

Ara Gambling Treatment

Client Feedback



May 2022



Free, Confidential, Non-Judgemental Gambling Help

We deliver **free** and **confidential** gambling help across Wales and the South West.

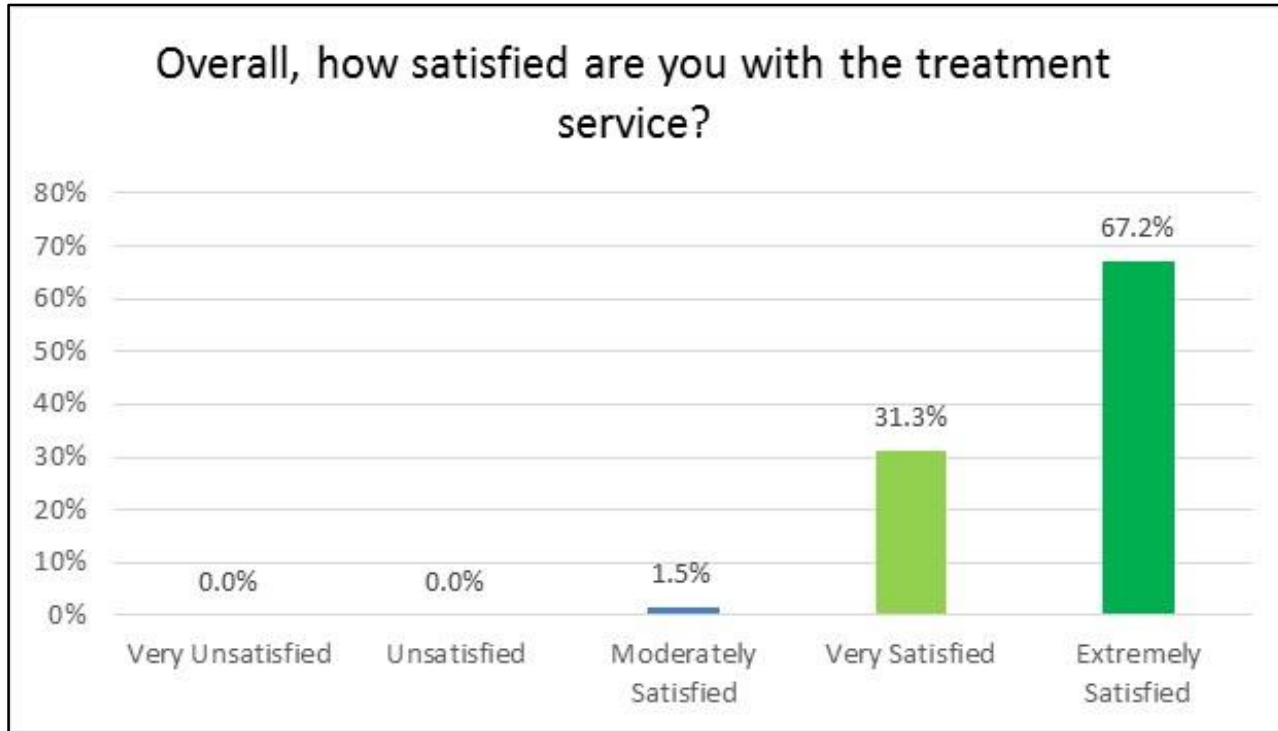
passionate • professional • dynamic • enduring • respectful • supportive

Ara deliver free and confidential advice and counselling together with:

- Free Blocking Software
- Self-Exclusion Kit
- Relapse Prevention & Expert by Experience Group
- Awareness sessions for professionals

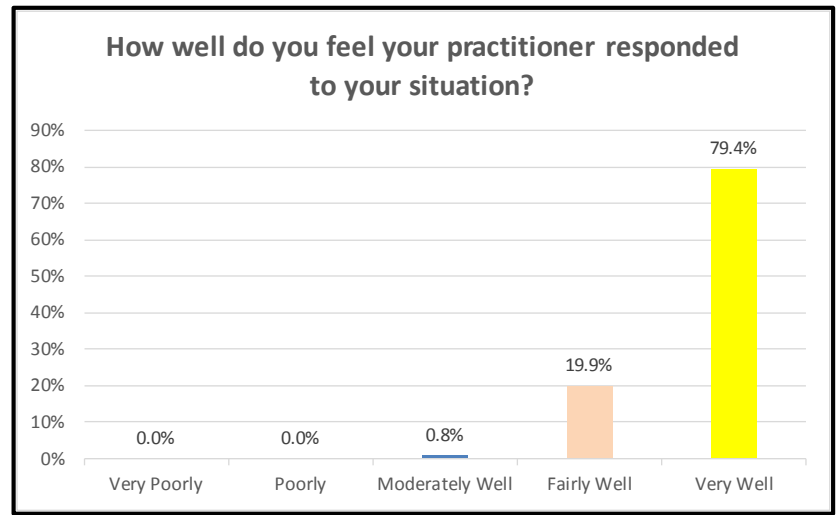
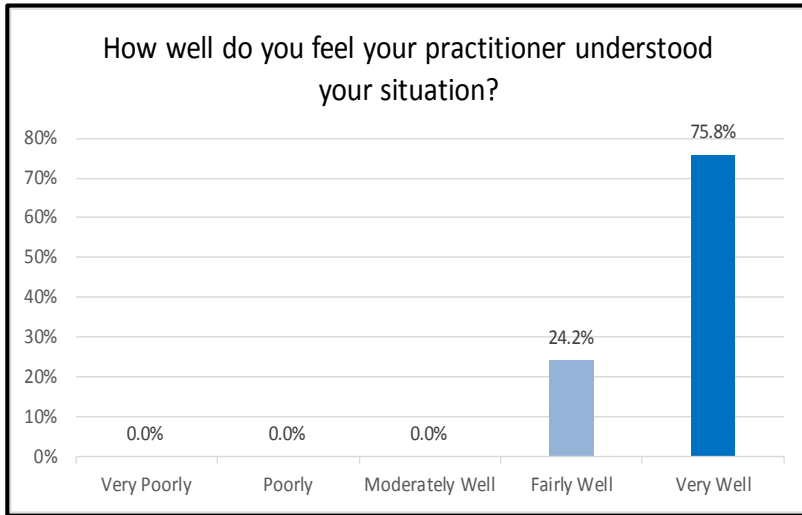
We supported 1,220 clients between April 21 to March 22
132 counselling clients filled in the client feedback survey

2021-22



100% of clients satisfied with Ara service

2021-22

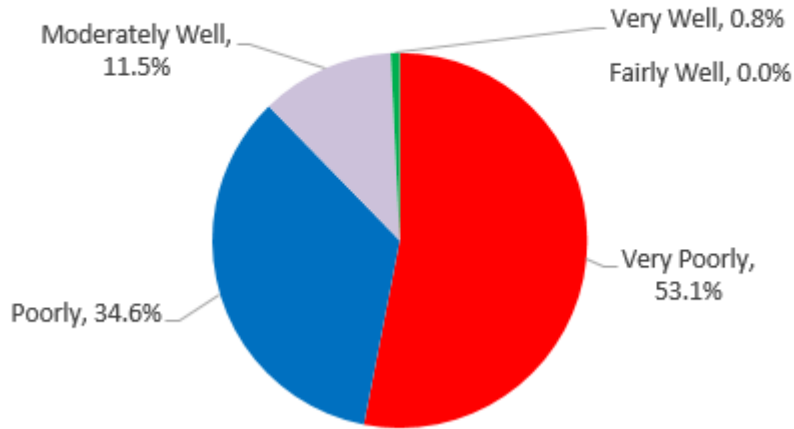


Building a rapport with gambling treatment clients is key to Ara's success

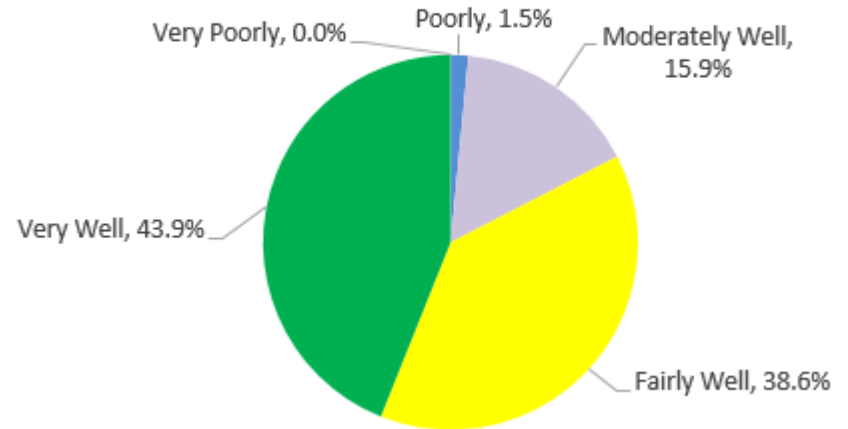
2021-22

Positive effects of Ara treatment

All things considered, how were you feeling before you started treatment?



All things considered, how are you feeling at the end of your treatment?



Ara Free & Confidential Counselling

2021-22

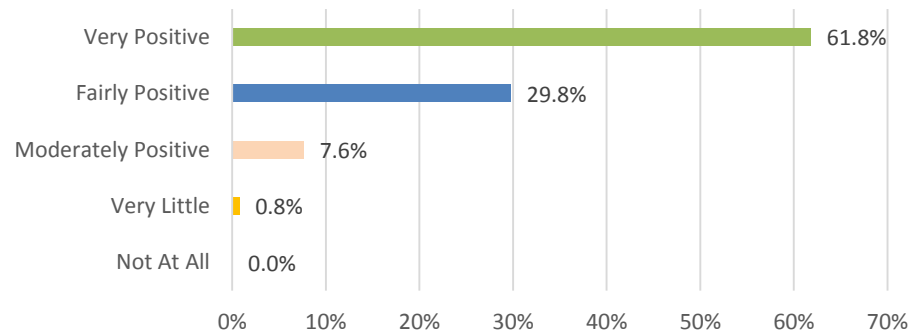
Would you recommend the service to someone else?

No, 0%

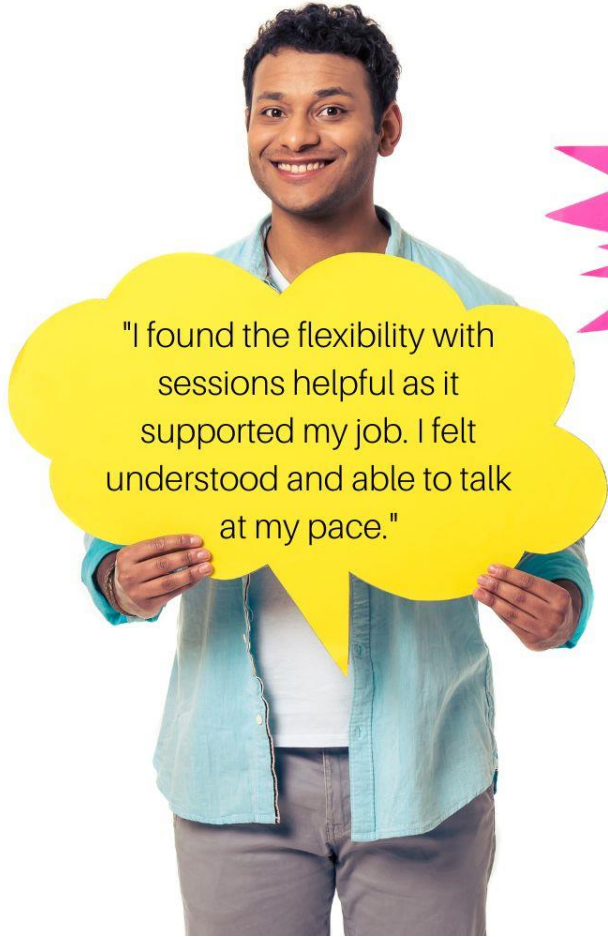


Yes, 100%

To what extent do you feel the treatment you have received has brought about a positive change in your circumstances?



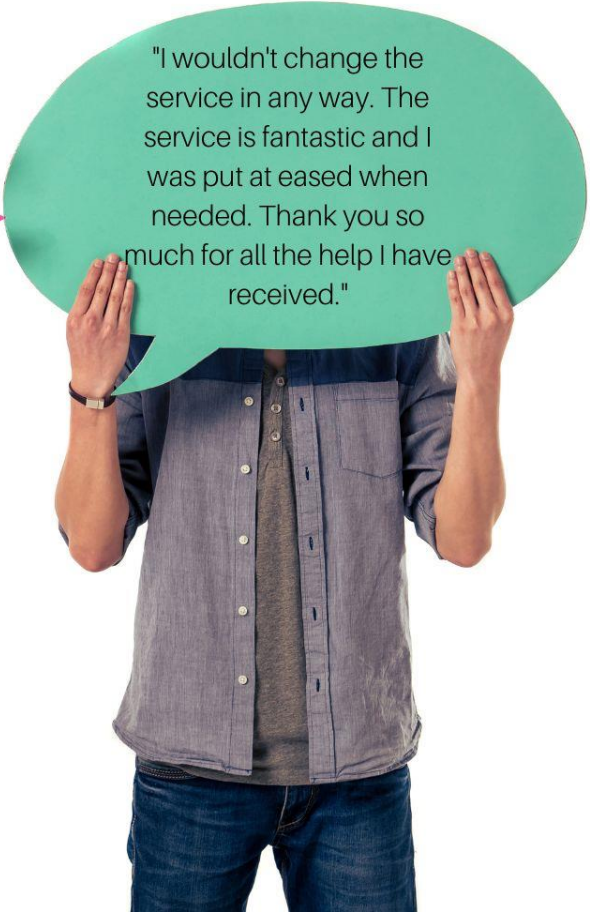
Ara improves the lives of both those suffering directly with disordered gambling, and affected others



"I found the flexibility with sessions helpful as it supported my job. I felt understood and able to talk at my pace."




"Nice to talk to someone and not to be judged, found the practitioner very helpful. No set structure, could do things in my time. I would definitely do it again."

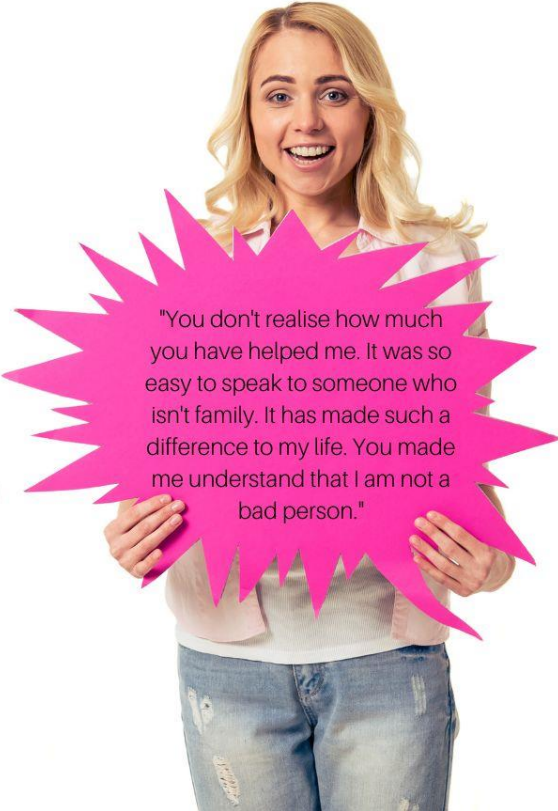


"I wouldn't change the service in any way. The service is fantastic and I was put at ease when needed. Thank you so much for all the help I have received."

"[My Ara counsellor] really understood and took the time to listen and acknowledge my situation. I couldn't have asked for a more understanding person. Thoroughly supported and guided me through the process! And now I feel a million times better with what feels like a new lease of life."



"I felt like [the Ara Counsellor] treated me so well in every aspect I have suffered with addiction for over 25 years and never had such a fantastic counsellor (and I've had a few over the years) really brilliant lady."




"You don't realise how much you have helped me. It was so easy to speak to someone who isn't family. It has made such a difference to my life. You made me understand that I am not a bad person."




"Everything from start to finish has been 100%. Referral and having sessions was really easy. It was good to speak to someone and the counsellor was really calm. I know I have some way to go, but my self confidence has grown. Thank you."

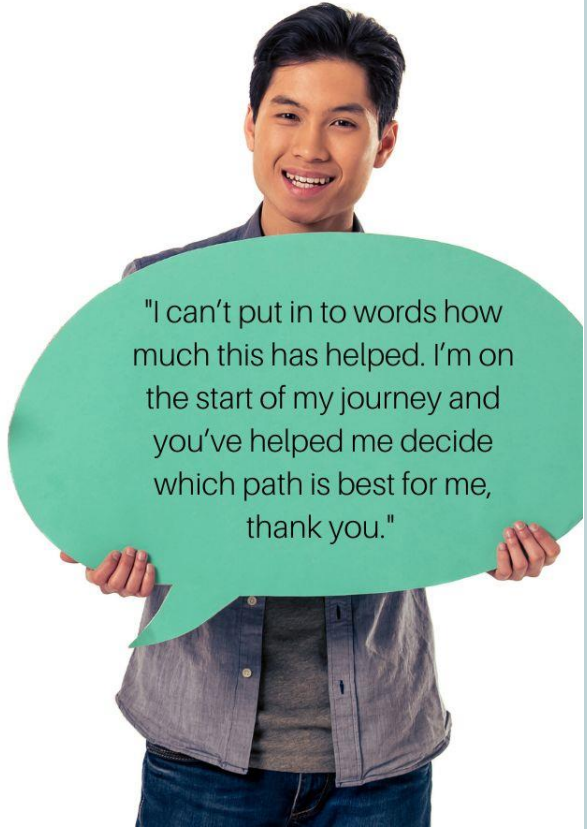
Client Feedback



"Thank you for this service, I think its great there is a service to help people when they feel alone. You do a really good job and it makes all the difference "



"[The Ara Counsellor] really helped me understand what else is going on around my gambling."



"I can't put in to words how much this has helped. I'm on the start of my journey and you've helped me decide which path is best for me, thank you."

Client Feedback

"I would change nothing. Its been helpful to have someone to talk to. Sometimes I would be feeling so low but after my call with you I would feel so much better. You have been a great support to me."

"Thank you for this service, I think it's great there is a service to help people when they feel alone. You do a really good job and it makes all the difference"

"It has been so helpful. I will remember the sessions for the rest of my life. The telephone service has been godsend. Without it I would not have been able to have counselling."

Client Feedback

Client Feedback – Affected Others



It was good to be able to offload my anxieties and worries regarding the problems we were facing in supporting someone with a gambling habit. This is not always possible with family and friends. I didn't expect to be offered counselling and I'm so glad it was offered.

"As a partner of someone with a gambling addiction, initially I was really worried about speaking to family/friends because I was feeling embarrassed and ashamed.

My counsellor helped me to overcome this and identify a close friend who I could seek support from, which helped me to realise that all relationships face challenges and I am not alone.

The counselling also helped me to set goals and plans each week to prioritise myself and my own needs, look after myself and communicate more effectively with my partner.

This really helped me to 'not get caught up' in my worries as much as I was and as a result I think I have been more able support my partner the best way I can."

You are not alone – up to 340,000 people in the UK are suffering with gambling harms.

Talk to us confidentially about your gambling.

Let's start your recovery.

www.recovery4all.co.uk

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