**OUR SERVICES:**

**UNIQUE ADULT BEFRIENDING SERVICE**

ABC volunteer Befrienders across the UK have a former lived experience and are trained to support those trying to recover from an eating disorder. Support is weekly by telephone for 6 months – 1 year. Befriending offers emotional support, motivation, leads for recovery and nutritional guidance. It helps to reduce social isolation, increase hope, rebuild life and normal eating.

**29 VOLUNTEER BEFRIENDERS**

Supporting **58 PEOPLE** weekly on a one to one basis across the UK.

**OUTCOMES**

Mental Health Recovery Star - Service users achieved change in the following areas from start to end point of Befriending:

- Managing Mental Health: 50% increase
- Living Skills: 25% Increase
- Social Networks: 50% increase
- Relationships: 50% increase
- Addictive Behaviour: 25% increase
- Responsibilities: 50% increase
- Identity and Self-Esteem: 25% increase
- Trust and Hope: No change

The Support Hub provides a free weekly drop-in support service for Bath and NE Somerset, the first of its kind in the UK and offers in-person emotional and practical support to anyone affected by eating disorders including parents/carers and family members.

Outcomes:
- Keeping people supported while waiting for NHS treatment.
- Being a source of information and support for those without a formal diagnosis, encouraging and supporting parents and carers, reducing isolation, encouraging self-care and signposting to statutory services.

Cost: £39,000 per year

80 people helped in year one, with 31% making at least one repeat visit.

Greatest number of repeat visits by one person to date is 31.

3 staff members – 2 with a personal experience of eating disorders and 1 with lived experience.

**£37,779** THE COST OF RUNNING OUR BEFRIENDING SERVICE

**BEFRIENDERS’ PHONE COSTS FOR 2019: £1,700**

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**IMPACT REPORT 2019**

**A SUMMARY**

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**VOLUNTEERS**

We greatly appreciate people supporting our cause, our beneficiaries and wanting to ‘give back’.

**154 PEOPLE VOLUNTEERED TO HELP ABC IN 2019 RAISING OVER £50K IN DONATIONS AND SPORTING EVENTS.**

"OF ALL THE SERVICES I HAVE TRIED, THIS HAS BEEN THE MOST EFFECTIVE"** 23.3 million**

OUR MEDIA REACH FIGURE IN 2019

**TRAINING**

ABC has an online fitness course launched for personal trainers and Fitness Instructors approved by the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA).

ABC became a CIMSPA approved training partner in 2019 and wrote guidelines for CIMSPA, UK Active, and Sport England.

**RESEARCH**

As a result of the 3-year academic research into Body Disaffection with the University of Bath, Positive Bodies Schools campaign is launched for secondary schools aimed at Yr 11 and 12 with resources for teachers including downloadable material and animated videos.

ABC has written training for the Royal College of General Practitioners.

2,000 GPS completing the course scored an average 54% rise in knowledge.

**FACE TO FACE SUPPORT HUB IN B&NES**

The Support Hub provides a free weekly drop-in support service for Bath and NE Somerset, the first of its kind in the UK and offers in-person emotional and practical support to anyone affected by eating disorders including parents/carers and family members.

Outcomes:
- Keeping people supported while waiting for NHS treatment.
- Being a source of information and support for those without a formal diagnosis, encouraging and supporting parents and carers, reducing isolation, encouraging self-care and signposting to statutory services.

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OUR SERVICES: TELEPHONE HELPLINES

One for carers, one for service users. Led by a counsellor, nurse, dietitian and parent with lived experience. Open 7 hours a day, 5 days a week. Offering time to listen, empathy, emotional support, guidance and practical strategies.

WHO USES OUR HELPLINES?

- 6% under 16 years
- 18% aged 16-20
- 31% aged 21-30
- 42% aged 31-40
- 6% aged 41-50
- 3% aged 50+

WHO DO PARENTS AND CARERS CALL ABOUT?

- 92% of callers were calling about female loved ones
- 77% of carers seeking help were female

“EXTEMELY HELPFUL”
97% of callers replied extremely helpful, pulling being able to talk to someone who really understands the illness and can offer practical suggestions as the most important factor.

“NO ONE ELSE TO RING”
91% of those calling our helplines say that there was no one else they would have rung, with GP and friend being cited as the most likely alternatives and reported that other providers’ helplines were closed or not open when needed.

“AVERAGE TIME A PERSON TOOK TO GET THROUGH"

3

THE Cost OF RUNNING OUR HELPLINES

£34,000

OUR SERVICES: ONLINE

Two email helplines, one for carers, one for service users and website with 92 pages of information, support and guidance. Two ‘peer to peer’ support communities, a blog site and a network for health professionals.

WHO CONTACTS OUR EMAIL HELPLINE?

2016
2017
2018
2019

WEBSITE INDIVIDUAL USERS

45,768
56,884
79,512
76,547

IN 2019 WE RECEIVED:

92,930 SESSIONS

92,406 INDIVIDUALS USED OUR ONLINE PLATFORMS IN 2019

170,733 PAGE VIEWS

89% OF WEBSITE USERS WERE FIRST TIME USERS

HealthUnlocked

We have 3000 members of Health Unlocked peer to peer online service. 397 members of our parent and carer’s online community with a membership rise of 31% plus an increase in posts by 31% from 2018

WHO CONTACTS OUR EMAIL HELPLINE?

84% OF SERVICE USERS STRUGGLING WITH EATING DISORDERS CONTACTING ABC IN 2019 WERE FEMALE.