

FRAZZLED

ANNUAL REPORT

2024



Contents



Welcome from the Chair	03
Welcome from Frazzled CEO	04
Welcome from a Facilitator	05
Who we are	06
2024 in Review	08
How we support minds	10
Community and partnerships	12
Fundraising and Financial review	14
Our People and Governance	16
Looking Ahead	18
Financial Statements	20



Welcome from the Chair

2024 has been a year of significant consolidation and steady progress for Frazzled.

At a time when the UK continues to face growing mental health challenges, our model of safe, structured peer support remains both relevant and in demand. I am pleased to introduce this year's annual report, which reflects the resilience, integrity, and adaptability of our organisation.

Frazzled exists to provide spaces where people can speak openly about their mental wellbeing in a confidential and non-judgemental environment - to find relief in connection. As Chair of the Board of Trustees, I have seen first-hand the impact of our services on individuals across the UK. Through our network of trained facilitators and volunteers, we continue to offer hundreds of meetings each year, ensuring that no one needs to navigate emotional overwhelm alone.

This year, we delivered 705 meetings across our online platform, including 562 facilitator-led sessions, 75 mindfulness sessions, and 56 partnership events. We also hosted 12 larger-scale meetings led by our Founder and Patron, Ruby Wax, whose ongoing commitment to Frazzled remains a cornerstone of our visibility and impact. In total, these sessions supported thousands of individuals, many of whom reported a marked improvement in their emotional wellbeing after attending.

I am immensely proud of the professionalism and compassion with which our small staff team and extensive volunteer network deliver these services.

In a climate of increasing financial strain across the third sector, we have worked diligently to secure funding from a diverse range of sources.



While income has slightly declined from the previous year, our careful financial stewardship has ensured continued stability, with free reserves of £145,925 at year-end.

We recognise that the demand for preventative, accessible mental health support is growing. As we enter the next phase of our development, we are undertaking a strategic review to clarify our vision to 2030. This will include a refreshed operating model for in-person community delivery, enhanced volunteer support systems, and continued investment in safeguarding and quality assurance.

I would like to express my deep gratitude to all of our supporters, volunteers, funders, and partners. Your belief in Frazzled enables us to continue providing vital support to those who need it most. My thanks also to the Board of Trustees for their oversight, and to our Chief Executive and team for their dedication and professionalism.

Finally, I want to acknowledge every individual who attended a Frazzled meeting this year. Whether you spoke or simply listened, your presence is what brings our mission to life. We exist to support you, and we are committed to being here for the long term.

Brian Munjanja
Chair of Trustees

Welcome from the CEO

It is a privilege to lead Frazzled at a time when our services are not just valuable, but vital. 2024 has brought fresh challenges to the mental health landscape, but it has also reaffirmed the power of structured, peer-led support. Our work is about meeting people where they are, and ensuring that no one feels alone in their struggle. Frazzled exists to be a place of shelter—somewhere people can come in from the storm, however long it's been raging. Whether it's a passing shower or a full-blown hurricane, we aim to provide calm, structured spaces where people feel safe enough to say how they're really doing, and steady enough to carry on.

This year, we delivered our core programme with the consistency, integrity and care that underpins everything we do here at Frazzled. Behind the scenes, we have invested in strengthening the foundations that support everything we do, from safeguarding and technology to governance and volunteer development.

Our wonderful volunteers have continued to bring empathy and structure to every meeting, creating spaces where it's not only ok not to be ok, but actively encouraged. That work is often invisible, but it is deeply impactful.

One of the most exciting milestones this year was the launch of our new visual identity- a bold, human rebrand developed in partnership with the creative agency Revolt and facilitated by our consultant Hayley Shepherd. The refreshed brand captures the warmth, honesty and accessibility at the heart of everything we do, and has already helped us reach new audiences while deepening our connection with our existing community. We've expanded our partnerships and strengthened relationships with funders who recognise the value of what we offer:

simple, human connection in a world that can feel increasingly disconnected.

In 2024, we've seen demand remain high, but we've also seen the impact - thousands of people finding steadiness, community and moments of calm amidst the storm.

We also began to pilot new ways of working, including in-person community delivery and a refreshed model for partnership meetings. As we prepare for a strategic review in 2025, our focus is on building sustainability without compromising our values. That means thoughtful growth, rigorous governance, and staying close to the people who use our service.

As we look ahead, Frazzled is preparing to grow - not just in size, but in strength. We are investing in the systems and support that will enable us to reach more people while staying rooted in our core values. We are exploring new models of delivery, new ways to reach underserved communities, and new approaches to storytelling and impact. Always, we will remain grounded in authenticity, led by compassion, and driven by the belief that it's ok not to be ok.

To our volunteers, funders, partners and participants: thank you. Your commitment, belief and generosity have carried us through another year. Together, we are building a future in which people feel less alone, more supported, and better able to face whatever life throws their way.



Alex Sanderson
CEO

Welcome from a Facilitator*

***Given the personal nature of their journey, they have chosen to remain anonymous for this introduction.**

I feel privileged to be writing this introduction for Frazzled's 2024 Annual Report. When I think about what Frazzled means to me, it's hard to put into words - but I'll try. I first came to Frazzled as an attendee after my marriage broke down, looking for somewhere I could be myself and speak openly without judgement. I was listening to Ruby Wax on a podcast and there was such love in her voice when talking about Frazzled I just knew I had to give it a go.

From the moment I joined my first group, I felt welcome. It was warm, friendly, and completely free from pressure to "fix" anything. Just knowing I could come as I was, on good days and bad, I knew I had found my place.

At that time, Frazzled felt like a life raft - something that kept me afloat when everything else felt too much. Over time, it became more than that. It stopped just being about keeping my head above water and started becoming an anchor - something steady I could return to, no matter what was happening in life.

After about a year, I started to realise that I might have outgrown my initial need for Frazzled. Being an attendee had brought me to a place beyond where I thought I could get, and I became aware that anything I was getting from being in that meeting as an attendee, I could get - and more - by being a Facilitator. And instead of taking up a space that somebody else could use, I could create 15 more spaces for new people who need it.

The idea of facilitating was daunting at first - I wasn't sure I had the right experience, and I worried about whether I could do it "properly". But the training was brilliant, and the ongoing support from the team gave me the confidence to step into the role. What surprised me most was how much I got out of it personally. Volunteering isn't just about giving your time - you receive so much in return.

A particularly special moment for me was stepping into the facilitator role for the same time slot meeting I had first attended as a participant. It was a real full circle moment - reminding me just how far I'd come, and how meaningful the Frazzled community is.

Being a Facilitator means holding space for others in a way that's non-judgemental, compassionate, and calm. Some people come regularly, others pop in when they need it most. Every single person has a story, and I feel honoured that they trust me - and each other - enough to share it. There is laughter, tears, and always a sense of "we're in this together".


Looking back, Frazzled has changed me in ways I never expected. Reading through this annual report, it's clear that the charity continues to be a lifeline for so many, offering safety, connection, and support when it's needed most. I'm proud to be part of an organisation that holds space for people so fully, and I hope this report gives a sense of the impact Frazzled has had over the past year, as well as the exciting plans for growth in the year ahead.




Who We Are




Frazzled is a small national mental health and wellbeing charity focused on supporting individuals who feel overwhelmed by the pressures of everyday life. We offer structured peer support meetings where people can speak openly about their mental wellbeing, without fear of judgement or the pressure to offer solutions. Our approach is not clinical or therapeutic, but it is deeply supportive. It is grounded in the understanding that connection, empathy, and consistency are powerful tools for maintaining emotional resilience.




Ruby identified a gap in the mental health landscape in 2017: a safe, stigma-free space where people can talk openly, be truly heard, & feel less alone. Free of charge. Research is now starting to be published on how feeling heard is statistically associated with lower burnout & better adaptability during situations of uncertainty.



Since then, Frazzled has evolved into a reliable and respected organisation offering hundreds of free meetings each year, facilitated by trained volunteers and attended by thousands of individuals from across the UK. We raise awareness of 'feeling frazzled' & normalise feeling overwhelmed by modern life. We are here to help people build resilience & to promote good everyday mental wellbeing.



Our services are designed to be inclusive, accessible, and preventative. We operate seven days a week, offering meetings from early morning through to evening. All our sessions follow a consistent format, with clear guidelines, trained facilitators, and safeguarding protocols.





Attendees can join anonymously and are never required to speak unless they wish to. This creates a space where it is truly safe to be vulnerable.

The cornerstone of our offer is our facilitator-led online meetings, complemented by mindfulness sessions, large-scale events with our founder, and community partnerships. We also provide resources and signposting through our website, helping people find additional support when needed.



Frazzled's strength lies in its community: from our volunteers who hold space for others with such care, to the attendees who bring authenticity and trust into every session. We are here to remind people that it's ok not to be ok - and that help, in the form of structured peer support, is available and effective.



Our mission is clear: to reduce the stigma surrounding mental health by providing spaces where people feel seen, heard, and less alone. We are committed to growing our impact in a sustainable and values-led way, with the aim of ensuring that anyone who feels frazzled can access support when they need it.



Our vision is for a future where everyone feels comfortable to talk openly about good everyday mental wellbeing & has the skills/ knowledge to maintain it, no matter what life brings.






2024 in Review




This year, Frazzled continued to deliver consistent, high-quality support to thousands of people across the UK. Our focus remained on delivering accessible peer support in structured, welcoming spaces, while also adapting and expanding our reach through digital delivery and local partnerships. The figures below reflect both our reach and the reliability of our model:



- 
- **705 total meetings delivered**
 - 562 facilitator-led meetings
 - 75 mindfulness sessions
 - 56 partnership meetings
 - 12 Ruby Wax-hosted large-group events
 - **Average monthly meeting attendance:** 290+ individuals
 - **Total bookings across all sessions:** 9,295
 - **Volunteers trained and active:** 102
 - **Facilitator and host retention rate:** 94%
 - **Website traffic:** 146,000+ visits, with over 10,000 clicks on "Find a Meeting"
 - **Attendee feedback:** 81% of participants reported feeling better or significantly better after attending a session
- 





These figures illustrate the breadth of our activity, but behind every number is a person who found a safe space to speak, listen or simply be. The continued growth of our attendance and booking numbers is matched by our careful safeguarding practices, team development and operational integrity.

Our partnerships have also played a key role in extending our support to new communities and organisational settings, with several new collaborative pilots initiated in 2024.







Our large-scale meetings hosted by Ruby Wax remain an anchor point for visibility and engagement, while mindfulness sessions continue to offer attendees moments of quiet reflection and emotional reset as well as opportunities to build mindfulness skills into their emotional toolkit .



The data tells a clear story: Frazzled remains a trusted, effective and scalable early intervention service in the mental health space. As demand continues to grow, we remain committed to strengthening our foundations and preparing for strategic, measured expansion.

In 2024, we completed a major rebrand with purpose-led creative agency Revolt, facilitated by consultant Hayley Shepherd. The new brand was launched to coincide with World Mental Health Day and aims to reflect how our community truly talks about mental wellbeing—honestly, openly, and without judgement.

The refreshed identity includes a modernised logo, expressive visual elements, and a bold new tone of voice rooted in empathy and lived experience. The campaign, which included Frazzled's first-ever TV commercial, helped us reach wider audiences and renewed awareness of our work.



This rebrand marks a significant step in our growth—positioning Frazzled as more visible, more accessible, and more relevant than ever.



How We Support Minds




At the heart of Frazzled is a commitment to peer-led emotional support: structured, safe, and designed to meet people where they are. We are not a therapeutic service, nor are we a crisis organisation. Instead, we occupy a vital space in the mental health landscape – providing early intervention through regular, facilitated group meetings that allow participants to speak openly, connect with others, and begin to feel less alone in their experience.




We are filling a gap in what is currently available in the UK, in this middle space - before intervention is required.





Our core offer remains our facilitator-led meetings, which in 2024 totalled 562 sessions. These are run by trained volunteers who follow a consistent format, grounded in best practice for psychological safety and community support. Each meeting begins with a set of clear guidelines and ends with a mindfulness exercise, helping to contain and hold the session safely. Attendees are not required to speak and can join anonymously, helping us reach individuals who might otherwise be reluctant to seek support.





We complemented this offer with mindfulness sessions and large-format meetings hosted by our Founder, Ruby Wax. These events continue to bring energy, visibility and accessibility to the wider Frazzled mission. In parallel, we deepened our work with community partners – delivering 56 meetings through local collaborations designed to pilot a decentralised model of in-person support.



All of our services are delivered free of charge and are open to adults aged 18 and above.





While we are clear that our meetings are not suitable for those in acute distress or crisis, they have proven highly effective for individuals seeking early-stage support, emotional release, or connection during difficult periods of stress or anxiety.



Feedback from attendees remains consistently strong. In 2024, 81% of participants reported feeling better or significantly better after attending a session. Many told us that Frazzled meetings were their only regular outlet for honest self-expression. Some described the relief of being able to speak without fear of judgement; others, the comfort of listening and realising they were not alone.



We continue to prioritise safeguarding and volunteer training. All facilitators are vetted and trained using a bespoke programme, which includes attendance at a detailed facilitator training programme, a practical induction, and a minimum of three structured observations. Ongoing supervision, observations, and peer support are built into our operational framework.



This year, we also took steps to streamline our digital infrastructure, improving the booking and registration system to make our meetings more accessible. Alongside this, we invested in new volunteer resources and expanded our bank of specialist sessions.

Frazzled's model is deceptively simple, but the impact is profound. By creating spaces that are safe, boundaried and human, we help people take that vital first step: acknowledging how they feel. It is from this place of recognition that resilience can grow.

As we continue to refine and expand our work, we remain committed to meeting people with compassion, structure and care - wherever they are on their mental health journey.








Community and Partnerships




Frazzled's impact extends beyond our meetings - we are also a network of relationships and a growing community of collaborators committed to supporting emotional wellbeing at scale. Throughout 2024, we deepened our partnerships and developed new community-led initiatives that allowed us to expand our reach while staying rooted in our core values.





One of our key developments this year was the continued success of our partnership with The Harpenden Trust. This collaboration enabled us to pilot a model for in-person, community-based Frazzled meetings in Hertfordshire. Co-produced with local stakeholders and led by trained facilitators from the area, the sessions created a safe, accessible and familiar setting for individuals who may be less likely to access support online. The outcomes of this pilot were encouraging, and we are actively exploring how similar models could be scaled and replicated in other regions.




In addition, we formed new relationships with a number of community, voluntary and public sector organisations who share our commitment to preventative mental health support. Our partnership meetings - of which there were 56 this year - allowed us to reach individuals in more targeted or marginalised settings, and to build mutual understanding with organisations who serve communities under pressure. This includes early-stage discussions with workplace wellbeing teams, educational charities and local health networks.




We also continued to strengthen our connection with Ruby Wax's wider platform.




Ruby's public profile remains a powerful driver of awareness for Frazzled, and the 12 large-format meetings she hosted this year reached hundreds of individuals who may not have otherwise encountered our offer. These events are designed to be welcoming, lightly moderated spaces where Ruby shares her lived experience and helps normalise open conversations about mental health.




Frazzled's wider community also includes our volunteers - many of whom support our work long-term - and a growing base of supporters who engage with us online and through our newsletter. In 2024, we continued to engage this network through community communication, events, and opportunities to contribute to service design.



Our approach to partnership is grounded in reciprocity and alignment. We seek relationships that are values-driven and where our model of support can meaningfully complement other offers. Where appropriate, we share training materials, host joint events, and co-develop strategies for community outreach.





As we plan for the future, community and partnership working will remain central to our growth strategy. We know we cannot meet the scale of demand for mental health and wellbeing support alone. But we believe that through collaboration, shared learning, and a shared commitment to kindness and safety, we can contribute to a broader movement that makes it easier for people to get the support they need - before crisis point.







Fundraising and Financial Review

In 2024, Frazzled operated within a challenging financial context. Across the sector, inflationary pressures and reduced availability of unrestricted income placed charities under strain. Despite this, we were able to maintain a strong operational position and continue delivering our core programme thanks to prudent financial management, diversified income streams, and the loyalty of our funders and supporters.



Our total income for the year was £128,647, a modest decrease from £146,948 in 2023. This income was derived from a combination of individual donations, charitable foundations, corporate partners, and public fundraising campaigns. Significant contributors included The Big Give (£62,447), Luckybean (£23,488 alongside (£26,500 Big Give donation)), and new supporters such as the Garfield Weston Foundation (£15,000), Albert Hunt Trust (£5,000), and Anton Jurgens Charitable Trust (£6,000). We also benefited from in-kind support and small-scale trading activity.



Our total expenditure for the year was £137,299, with 92% allocated directly to charitable activities. These costs covered the delivery of meetings, volunteer recruitment and training, safeguarding infrastructure, and digital platform maintenance. Administrative and governance costs were kept to a minimum, in line with our commitment to transparency and value for money.

As of 31 December 2024, our free reserves stood at £145,925. This represents a decrease from the previous year (£154,577) but remains within our reserves policy target of maintaining a minimum of six months' operational costs.



These reserves provide essential stability and allow us to respond flexibly to future challenges or opportunities.

We are grateful to all of our funders – whether individuals who donated £5 or trusts who awarded us grants. Your contributions directly support our ability to provide free, high-quality support to those who need it. In 2024, we also strengthened our stewardship processes, improved reporting to major donors, and enhanced our online donation platform to make giving easier and more transparent.



We recognise the importance of continued investment in fundraising. To that end, we have allocated resource in 2025 to support income diversification and the exploration of earned income models, such as licensed delivery of Frazzled meetings within workplaces and universities. Our goal is to strengthen our sustainability while remaining true to our core purpose.

Frazzled is committed to financial integrity, accountability, and responsible growth. To demonstrate this, 2025 will see us registering with the Fundraising Regulator. We continue to operate with low overheads, clear governance, and a focus on impact. While 2024 brought pressures, it also affirmed the value of our work and the strength of our community. With careful planning and continued support, we are well-positioned for the future.







Our People and Governance




Frazzled is powered by people - our volunteers, staff, trustees, and wider community - each of whom plays a critical role in supporting our mission. As a charity rooted in trust, compassion and structure, we place high value on transparency, integrity and collective care in how we govern and lead the organisation.




In 2024, Frazzled remained a Charitable Incorporated Organisation (CIO), governed by a Constitution and overseen by a Board of Trustees. The Board met quarterly and provided strategic oversight, financial scrutiny and support to the Chief Executive. No Trustees received remuneration, and all were encouraged to maintain up-to-date knowledge of Charity Commission guidance and governance best practice.





Day-to-day operational responsibility was delegated to our Chief Executive, supported by a small but committed core team of four staff members. Their focus spanned service delivery, safeguarding, volunteer coordination, fundraising, and digital infrastructure. As ever, the scale of Frazzled's output - 705 meetings delivered to thousands of people - was made possible by this highly efficient and mission-driven team.





Volunteers remain at the centre of everything we do. In 2024, we worked with 24 trained volunteers, including facilitators and hosts, who delivered meetings across our calendar. Each volunteer is recruited through a rigorous process, including interviews, reference checks, safeguarding training and observation. Facilitators also complete an intensive facilitator training programme, ensuring a baseline level of awareness in working safely and empathetically with attendees.







Volunteer development remains a priority. In addition to core training, we offer ongoing supervision, observations, peer support groups, and regular community calls to ensure that facilitators and hosts feel equipped, valued and supported in their roles. This year, we piloted additional reflective practice sessions and received very positive feedback on their value in preventing burnout and sustaining high-quality delivery.



From a risk management perspective, the Trustees continued to review and update our organisational risk register. Key areas of focus in 2024 included digital safeguarding, data protection, volunteer wellbeing, and income resilience. We maintained robust internal controls, followed GDPR best practices, and made targeted improvements to our booking platform to further safeguard participant privacy.

Equality, Diversity and Inclusion (EDI) also remained an area of active commitment. In 2024, we completed a review of our recruitment materials and meeting guidelines to ensure inclusivity, and initiated a baseline data collection process to better understand who we are reaching - and who we are not. This work will inform our 2025–2028 inclusion strategy.



Frazzled remains an organisation where people matter. Our governance is lean, ethical and committed to continuous learning. Our team and volunteers are compassionate, skilled and generous with their time. And our Trustees bring a wealth of experience to help us stay steady and strategic as we grow. Together, we remain united by a shared belief: that no one should face mental overwhelm alone.



Looking ahead

As we look towards 2025 and beyond, Frazzled remains focused on deepening our impact, strengthening our model, and ensuring our offer remains accessible, inclusive and sustainable. We have made considerable progress in 2024, and our priorities for the coming year reflect a commitment to growth grounded in strategy, evidence and values.



A central focus will be our strategic review, due to begin in 2025. This will help us define a refreshed vision to 2030 and build a framework for sustainable, scalable impact. We will engage our Trustees, staff, volunteers, partners and attendees in this process to ensure the resulting strategy is informed by lived experience and grounded in operational reality.

We intend to build on the success of our core online programme while exploring new pathways for in-person, community-led delivery. Our pilot partnership in Harpenden has demonstrated the viability and impact of local meetings. In 2025, we will develop a national model for this type of delivery, including a framework for quality assurance, facilitator training, and partner onboarding.


Volunteer support and development will also remain a key priority. We continually review our recruitment and training process to improve accessibility and consistency.

Technology will continue to play a key role in how we deliver and manage our services.







We are exploring improvements to our digital booking platform to enhance the user experience and increase accessibility for those with specific needs. We are also reviewing data systems to ensure that we can capture meaningful insights about who we are reaching and what difference we are making - without compromising anonymity or psychological safety.




In terms of funding, we recognise the importance of diversification. In 2025, we will continue to pursue new philanthropic partnerships while exploring earned income models, including the potential licensing of Frazzled meetings in workplace and education settings. We are committed to financial sustainability, but never at the expense of mission integrity.



Finally, we will continue our work on inclusion. This includes ongoing work to understand barriers to access, as well as targeted outreach to communities currently underrepresented in our meetings. Our goal is simple: anyone who needs Frazzled should be able to find it - and feel welcome when they do.



We enter 2025 with renewed purpose and clarity. We remain committed to providing calm, structured, human spaces in a world that often feels overwhelming. With the continued support of our community, we are confident in our ability to grow with care and intention in the years ahead.







Financial Statements




The financial statements for the year ending 31 December 2024 provide a detailed account of Frazzled's income, expenditure, assets and reserves, and have been independently examined in accordance with the requirements of the Charities Act 2011.




Our total income for the year was £128,647, a decrease from £146,948 in 2023. This included donations from individuals, support from charitable trusts and foundations, and proceeds from events and merchandise. Our total expenditure was £137,299, which was used to fund the delivery of our core services, including volunteered meetings, safeguarding, training, digital platform costs, and organisational overheads.



At year-end, Frazzled held unrestricted reserves of £145,925. These reserves are equivalent to approximately 12 months of operational expenditure and exceed our reserves policy target of six months. This level of reserves provides security and continuity of service delivery, and allows for careful investment in strategic priorities such as volunteer infrastructure, digital systems, and community expansion.



Our financial procedures follow best practice for small charities. We operate with a high level of cost-efficiency, and ensure that restricted funds are used in accordance with donor intentions. Trustees receive regular financial updates at each Board meeting, and continue to monitor and advise on financial planning, risk, and compliance.





The financial statements, including:

- The Independent Examiner's Report
- The Statement of Financial Activities
- The Balance Sheet
- Notes to the Accounts

can be found in the final pages of this report.

These provide full transparency on the charity's financial position and demonstrate our continued commitment to prudent financial stewardship.



Frazzled remains in a strong financial position as we move into 2025. While external conditions remain unpredictable, we are confident in our ability to maintain stability and deliver meaningful impact through careful management and continued support from our community of funders and partners.



Frazzled Trustee Annual Report 2024

REGISTERED CHARITY NUMBER: 1173064

**FRAZZLED CAFE
REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31 DECEMBER 2024**

Table of Contents

REPORT OF THE TRUSTEES	23
INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FRAZZLED CAFE	27
STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED DECEMBER 2024	29
STATEMENT OF FINANCIAL POSITION AT 31 DECEMBER 2024	30
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024	31

REPORT OF THE TRUSTEES

CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024

The trustees present their report with the financial statements of the charity for the year ended 31 December 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Support Services

Frazzled exists to support people who are feeling overwhelmed by providing safe, structured, peer-led spaces to talk. Our meetings are not therapy or crisis support – they are a calm, human space where people can speak openly, without judgement or the pressure to offer solutions.

We are here for anyone feeling stressed, anxious, or emotionally overloaded. Meetings are facilitated by trained volunteers, follow a consistent format, and begin and end with mindfulness exercises to support psychological safety. Sessions are free, anonymous, and open to anyone aged 18+ in the UK.

PUBLIC BENEFIT

Frazzled provides a vital early-intervention model for mental wellbeing. Our meetings help people feel seen, heard, and less alone. 2024 data shows that 81% of attendees reported feeling better or significantly better after a session. These outcomes are supported by national research showing that structured peer support improves emotional resilience, reduces isolation, and can ease pressure on clinical services.

In offering a space for open, honest conversation, Frazzled also contributes to the wider effort to reduce stigma around mental health – reminding people that it's ok not to be ok.

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken during the year.

CHARITABLE ACTIVITIES

In 2024, Frazzled held 705 meetings for over 9,700 total bookings – with an average of more than 290 attendees per month. Our programme included:

- 562 facilitator-led meetings
- 75 mindfulness sessions
- 56 partnership meetings
- 12 large-scale sessions hosted by our Founder, Ruby Wax

We also trained and supported 102 volunteers – a testament to the dedication and care within our community.

With NHS and clinical services under strain, more people are turning to Frazzled as a trusted, accessible first step. Our reach has widened across demographics, and demand for our meetings continues to grow.

We also launched a national rebrand with creative agency Revolt, clarifying our

tone and identity for a wider audience and increasing visibility.
This was a key milestone in building long-term impact.

FINANCIAL REVIEW

Financial position

The financial position of the charity at the year end is set out on page 7.

Various organisations and individuals have supported Frazzled Café in 2024. At the time of writing this report (July 2025) Frazzled Cafe is considered financially viable until at least Spring 2026.

Total reserves at the year-end amounted to £129,533 (2023 £154,577). All reserves are unrestricted. Total free reserves (unrestricted reserves less functional fixed assets) at the year-end amounted to £129,533 (2023 £154,577).

RESERVES POLICY

Frazzled aims to hold a minimum of 6 months budgeted operating costs in reserve.

FUTURE PLANS

Following a year of steady progress, we are now preparing for our next chapter.

In 2025, we will undertake a strategic review to shape our future to 2030, with input from our team, volunteers, attendees, and partners.

We will continue to strengthen our online offer while piloting new models for in-person delivery. We'll also explore licensing our programme for use in workplaces and educational settings – ensuring greater sustainability without compromising values.

We remain committed to structured, peer-led emotional support that meets people where they are – creating calm in the storm, and showing up with care and consistency.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes an unincorporated charity.

CHARITY CONSTITUTION

Frazzled is a Charitable Incorporated Organisation (CIO) governed by a constitution.

Trustee appointments are proposed and seconded by the Board. All Trustees are advised to make themselves familiar with the Charity Commission guidance on Trustee responsibilities.

Board meetings are held quarterly with the CEO who has day-to-day responsibility for running the charity.

Day-to-day decisions are delegated to the CEO. The Trustees receive no remuneration for their work with Frazzled Cafe.

RISK MANAGEMENT

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number
1173064

Principal address
International House
36-38 Cornhill
London
EC3V 3NG

Trustees

Kathryn Balls
Ms Margo Miller
Mr Brian Munjanja
Ms Michelle Potter

REFERENCE AND ADMINISTRATIVE DETAILS

Independent examiner
Jade Paton ATT
Unit 2a, Rickyard Barn
Blisworth Hill Farm
Stoke Road
Northampton
NN7 3DB

Approved by order of the board of trustees on30/09/2025..... and signed on its behalf by:



.....
Mr Brian Munjanja - Chair

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FRAZZLED CAFE

Independent examiner's report to the trustees of Frazzled Cafe
I report to the charity trustees on my examination of the accounts of the Frazzled Cafe (the Trust) for the year ended 31 December 2024.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



30/09/2025

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED
DECEMBER 2024**

		2024	2023
		Unrestricted and Total	
		funds	
	Notes	£	£
INCOME AND			
ENDOWMENTS FROM			
Donations, legacies and grants	2	128,493	146,791
Other trading activity		154	157
Total		128,647	146,948
EXPENDITURE ON			
Charitable activities			
Frazzled Cafe meetings		137,299	126,986
NET INCOME		(8,652)	19,962
RECONCILIATION OF FUNDS			
Total funds brought forward		154,577	134,615
TOTAL FUNDS CARRIED FORWARD		145,925	154,577

STATEMENT OF FINANCIAL POSITION AT 31 DECEMBER 2024

		2024	2023
		Unrestricted fund	Total
		funds	
	Notes	£	£
CURRENT ASSETS			
Tangible Assets		173	243
Debtors	7	43,971	41,959
Cash at bank		103,156	116,833
		<u>147,300</u>	<u>159,034</u>
CREDITORS			
Amounts falling due within one year	8	(1,375)	(4,457)
		<u>145,925</u>	<u>154,577</u>
NET CURRENT ASSETS			
		<u>145,925</u>	<u>154,577</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		145,925	154,577
NET ASSETS			
		<u>145,925</u>	<u>154,577</u>
FUNDS			
Unrestricted funds	9	<u>145,925</u>	<u>154,577</u>

The financial statements were approved by the Board of Trustees on and were signed on its behalf by:

.....
Mr Brian Munjanja - Trustee

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The financial statements are prepared in sterling, which is the functional currency of the entity and rounded to the nearest £.

Going concern

There are no material uncertainties about the charity's ability to continue.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED**31 DECEMBER 2024****1. ACCOUNTING POLICIES -****continued****Debtors**

Trade and other debtors are recognised at the settlement amount due.

Prepayments are valued at the amount prepaid.

Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are recognised at their settlement amount.

**2. INCOME AND
ENDOWMENTS**

	2024	2023
	£	£
Other trading activity		
Merchandise sales	93	157
Ticket sales	61	0
	<u>154</u>	<u>157</u>

**Donations,
legacies and grants**

	2024	2023
	£	£
Other – donations	2,961	2,915
QVC	-	8,150
Luckybean	23,488	20,309
The Big Give	62,447	99,047
CAF	225	3,200
Anton Jurgens	6,000	-
Garfield Weston	15,000	-
Albert Hunt	5,000	-
CADF	10,972	-
The Harpenden Trust	5,400	-
Ruby Wax	(3,000)	

The Funding
Network

11,169

Waterloo
foundation

2,000

128,493

146,790

TRUSTEES' REMUNERATION

3. AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 December 2023 nor for the year ended 31 December 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 December 2024 nor for the year ended 31 December 2023.

COMPARATIVES FOR THE STATEMENT OF FINANCIAL

4. ACTIVITIES

Unrestricted fund £

INCOME AND ENDOWMENTS FROM

Donations and
legacies

128,647

Total

128,647

EXPENDITURE ON

**Charitable
activities**

Frazzled Cafe
meetings

137,299

Total

137,299

NET INCOME

(8,652)

**TOTAL FUNDS
CARRIED FORWARD**

145,925

5. STAFF COSTS

An average of 4 (2023 4) members of staff was directly employed by the charity during the year.

INDEPENDENT

6. EXAMINATION

Fees for the Independent Examination of the financial statements were £1,200 (incl VAT).

DEBTORS: AMOUNTS

7. FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Other debtors	970	1,959
	<u>970</u>	<u>1,959</u>

CREDITORS: AMOUNTS

8. FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Other creditors	1,746	4,457
	<u>1,746</u>	<u>4,457</u>

9. MOVEMENT IN FUNDS

	At 1/1/24	Net movement in funds At 31/12/24	At 31/12/24
	£	£	£
Unrestricted funds			
General fund	154,577	(8,652)	145,925
TOTAL FUNDS	<u>154,577</u>	<u>(8,652)</u>	<u>145,925</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	128,647	137,299	(8,652)
TOTAL FUNDS	<u>128,647</u>	<u>137,299</u>	<u>(8,652)</u>

**Comparatives for
movement in funds**

	At	Net Movement in funds 31/12/24 £	31/12/23 £
Unrestricted Funds			
General fund		(8,652)	(45,601)
TOTAL FUNDS		<u>(8,652)</u>	<u>(45,601)</u>

Comparative net movement in funds,
included in the above are as follows:

	Incoming Resources	Resources expended	Movement in funds
Unrestricted funds			
General fund	128,647	137,299	(8,652)
TOTAL FUNDS	<u>128,647</u>	<u>137,299</u>	<u>(8,652)</u>

A current year 12 months and prior year 12 months combined position
is as follows:

	Net movement in funds	At 31/12/2023
Unrestricted funds		
General fund	11,310	(4,353)
TOTAL FUNDS	<u>11,310</u>	<u>(4,353)</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	275,595	264,285	11,310
TOTAL FUNDS	<u>275,595</u>	<u>264,285</u>	<u>11,310</u>

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 December 2024.