feedback about your Ara Housing Link Worker. She responds rapidly to our requests to assess our customers at Claremont House. She is very knowledgeable and helpful at START meetings where we work in a multi-agency way to share information about new referrals into the START process."

Riverside Housing Association Manager

# Arc Café



23

NEW  
TRAINEES



14

FOOD HYGIENE  
TRAINEES



23

BARISTA  
TRAINEES



15

PAID EMPLOYEES/  
OTHER TRAINEES

## TRAINEE COMMENTS:

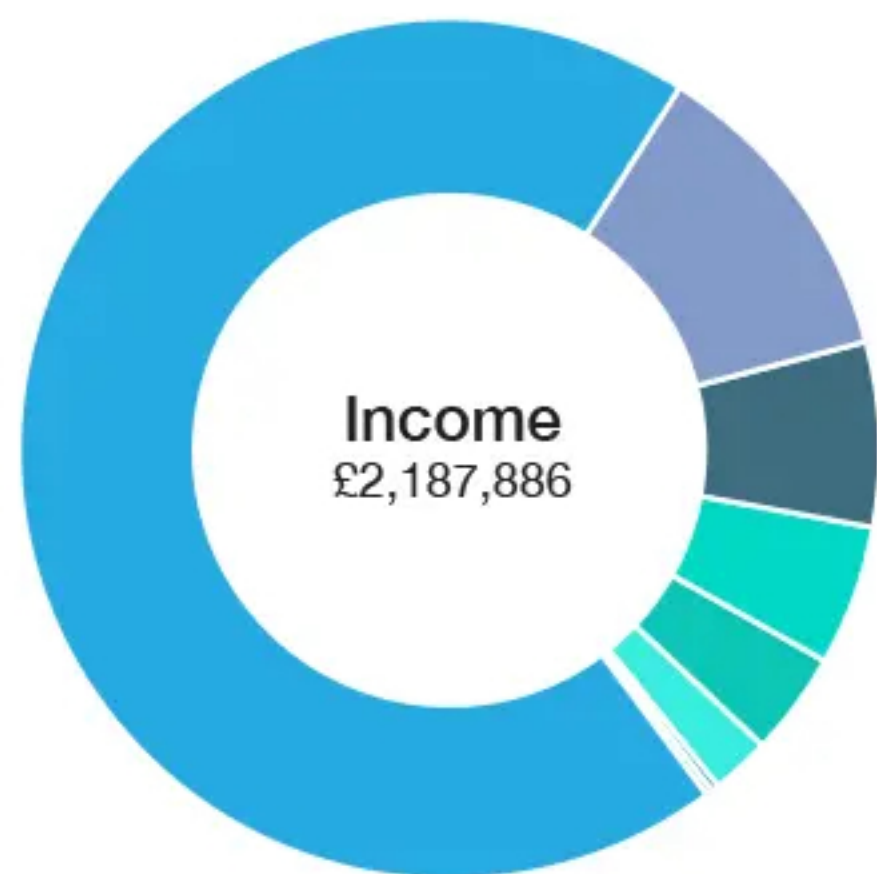
"I have made a commitment and I will stick to it."

"Gained confidence to apply for access to nursing course."

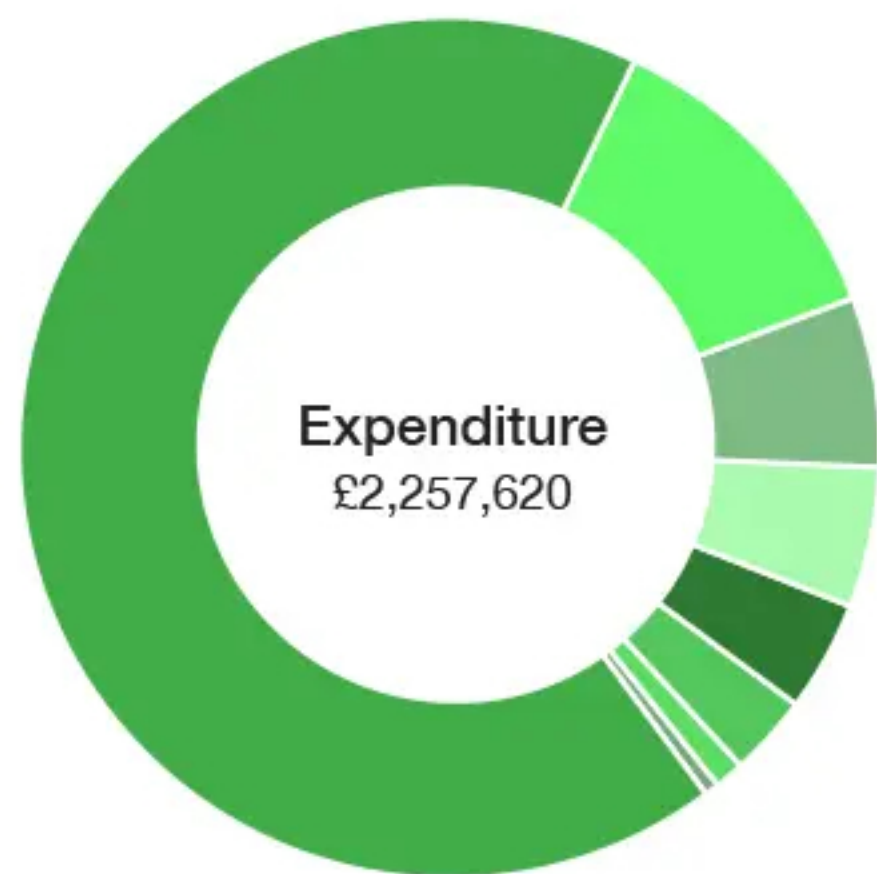
"I never thought I would stand on a stage and talk to 70 people about my eating disorder but, with the Café team with me, I did."

"I'm buzzing from doing front of house service."

# Finance



Housing support:	£1,517,836
Mental Health Services:	£258,039
Gambling Service:	£151,448
Gloucestershire Services:	£119,539
Somerset Services:	£86,052
Community Services/Arc Café:	£46,662
Donations + grants:	£4,452
Interest receivable:	£3,698
Rental income + related services:	£160



Housing support:	£1,518,763
Mental Health Services:	£276,025
Gambling Service:	£146,264
Gloucestershire Services:	£119,539
Somerset Services:	£95,564
Community Services/Arc Café:	£64,732
North Somerset Service:	£28,230
Cost of raising funds:	£8,503