

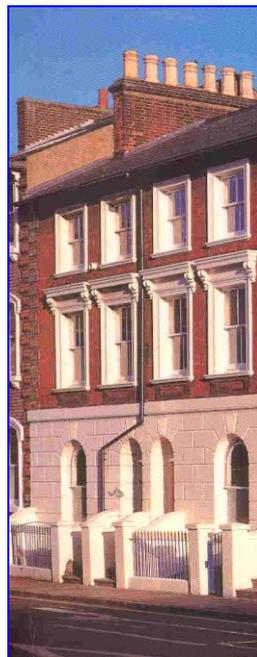
Caraline

*EATING DISORDERS COUNSELLING
AND SUPPORT SERVICE*



NATIONAL
LOTTERY
CHARITIES
BOARD

CARALINE ANNUAL REPORT 2015/16



Registered Charity Number: 1053897

Where to find Caraline



Address: Kline House
13 George Street West
Luton
Bedfordshire
LU1 2BJ

Helpline: 01582 457474

Fax: 01582 877219

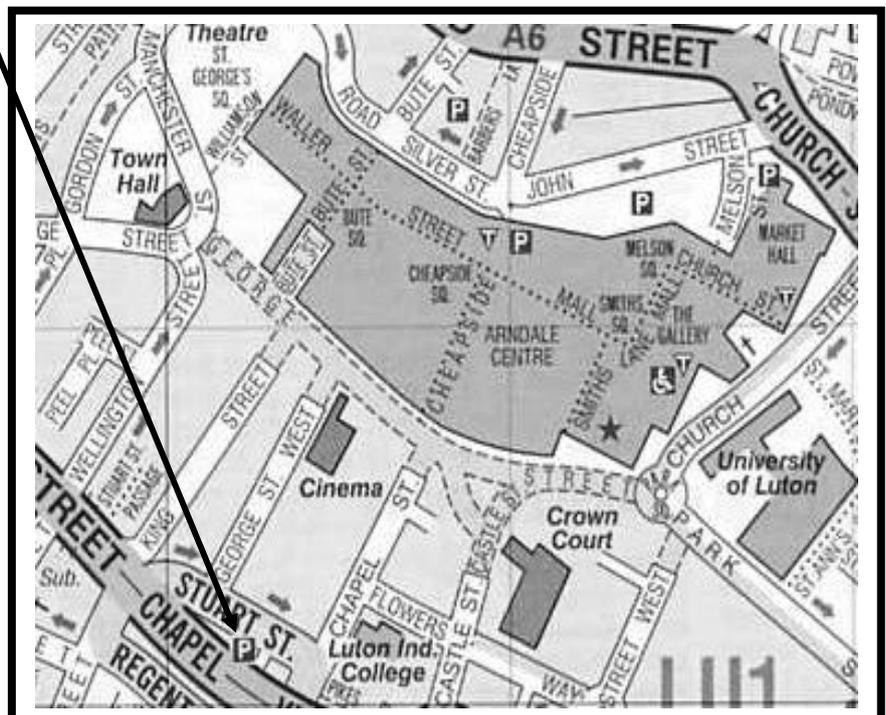
e-mail: caralined@aol.com

Web-site: www.caraline.com

Service Director: Claire Beeken

Hon. Chairperson Brian Holmes
(from February 2016)

Previous Hon. Chairperson Mark Franks
(to December 2015)



Caraline

Eating disorders counselling & support service

Annual Report

For the period:

1st April 2015 to 31st March 2016

Contents

1. Introduction
2. Service Objectives
3. Report of the Hon. Chairperson
4. Report of the Service Director
5. Report of the Trustees
6. Financial Report

Appendices

A1 Patrons, Executive Committee & Caraline Team-members

1.0 Introduction

1.1 Purpose of the service

Established in February 1994, CARALINE provides a confidential counselling and support service for people with anorexia nervosa, bulimia nervosa, compulsive over-eating and other eating disorders.

Whilst direct helping services are prioritised for the residents of Bedfordshire & Luton, requests for counselling and support from people with eating disorders and carers who live outside of the county are considered in accordance with individual need and the practical arrangements for effecting care.

Emphasis is placed upon engaging people with eating disorders within the early stages of their illness, with an overall aim of the service being to offer a comprehensive support package to sufferers, their families, and involved health-care professionals.

Where possible, people with eating disorders are supported within the community with the aim of minimising the need for hospital admission, although support visits are made to those clients of CARALINE who are hospitalised.

1.2 Charity Information

Registered Charity number: 1053897

Board of Trustees

Mark Franks (Trustee and Hon. Chair-Person to December 2015)
Brian Holmes (Treasurer & Hon. Chair-Person from January 2016)
John Jackson (Hon. Secretary)
Alan Jeffs (Trustee)
Gill Briggs (Trustee)

Executive Committee – *other members*

Claire Beeken (Service Director)

Mental Health Advisor:

John Butler BSc (Jt. Hons.), RN, MSc, PGDipHE, FHEA

Registered Office:

Kline House
13 George Street West, Luton, Bedfordshire LU1 2BJ

Treasurer:

Brian Holmes
Kline House
13 George Street West, Luton, Bedfordshire LU1 2BJ

Independent Examiner of Accounts:

Simon Gill
Partner, Keens Shay Keens – Milton Keynes

Bankers:

HSBC (Midland) Bank PLC
63 George Street, Luton LU1 2AP

Solicitors:

Machins Solicitors
Victoria Street, Luton LU1 2BS

2.0 Service Objectives (The Charity's Objects)

1. The relief of those suffering from anorexia or bulimia nervosa, in particular by the provision of a confidential counselling and support service within non-stigmatising surroundings.
2. The preservation and protection of the mental and physical health of sufferers by the provision of an accessible alternative to hospital-based care in order to reduce both the necessity for admission to a psychiatric hospital and the duration of the length of in-patient care for those admitted.
3. The preservation and protection of the mental and physical health of the families of persons suffering from anorexia or bulimia nervosa.
4. The advancement of education amongst sufferers, carers, professionals and the public at large, in particular by the provision of an education service which offers information and skills-based learning opportunities relating to anorexia nervosa, bulimia nervosa and associated mental health issues.

(Amendment to Object No. 4 was agreed and approved by the Charity Commission on 16-2-2000)

3.0 Report of the Honorary Chairperson

Since the last AGM of Caraline, there have been several significant events which have impacted us all, in one way or another. It would be fair to say that the most important issues have largely revolved around an unfortunate level of serious staff wellbeing and this has been the most difficult problem to resolve, in view of the size of our operation.

Whilst we have tried to relieve most concerns for those directly affected by long-term illness, we needed to be mindful of very limited cash and resource at our disposal. For very obvious reasons, some of our decisions were difficult but, nevertheless, necessary if we were to be able to recover and continue to provide the services required by our general constitution. On behalf of all Trustees, staff and volunteers I wish to thank all of those, who are no longer playing an active role in the organisation. Those individuals have our best wishes for the future and their previous contributions have helped enormously.

During the many changes, at all levels, I am personally heartened by the enormous and unwavering dedication of the small, core team of people who pushed the extra mile. By working very long hours, those exceptional people have not only delivered services to plan, but have also researched and implemented additional treatments, thereby ensuring Caraline remains a unique port of call for those who would otherwise find themselves to be vulnerable in society.

Our services are fully embraced by the professionals and clients who are familiar with what Caraline stands for, as an organisation. We are convinced that the model is capable of being replicated further afield, although it is not currently possible to promote the organisation within our existing framework. Between us all, the enthusiasm is to hand, but we urgently need to seek and befriend others who share our passion for the years ahead.

During the course of the next 12 months we must explore appointments of likeminded people, some voluntary others salaried, who are able to help promote Caraline, increase revenue opportunities and implement our services over a broader spectrum, beyond the confines of the Bedfordshire area.

For the forthcoming year, as a whole, we need to address areas of weakness, as well as build on existing strengths. Long working hours are not sustainable, apart from being unwelcomed, and we have no further resource buffers to carry us through other unforeseen events which are bound to present from time to time.

In summary we now have defined foundations on which to build the strengths of Caraline, and must actively pursue people and revenues to complete the next phase.

Another busy, constructive and rewarding year lies ahead.

Financial Summary		
Year to 31st March 2016		
	2015/16 £	2014/15 £
Income	106,527	61,044
Expenditure	104,016	98,263
Closing bank balance	28,107	25,596

Brian Holmes
Caraline Chairperson

Report of the Service Director

I would like to begin by thanking all staff, volunteers, and the Caraline Board members for another very successful year.

During 2015-16 Caraline continued to receive NHS funding and offer full core services to all service users and carers, which included the following:-

- *Individual evidence based (CBT) sessions for service users, following assessment.*
- *A 10 session evidence based Eating Behaviours Group.*
- *Outreach Programme, now available for the whole of Bedfordshire.*
- *Weekly day centre, which included craft therapy sessions in the morning, followed by a supervised lunch, with auricular acupuncture sessions being offered in the afternoon.*
- *Monthly client support group offering peer support.*
- *Individual Carer's support sessions.*
- *Monthly Carer's support group.*

At the beginning of this year, the Clinical Team secured additional funding from Bedfordshire's NHS CCG to enable us to offer the Outreach Programme to the whole of Bedfordshire and not just Luton, as in 2014-15. This was a huge achievement for Caraline and all the team involved in this process.

The Caraline Team remained consistent throughout the year, seeing the majority of clients within 2 weeks of the date of their referral into the service, unless a client had requested a later appointment, for example if they are going on holiday or for religious reasons. This is something the Team worked very hard to achieve as it is recognised that fast assessment and intervention makes all the difference to a client's physical and mental wellbeing.

Finally, I would like to say I am looking forward to Caraline's continued success in 2016/17 and would, once again, like to thank the whole team at Caraline for their continued hard work, dedication and professionalism at all times, resulting in us being able to offer a great service to the people of Bedfordshire.

Claire Beeken
Service Director

5.0 Report of the Trustees

5.1 Status

CARALINE became a registered Charity on 19th March 1996 as an unincorporated association governed by a constitution.

5.2 Provision of Services

CARALINE has continued to provide services from its Centre in central Luton, having secured these premises with the help of a capital funding grant from the National Lottery Charities Board. The Centre's facilities have been widely complemented by staff, professionals and clients alike.

Individual work has continued to be based upon an assessment of the client's specific problem areas, with a focused programme of individual or group intervention sessions being offered in the first instance.

Individual counselling sessions continue to be based upon one or more recognised therapeutic approaches, and principally the cognitive-behavioural and person-centred approaches.

All individual sessions / programmes have been offered by counsellors or therapists who are trained to at least diploma level, and each has received formal supervision on a regular basis.

5.3 Fund Confirmation

In the opinion of the Trustees, the Charity's assets are sufficient to fulfil the current obligations of the Charity for the coming year.

Most grants that have been received relate to specific projects, restricting the use of such funds to the project rather than for meeting the costs of Caraline's overheads (revenue costs), and meeting these costs remain a challenge.

In this respect, Caraline is indebted to the local NHS (Bedford CCG and Luton CCG) for their continued financial support in accordance with a Service Level Agreement, which is re-negotiated annually. Withdrawal of this grant aid would have a major impact upon the services that could be provided.

Acknowledgements

Caraline would like to thank all our members and volunteers who have helped us financially and practically over the past twelve months.

Prepared for, and on behalf of, CARALINE Trustees by:

*Brian Holmes (Hon. Chairperson & Trustee)
& John Jackson (Trustee)*

Signed:

.....
Trustee

.....
Trustee

5.4 Trustee Matters

The current Trustee Board seek applicants from any section of the community and new Trustees can be elected at any time.

If you believe you can make a contribution to Caraline’s Objectives, please do get in touch.

We particularly need the time, experience and skills of newly-retired business professionals.

Appendix 1: Patrons, Executive Committee & Caraline Team-members

PATRONS:

Cleo Laine DBE

Dr. Roger Hood TD, BSc, PhD

Derek Prag Hon. MEP, D.Litt

Diane Youdale Dip.F&E, RSA

THE EXECUTIVE COMMITTEE:

Brian Holmes (Hon Treasurer & Chair-Person)

John Jackson (Hon Secretary & Trustee)

Alan Jeffs (Trustee)

Claire Beeken (Service Director)

Gill Briggs (Trustee)

CO-OPTED MEMBERS:

John Butler BSc (Jt. Hons.), RN, MSc, PGDip HE, FHEA Mental Health Advisor

CLINICAL SUPERVISOR:

Caroline Khambatta – Counselling Supervisor

CARALINE TEAM MEMBERS:

Claire Beeken
Service Director, Counsellor &
Group Facilitator

Carly Francis
CBT Therapist

Deborah Aries
Counsellor & Group Facilitator

Elaine Jackson
Office Manager

Cate Lynch
Admin/Support Worker

Imelda Flanagan
Counsellor