



# LIVED EXPERIENCE STATEMENT



**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.

Currently around 35% of our staff are people with lived experience of issues that our services address. Ara ensures that all staff work to the best possible practice 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.

They use their personal experiences to build relationships with others who have gone through similar struggles, fostering a sense of collective understanding, self-determination, empowerment, and hope.

**These individuals have likely faced various challenges, such as:**

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

**Their experiences will have also involved:**

- Losing and regaining hope
- Emancipation from the struggles they faced

Ara staff with lived experience bring their diverse perspectives and experiences to the table, offering an asset in supporting others who are going through similar struggles.



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People with lived and/or living experience have knowledge, experience, understanding and expertise that is vital to improving and strengthening the experience of our beneficiaries and our service delivery. We are proud to enable those with lived/living experience to be at the centre of design, delivery, evaluation, and ongoing improvement.

Lived experience colleagues help to ensure that Ara services meet the needs of the people, families and communities it is designed to serve. Whilst continuing our path of constant improvement To meet the specified requirement of the customer, Ara applies a Quality Management System in conjunction with other management controls; this is described in the Quality and Procedure Manuals.

Responsibility for upholding this policy is Company-wide under the guidance and with the assistance of Senior Management who encourage the personal commitment of all staff to address quality as part of their skill base.

It is Ara policy to seek to operate to this Quality Management System (QMS) continuously and to implement and operate fully the ISO9001: 2015 standard through registration and annual review.

Ara complies with all applicable legislation relevant to its industry including all health and safety regulations.

## Approved by

**Graham England**  
Chief Executive