



# CARALINE ANNUAL REPORT 2017/2018

**NHS**  
*Bedfordshire  
Clinical Commissioning Group*

**NHS**  
*Luton  
Clinical Commissioning Group*

**bacp**

British Association for  
Counselling & Psychotherapy



Registered Charity Number: 1053897

## Where to find Caraline:

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

**Telephone:** 01582 457474  
**Fax:** 01582 877219  
**Email:** [admin@caraline.com](mailto:admin@caraline.com)  
**Website:** [www.caraline.com](http://www.caraline.com)

**Service Director:** Claire Jackson

**Honorary  
Chairperson:** Brian Holmes

**Charity Number:** 1053897

# Caraline

*Eating disorders counselling & support service*

## Annual Report

*For the period:*  
**1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018**

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## **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, binge eating and other specified feeding and eating disorders (OSFED).

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**

Brian Holmes (Treasurer & Hon. Chair-Person)  
John Jackson (Hon. Secretary)  
Alan Jeffs (Trustee)  
Gill Peck (Trustee)

### **Executive Committee – *other members***

Claire Jackson (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:**

Mark Plane  
Whittaker & Plane Accountants, Luton

### **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 2017-18**

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

Due to the continued hard work and dedication of the Team during 2017-18, Caraline secured additional NHS funding from Bedfordshire Clinical Commissioning Group to offer transitional services to all Bedfordshire young people, between the ages of 17 and 24. The development of Caraline's Young Peoples' Service has resulted in a much more streamlined process for any young person needing support for eating disorders within Bedfordshire.

In conjunction with the Young Peoples' Service, Caraline has also had a new website designed, which was launched in July 2017. This is much more user-friendly than the old one and there are separate sections for adults and young people, together with a link to a new online support forum, known as Caraline Connect.

### **Financial Report**

The Receipts and Payments Accounts are attached under point 5, and I would like to clarify a few points that may be queried.

- The premises expenditure is higher this year due to the costs of having the new website created, together with the online forum. The final cost of this was £5,136.00.

- The annual accounts show that we spent £9,451 more than we received during year 2017-18. Upon investigation I confirm this is because the amount of £21,600 from Bedfordshire NHS funding for 2017-18 was received on 23<sup>rd</sup> March 2017, therefore appearing as a receipt in the financial year 2016-17.
- During July 2017 the whole team became involved in a long overdue clear-out of the building. This involved hiring a skip to dispose of some very old furniture and equipment, and buying new office chairs and cupboards from Ikea, and having them fitted. We re-used existing furniture where possible, and were very kindly donated some new tub chairs for the counselling rooms. We were also very fortunate as a local carpet cleaning company (Servicemaster of Luton) cleaned all of our carpets completely free of charge. We had a hand-dryer fitted in each of the bathrooms, which required some electrical work. We had a strict budget of £2,000 for the overall cost of this project, and we came in just under budget.

On a final note, once again I am looking forward to Caraline's continued success and working alongside my fellow Trustees, staff and volunteers in the year 2018-19. On behalf of the Board of Trustees, I would like to take this opportunity to thank the whole team at Caraline for their continued passion, hard work, and dedication at all times, resulting in us being able to offer much needed help and support to the community of Bedfordshire.

**Brian Holmes**  
**Caraline Chairperson**

#### **4. Service Director's Report 2017-2018**

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

##### **Service Update**

We had a very good start to the year when Caraline secured additional NHS funding from Luton and Bedfordshire Clinical Commissioning Groups to offer transitional services to young service users between the ages of 17 and 24. This service began in June 2017 and has been named Caraline's Young Peoples' Service, which has resulted in a greatly improved streamlined process between ED services for the young people of Bedfordshire.

We have created professional working relationships with the adult Community Eating Disorder Service and CAMHS in order to manage the risk and transition of clients between our services. This has proved very helpful for all parties as we now meet monthly, and any new referrals between the services can be discussed.

During 2017-18 Caraline continued to received NHS funding and offer full core services to all service users and carers, which have continued as follows:-

- Individual evidence based (CBT-e) sessions for service users, following assessment.

- A 10 session evidence based Eating Behaviours Group.
- Outreach Programme for Luton and Bedfordshire.
- Monthly creative art groups.
- Monthly adult support group offering peer support.
- Monthly Young Peoples' support group.
- Individual Carer's support sessions.
- Monthly Carer's support group.

### **Caraline Re-brand & New Website**

As Caraline is approaching its 25<sup>th</sup> birthday (February 2019) I felt it would be a good time to look at having a re-brand, involving a new more user-friendly website. On recommendation from Gill Briggs, Trustee, we employed the services of a local Luton company, Existence Ltd, to help us through this process. With the help of Jenna from Existence, we have some amazing illustrations on our website, together with our new logo.

We have also set up Caraline Connect (Adobe Connect) which is an online support tool. Our service users can log in completely securely and can be used for either group, chat forum or individual sessions. This has been particularly helpful during periods of adverse weather or where clients are unable to get to Luton. We are more than happy with how the new site is looking and would like to thank Jeff Pullinger and all the Team at Existence for their hard work and continued support.

### **Luton Community Awards Nomination**

In October 2017 I was very surprised and honoured to have been nominated and voted as winner of the award of Social Care Hero 2017 for my continued work at Caraline, by the Community Awards for Luton & Bedfordshire (sponsored by Pictons Solicitors, Luton, and the Active Support Education Centre, Luton).

Finally, I would like to say that I am looking forward to Caraline's continued success in 2018-19 and would, once again, like to thank the whole team and Board 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 Jackson**  
**Service Director**

## **5. Financial Report**

Please see attached financial report on next page.





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name Caraline: Eating Disorders Counselling and Support Service	No (if any) 1053897
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## Receipts and payments accounts

For the period from	1st April 2017	To	31st March 2018
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
PCT Service Level Agreement	149,885	-	-	149,885	125,480
Fundraising	1,337	-	-	1,337	8,852
Donations	1,290	-	-	1,290	1,755
Bank Interest	38	-	-	38	22
Other Income	100	-	-	100	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>152,650</b>	<b>-</b>	<b>-</b>	<b>152,650</b>	<b>136,109</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>152,650</b>	<b>-</b>	<b>-</b>	<b>152,650</b>	<b>136,109</b>
<b>A3 Payments</b>					
Wages and Employers NIC	129,806	-	-	129,806	98,920
Office Costs	8,910	-	-	8,910	7,337
Self employed contractors & Supervision	11,599	-	-	11,599	4,291
Staff Training	315	-	-	315	4,753
Insurance	2,338	-	-	2,338	2,271
Premises Cost	7,374	-	-	7,374	1,688
Equipment Expensed	-	-	-	-	1,000
Subscriptions	504	-	-	504	499
Accountancy Fees	1,200	-	-	1,200	300
Staff Expenses	55	-	-	55	21
<b>Sub total</b>	<b>162,101</b>	<b>-</b>	<b>-</b>	<b>162,101</b>	<b>121,080</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>162,101</b>	<b>-</b>	<b>-</b>	<b>162,101</b>	<b>121,080</b>
<b>Net of receipts/(payments)</b>	<b>- 9,451</b>	<b>-</b>	<b>-</b>	<b>- 9,451</b>	<b>15,029</b>
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	43,136	-	-	43,136	28,107
<b>Cash funds this year end</b>	<b>33,685</b>	<b>-</b>	<b>-</b>	<b>33,685</b>	<b>43,136</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Cash at bank and in Hand	33,685	-	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	33,685	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Leasehold Property	Endowment	107,101	-
	Office Equipment	Unrestricted	5,442	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval

**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 (Bedfordshire 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.

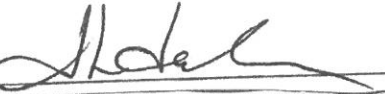
***Prepared for, and on behalf of, CARALINE Trustees by:***

***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.

# **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 Jackson (Service Director)

Gill Peck (Trustee)

## **CO-OPTED MEMBERS:**

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

## **CLINICAL SUPERVISOR:**

Wendy Whipp – Counselling Supervisor

**CARALINE TEAM MEMBERS:**

Claire Jackson  
Service Director

Elaine Jackson  
Office Manager

Carly Francis  
CBT Therapist

Imelda Flanagan  
Counsellor & Group Facilitator

Elizabeth Aldous  
Occupational Therapist

Leon Ettienne  
CBT Therapist

Bhavna Sennick  
CBT Therapist