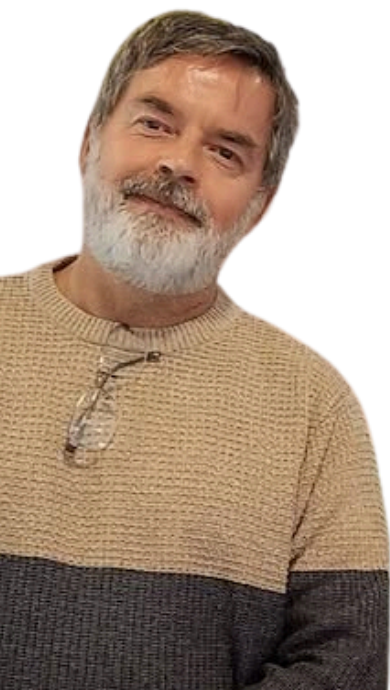
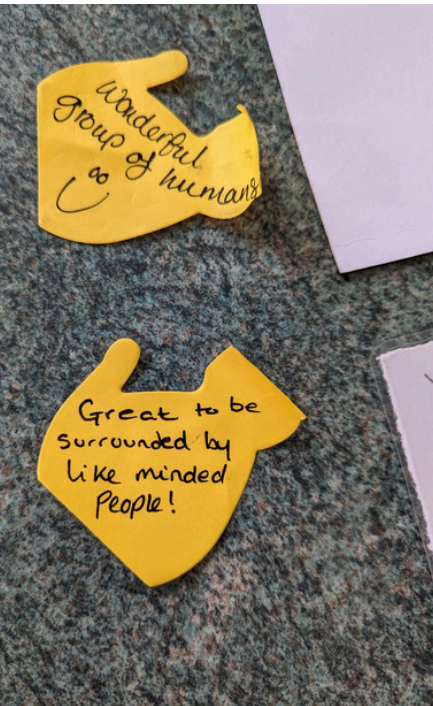


WHAT PEOPLE ARE SAYING ABOUT CAMBRIDGESHIRE RECOVERY SERVICE



Feedback collected by The SUN Network's Be Heard Road Show.

At Cambridgeshire Recovery Service (CRS), we often say, "You are welcome just as you are." That welcome can be life-changing — and thanks to our ongoing partnership with The SUN Network, we've recently had the opportunity to hear directly from those who use our services about what that welcome really means. KC from The Sun Network, a well-known and trusted presence within our community, spent time visiting our cafés and drop-ins, listening to people's reflections on their journey with CRS. Their words were moving, honest, and clear:

CRS is a lifeline.

A Safe Place to Be Yourself

Many people told us that CRS is one of the only places they feel safe, accepted, and truly seen. One person shared that attending Recovery Café is the only time they leave the house, others stressed the importance of community after the isolation of dependency. Some told us that when they first came, they felt unsure and nervous. But over time, the warm welcome from staff, volunteers, and other service users helped them relax and feel at home.

CRS has been the most consistent support

People spoke about the importance of

being around others who understand — especially those with lived experience of drug or alcohol use. It helps build trust and makes it easier to open up. The general message was that people don't want to talk to someone who hasn't been there due to the barrier in understanding.

CRS was described as different from other services. Many said that CRS has been the most consistent support — a place where they feel listened to, not judged.

Helping with the Next Step in Recovery

While Change Grow Live and other services offer structured treatment, people said CRS gives them the support they need to carry on after that. One person described it like this:

"CGL is like a hospital that fixes a broken leg. CRS is the physiotherapist."

CRS helps people stay on track, connect with others, and build healthy routines. While CRS doesn't offer therapies like CBT or DBT directly, some said being part of our community gave them the confidence to explore those options. Others mentioned joining in creative or social activities that helped build confidence and reduce anxiety.

Building Friendships and a Sense of Purpose

For many, CRS is not just about recovery — it's about community.

People told us they've made friends, discovered new interests, and even helped others along the way. One person said:
"I've met really good friends at CRS".

We also heard from someone who credits CRS with helping them through the darkest time in their life. CRS has given them the confidence to use their art to challenge stigma in the world around them.



Still So Much to Do

Even with all the positives, we also heard about the challenges. Some people spoke about struggling to get mental health support while using substances. Others said that more could be done to help newcomers feel welcome before they attend a group and help them take that first step towards rebuilding their community.

We also heard that CRS should be more widely known — because the help it offers is so valuable. As one person described
"CRS has given me so much help. It should be promoted more."

Thank You

To everyone who shared their story with us — thank you. You remind us why this work matters, and how recovery is about so much more than stopping the use of drugs or alcohol. It's about healing, connection, and rebuilding a life with hope.

*We will continue to **listen**, to improve, and to walk beside you every step of the way.*

Be Heard Road Show by The Sun Network

The SUN Network is an independent organisation that exists to amplify the voices of individuals with lived experience, ensuring their feedback leads to real, positive change in local services. As part of their ongoing mission to ensure that mental health and drug and alcohol services across Cambridgeshire are shaped by the people who use them, KC from The SUN Network joined us at CRS along with other services such as CGL, AA and NA as apart of their Be Heard Road Show.

This kind of user-led and independent engagement is essential. It helps services like CRS stay accountable, responsive, and grounded in the real experiences of the people we're here to support. We're grateful to The SUN Network for facilitating these conversations — and to everyone who took the time to share their voice. Your insights are helping to shape the future of our service.

For more information about The Sun Network, visit:
www.SunNetwork.org.uk



Provided by



**Change
Grow
Live**



For more information about Cambridgeshire Recovery Service:

Visit: www.CambsRecoveryService.co.uk

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