

Criminal Justice 2020-21



Prisoner Accommodation Service

Ara operates a prison release service (RSI - rough sleepers initiative) in Bristol prison, securing accommodation for prisoners and helping to prevent their return to rough sleeping on release.

65

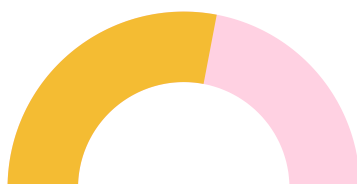
RSI clients met at the gate and housed on day of release



14

RSI clients moved into private lets

53% of RSI clients moved into long-term lets; 47% moved into short-term lets



One RSI client moved in to a Bristol City Council property with her three children

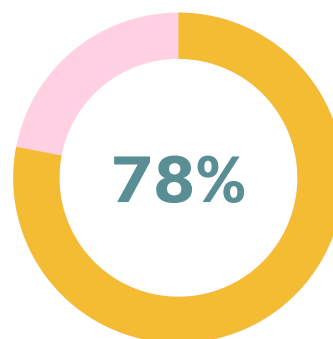


ARRO - Ara Resettlement Restart Opportunities

ARRO is a 3 year pilot project commissioned by the Ministry of Justice. The aims of this service are to reduce re-offending and prevent homelessness.

23

ARRO clients housed long-term



78% of clients still in ARRO long-term flats



"It's a brilliant service - they have helped me a real lot keeping me on track and supporting me. My worker has gone over and beyond and helped me to get work as well. I am enjoying work now much better instead of crime"

"It's all going well at the moment. It was brilliant getting this flat - it's a beautiful flat. The staff are really good. I'd have been knackered without ARRO. The best thing is that I am clean now"

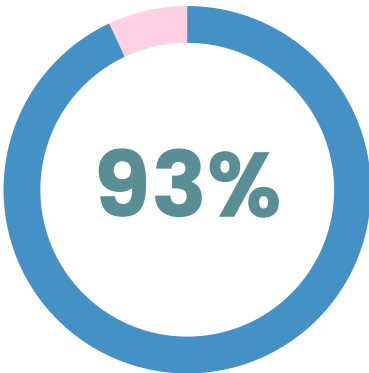
Gambling Service 2020-21



852 Client interactions

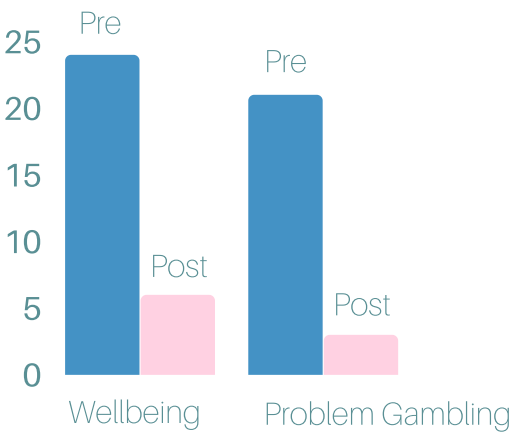


100%
Would recommend the service to someone else



93% of clients had planned endings

Average wellbeing and problem gambling scores improved by a reduction of 18 points on exit from service (scores under 3 are most ideal)



"My counsellor allowed me to take things at my own pace. She never gave up on me. Slowly I became more comfortable with my counsellor and was able to talk and actually be honest about how I felt"

"My counsellor was calm and friendly, down to earth, and extremely patient...I felt empowered for the first time in my life and genuinely actually believed in myself"



Young People's Outreach Service



490
Young people seen in Wales



1,732
Professionals attended workshops



395
Young people seen in England

151
Organisations delivered to across England & Wales

"That was the first Zoom training session I have done with the class and it worked beautifully! The students could engage, could see and hear you clearly. It really was the optimum method of delivering the content."

Feedback from teacher

Gloucestershire 2020-21

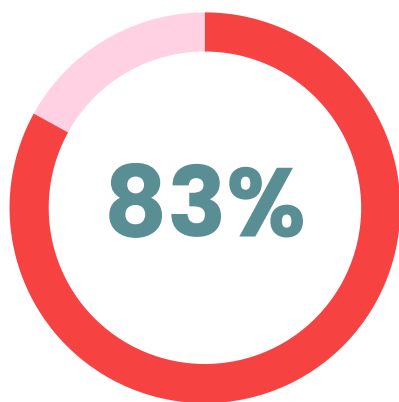


1,798

People received advice, intervention and access to treatment services via DART - Gloucestershire hospitals inreach



"Thank you for contacting me whilst I am in hospital and I'm pleased that you called. I am grateful that DART is there to support me and also help me when I am discharged. I was fearful"



83% of clients gave the highest rating of "excellent"

399

Clients seen by Outreach and Housing Link, working with Change Grow Live



info about what Gloucestershire does for clients?
"Your response was very prompt. I feel well supported by DART in such challenging times for me. I think your service is excellent... I will store your number in my phone for future help and support"

Housing 2020-21



259

**People housed in
our substance
misuse
accommodation**



100% would recommend
our service



90% occupancy across our
accommodation

114

**People accessed
local drug and
alcohol services**

A horizontal bar chart with an orange bar representing 94% of the total length. The text '94%' is in bold dark teal to the right of the bar.
94%

Felt listened to and
understood by their
support worker

92%

Felt more positive about
the future than when they
arrived at the service

88%

Agreed that their support
plan reflected what they
need for recovery

"The support I received was
very sensitively dealt with in
regards to my needs. I don't
know how much more helpful
my support worker could
have been. She is really good
at what she does & the Ara
staff in general were always
respectful and helpful"



Drug & alcohol
treatment
Leisure activities
Training courses
Welfare & benefits
Bills & budgeting



**What our support
workers helped clients
with**

Employment
Physical & mental health
Cultural activities
Social connections
Life skills
Family connections

Step Together 2020-21



4

Ara staff providing

**addiction
expertise**

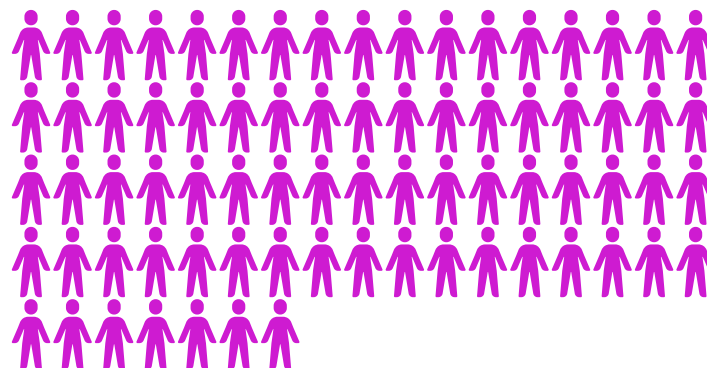


Somerset Step Together

Partnership project with Step Together to support adults in Somerset who 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.

150+

clients of the most
disadvantaged people in
Somerset seen by the service



We are proud to partner with
Second Step on this essential
service, focused on recovery
and bringing about lasting
change to people's lives

75+

clients moving on from the
service in a planned way