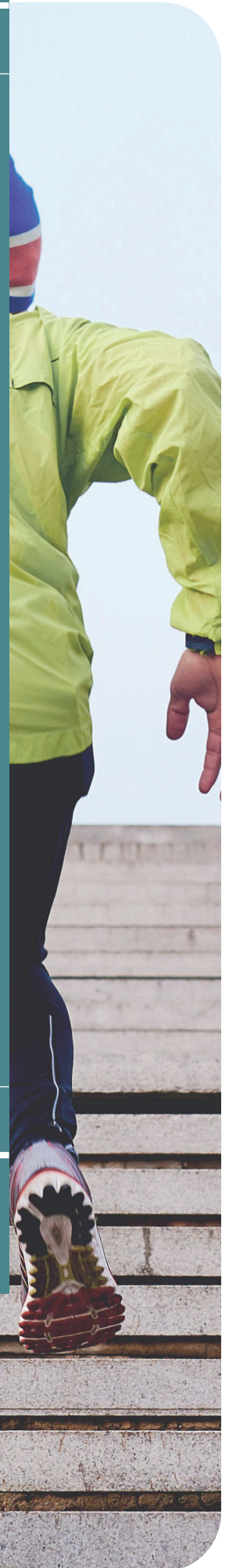


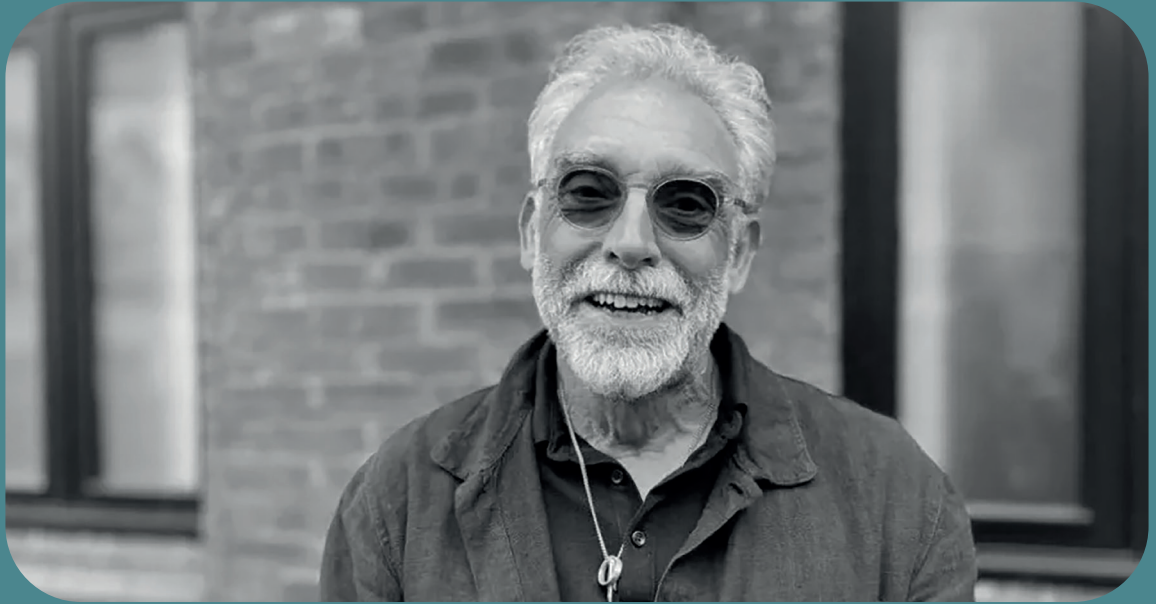


Ava
RECOVERY FOR ALL

IMPACT REPORT
2023/2024

PROVIDING HOPE
AND BETTER LIVES





Tony Collins

Chair of the Board

22/02/1956 - 08/04/2024

It is an honour and a privilege to lead Ara Recovery for All in the success and growth, and the fantastic life-changing outcomes we achieve. We do this with a wonderful team of motivated staff and the unswerving and tireless work of our Board of Trustees.

So, it is with a heavy heart that I write to tell you that the Chair of our Board of Trustees, Tony Collins, sadly and suddenly passed away on Monday, 8th April.

Tony had been Chair of Ara for the past five years and was passionate about the work we do and all of us who do it.

Many of you will have known him and spoken with him as he made his rounds of the office and attended events, such as the opening of the Bangor Office and the launch of the specialist housing service. His leadership of the Board was absolutely first-class.

Tony was an irrepressible force for good in the world, both in his work for Ara and throughout his life. His passion and commitment to this charity and to supporting people in need will continue to spur us on in the coming years.

We are keeping in touch with Tony's wife and two sons, Claire, Jack, and Harry, and have conveyed our deepest sympathy and love.

Foreword From the CEO

GRAHAM ENGLAND



Welcome to Ara's Impact Report 2023-24. This year, we reached over 25,000 individuals in the South West of England and Wales, marking significant growth. Our Specialist Housing Support (SHS) service in Bristol saw successful implementation, aiding clients in acquiring safe accommodation and sustaining tenancies during drug and alcohol treatment. Additionally, we secured a contract for 15 self-contained properties in Bristol for a Housing First project, supporting individuals with histories of rough sleeping. Together with the Pathway 4 team, SHS and Housing First provide bespoke support to vulnerable members of society.

Our efforts to combat gambling harms within the National Gambling Support Network (NGSN) have flourished. With structured interventions, we assisted over 1,700 gamblers and affected individuals, offering free, confidential psychosocial support. Our school education programmes expanded, and we extended our accredited L2 Qualification on gambling harms to new sectors and partners, enhancing accessibility to treatment nationwide.

Our Criminal Justice work increased by 50%, focusing on secure housing for prison leavers. Across all services, we prioritise life skills development, employment opportunities, and rebuilding social and family lives. Our executive team, comprising Andrew Ridley, Robbie Thornhill, and Helen Kovacs, remains dedicated to expanding our services. Our staff satisfaction rates are high, with 98% enjoying their job and 94% proud to work at Ara. Thank you to all who contribute to our mission of making a lasting impact on lives.

I hope you enjoy reading the Impact Report and get a feeling for our drive to keep providing hope and better lives for many years to come.

A handwritten signature in black ink, appearing to read 'Graham England'. The signature is fluid and cursive, written over a white background.

Graham England
Chief Executive Officer

About Ara



PROVIDING HOPE AND BETTER LIVES

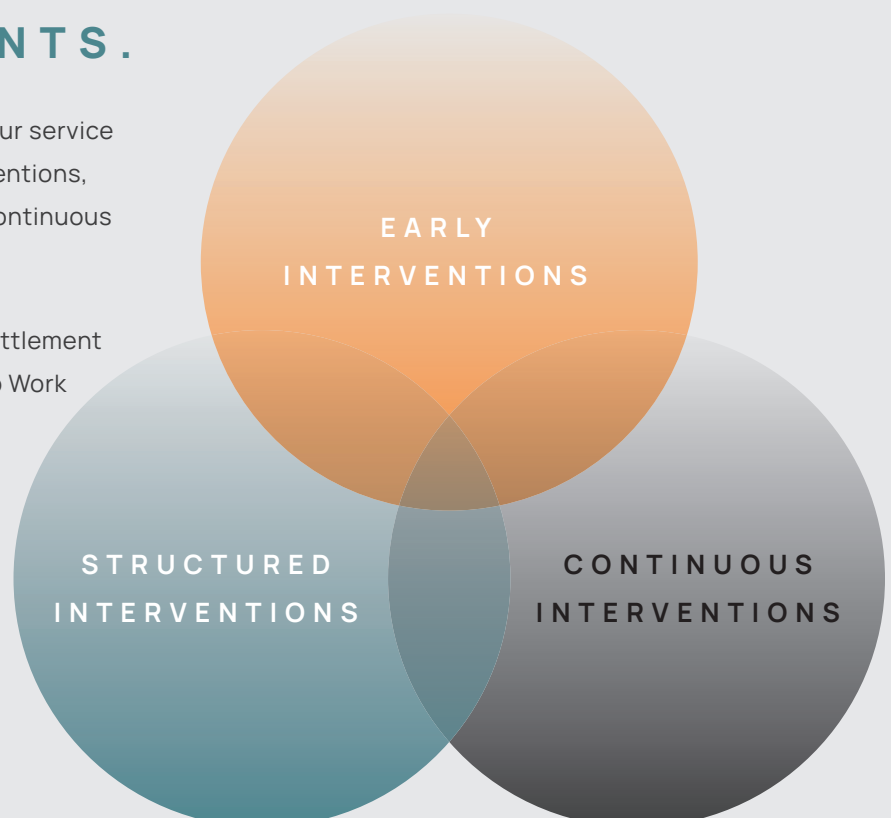
We serve marginalised groups, reaching over 66,000 individuals in the past five years, including 26,369 last year. Our operations cover nearly 8 million people in the South West and Wales, underscoring our commitment to inclusivity.

As a forward-thinking and fast-moving organisation, we are steadfastly values-driven. Our actions consistently align with our mission to drive positive change and innovate solutions for our communities.

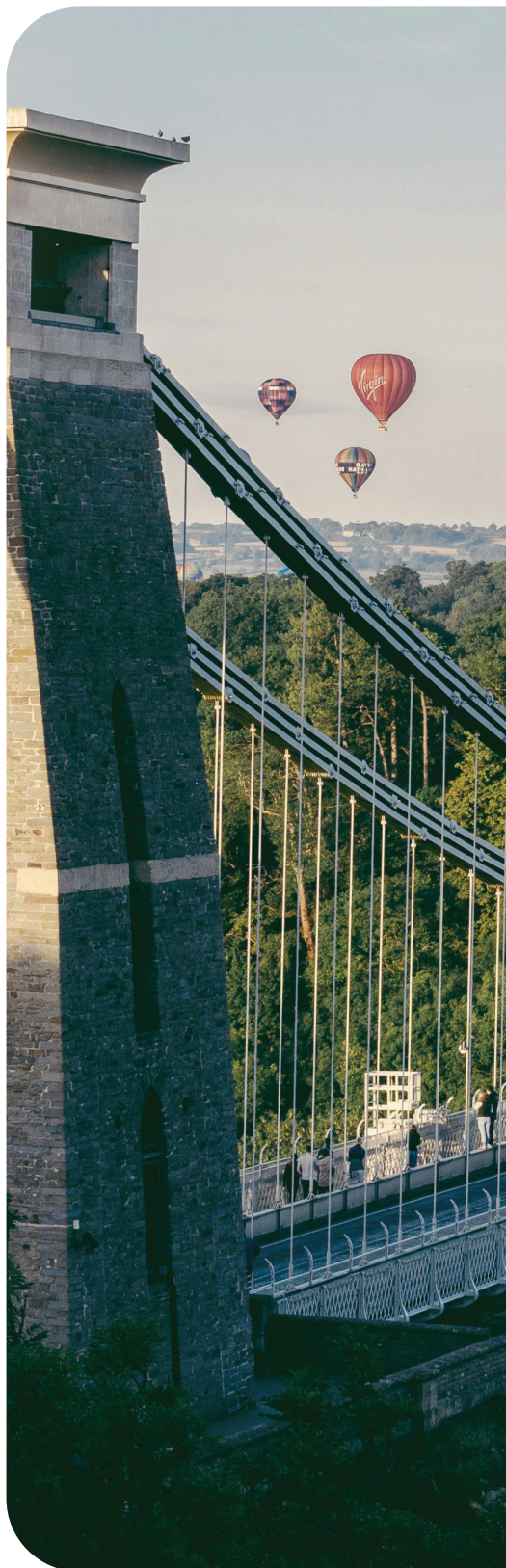
BENEFICIARY CONTACT & ACCESS POINTS.

We have a whole system approach to our service provision from Community Early interventions, Structured Interventions through to Continuous Interventions. We do this by providing:

- Criminal Justice Interventions & Resettlement
- Structured Talking Therapies & Group Work
- Community Engagement
- Education & Training
- Information, Advice & Guidance
- Supported Housing Services
- Peer mentoring
- Social Inclusion
- Relapse Prevention



Our Values



ASPIRING

We actively embody ambition on behalf of our clients, consistently pursuing the most innovative solutions to ensure the finest outcomes. Our team is driven by a purposeful commitment to effect meaningful change.

BRAVE

Our approach is defined by confidence and courage. We boldly address challenges, confront prejudices, and tirelessly work to enhance the lives of those we serve. Our energy and enthusiasm fuel our commitment to achieving transformative results.

COMPETENT

Our expertise and professionalism set us apart. We are adept, highly skilled, and consistently pursue excellence in all aspects of our service delivery. Our commitment to continuous improvement underpins our reputation as leaders in our field.

DETERMINED

We are steadfast in our support for our beneficiaries, showing unwavering passion for learning and development. Our determination is evident in our persistent drive for continuous and sustainable improvements, always with the aim of fostering better lives and brighter futures.

Homelessness

PATHWAY 4

Ara are the lead provider for Bristol Homelessness Pathway 4. Our Housing Support Practitioners help clients to build recovery from drugs and alcohol, attain independence, and maintain stable housing. Clients are supported to engage with a range of

initiatives including drug and alcohol treatment, training courses, access to employment, physical health activities, trauma counselling, cultural activities, developing lifeskills, rebuilding family connections and more.



“Probably without Ara, it’s very likely I would be dead or in the gutter somewhere. I will always be grateful for all Ara’s help”.

“The service that I received properly saved my life by putting me back on the right track”.

“I have found it all great. The supportive approach tailored to individual recovery needs and working with you has made such a difference”.



387

DRUG AND ALCOHOL
RECOVERY GROUPS HELD
ACROSS THE PATHWAY



258

ONE-TO-ONE TRAUMA
COUNSELLING SESSIONS WITH
TRAINED COUNSELLORS



94

CLIENTS BENEFITTED
FROM COMMUNITY
ENGAGEMENT ACTIVITIES



258

COMMUNITY ENGAGEMENT
PARTNERSHIPS MADE
THROUGHOUT BRISTOL TO
BENEFIT CLIENTS



248

CLIENTS HOUSED IN OUR RECOVERY COMMUNITY ACCOMMODATION.

46

POSITIVE MOVE-ONS, INCLUDING 16 OBTAINING PRIVATE RENTED ACCOMODATION IN THE CITY.

97%

OF CLIENTS WERE SATISFIED WITH THE SERVICE THEY RECEIVED

91%

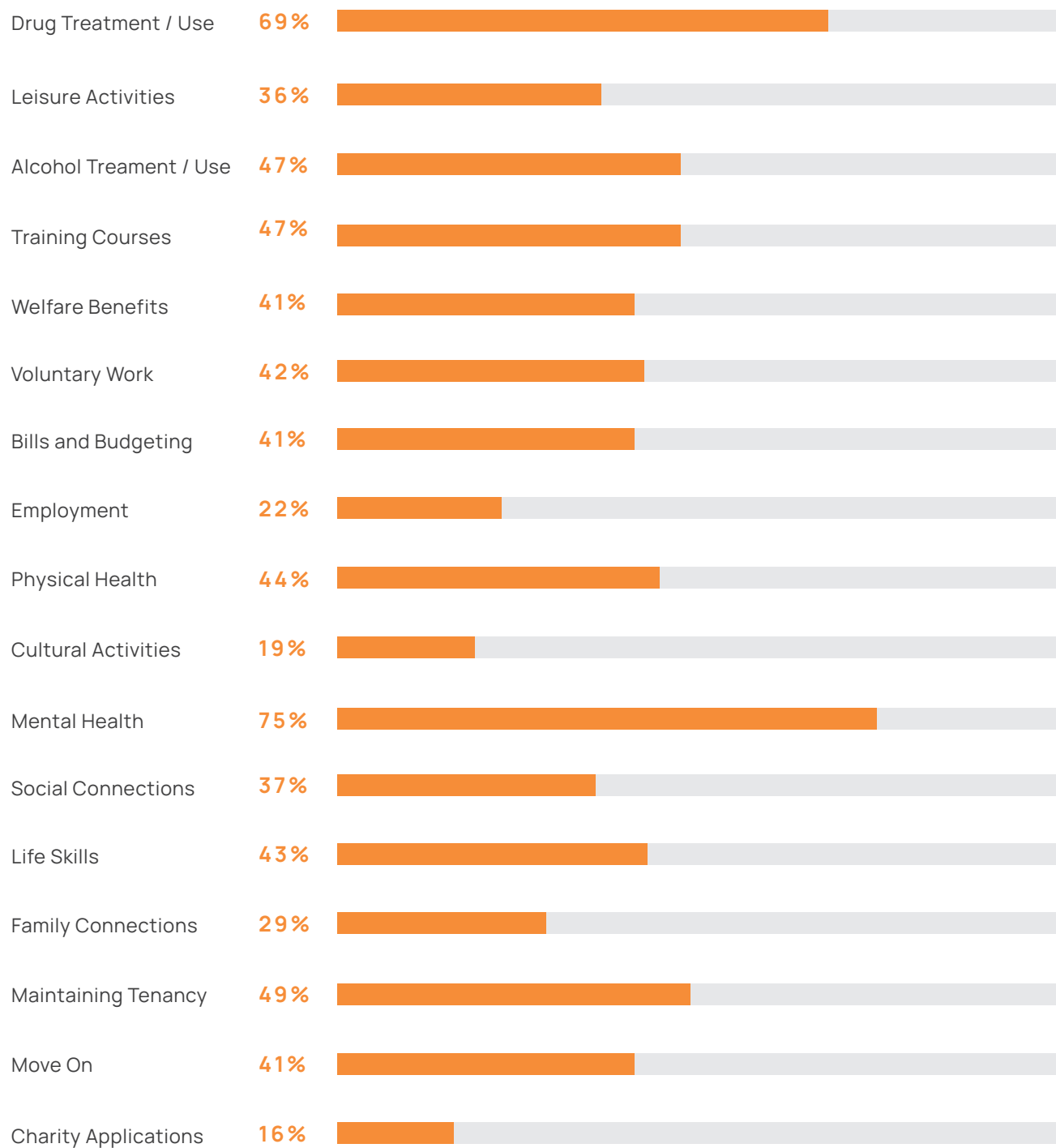
WOULD RECOMMEND THE SERVICE TO OTHERS



Breadth of Ara Support

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

WHAT CLIENTS WORKED ON WITH THEIR SUPPORT WORKER



Gambling Treatment

Ara's Gambling Harms Treatment Service provides support to anyone affected by gambling harms across Wales and the South West of England. The service includes free and confidential one-to-one counselling and resources for gamblers and affected others. We are a key partner in the National Gambling Support Network (NGSN) with GambleAware.



1,758

PEOPLE RECEIVED CBT AND
STRENGTH-BASED COUNSELLING



**100% OF CLIENTS
WOULD RECOMMEND
THE SERVICE
TO OTHERS**



**AVERAGE
PRE-TREATMENT
WELLBEING SCORE**
(indicating severe
psychological distress)



**AVERAGE
POST-TREATMENT
WELLBEING SCORE**

“This service changed my life so much and I can’t begin to explain how happy I am that I accessed this service. Before my therapy I was on a downward spiral heading towards depression. My counselling gave me accountability and guided me to make changes on my life. I’ve come on leaps and bounds”.



98% OF CLIENTS WERE SATISFIED WITH THE SERVICE THEY RECEIVED.



AVERAGE PRE-TREATMENT PGSI* SCORE



AVERAGE POST-TREATMENT PGSI* SCORE

*PGSI = the Problem Gambling Severity Index. A score of 8 and over represents severe gambling harms

Gambling – Youth Education

Ara's Education and Training Leads 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.

“Just would like to say thank you so much for your sessions at the college, you worked so hard. The sessions were really interesting and informative, thank you and if you could do next year that would be great”.

“I've worked with a couple of people with gambling issues, and given the stats you provided today and I think this would be a great all round family talk”.



8,430

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



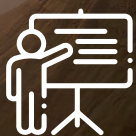
1,340

PROFESSIONALS EDUCATED TO WORK WITH YOUNG PEOPLE ABOUT HOW TO SPOT GAMBLING HARMS, AND THE NEXUS OF GAMING AND GAMBLING.

Gambling – Community Engagement

Ara's Community Engagement Leads work within local communities around the UK to raise awareness of gambling harms, and improve accessibility to treatment for people who need support.

Our **Bet You Can Help** RSPH-accredited training programme equips learners with the knowledge, skills and attitudes to tackle gambling related harms. Our **Workplace Charter** provides a framework for action Agreement to help employers and staff in promoting good practice in health and work in their organisation.



2,989

PROFESSIONALS
BENEFITED FROM OUR
BET YOU CAN HELP
TRAINING ACROSS
ENGLAND AND WALES



11,004

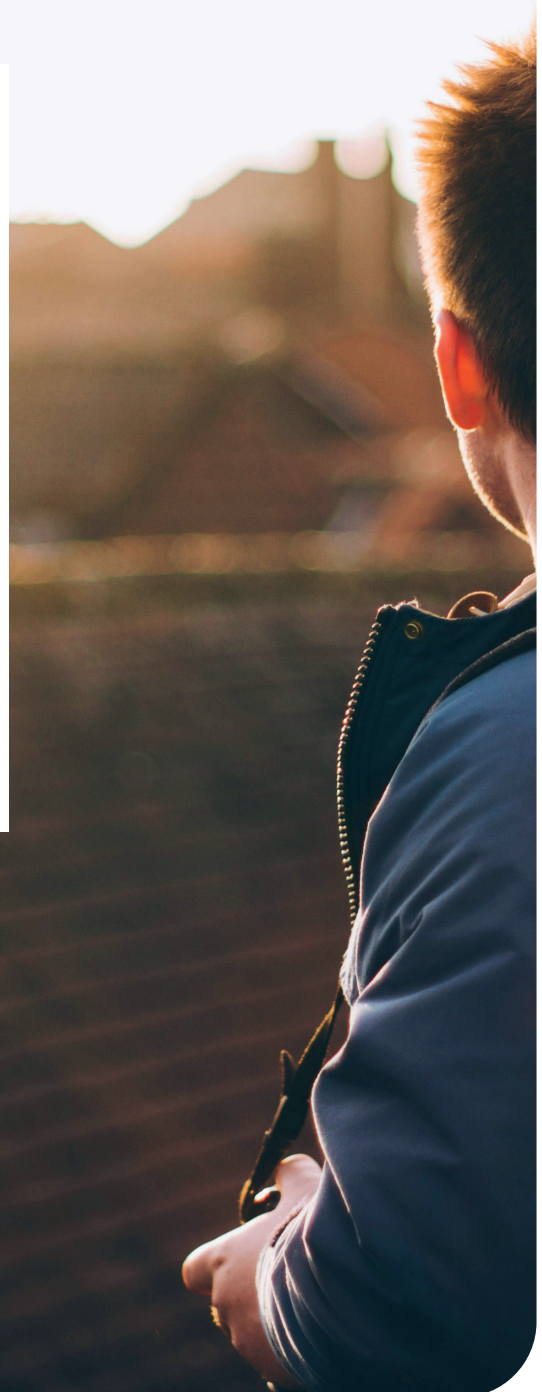
PEOPLE WERE OFFERED INFORMATION, ADVICE,
AND GUIDANCE ABOUT GAMBLING HARMS TO
BETTER ENABLE THEM TO UNDERSTAND THEIR
OWN OR SOMEONE ELSE'S HARMFUL GAMBLING,
AND KNOW HOW TO REFER FOR HELP

Prison Resettlement Services

WHAT WE DO

Ara operates a prison release service funded through the RSI (Rough Sleepers Initiative) in a range of UK prisons.

Our specialist workers work both within and outside of prisons to secure accommodation for ex-offenders with a local connection to Bristol, helping to prevent rough sleeping and recidivism and promote positive resettlement.



“[Ara Prison Release Worker] has been wonderful to our family. When at your most vulnerable and lowest people can often judge you as a criminal. [They] treated me like a human, with respect and genuinely wanted to help”.

“[Ara Prison Release Worker] has been absolutely amazing, very easy to get on with, helpful and understanding”.



OF 240 REFERRALS IN THE PERIOD, 199 (82%) ENGAGED WITH SUPPORT FROM ARA DURING THE LAST 12 WEEKS OF THEIR SENTENCE AND/OR 8 WEEKS OF THEIR RELEASE WITHIN THE COMMUNITY.



116

116 CLIENTS WERE DIRECTLY ACCOMMODATED UPON RELEASE FROM PRISON.



19 CLIENTS WERE SUPPORTED TO RECONNECT WITH FAMILY AND FRIENDS. 30 WERE SUCCESSFUL IN OBTAINING SUPPORTED ACCOMMODATION IN BRISTOL.



34

WE HELPED 34 WOMEN BEING RELEASED FROM HMP EASTWOOD PARK TO AVOID ROUGH SLEEPING.

85%



OF CLIENTS FELT MORE POSITIVE ABOUT THEIR FUTURE THAN AFTER ENGAGING WITH THE SERVICE

Specialist Housing Support

Ara's SHS Team promote tenancy sustainment and prevent homelessness in clients with drug and alcohol needs by providing targeted psychosocial interventions, promoting inclusivity and social integration, and meeting the needs of marginalised groups.



178

CLIENTS SUPPORTED
ACROSS THE SHS
SERVICE

INCLUDING STRUCTURED DRUG AND ALCOHOL TREATMENT, HOSPITAL, PRISON AND TREATMENT RESETTLEMENT, WOMEN'S SPECIALIST WORKER AND COMMUNITY ENGAGEMENT SERVICES.

30 CLIENTS WERE PROVIDED WITH ONE-TO-ONE PSYCHOSOCIAL DRUG AND ALCOHOL AND MENTAL HEALTH TREATMENT, WHILE ALSO BEING SUPPORTED TO ADDRESS THEIR ACCOMMODATION NEEDS.



75

CLIENTS ENGAGED IN
A BESPOKE TIMETABLE
OF ACTIVITIES

SET UP BY OUR COMMUNITY ENGAGEMENT SPECIALISTS FOR PEOPLE TO BUILD STRUCTURE, ROUTINE AND LEARN LIFE SKILLS AND ATTAIN SOCIAL INCLUSION TO SUSTAIN THEIR RECOVERY.

IN PARTNERSHIP WITH OUR SISTER CHARITY ONE25, OUR SPECIALIST WOMEN'S WORKER SUPPORTED 12 OF THE MOST VULNERABLE, DISADVANTAGED WOMEN IN BRISTOL TO ADDRESS THEIR TENANCY NEEDS AND ACCESS TREATMENT.

19 CLIENTS SUPPORTED TO LEAVE PRISON AND TREATMENT TO SUSTAIN THEIR ACCOMMODATION SUCCESSFULLY.



“There have been lots of amazing opportunities to learn new skills, connect and gain confidence. I am really glad that there is support such as this freely available!”

“It has definitely helped my anxiety coming here. It helps me feel more calm and I’m always looking forward to it every week... it’s helped me feel more confident and independent”

Step Together

IN PARTNERSHIP WITH SECOND STEP

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.



108

CLIENTS WERE
SUPPORTED BY
THE SERVICE



88%

OF CLIENTS HAD A
POSITIVE MOVE ON
FROM THE SERVICE

98%

OF CLIENTS RECORDED A
POSITIVE CHANGE IN THEIR
OFFENDING BEHAVIOUR

88%

OF CLIENTS RECORDED
A POSITIVE CHANGE IN
THEIR DRUG AND
ALCOHOL MISUSE

“I never thought I’d be able to live independently - but with the support in place I really like my new home”.



Employee Survey

Ara is committed to a policy of equality, diversity and inclusion both in the workplace and when recruiting employees. We are keen to provide a safe and empowering work environment for all members of the Ara team.

31%

OF ARA EMPLOYEES
HAVE DIRECT LIVED
EXPERIENCE OF THE
ISSUES THAT WE
SUPPORT PEOPLE WITH

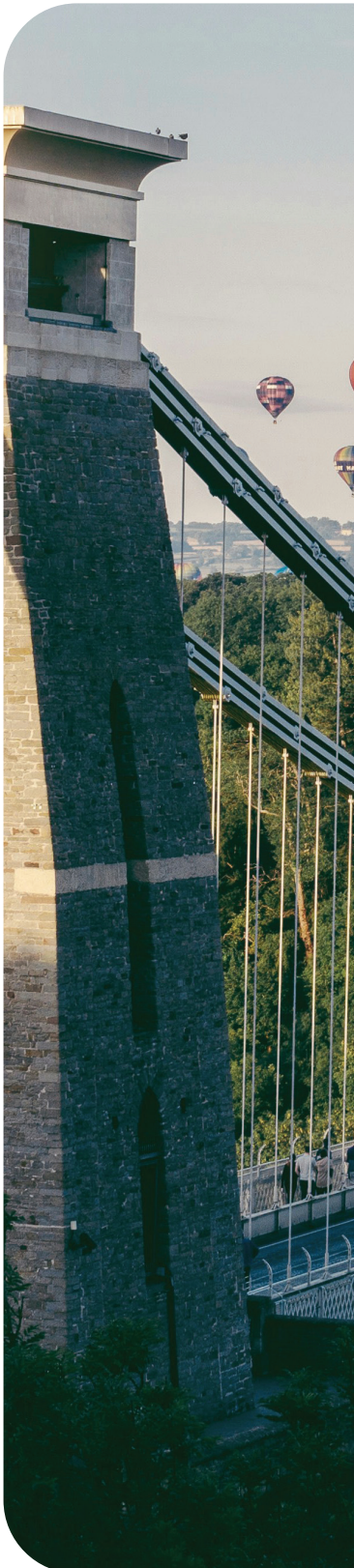
94%

SAY THAT THEY
ARE PROUD TO
WORK AT ARA

98%

OF EMPLOYEES SAY
THEY ENJOY HAVING
A SAY ABOUT THE
WAY THEY WORK





“Ara truly values it’s employees and the work they are doing with clients. I feel valued as a member of the team and I have flexibility within my role to be innovative”.

98%



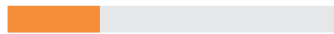
OF EMPLOYEES SAY THAT THEY ENJOY THEIR JOB

100%



SAY THEY HAVE POSITIVE RELATIONSHIPS WITH THEIR COLLEAGUES

28%



OF ARA EMPLOYEES IDENTIFY AS NEURODIVERGENT.

92%



THINK THAT THEIR TEAM WORKS WELL TOGETHER TO PROVIDE A QUALITY SERVICE

“Genuinely this has been my favourite place to work”.

“Ara is an amazing place to work. Great people, all very passionate about the work we do”.



IMPACT REPORT 2023/2024

PROVIDING HOPE
AND BETTER LIVES

Company Number: 2540814
Charity Number: 1002224

