

BEEN THERE

England & Wales · Charity number 1191044

Details

Status Registered

Legal form CIO

Registered 2020-08-27

Register [View on the Charity Commission register](#)

Contact

Address 30 Ledborough Lane
Beaconsfield
HP9 2DD

Phone 07904001008

Email info@beenthereapp.com

Website www.beenthereapp.com

Activities

Objects: TO PROMOTE THE PRESERVATION AND PROTECTION OF MENTAL HEALTH AS WELL AS TO ASSIST IN RELIEVING AND REHABILITATING YOUNG PEOPLE SUFFERING FROM POOR MENTAL HEALTH OR CONDITIONS OF EMOTIONAL OR MENTAL DISTRESS, IN PARTICULAR (BUT NOT LIMITED TO) BY: A) DEVELOPING AND MAKING AVAILABLE A DIGITAL APPLICATION TO CONNECT THOSE IN NEED WITH MENTORS; AND B) FACILITATING PEER SUPPORT SERVICES FOR YOUNG PEOPLE WITH MENTAL HEALTH PROBLEMS.

Activities: Been There connects over 18's struggling with body image issues with a vetted and trained Mentor, via an app. This gives the Mentees the opportunity to speak to someone relatable who has 'Been There' themselves. Our Mentors are here to support, empower and, most importantly, listen.

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, People With Disabilities, Other Defined Groups, The General Public/mankind

Geography

- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£145,153	£153,575	-	-
2024-03-31	£81,482	£97,260	-	-
2023-03-31	£103,045	£64,306	-	-
2022-03-31	£79,806	£49,501	-	-
2021-03-31	£291	£2,160	-	-

Trustees

Name	Role	Appointed
Alice Damonte		2026-04-27
Charles Gregson		2025-12-21
Dr Natalie Gillbanks		2025-12-02
Julie Briand		2025-06-29
Marie Ingham		2025-02-13
Melody Hermon		2026-04-23
Sarah Williams		2026-05-07

BEEN THERE

England & Wales - Charity number 1191044

Accounts



BEEN THERE / TRUSTEES' REPORT FOR THE YEAR ENDED 2025



THE HEALING POWER OF
SHARED EXPERIENCE



01 Chair's Update

02 A Word From Our Interim CEO

03 Clinical Advisory Board

04 Financial Report

01 CHAIR'S UPDATE

“ When Amanda Foister stepped into the role of Interim CEO this year, the trustees knew we were entrusting Been There's future to someone who understood both the power and the responsibility of what we've built. This past year has proven that confidence well-placed.

It would have been tempting to chase growth for growth's sake. To trumpet impressive user numbers or pursue partnerships that might have looked good on paper but compromised our standards. Instead, we've chosen the harder path: **building the foundations for sustainable, safe, and genuinely transformative impact.**



TRUSTEE REPORT 2025

Strategic Evolution

The work completed this year may not generate headlines, but it represents the most significant strategic development in Been There's short history. We've evolved from a promising start-up charity into an organisation ready to scale responsibly.

Our app and service model have been comprehensively redesigned. We are adopting a completely new look and feel with thanks to Harriman Steel for donating their time to create. Every safeguarding protocol has been rigorously stress-tested, and we have established a Clinical Advisory Board to further strengthen the service's robustness and rigour. Our training programmes now set the standard we believe the sector should follow. The monitoring systems we've implemented give the board confidence that we can grow whilst maintaining - indeed, enhancing - the quality of every mentoring relationship.

This hasn't been about tinkering at the edges. It's been about asking fundamental questions:



**How do we help
more people?**

**How do we do it
more safely?**

**How do we build
something that lasts?**

The Board's Perspective

As trustees, we measure success differently than many might expect. Yes, we track user numbers and financial sustainability. But our primary concern is whether we're delivering on our promise to the most vulnerable people who turn to us for help.

When 73% of mentees tell us that speaking with their mentor gives them hope for the future, we see validation of our model. When mentors report feeling supported and equipped to help, we know our training works. When partners seek us out because they trust our standards, we understand the value of patience and precision.

01 CHAIR'S UPDATE

The Partnership Opportunity

Our partnership model continues to attract significant interest, and I'm particularly excited by the calibre of organisations approaching us. Over 25 substantive conversations this year with NHS trusts, private clinics, and national charities demonstrate the appetite for what we offer.

These partners recognise something important: Been There's total focus on mentoring excellence means we complement rather than compete with clinical services. The combination of expert therapy with the reassurance of someone who has 'been there' is proving powerfully attractive.

Looking to 2026

Next year marks a pivotal moment. Tessa returns from maternity leave in January, bringing her vision and energy back to day-to-day leadership. Our phased public launch begins. We'll introduce our parent and carer service. And we'll take the first careful steps toward supporting people under 18.

None of this would be possible without this year's foundation work. The board is confident that we're positioned to grow responsibly, maintain our standards, and genuinely transform outcomes for thousands of people struggling with body image challenges.



TRUSTEE REPORT 2025

Gratitude

I want to thank Amanda for her outstanding interim leadership. Stepping into Tessa's shoes was never going to be easy, but Amanda has brought her own strengths whilst honouring the founder's vision. The charity is stronger because of her stewardship.

I also want to acknowledge our trustees, who've provided challenge and support in equal measure; our mentors, who continue to bring the healing power of shared experience to life; and our funders, whose patience and belief have enabled us to build properly rather than quickly.

There is urgent work ahead. The mental health crisis facing young people demands bold action. But bold action without solid foundations is reckless. This year, we built the foundations.

In 2026, we build the future."

Joel Stanier / Chair of Trustees

02 A WORD FROM OUR INTERIM CEO



TRUSTEE REPORT 2025



Amanda Foister

“When Tessa asked me to step in as Interim CEO whilst she was on maternity leave, I knew I was being entrusted with something precious. Been There isn't just a charity—it's a lifeline for people at their most vulnerable, and a community of extraordinary mentors who give their time because they remember what it felt like to struggle alone.

My job this year has been straightforward in principle, if demanding in practice:

keep Tessa's vision alive, strengthen the organisation, and hand it back to her in 2026 ready to fulfil its enormous potential.”

A Year of Purposeful Evolution

If you're looking at our user numbers, this might appear a quiet year. It hasn't been. We've undertaken the most intensive period of service development in Been There's history, and every decision has been guided by a single question: **how do we help more people, more safely, and more effectively?**

Our app has been transformed. Not just cosmetically, but fundamentally. The user experience is smoother, more intuitive, more supportive. But more importantly, the safeguarding architecture is now genuinely robust. Every conversation is monitored appropriately. Every mentor is supported properly. Every mentee knows they're in safe hands.

We've also evolved our training model. Working with clinical experts and drawing on feedback from our mentor community, we've created programmes that equip volunteers to have difficult conversations whilst knowing their boundaries. The feedback has been outstanding—mentors feel more confident, more capable, and more connected to our mission.

The Human Impact

Statistics can feel abstract until you remember they represent real people. When we report that **82% of mentees** say speaking to their mentor makes it easier to cope with what they're dealing with, I think about the messages we receive. The person who says, **"I finally don't feel alone."** The mentor who tells us, **"Being able to give back has healed something in me too."**

That's why we've been so careful this year. Every protocol we've designed, every feature we've built, every process we've refined - it's all in service of those moments when someone who's struggling connects with someone who understands.

Building for the Future

The partnership conversations I've been part of this year have been genuinely exciting. The NHS trusts, the private clinics, the national charities - they all see what we see. Peer support isn't a nice-to-have; it's a crucial component of effective mental health care.

What I've learned is that partners don't just want our service - they want our standards. They trust us because we're rigorous about safeguarding, thoughtful about training, and honest about our limitations. That trust has taken years to build and this year to solidify. It will enable us to scale in ways that simply wouldn't be possible otherwise.

The Challenge of Young People

Perhaps the most important work this year has been preparing to support people under 18. The statistics are stark: over 20% of young people experiencing probable mental disorders. The need is overwhelming.

But need alone doesn't justify action - capability does. We've spent this year ensuring we'll have the enhanced safeguarding, the specialised training, the additional resources, and the governance structures to support younger people safely. It's been painstaking work, but it's work that will enable us to reach people at the point when intervention matters most.

Handing Over the Baton

In January 2026, Tessa returns. I'll be handing back a charity that's evolved significantly but remains true to her founding vision. The app is better. The training is stronger. The partnerships are multiplying. The financial position is solid. And perhaps most importantly, the team and trustee board are aligned, energised, and ready for the next phase.

It's an honour to serve as interim CEO. I came into this role with two commitments: protect what Tessa built, and position it for growth. I believe we've done both.

Thank You

To our mentors and volunteers: you are the heart of everything we do. Your generosity, your empathy, your willingness to be vulnerable so others feel less alone—it's truly extraordinary.

To our trustees: thank you for your guidance, your challenge, and your unwavering commitment to doing things properly rather than quickly.

To our funders and supporters: that includes

National Lottery

The Clare Foundation

Caledonia Trust

Postcode Society Trust

Schreier Foundation

Beacon Festival

Beaconscot

Souter

Clothworkers Foundation

The King's Trust

The Shanly Foundation

Rainford Trust

Westfield Health

Chapman Trust

Garfield Weston

your patience this year has enabled us to build foundations rather than chase headlines. The impact of your investment will be felt for years to come.

And to Tessa: thank you for trusting me with your vision. I can't wait to see what you and the team achieve in 2026 and beyond.

The healing power of shared experience is real. This year, we've built the infrastructure to share it with thousands more people who desperately need to know they're not alone.

Amanda Foister OBE / Interim CEO

03 CLINICAL ADVISORY BOARD



TRUSTEE REPORT 2025



Dr Natalie Gillbanks

Chair of the Clinical Advisory Board & Member of the Board of Trustees

- D.Couns.Psych
- MSc Clinical Psychology
- BSc Psychology
- HCPC registered
- Advanced Certificate in Executive Coaching
- Level 7 Leadership & Management Certificate (Pending)

A highly experienced counselling psychologist, Band 9 National Psychology Projects Advisor, and Regional Lead Psychologist for Wales, specialising in trauma, eating disorders, and complex mental health. With extensive NHS and private-sector experience, she provides national leadership, drives service development, and applies evidence-based, innovative psychological practice to support patients and staff across diverse settings



Professor Patrick Leman

Vice Chair of the Clinical Advisory Board

- PhD Developmental Psychology (Cambridge)
- MA PPP (Oxford)
- BA (Hons) Psychology & Philosophy (Oxford)
- Fellow of: the British Psychological Society, Advance HE Fellow, and Fellow of the New Zealand Psychology Society.

An experienced academic leader with extensive UK and international experience. He has held senior executive roles at Brunel, Buckingham, Waikato, King's College London, and Royal Holloway, leading large-scale organisational change, strategy, teaching, research, and student support. He has over 100 publications in psychology, focusing on learning, peer communication, and group collaboration, with more than £1m in research grant income.



Dr Lisa Debrou

Member of the Clinical Advisory Board

- DClinPsy (University of Surrey)
- MSc Health Psychology (UWE)
- BSc Psychology (UWE)
- Executive MBA (in progress, Henley Business School)
- Digital Clinical Safety Practitioner (NHS England)

A highly qualified clinical psychologist specialising in eating disorders, body image, and psychological support for people with physical health challenges. She delivers compassionate, evidence-based care, tailoring therapy to individual needs, and works collaboratively to support positive mental health outcomes, with a strong interest in technology and digital platforms as a clinician.

This financial report has been prepared in line with the Statement of Recommended Practice (FRS102) for charities, alongside the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Charities Act 2011, effective from January 1, 2015.

Key Accounting Policies

Income Recognition

Grants are recorded in the financial activities statement once the charity is entitled to the income.
Donations are accounted for as income based on their value to the charity.

Expenditure Recognition

Expenses are recorded in the financial activities statement during the period they are incurred. As Been There is not VAT registered, any irrecoverable VAT is charged to the relevant expenditure category.

Fund Accounting

Unrestricted General Funds

These funds can be utilised in line with the charity's objectives at the Trustees' discretion. This year, the charity received £104k, primarily from donations by corporations, individuals, and events.

Restricted Funds

These funds are used as per specific donor-imposed restrictions and within the charity's objectives. Been There received £41k in restricted grants this year, compared to £32k in 2024, from notable contributors like The Clare Foundation (£17k), Rainford Trust (£8.5k), Westfield Health (£2.5k), Chapman Trust (£2k), and Souter (£2.4k).

Financial Summary

Year-End Financial Position

For the fiscal year ending March 31, 2025, Been There reported an unrestricted expenditure of (£107k). With £45k in unrestricted reserves carried forward, the charity maintains a strong foundation for future development. Efforts to minimise costs through charitable activities resulted in £145k in funding, up from £81k in 2024. This includes £36k from Donation Income, £30k from Grant Income, £3k from partnerships, £17k from Events, and £59k from other sources.

Expenditure

Total expenditure for the year was £153.5k, compared to £97k in 2024.

Approximately 80% of this was attributed to personnel costs, including three employees, consultants, and contractors, reflecting the organisation's expansion. The remainder covered marketing, brand development, app development, training, and mentoring setup.

Balance Sheet

The balance sheet is robust, with liquid assets totalling £43k (compared to £51k in 2024). Unrestricted reserves of £41k represent about 3-4 months of operating costs for 2025/26, aligning with our reserves strategy.

Investment and Growth

Investment in staff and the growth of unrestricted reserves underscore our commitment to diversifying income streams and positioning for success.

Financial Outlook for 2025/26

The financial outlook for Been There is positive and strategic. Here's a breakdown of the key points:

- **Financial Position:** Been There is entering the new fiscal year in a strong financial position, which provides a solid foundation for future growth and initiatives.
- **Revenue Generation:** The primary focus is on identifying and exploring new opportunities to generate revenue. This includes targeting corporate partnerships, trusts, and other foundations to double the revenue for the year.
- **Investment in Personnel:** Part of the strategy involves investing in people. This means increasing the number of volunteers who can serve as mentors, which is crucial for expanding the charity's reach and impact.
- **Platform Enhancement:** There are plans to reinvest the generated revenue into the business, particularly in enhancing the platform.

This includes a relaunch and enhancement of the app, which is likely aimed at improving user experience and expanding the charity's digital capabilities.

- **Events and Networking:** The charity intends to allocate more time and resources to events and networking. This is a strategic move to increase awareness about the charity and its mission, potentially attracting more supporters and donors.

Overall, the outlook for 2025/26 emphasises growth through strategic investments in people, technology, and outreach activities, all aimed at increasing the charity's impact and sustainability.

Reserves Policy

In accordance with our reserves policy, Trustees have allocated a portion of free reserves to ensure project sustainability should additional funding be unavailable for administration and core costs, ensuring the charity's solvency.

Reserves Held

As of the balance sheet date, Been There holds £43k in reserves (down from £51k in 2024), with £41k unrestricted and £2k restricted.

Going Concern

The Trustees are confident that the charity has sufficient resources to continue operations for the foreseeable future, thereby adopting the going concern basis in preparing the accounts.

BEEN THERE / TRUSTEES' REPORT
FOR THE YEAR ENDED 2025



THANK YOU!



**THE HEALING POWER OF
SHARED EXPERIENCE**

BEEN THERE
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025

	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
	£	£	£	£
Income				
Fundraising & donations	103655	41498	145153	77473
Charitable activities	-	-	-	3267
Other	-	-	-	742
Total income	<u>103655</u>	<u>41498</u>	<u>145153</u>	<u>81482</u>
Expenditure				
Raising funds	47376	-	47376	21105
Charitable activities	59863	46336	106199	76154
Total expenditure	<u>107239</u>	<u>46336</u>	<u>153575</u>	<u>97260</u>
Net income / (expenditure)	<u>(3584)</u>	<u>(4838)</u>	<u>(8422)</u>	<u>(15778)</u>
Funds brought forward	44980	6416	51396	67174
Funds carried forward	<u>41396</u>	<u>1578</u>	<u>42974</u>	<u>51396</u>

The results for the period are derived from continuing operations.

There were no recognised gains or losses other than those passing through the statement of financial activities.

**BEEN THERE
BALANCE SHEET
AS AT 31 MARCH 2025**

	2025	2024
	£	£
Fixed assets		
Tangible assets	000	000
	<u>000</u>	<u>000</u>
Current assets		
Debtors	15762	6730
Cash at bank & in hand	31087	53743
	<u>46849</u>	<u>60473</u>
Creditors: amounts falling due within 1 year	3875	9077
Total current assets less current liabilities	<u>42974</u>	<u>51396</u>
Total assets less current liabilities	<u>42974</u>	<u>51396</u>
Creditors: amounts falling due after more than 1 year	-	-
Net assets	<u>42974</u>	<u>51396</u>
Reserves		
Unrestricted funds	41396	44980
Restricted funds	1578	6416
Net assets	<u>42974</u>	<u>51396</u>

The financial statements were approved by the Board and signed on its behalf on 14/08/2025 by:



Joel Stanier
Chair



Section A Independent Examiner's Report

Report to the trustees Charity Name
Been There

On accounts for the year ended **31 March 2025** **Charity no (if any)** **1191044**

Set out on pages **Pages 1-12 of the Trustee Report and pages 1-2 of the Statutory Accounts comprising of "Statement of Financial Activities" & "Balance Sheet"**

Responsibilities and basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/02/2025.

As the charity's trustees, 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 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

The charity's gross income did not exceed £250,000 and I am qualified to undertake the examination by being a qualified member of Association of International Accountants (AIA).

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did 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.

Signed: 

Date: **24 Jan 2026**

Name: **Michael Judd CPA FAIA**

Relevant professional qualification(s) or body (if any): **Fellow of the Association of International Accountants (FAIA) UK Member of CPA Australia**

Address:	15 Roxford Close
	Upper Halliford
	SURREY TW17 8RS

Section B**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

NOT APPLICABLE

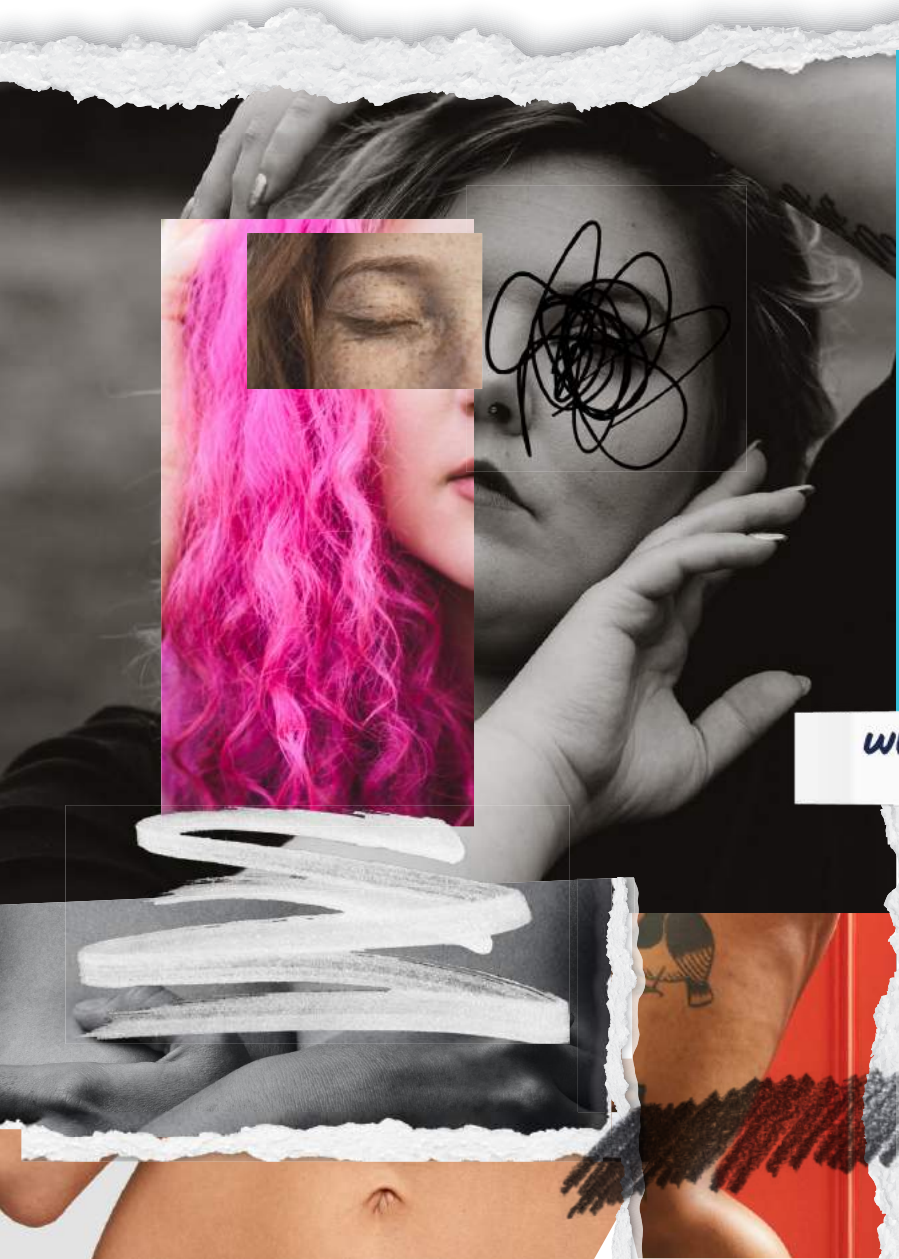
BEEN THERE

England & Wales - Charity number 1191044

Accounts

BEEN THERE / TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024



WISH I WAS
MORE LIKE...



THE HEALING POWER OF
SHARED EXPERIENCE



00 CONTENTS

Chair's Update	01
The Healing Power of Shared Experience	02
How Been There Works	03
Volunteers	04
Helping Younger People	05
Mentoring Gold Standard	06
Multiplying Our Reach Through Partners	07
A Word From Our Founder	08
Financial Report	09
Important Information	10

“It is easy to forget Been There only started 3 short years ago. It is remarkable the progress the charity has made. It all started from our founder Tessa’s own lived experience of how difficult it is to go through a mental health crisis on your own. She found out the hard way – and was determined to help others by introducing them to people who have Been There and come out the other side. This led her to establishing Been There and launching a flurry of activity - recruiting a small army of Been There mentors, creating with the leading clinician Thomas Midgley a bespoke training programme, establishing best practice safeguarding, oversight and crisis management protocols and delivering a mentoring service which is constantly nourishing itself with data and experience. All of this has been achieved while funds have been raised in the background. We are very lucky to have Tessa at our helm.

Last year we set ourselves two objectives to expand the effectiveness of Been There:

- 1. Deliver the gold standard in mentoring**
- 2. Build partnerships to expand our reach.**

We have made great progress in both areas. The feedback from the people we help and the Mentors themselves has been outstanding. One of the statistics that makes me most proud is that nearly three quarters (73%) say that talking with their Mentor gives them hope for the future. Hope is such an important ingredient for someone going through a tough time. We are also delighted our first partnerships are now underway. Partners are attracted by Been There’s total focus on mentoring, leaving them to concentrate on their core service be that clinical, supportive or educational. The combination of Expert Therapy with the reassurance of someone who has Been There is particularly powerful. With every partnership our pot of knowledge deepens bringing benefits to all.

If we have a frustration, it is that we know how useful Been There is in improving patient outcomes, but we do not have enough funding to help everyone. This is especially true for young adults. Currently we only help people over 18 years of age. But we know there is a huge demand from those under 18. In the year ahead, we are committed to helping these younger audiences. This brings extra demands in safeguarding, management and cost but we are convinced it is important we create a safe and positive alternative to toxic places and lonely experiences on social media.

A further development for 2024 is to expand our specialist area beyond body image and eating disorders. We believe Been There can support almost all mental health challenges faced by people up and down the land – through tailored training and mentor governance. For example, anxiety and depression adversely affect so many people in the UK. We are seeking to partner with clinics, NHS and charities in this important area to help improve mental well being.

There is so much to be done. We remain passionate about making a difference to more people. With every extra pound we raise and each additional partner we support, we bring the healing power of shared experience to more people and help them thrive again.”

- Joel Stanier, Trustee Chair

02 THE HEALING POWER OF SHARED EXPERIENCE



Been There was set up in 2020 in response to Tessa Peters's personal experience - struggling with an eating disorder. Tessa had a body image issue which turned into an eating disorder and suffered for years before finally finding the decisive help she needed. This came from an empowering source – someone she could relate to, someone who understood her, someone who had Been There.

Through the vital support of her Mentor, Tessa no longer felt alone and ashamed. She had the strength to get her life back on track.

Having experienced the power of having someone by her side, Tessa vowed to give more people the same chance she had.

Tessa calls this **THE HEALING POWER OF SHARED EXPERIENCE**.

We should never underestimate how challenging it is for someone to overcome a mental health condition. It can be exhausting, frustrating and scary. The low moments can be truly low. But we know how sharing the ups and downs with someone who has been there can transform the healing process.

Mentee data points



82% agree that speaking to their Mentor makes it easier to cope with what they are dealing with

64% feel empowered to make their own decisions since speaking to their Mentor

86% agree speaking to their Mentor helps them validate their emotions

77% feel less ashamed about what they are experiencing since speaking to their Mentor

03 HOW BEEN THERE WORKS



Been There is a UK based charity that provides free, confidential support for people via a custom designed app. The app connects Mentees with a vetted and trained Mentor to help with their personal issues and any related mental health concerns they may be experiencing. This gives them the opportunity to speak to someone relatable who has 'Been There' themselves. Our Mentors are here to support, empower and, most importantly, listen.

We aim to provide a service throughout someone's personal journey.

Been There is, of course, not a substitute for clinical support, but when there is none available it can fill a worrying gap. Mentors who have been through the same frustrating process can share the anxiety and where possible point individuals to useful places – be that content, clinics or emergency services.

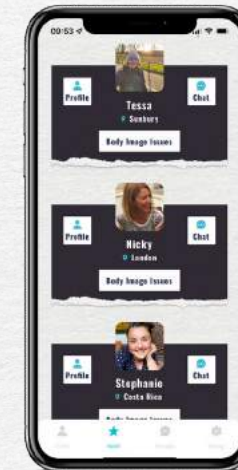
It should be remembered some sufferers feel awkward about their condition and are uncomfortable approaching 'traditional' services. Because Been There is anonymous and confidential, this difficulty falls away. Naturally, once they talk with their Mentor it helps that they will talk to someone who has felt just like them.

Crucially, when someone is receiving treatment, the Been There Mentor can be alongside them being a useful and experienced friend. Helping to make the treatment stick through encouragement and empathy.

Finally, post treatment, Been There can stay in touch with an individual so difficult moments can be tackled together.



the app



Our Mentors are the quiet, unsung heroes of our service. They are an inspiring community of normal, good, committed people. They are volunteers – giving up their free time to help others going through a tough time. They do this because they want to help. Our Mentors, know better than anyone, the importance of having someone on their side, who listens and doesn't judge. This is so important when a sufferer does not feel able to open up to family, friends or a professional. Our Mentors are empathetic and encouraging. They can gently guide when given Mentee's permission or simply just be there. Mentors are not therapists or psychologists, but they can play such a valuable role walking next to sufferers as they take the path to a happier life.

Mentee data points

64% agree after speaking with their Mentor has made it easier to open up to others

73% agree that speaking to their Mentor gives them hope for the future

90% agree that they feel heard and understood by their Mentor

“I have seen first-hand the benefits this service has given to clients while also in therapy, but I also imagine it can play a significant role for those waiting or not in treatment. In addition, I feel that this service could play a unique role in helping individuals who are too ashamed or fearful to approach traditional services. To experience compassion and support from someone who truly understands what they are going through could be the spark someone needs to set them on the road to treatment and recovery.”

Thomas Midgley

BSc, RD, PGDip, CBT - April 2023



Nothing is more dispiriting than witnessing a young person in trouble.

There is a mental health epidemic dogging our most vulnerable generations: 20.3% of 8 to 16 year olds had a probable mental disorder in 2023. This rose to 23.3% among 17 to 19 year olds (source: The Mental Health of Children and Young People in England Report 2023). We cannot sit idly by while there is such suffering and such limited therapy resource available. We are putting in place the resources and governance systems to enable us to safely and legally support younger people. This will require substantial increases in funding to cover Mentor vetting, training, management and emergency protocols. We will need more specialist systems to support our Mentors. None of this is going to be easy. But it is so important we make a start. The faster we can build a service that can be available for those more than 1 in 5 young people, the safer these people will be.

Mentee quote

“I wish I’d found Been There earlier on in my journey. I was so lonely with my thoughts, now I feel like I have a space where I can talk openly and honestly with someone who truly understands.”

Mentor quote

“Being a mentor for Been There is such a positive part of my life. I always wanted to use my own experiences with eating disorders and body image issues to help others who are struggling and I am now lucky enough to have the opportunity to do just that. So many who suffer with these issues feel alone, isolated, and often that they could not speak to anyone they know about it due to the shame and fear of being judged or misunderstood. The chance to be a listening, compassionate and non-judgmental mentor, who has been through similar to them is a real privilege and my wish is that I am helping my mentees understand there is hope and to feel empowered about the possibility of change, that they can be happier and find freedom to flourish.”

We spend a lot of time monitoring and evaluating our own performance. We report in line with the Warwick Edinburgh Wellbeing Scale so we are able to compare and contrast. As our army of Mentors grows, so does our depth of knowledge. We are able to continually learn, refine and share best practice across our community.

The Been There way continues to be enhanced but its core principles remain the same:



> BEING THERE

Sometimes the most important thing is simply to be there. To be available. To make someone realise they have someone on their side.

> LISTENING

Our Mentors are trained to listen first. We want to know what is going on in the individual's mind and heart. It's only then we can help. We try to make it possible for someone to open up and talk of things that perhaps they have been unable to do in the past.

> ENCOURAGING

Because our Mentors have been there themselves they have pots of empathy. They can't help but be encouraging, positive and empowering. Their presence creates light in sometimes dark times.

> GENTLY GUIDING

Where appropriate our Mentors will point out how an individual can progress. This can be helping them access services and information or simply giving the benefit of their experience when they had been there.

Our first partnerships are already in place.

Naturally we are learning about how to get these relationships off the ground and 'fast start' the service for their patients / clients / staff.

Our efforts to create interesting conversations have been rewarded. At the time of writing this report we have over 25 live discussions with Partners who have shown an interest in our service. Over the coming months we will concentrate our efforts on three types of Partner...

CLINICS - We have already trialled Been There in the body image sector. Through the practice of clinician Thomas Midgley we have seen the important role mentoring can play outside the treatment room.

THE NHS - The NHS is the front line for mental health recovery. We believe we can bring a very cost efficient and effective way of improving mental health outcomes. The NHS will always be under pressure. We aim to be a positive and useful partner of choice.

CHARITIES - Some charities already have some form of befriending service. They understand the importance of mentoring. We can bring expertise from other sectors as well knowledge of how to run a mentoring operation safely and cost effectively. This can mean a better cost solution for the charity and improved outcomes. Been There will enable the charity to focus on its core purpose and benefit from our complementary service.

The past 12 months have gone past in a flash. We have been very busy but have focused our efforts in two strategic areas: making sure our mentoring service is THE Gold Standard and creating new routes to Mentees through Partners. These two ambitions sit very comfortably together. The most reassuring thing we can do for a potential partner is to show how valued the service is by Mentees.

As this report has announced, we want to help young people under 18. This will be a demanding objective for Been There but such an important one. I always have to remind myself that if we don't do something it's likely young sufferers will turn to social media which can be so damaging if you are in a fragile state. The opportunity is huge but the challenges for us as an organisation are significant. We will manage this process professionally to ensure we can roll out the highest quality of service that can benefit these vulnerable people.

This initiative and our existing programmes will put a severe strain on our coffers. We will continue to make sure we squeeze every bit of value from each £ we fundraise and earn.

There are so many people who work hard to make Been There a success. But I would especially like to pay tribute to our wonderful army of Mentors. They lead busy lives but still find the time, energy and empathy to help people day in, day out. I admire them and thank them. They bring such goodness to the world.

TESSA PETERS / FOUNDER & CEO

A handwritten signature in black ink that reads 'Tessa Peters'.A handwritten signature in black ink that reads 'Tessa'. A thin black arrow starts from the end of the signature and points upwards and to the right, towards the portrait of Tessa Peters.

The financial statements have been prepared in accordance with the charities Statement of Recommended Practice (FRS102) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Charities Act 2011 as it applies from 01.01.15.

The principal accounting policies are summarised here:

Income

Grants are recognised in the statement of financial activities when the charity can demonstrate entitlement to the income.

Donations are included as income at the value to the charity.

Expenditure

Expenditure is recognised in the statement of financial activities in the period in which it is incurred. Been There is not registered for VAT and irrecoverable VAT is charged against the category of expenditure within which it is incurred.

Fund Accounting

Funds held by the organisation are either:

1. Unrestricted general funds - these are funds which can be used in accordance with the charitable objectives at the discretion of the Trustees. The majority of income falls into this category in the form of donations.
2. Restricted funds - these are funds that can only be used in accordance with specific restrictions imposed by the donor, and within the objects of the charity. Been There benefitted from £32k of restricted grants and donations during the year (2023: £32k) made up of significant contributions from The Big Give (£14k), Marketors (£10k), St James's Place (£5k) and Souter (£3k).

Financial Summary

Review of the charity's financial position at the end of the period -

For the year ending 31 March 2024, Been There returned an unrestricted surplus of £20k. This, coupled with the unrestricted brought forward reserves of £25k, provides a solid foundation for the organisation as it continues to develop. During the third full year of operating, we benefitted from £81k (2023: £103k) of funding, consisting of £42k (2023: £30k) of Donation Income, £33k (2023: £33k) of Grant Income, £3k from partnerships (2023: £nil) & £3k from other sources (2023: £40k from a Crowdfunder campaign).

£97k (2023: £64k) of expenditure was incurred during the year, predominantly (77%) in people (2023: 70%), marketing and brand, app development and mentoring set up.

Our balance sheet is strong and is comprised of mainly liquid assets. The £45k of unrestricted reserves represents approximately 3 months of running costs for 2024/25 which is in line with our targeted level and our reserves strategy.

The investment in staff, and growth of our unrestricted reserves, alongside the launch of our first partnership trial, reflects our determination & energy to diversify our income streams and ensure we are set up to succeed.

Financial outlook for 2023/24

Been There is in a strong financial position entering into the new financial year. We are focused on identifying new revenue generating opportunities to maintain momentum, with the first trial partnership now up and running, and we have invested in people to allow the charity to grow.

The Trustees have agreed to allocate a proportion of its free reserves to ensure project sustainability in the event that further funding cannot be sourced to cover administration and core costs to keep the charity solvent.

Amount of reserves held -

At the balance sheet date, Been There has £51k held in reserves (2023: £67k), of which £45k are unrestricted and £6k are restricted.

The Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the accounts.

Important Information

BEEN THERE

Charity Registration Number

1191044

Address & Contact Details

30 Ledborough lane, Beaconsfield, Bucks, HP9 2DD

BEEN THERE / TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024



thank you!

THE HEALING POWER OF
SHARED EXPERIENCE

BEEN THERE
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024

	Unrestricte d Funds	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
	£	£	£	£
Income				
Fundraising & donations	45,228	32,245	77,473	102,753
Charitable activities	3,267	-	3,267	-
Other	742	-	742	292
Total income	<u>49,237</u>	<u>32,245</u>	<u>81,482</u>	<u>103,045</u>
Expenditure				
Raising funds	21,105	-	21,105	11,011
Charitable activities	7,896	68,258	76,154	53,295
Total expenditure	<u>29,002</u>	<u>68,258</u>	<u>97,260</u>	<u>64,306</u>
Net income / (expenditure)	<u>20,234</u>	<u>(36,013)</u>	<u>(15,778)</u>	<u>38,739</u>
Funds brought forward	24,745	42,429	67,174	28,435
Funds carried forward	<u>44,980</u>	<u>6,416</u>	<u>51,396</u>	<u>67,174</u>

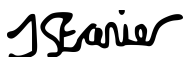
The results for the period are derived from continuing operations.

The were no recognised gains or losses other than those passing through the statement of financial activities.

**BEEN THERE
BALANCE SHEET
AS AT 31 MARCH 2024**

	2024	2023
	£	£
Fixed assets		
Tangible assets	-	643
	<u>-</u>	<u>643</u>
Current assets		
Debtors	6,730	918
Cash at bank & in hand	53,743	74,642
	<u>60,473</u>	<u>75,560</u>
Creditors: amounts falling due within 1 year	9,077	(1,690)
Total current assets less current liabilities	<u>51,396</u>	<u>77,250</u>
Total assets less current liabilities	<u>51,396</u>	<u>77,893</u>
Creditors: amounts falling due after more than 1	-	10,719
Net assets	<u>51,396</u>	<u>67,174</u>
Reserves		
Unrestricted funds	44,980	24,745
Restricted funds	6,416	42,429
Net assets	<u>51,396</u>	<u>67,174</u>

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



Joel Stanier
Chair



Section A

Independent Examiner's Report

Report to the trustees

Charity Name
Been There

**On accounts for the year
ended**

31 March 2024

**Charity no
(if any)**

1191044

Set out on pages

**Pages 1-10 of the Trustee Report and pages 1-2 of the Statutory
Accounts comprising of "Statement of Financial Activities" & "Balance
Sheet"**

**Responsibilities and
basis of report**

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/02/2024.

As the charity's trustees, 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 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

The charity's gross income did not exceed £250,000 and I am qualified to undertake the examination by being a qualified member of Association of International Accountants (AIA).

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did 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.

Signed:

Date:

16 May 2024

Name:

Michael Judd CPA FAIA

**Relevant professional
qualification(s) or body
(if any):**

**Fellow of the Association of International Accountants (FAIA) UK
Member of CPA Australia**

Address:	15 Roxford Close
	Upper Halliford
	SURREY TW17 8RS

Section B**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

NOT APPLICABLE

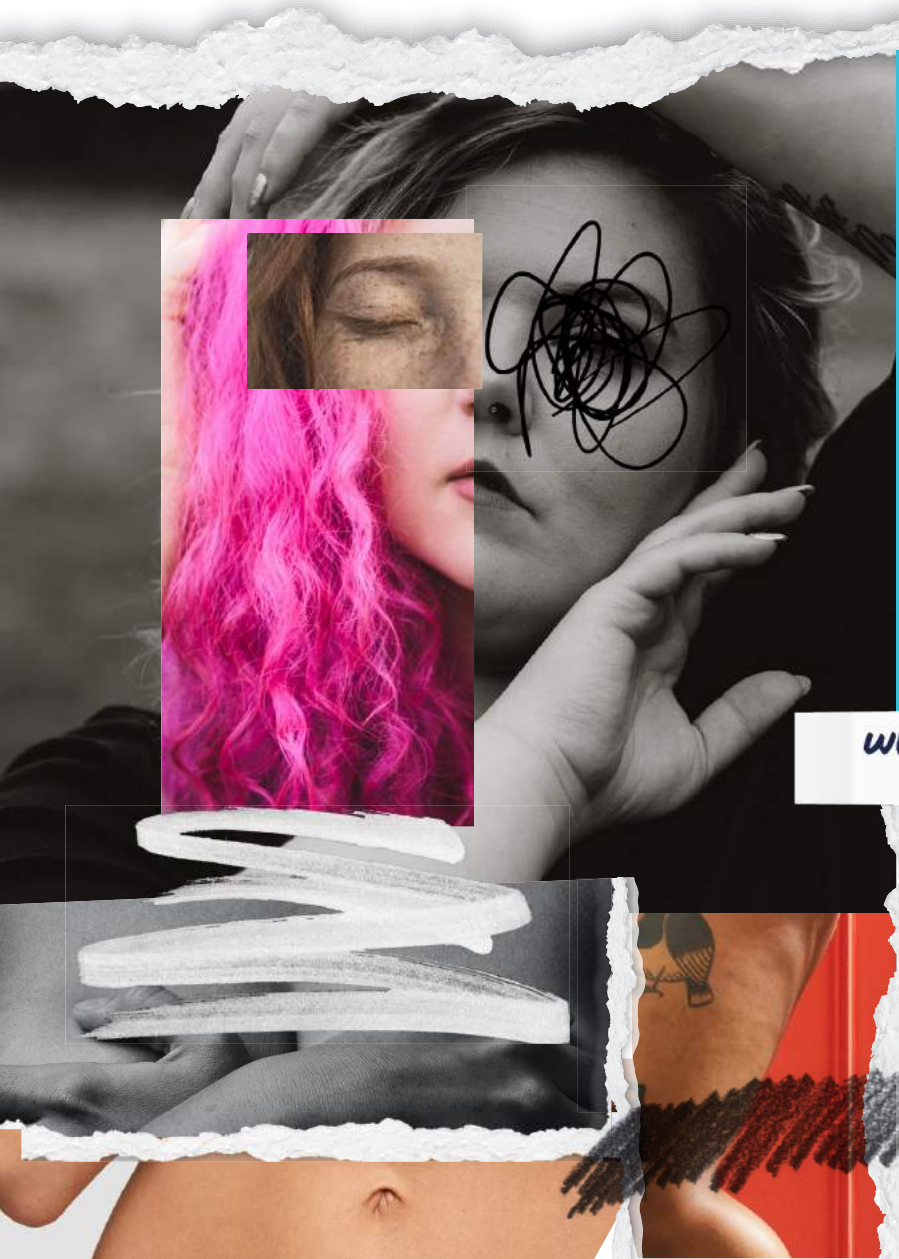
BEEN THERE

England & Wales - Charity number 1191044

Accounts

BEEN THERE / TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023



WISH I WAS
MORE LIKE...



THE HEALING POWER OF
SHARED EXPERIENCE



About Us	01
A Friend In Need	02
The Mental Health Epidemic	03
Where Been There Can Help	04
2 Years Of Progress	05
The Been There Way	06
Mentoring Gold Standard	07
Multiplying Our Reach Through Partners	08
Clinics, The Nhs, Universities, Charities, Companies	09
A Word From Our Founder	10
The Team	11
Financial Report	12

01 ABOUT US



Been There was set up in 2020 in response to Tessa, the Founder's, personal experience of struggling with an eating disorder. Tessa had a body image issue which led to an eating disorder and suffered for eight years before finally finding the help she needed all along. This was someone relatable, someone who understands, someone who has Been There too.

Tessa felt so alone and ashamed with her struggles, and this thwarted her from getting the help she needed. Upon finding a Mentor everything changed for her. She was able to open up and share her experience in a way she hadn't been able to before. This kick-started her recovery and she vowed to never let anyone feel alone and ashamed like she once did.

Been There is a UK based charity that provides free, confidential support for people aged 18 and over via a custom designed app. The app connects Mentees with a vetted and trained Mentor to help with any body image issues and related mental health concerns they may be experiencing. This is to give adults the opportunity to speak to someone relatable who has 'Been There' themselves. Our Mentors are here to support, empower and, most importantly, listen.



where it all started :-



the app

It has been two years since Tessa Peters set up Been There.

Been There started as a passion project.

Tessa overcame her own mental health challenges through the vital support of a Mentor. Someone who has also been through difficult times but has navigated through their challenges. She vowed to give more people the same chance she had. To have someone by their side, who listens and doesn't judge. Who is empathetic and encouraging. Who can gently guide when given Mentee's permission.. Mentors are not therapists or psychologists, but they can play such a valuable role walking alongside sufferers as they take the path to a happier life.

Tessa knows from first hand experience the difference a Mentor can make. Outside the treatment room many people feel isolated and ashamed. It is easy to slide into a dark place, to feel defeated by your condition. Having someone on your side who has similarly suffered, stops that sense of loneliness and can give confidence that things WILL improve. Tessa calls this **the healing power of shared experience.**

We should never underestimate how challenging it is for someone to overcome a mental health condition. It can be exhausting, frustrating and scary.

The low moments can be truly low. But we know how sharing the ups and downs with someone who has been there can transform the healing process.

Mentee data points



91% say speaking to their Mentor makes it easier to cope with that what they are dealing with

100% feel less alone since speaking to their Mentor

91% say speaking to theirMentor makes it easier to cope with that what they are dealing with

82% say speaking to a Mentor gives them hope for the future

03 THE MENTAL HEALTH EPIDEMIC



This new sort of support is so important when **1 in 6 people** in the UK at any one time are having mental health problems (source: NHS). It is worth saying again, it is such a shocking statistic. 1 in 6 suffer from poor mental health.

Worryingly, specialist services in both public and private sectors are overwhelmed by demand. For example, someone suffering from an eating disorder, will wait on average over 22 weeks from referral to treatment through the NHS. The worst Trust has a desperate 78 week lead-time (source: Eating Disorder Research, Danny Bowman).



Mentee quote



“My time with Been There had initially been to help me with my body image, but **it helped me with so much more.** Ranging from my relationship with my parents, feeling suicidal, having someone to support me when I was let down by mental health professionals, my job, and so much more. **My time with Been There genuinely changed my life and played such a huge role in my decision not to go through with my suicide plan.**”

Mentee data points



77% feel empowered to make their own decisions since speaking with their Mentor

91% say speaking to my Mentor validates my emotions

78% feel less ashamed since speaking to their Mentor

04 WHERE BEEN THERE CAN HELP



TRUSTEE REPORT 2023

Been There is, of course, not a substitute for clinical support, but when there is none available it can be very helpful. Mentors who have been through the same frustrating process can share the anxiety and where possible point individuals to useful places – be that content, clinics or emergency services.

It should be remembered some sufferers feel awkward about their condition and are uncomfortable approaching 'traditional' services. Because Been There can be accessed anonymously, this difficult barrier falls away. Naturally, once they talk with their Mentor it helps that they will talk to someone who has felt just like them.

Crucially, when someone is receiving treatment, the Been There Mentor can be alongside them being a useful and experienced friend. Helping to make the treatment stick through encouragement and empathy.

Finally, post treatment, Been There can stay in touch with an individual so difficult moments can be tackled together.

“I have seen first-hand the benefits this service has given to clients while also in therapy, but I also imagine it can play a significant role for those waiting or not in treatment. In addition, I feel that this service could play a unique role in helping individuals who are too ashamed or fearful to approach traditional services. To experience compassion and support from someone who truly understands what they are going through could be the spark someone needs to set them on the road to treatment and recovery.”

Thomas Midgley

BSc, RD, PGDip, CBT. - April 2023



Been There's beating heart is our small but growing army of volunteer Mentors.

Over the past 2 years we have married their enthusiasm and commitment to best-in-class technology, training and Mentor support. Been There's mentoring has been stress tested in university and clinical trials. As a consequence we have rolled out new professional standards, including the four below:

01 The Been There app, which enables private and confidential chats between an individual and their Mentor, has been carefully upgraded. It is more intuitive and robust.

02 A new bespoke training programme for our Mentors has been designed with clinician Thomas Midgley. Mentors have responded very positively.

03 New outcome measurement processes are in place so progress can be tracked and our mentoring expertise deepened.

04 A new Mentor supervision and management system has been designed to ensure consistency, quality of safety and support for our Mentors as well as being part of a community.

"I found the training fascinating and have since read around all the subjects covered, it was inspiring".

- Steph, Mentor



"It's so nice to be able to talk with someone who has experienced some of the same challenges. I appreciate the honesty of my mentor. Hearing her experiences definitely has made me feel less alone and more understood. My mentor is professional, but unlike a therapist she tells me about how she thinks and feels which has been very helpful to hear."

- Quote from a Mentee

Every individual is different.

But we have found the most productive relationships have the following characteristics:



> BEING THERE

Sometimes the most important thing is simply to be there. To be available. To make someone realise they have someone on their side.

> LISTENING

Our Mentors are trained to listen first. We want to know what is going on in the individual's mind and heart. It's only then we can help. We try to make it possible for someone to open up and talk of things that perhaps they have been unable to do in the past.

> ENCOURAGING

Because our Mentors have been there themselves they have pots of empathy. They can't help but be encouraging, positive and empowering. Their presence creates light in sometimes dark times.

> GENTLY GUIDING

Where appropriate our Mentors will point out how an individual can progress. This can be helping them access services and give the benefit of their experience when they had been there.

We believe the way we can make the biggest contribution to the nation's mental health is by focusing 100% on mentoring. We have no ambitions to do anything but find people who have been there and match them with others going through a difficult time. This concentration of effort will enable us to become the gold standard in mentoring.

We want to be the go-to experts on mentoring for mental health and life's challenges. We will use data, research, Mentor feedback and clinical expertise to continually refine the Been There Way.

We will optimise our training and supervision systems to ensure best practice is followed consistently. We will keep deepening our pot of mentoring knowledge so we can have the greatest positive impact on people who need our help.



"I have really enjoyed creating a safe space to talk with, listen to and provide support for Mentees in Been There. It's also so gratifying to use my experience to relate to others, whilst contributing towards tackling an issue I am passionate about. I am immensely proud of what Tessa has created and feel privileged to have been part of the formation, evolution and delivery of the service on the app."

- Nicky, Mentor

MENTOR DATA POINTS



86% Mentors feel more confident as a result of mentoring for Been There

86% feel more able to manage their own mental health

100% feel an important part of a community

72% feel greater sense of purpose since mentoring

Over the past 2 years we have relied on grants, fundraising, company and individual donations. We are so grateful for everybody's support. Your generosity has made it possible for us to help many.

We have proven the benefits Been There mentoring can bring.

But we need a different model if we are to extend our assistance to many more. We believe the most effective way will be to use our expertise with different partners where our mentoring skills can complement their core purpose. This way the partner can concentrate on their work knowing that Been There will Mentor their clients / patients / employees to improved outcomes. The partner benefits from mentoring knowledge and experience acquired over different sectors. They do not need to set up new processes to manage recruitment, training, supervision and reporting. Been There will tailor their mentoring service to meet the partner's needs and will constantly feedback useful and important data.

The benefit to Been There is that we will be able to share some of the costs of our service with the partner. We will be able to enjoy economies of scale to the benefit of all. We are non competitive, confidential and expert. Our sole aim is to extend our reach and effectiveness.

Mentor quote



"I've found being a mentor extremely rewarding, because even if I haven't been through exactly the same experiences as my mentee, there's always something deeper we can relate to, such as not feeling good enough, or not feeling worthy. I was even able to help support one of my mentees with starting her own business from chatting about my own experiences. They help me just as much as I help them, because things I've done in the past to overcome certain issues I've maybe forgotten, or haven't carried on with, and by chatting to my mentees about what might help, I've also helped myself in the process! Because ultimately, none of us have it sorted. I believe life is an ongoing journey and it's about constantly practicing at being your best self."

- Carolyn, Mentor

09 CLINICS, THE NHS, UNIVERSITIES, CHARITIES, COMPANIES



CLINICS

We have already trialled Been There in the body image sector. Through the practice of clinician Thomas Midgley we have seen the important role mentoring can play outside the treatment room. We plan to link with new clinics to support their important work in other areas of mental health.

THE NHS

The NHS is the front line for mental health recovery. We believe we can bring a very cost efficient and effective way of improving mental health outcomes. The NHS will always be under pressure. We aim to be a positive and useful partner of choice.

UNIVERSITIES

Been There has already partnered with three universities. We want to build on this strong foundation. Students are subject to a range of pressures – such as being away from home, peer challenges and exam anxiety. We want to play our role supporting the universities concerned about the mental health of their students.

CHARITIES

Some charities already have some form of befriending service. They understand the importance of mentoring. We can bring expertise from other sectors as well knowledge of how to run a mentoring operation safely and cost effectively. This can mean a better cost solution for the charity and improved outcomes. Been There will enable the charity to focus on its core purpose and benefit from our complimentary service.

COMPANIES

We have had enquiries from businesses asking if we can help. Staff suffer (often silently) from stress, anxiety and personal problems. There is something powerful about other members of the team acting as Mentors to help people through a trough. We will link up with other relevant practitioners in psychology and coaching to deliver an integrated service.

We started this year in the middle of our pilot, this ran from Feb 2022 until July 2023. Throughout the pilot we saw an array of different people use the service. We saw their desires for joining, their needs, expectations and what they ultimately end up getting from Been There. This has helped us to understand the training needed for our volunteer Mentors, the support we have for our Mentors and encapsulates how we can best help our beneficiaries.

We then went on to develop the service further which has included: app development, reporting changes and implementation, creating our own bespoke training course with expert Thomas Midgley, creating a bank of credible resources with clinicians as well as increasing our support for Mentors.

This year we have grown the team largely with volunteers, we now have 14 volunteers all in their own specialist areas. We have also hired a Head of Mentoring, Rachel, who has played a huge part in our growth this year. Our team of passionate and enthusiastic individuals have driven the charity forward and enabled us to create a system and structure that supports both Mentees and Mentors.

I have thoroughly enjoyed growing the team and increasing our impact, this is also thanks to our supporters. We have raised over £200,000 since we started, which includes grants, individual giving, corporates and campaigns.

Recent statistics like 61% of Brits suffer in silence with their mental health, the horrific waiting lists we see tied with the pressure we put on the professional services just shows the need for us all to help each other more. Been There Mentors are like an angel in your pocket, someone who understands and can share their own experience to build trust and hope. It is important we all feel that we have someone we can turn to, to share to, to not feel judged, alone or ashamed. Most people don't feel they have that in their lives. Which is why we exist. We have received some heart-warming testimonies which drives us to be able to be there for more people who need us.

After 2 years of testing, learning and developing we have an unrivaled partnership plan which can support clinics, NHS, charities and companies. We are ready to accelerate and make a bigger difference in the world.



Tessa 😊

“Ever since I first learned about Tessa’s story and the unique approach of Been There, it has become undeniably clear that this is precisely the kind of resource that everyone can benefit from when navigating the complexities of mental health services.

This past year has been exceptionally valuable for us as we have taken significant strides in learning how to provide the best possible service, ensuring the safety of both our Mentors and Mentees, and fine-tuning our fundraising strategies.

Two significant highlights of the year stand out for me. First, our successful pilot project validated the demand for our service and its positive impact on those who seek support. The second was the remarkable feedback we received. In our feedback forms, an astounding 82% of Mentees expressed that speaking to a Mentor gives them hope for the future.

As we move forward, we have some exciting plans for partnerships in 2023/24, and I am eagerly anticipating our continued growth and the expanded reach of our mission. We aim to connect more Mentors and Mentees, ensuring that no person feels alone or ashamed of their body image.

As the Chair of Been There, it has been an absolute privilege to witness the charity’s development and its responsiveness to the ever-increasing needs of those affected by body image issues.

I extend my heartfelt gratitude to Tessa Peters, our brilliant CEO & Founder, our exceptional Mentors, and our dedicated team of volunteers. Your incredible work is what makes all of this possible. Your continued support and involvement in our mission are invaluable. Together, we can make a lasting impact, fostering a world where no one has to suffer alone in silence. Thank you for being a part of our journey to create a more compassionate and understanding society.”

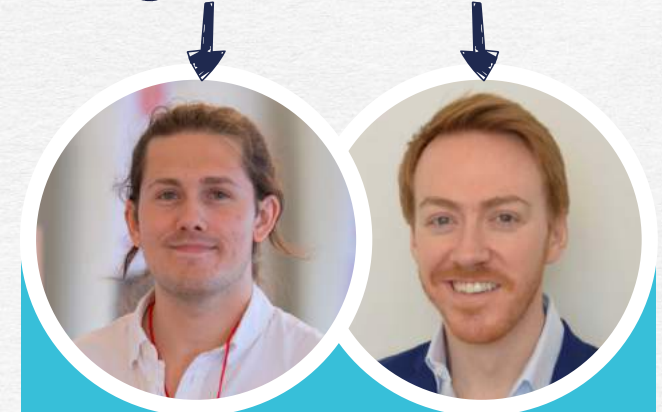
- Joel, The Chair

“Getting to volunteer with Been There has been such a rewarding experience. I love how passionate the team is to make a difference to so many people across the country. I’m so proud to see and be a part of our growing positive impact we are having. The core idea is so simple but effective. The need is so great. I’m very excited about what we can achieve in the coming years.”

- Shane, Marketing Director

Joel

Shane



The financial statements have been prepared in accordance with the charities Statement of Recommended Practice (FRS102) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Charities Act 2011 as it applies from 01.01.15.

The principal accounting policies are summarised here:

Incoming Resources

Grants are recognised in the statement of financial activities when the charity can demonstrate entitlement to the income.

Donations are included as income at the value to the charity.

Resources Expended

Resources expended are recognised in the statement of financial activities in the period in which they are incurred. Been There is not registered for VAT and therefore cannot recover for costs incurred.

Fund Accounting

Funds held by the organisation are either:

1. Unrestricted general funds - these are funds which can be used in accordance with the charitable objectives at the discretion of the Trustees. The majority of income falls into this category in the form of donations.
2. Restricted funds - these are funds that can only be used for restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Been There benefitted from £32k of restricted grants during the 2022/23 financial year made up of significant contributions from The National Lottery (£10k), Marketors (£10k), St James Place (£5k) and an additional £7k from seven other contributors.

Financial Summary

Review of the charity's financial position at the end of the period:

For the year ending 31 March 2023, Been There generated a surplus of £39k. This, coupled with the brought forward reserves of £28k, provides a solid foundation for the organisation to move to the next phase.

During the second full year of operating, we benefitted from £103k of funding received consisting of £30k of Donation Income, £33k of Grant Income & £40k from a hugely successful Crowdfunder campaign.

£64k of expenditure was incurred during the year, predominantly in people (70%), marketing and brand, app development and mentoring set up.

Our balance sheet is strong comprised mainly of liquid assets. We have a loan arrangement in place with the founder and will fully repay this off by the end of 2023/24. The £67k of reserves represents approximately 6-9 months of running costs which is in line with our targeted level and our reserves strategy.

The ability to secure a number of grants as well as run a hugely successful crowdfunder campaign directed at focusing on training new mentors, reflects our determination & energy to diversify our income streams and ensure we are set up to succeed.

Financial outlook for 2023/24

Been There is in a strong financial position entering into the new financial year. We are focused on identifying new revenue generating opportunities to maintain the momentum and we will invest in people and resources as and when required.

Mentee quotes



“It’s so nice to talk to someone who understands exactly what you’re going through and I don’t feel judged.”

“Been there has done what its name suggests. I struggled for many years and am on the road to recovery. My Mentor made me feel like I wasn’t alone on the journey, shared their experiences and was 100% empathetic and supportive throughout our conversations.”

Statement explaining the policy for holding reserves stating why they are held:

In line with the charities reserves policy, the Trustees have agreed to allocate a proportion of its free reserves to ensure project sustainability in the event that further funding cannot be sourced to cover administration and core costs to keep the charity solvent.

Amount of reserves held:

At balance date, Been There has £67k held in reserves.

Explanation of any uncertainties about the charity continuing as a going concern:

At the time of approving the annual accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the accounts.

Important Information



Been There

Charity Registration Number

1191044

Address & Contact Details

30 Ledborough lane,
Beaconsfield, Bucks, HP9 2DD
Trustees

BEEN THERE / TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023



thank you!

THE HEALING POWER OF
SHARED EXPERIENCE

Profit and Loss

Been There

For the year ended 31 March 2023

	ALBERT HUNT	ARNOLD CLARK	BEKONSCOT	CROWDFUNDER	DIGITAL LIFT	INCHCAPE TOYOTA	MARKETORS	NATIONAL LOTTERY	SEIB	SOUTER	ST JAMES'S PLACE	WAITROSE	UNASSIGNED	TOTAL
Turnover														
Crowdfunder Income	-	-	-	39,868.00	-	-	-	-	-	-	-	-	-	39,868.00
Donation Income	-	-	-	200.00	-	-	-	-	-	-	-	-	17,493.36	17,693.36
Gift Aid Income	-	-	-	-	-	-	-	-	-	-	-	-	12,751.71	12,751.71
Grant Income	1,000.00	1,000.00	1,000.00	-	890.00	1,800.00	10,000.00	10,000.00	1,000.00	-	5,000.00	750.00	-	32,440.00
Interest Income	-	-	-	-	-	-	-	-	-	-	-	-	22.60	22.60
Other Income	-	-	-	-	-	-	-	-	-	-	-	-	269.43	269.43
Total Turnover	1,000.00	1,000.00	1,000.00	40,068.00	890.00	1,800.00	10,000.00	10,000.00	1,000.00	-	5,000.00	750.00	30,537.10	103,045.10
Gross Profit	1,000.00	1,000.00	1,000.00	40,068.00	890.00	1,800.00	10,000.00	10,000.00	1,000.00	-	5,000.00	750.00	30,537.10	103,045.10
Administrative Costs														
App Development	-	-	-	1,360.00	-	-	-	-	-	-	-	-	-	1,360.00
App Fee	-	-	124.76	-	379.29	-	-	-	-	-	-	-	-	504.05
App Support	-	-	-	-	-	-	-	-	-	-	-	-	74.20	74.20
Consulting	-	-	-	300.00	-	-	-	3,000.00	-	-	-	-	1,137.50	4,437.50
Depreciation Expense	-	-	-	-	-	-	-	-	-	-	-	-	1,286.00	1,286.00
Freelance Contractors	-	-	-	885.60	-	-	-	-	-	-	-	-	-	885.60
Fundraising	-	-	-	200.00	83.98	-	-	-	-	-	-	-	570.88	854.86
General Expenses	-	-	-	300.00	-	-	143.85	-	-	-	-	-	630.01	1,073.86
Insurance	-	-	-	300.00	-	-	-	-	-	-	-	-	751.52	1,051.52
Light, Power, Heating	-	-	-	-	-	-	-	-	-	-	-	-	546.00	546.00
Marketing	-	-	-	300.00	182.02	-	150.00	-	-	-	-	-	770.07	1,402.09
Mentor Checks	-	24.00	229.20	-	-	-	-	-	-	72.00	-	-	(24.00)	301.20
Mentor Training & Vetting	-	-	100.00	-	-	-	-	-	-	-	2,325.00	-	230.06	2,655.06
Office Space	-	-	-	-	-	-	-	-	-	-	-	-	250.00	250.00
Pensions Costs	-	-	-	-	-	-	-	-	-	-	-	-	1,076.16	1,076.16
Printing & Stationery	-	-	-	-	-	-	-	-	-	-	-	-	157.79	157.79
Salaries	1,000.00	976.00	546.04	5,200.00	125.91	-	-	7,000.00	1,000.00	2,928.00	2,675.00	750.00	23,320.80	45,521.75
Staff Training	-	-	-	-	-	-	-	-	-	-	-	-	56.39	56.39
Subscriptions	-	-	-	300.00	118.80	-	-	-	-	-	-	-	184.00	602.80
Travel	-	-	-	-	-	-	-	-	-	-	-	-	33.10	33.10
Website	-	-	-	-	-	-	-	-	-	-	-	-	176.50	176.50
Total Administrative Costs	1,000.00	1,000.00	1,000.00	9,145.60	890.00	-	293.85	10,000.00	1,000.00	3,000.00	5,000.00	750.00	31,226.98	64,306.43
Operating Profit	-	-	-	30,922.40	-	1,800.00	9,706.15	-	-	(3,000.00)	-	-	(689.88)	38,738.67
Profit on Ordinary Activities Before Taxation	-	-	-	30,922.40	-	1,800.00	9,706.15	-	-	(3,000.00)	-	-	(689.88)	38,738.67
Profit after Taxation	-	-	-	30,922.40	-	1,800.00	9,706.15	-	-	(3,000.00)	-	-	(689.88)	38,738.67

Balance Sheet

Been There
As at 31 March 2023

31 MAR 2023

Fixed Assets

Tangible Assets

Computer Equipment	1,929.00
Less Accumulated Depreciation on Computer Equipment	(1,286.00)
Total Tangible Assets	643.00

Total Fixed Assets **643.00**

Current Assets

Cash at bank and in hand

BEEN THERE	1,619.81
BEEN THERE#004	73,022.60
Total Cash at bank and in hand	74,642.41

Prepayments 917.73

Total Current Assets **75,560.14**

Creditors: amounts falling due within one year

Accounts Payable	885.60
NIC Payable	3,848.68
PAYE Payable	(3,378.66)
Pensions Payable	(278.70)
Wages Payable - Payroll	(2,766.92)
Total Creditors: amounts falling due within one year	(1,690.00)

Net Current Assets (Liabilities) **77,250.14**

Total Assets less Current Liabilities **77,893.14**

Creditors: amounts falling due after more than one year

Loan	10,718.99
Total Creditors: amounts falling due after more than one year	10,718.99

Net Assets **67,174.15**

Capital and Reserves

Current Year Earnings	38,738.67
Retained Earnings	28,435.48
Total Capital and Reserves	67,174.15



Section A Independent Examiner's Report

**Report to the trustees/
members of**

Been There

**On accounts for the year
ended**

31st March 2023

**Charity no
(if any)**

1191044

Set out on pages

Pages 1-12 annual report plus P_L & Balance_Sheet attachments

Remember to include the page numbers of additional sheets.

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

**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 2011 Act and in carrying out my examination, I have followed the 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 (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed:

Date:

29/11/23

Name:

Asheet V Patel

**Relevant professional
qualification(s) or body
(if any):**

ACMA / CGMA (Chartered Management Accountant)

Address:

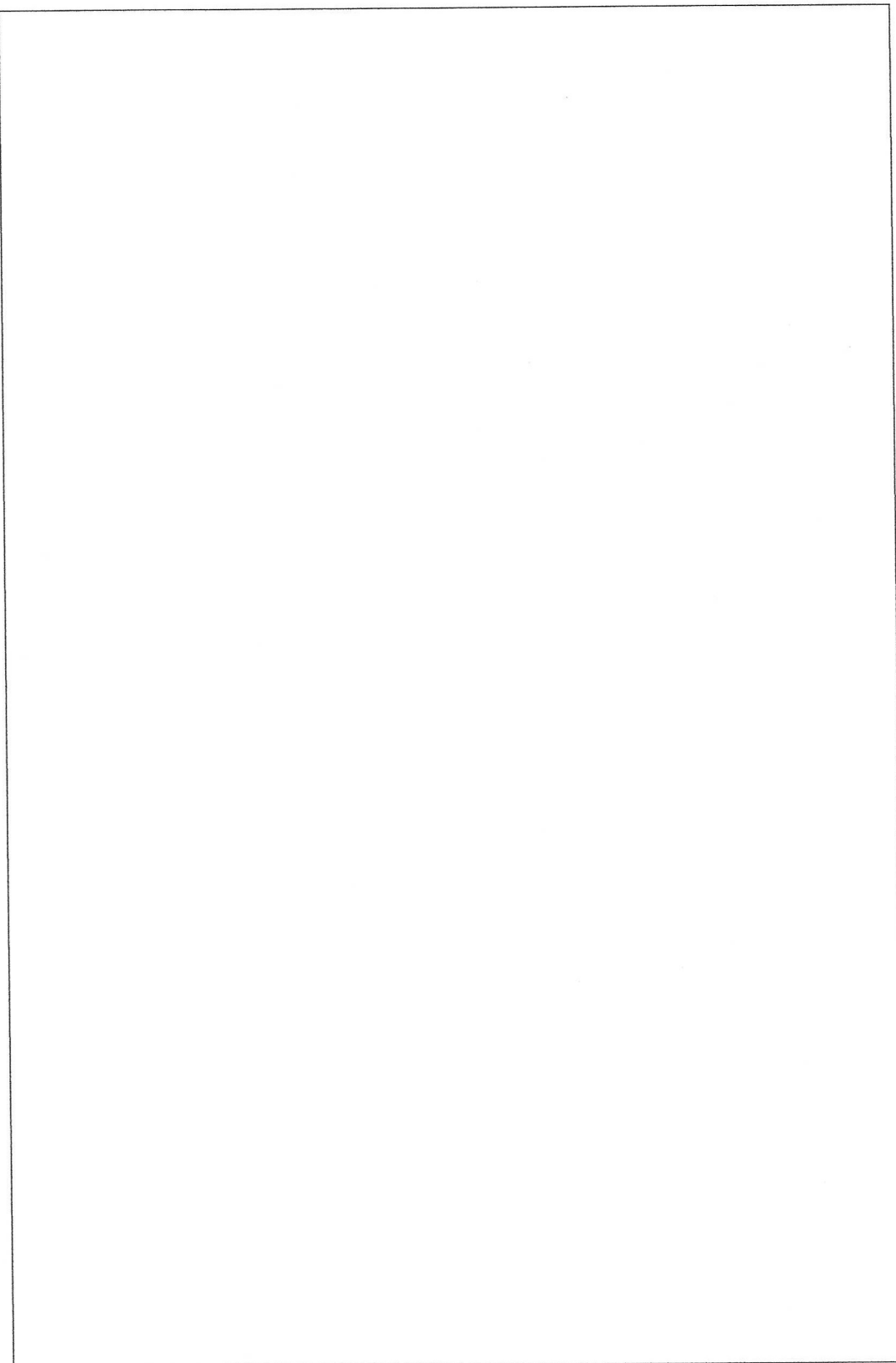
27 Jubilee Avenue

Whitton

Twickenham TW2 6JA

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.



BEEN THERE

England & Wales - Charity number 1191044

Accounts

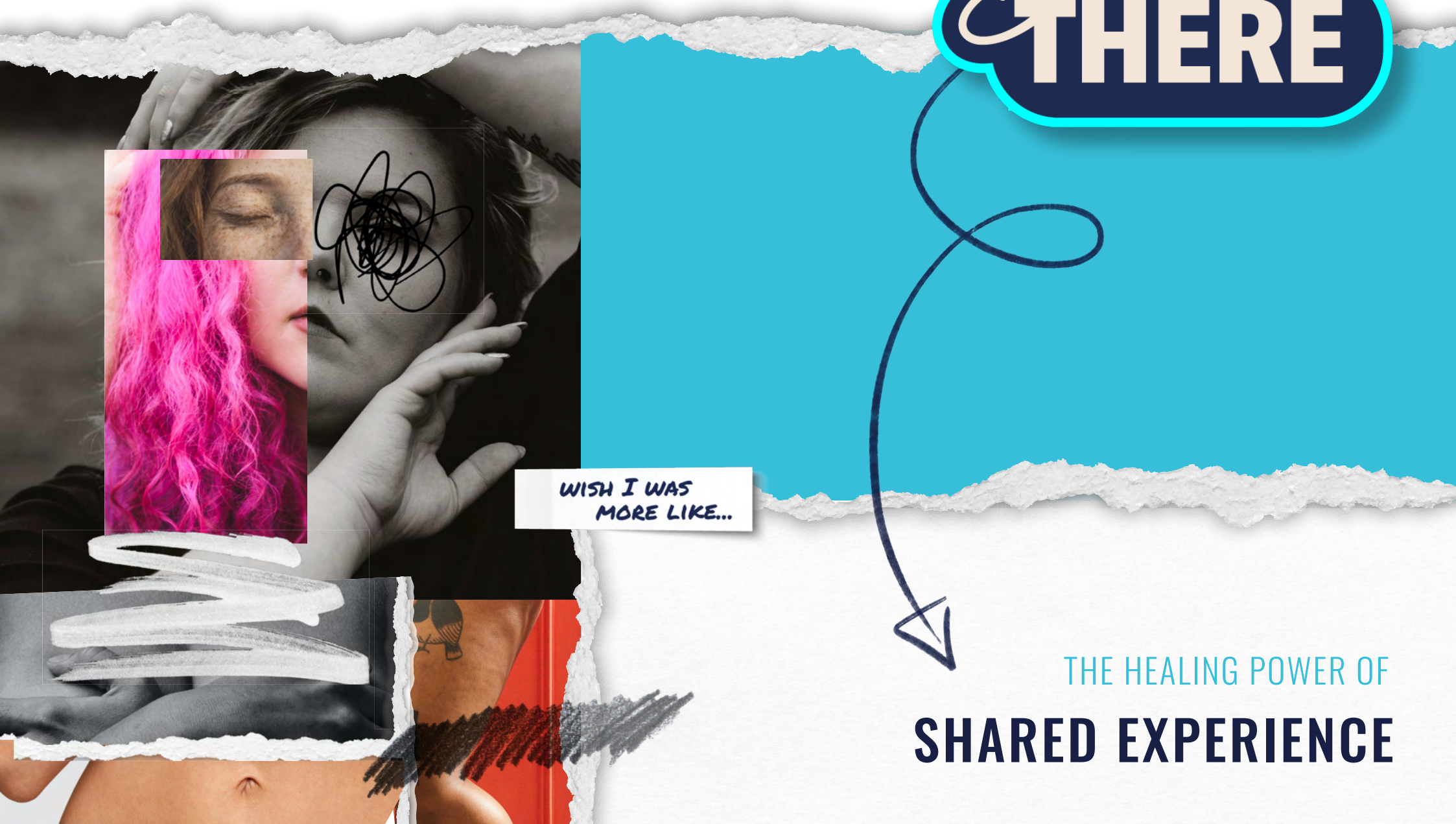
BEEN THERE / TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

Been
THERE

WISH I WAS
MORE LIKE...

THE HEALING POWER OF
SHARED EXPERIENCE



hello!



Been There's Purpose **01**

How It Works **02**

The Pilot **03**

Expansion Plan **04**

A Word From Our Founder **05**

Financial Summary **06**

Trustees, Management & Constitution **07**

Real life experience

Been There was born in adversity.

Our Founder, Tessa Peters, had been living with body image issues which developed into an eating disorder for over 11 years. She was unable to get her life back on track.

The turnaround only happened once she met someone who had been through a similar experience. Someone who understood and helped her feel less alone and ashamed. With a Mentor by her side, Tessa was able to turn her life around.

Now fully recovered, she vowed to create a service that could help other people - by matching them with Mentors who have been through tough times with their body image and mental health too. One year later, Been There is already making a difference to people's lives.

The healing power of shared experience

So many struggle with mental health on their own.

Our purpose at Been There is to be available to them – to walk alongside them. Our Mentors are not therapists or psychologists, they are people who have been there. They are trained and carefully managed, but equally important, they are highly motivated to help. To listen sympathetically, to empathise, to gently guide.

We know how important the healing power of shared experience can be in supporting people going through a difficult time.

An army of trained mentors to help individuals in need

Been There is building unique expertise in Mentor recruitment, vetting, training, and management.

Individuals will be able to find us through the Been There app, and we will also increasingly partner with organisations across the mental health field - professional bodies, mental health charities, universities, and companies; all of which understand the importance of mentoring alongside treatment.

Tessa's vision

Through Tessa's personal experience, we know how mentoring can complement therapy and sometimes bridge the gap when clinical assistance is not readily available.

Her initial focus is on body image but Been There will extend its support across other mental health areas.

We know there are so many people out there who could benefit from the support of someone who has been through (and come out the other side of) a difficult experience.



the app

how to :

Been There is a peer support service that connects users with a vetted and trained Mentor (over the age of 24).

It is free to use and is accessed through the Been There app (available to download via App and Play Stores).

Users create profiles on the app giving anonymised information about their situation.

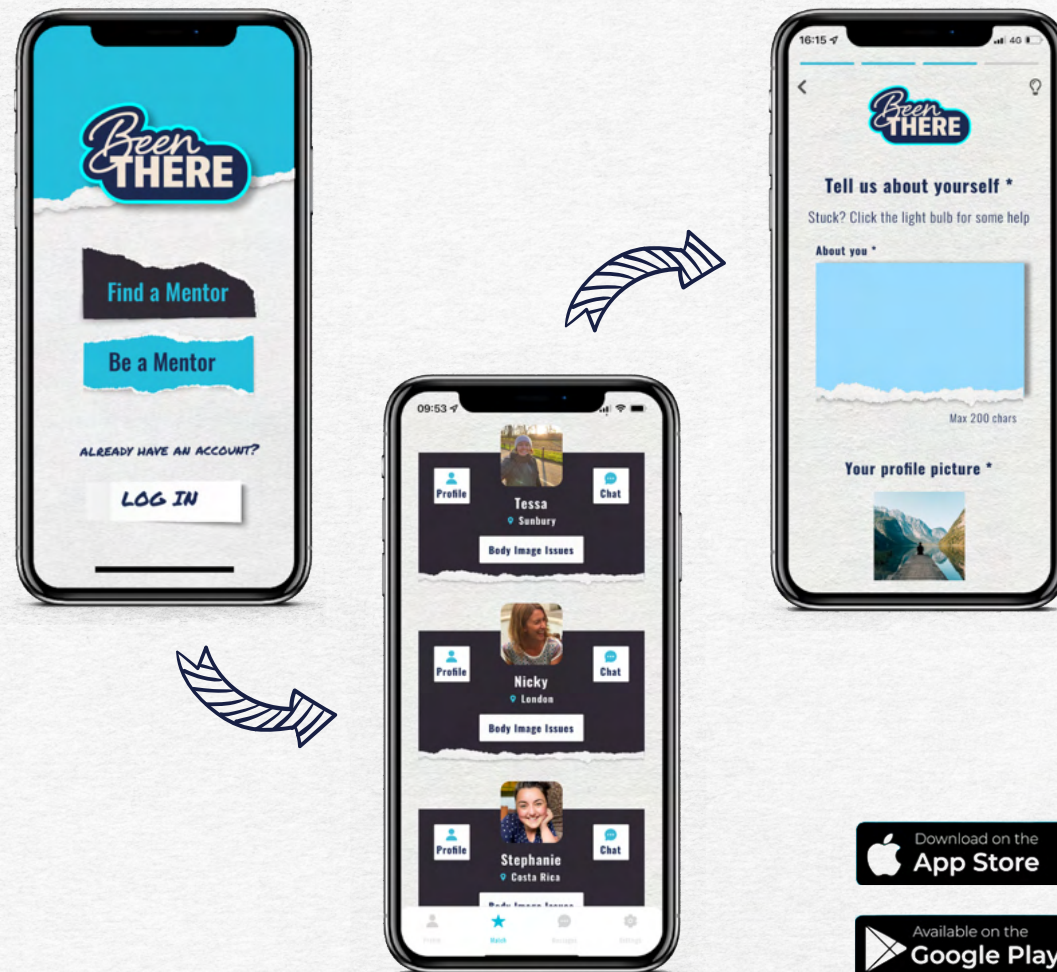
Users are matched to Mentors with relevant experience.

To become a Mentor, an individual's application must be approved, followed by reference checks, DBS checks and 20 hours of training. Mentors are carefully monitored and managed to meet the highest mentoring standards.

The 'Been There Way' focuses on support, encouragement and, most importantly, listening.

All conversations are through the typed chat function on the app, creating a history and opportunity to constantly improve communication.

There are clear escalation paths should there be an emergency.



A pilot of the app and the service was launched in February 2022 with three universities – Buckinghamshire New University, Chichester University and UAL.

We have evaluated the performance of the app, the experience of the user and the contribution from our Mentors. The app has worked well. Its user-friendly features have enabled easy adoption.

A number of bugs have been fixed and a future plan of development is in hand.

Highlights ↵

Some early highlights from the user evaluation are noted below:

- Mentees feel they have a safe space to talk freely
- They feel listened to without judgement
- They feel empowered
- They understand their support and professional network and how to navigate it
- They feel less alone and a reduction in shame
- Importantly, they have hope
- 40% of users choose to be anonymous
- The use of the terminology 'body image issues' makes it more relatable and approachable

Learnings ↵

There have been significant learnings about the optimum way for Mentors to communicate with the users, such as:

- Open-ended questions are more valuable than directing the conversation
- Conversations can make access to professional services less daunting
- Fast escalation procedures are needed when there is concern over a user



The success and learnings of the pilot has given us the confidence to plan for rollout and significant expansion.

04 EXPANSION PLAN



To grow the charity and enable the expansion into other mental health areas, we will grow our Capabilities, Capacity and Credibility.

Capabilities

Do we have the right talent and support in place to deliver on all pillars of the organisation? (Right skilled employees, trained volunteers, and BIC tech platform).

Capacity

Do we have sufficient Mentors of the right quality to meet demand?

Credibility

Do Mentees see us as the right place to go to for support?
Do Donors see us as a safe bet for their donations?

Underpinning our Capabilities, Capacity and Credibility we need to maximise the appeal of the Been There brand and grow our fundraising.

To unlock capabilities, we need **funding**.
To unlock funding, we need a **brand** that people will trust.



We will review each of these to highlight important aspects for future expansion:

Capabilities

Team, tech & training.

Over the years we have been monitoring and evaluating the service we are providing so we are continuously learning and adapting to improve the user experience and ensure we are helping beneficiaries.

An example of this was the removal of the upper age (initially 18 to 24). This was in response to feedback from people over 24 who were unable to access the service and felt they needed it.

We are committed to maintaining this progression. We are transitioning from fixing bugs in our service to developing a market-leading mentoring service. We will be bringing new skills into our team and new tech capabilities to assist our users.

Capacity

More great mentors.

All Been There Mentors are volunteers. They have been through their own struggles with body image and related mental health issues. They know all about the challenges facing our users - ranging from lack of self-confidence and self-worth to eating disorders and hospitalisations. All our Mentors are now in a good place mentally and want to help others feel less alone and ashamed.

Prospective Mentors sign-up to become a Mentor on the app and complete the application form. This includes two references – one professional and one personal character reference from someone outside their family. If the application meets our standards, a DBS check is carried out. Once passed, the Mentor is enrolled on an online training course. This has been developed in-house and takes up to 20 hours to complete. The Mentor has eight weeks to complete the training. On passing the training course, the Mentor goes live on the app, under close supervision.

Supporting the Mentors is imperative because they are dealing with difficult situations and need to be constantly aware. Vital community support is accessed through a group 'Mentor Chat' where experiences can be shared, resources and recommendations made. Each Mentor has their own Mentor Manager who to date has been Tessa Peters as she guides the Been There Way. Monthly Mentor Meet Ups via Zoom have proved very useful to share the latest thinking and for continued development.

We will keep fine-tuning our recruitment, training, and management of Mentors so we are the undisputed experts in mentoring for mental health.

Credibility

More satisfied Mentees.

The pilot has been invaluable in shaping our service. We have been able to analyse the chats between Mentors and users plus prompt feedback from both parties. Every conversation deepens our knowledge regarding the best way to support people going through difficult times. Our initial response is encouraging with all users so far enjoying a good to excellent relationship with their Mentor. Similarly, Mentor availability and post conversation satisfaction is high.

A question we ask regularly is what difference their Mentor has made this week. A common theme is how welcome a caring, kind, and supportive Mentor is who listens and does not judge. One said recently they feel "My Mentor made me feel like I wasn't alone on the journey, shared their experience and was 100% empathetic and supportive throughout our conversations" and that it is a good way to start opening up before or while looking for professional support.

We will continue to listen and evaluate how we can help more, especially in times of crisis.

Appealing Brand

Our brand needs to attract users and give confidence to donors and partners. We have made excellent progress in developing the Been There brand. We believe our purpose is clear to our different target audiences and the brand has considerable stand out.

To accelerate our performance, in February 2022, we hired a highly experienced pro-bono part-time Marketing Director. He has been instrumental in devising our marketing and fundraising strategy. He has helped improve our strategy, fundraising and social media engagement.

Donations & Income

To kick off the Been There project, we have been successful in generating funds from individual donors and companies. This has been supplemented by successful winning of grants from organisations such as the Clare Foundation, Notcutts and Souter Charitable Trust.

We are launching crowdfunding to generate monies for specific tasks such as recruitment, vetting and training of more Mentors.

We plan to partner with commercial and charitable organisations offering our service and sharing the costs.



awareness event

Winning a grant



where it all started

A word from Tessa, our founder -

This has been our first 'proper' year at Been There. In July 2021, myself and the Trustees decided on the direction for Been There. We agreed the app should be focused on mental health Mentoring for body image issues. This is where my personal life experience lies and is, unfortunately, something that resonates with hundreds of thousands.

The past year has been so busy! We have focused on testing and learning. Understanding how the service is helping people, finding out what changes we need to make, how we can best support the users and look after our Mentors too. We have used trusted volunteers to create a brand that is unique, memorable, personal, and relatable. We hired an app development company to create the platform. We vetted and trained 10 founding Mentors to run a pilot with three universities. We continuously gathered as much feedback and data as possible from all users, to enhance the app experience. This vital data comes in the form of our pop-up questionnaires for users, fortnightly check-ins with Mentors and monthly Mentor meet-ups. We also monitor all conversations on the app for quality and safety and have ongoing dialogue with our safeguarding Lead.

We have made great progress and created a welcoming, compassionate community. We have developed the 'Been There Way' – what users can expect from us and what we expect from our Mentors. I feel very proud of what we have achieved. We have created a platform that is so desperately needed. We exist to support people struggling with their body image. When you are struggling, it is not easy to find someone who 'gets it'. We have created a safe place, trained the first cohort of high quality Mentors and enabled people to find free support – where they don't feel alone, judged, or misunderstood. None of this would have been possible without all the people who have supported us. Every donation and every minute of time is making a difference to people who deserve better. It has led to a very successful year, and with continued support, we are excited to develop the service further and help more people get their lives back on track.

tessa



Tessapeters

TESSA PETERS / FOUNDER & CEO



The financial statements have been prepared in accordance with the charities Statement of Recommended Practice (FRS102) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011 as it applies from 01.01.15.

accounting policies

The principal accounting policies are summarised here -

Fund accounting

Funds held by the organisation are either:

1) Unrestricted general funds

These are funds which can be used in accordance with the charitable objects at the discretion of the Trustees. The majority of income falls into this category in the form of donations.

2) Restricted funds

These are funds that can only be used for restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Been There has £9.9k in restricted funds from The Clare Foundation and the Souter Charitable Trust.

Incoming resources

Grants are recognised in the statement of financial activities when the charity can demonstrate entitlement to the income. Donations are included as income at the value to the charity.

Resources expended

Resources expended are recognised in the period in which they are incurred.

Been There is not registered for VAT and therefore cannot recover for costs incurred.

Review of the charity's financial position at the end of the period

For the year ending 31 March 2022, Been There generated a surplus of £30k which will be used to further develop the operations of the Charity. The first full year of operating saw £80k of funding received consisting of £69k of private donations and £11k of grants. Grants were received from the Clare Foundation (£6.9k), Souter Charitable Trust (£3k) and Notcutts (£1k).

£50k of expenditure was incurred during the year, predominantly in relation to the website brand (£18k), app development (£8k), and wages (£19k). We have kept a tight control over costs to ensure we are set up as efficiently as possible to meet the demands of increased investment in both people and systems as Been There increases scale.

The surplus of £30k represents the start of our focus on growing reserves to ensure the sustainability of Been There moving into 2022/23.

Our balance sheet is healthy comprised mainly of liquid assets. We have a loan arrangement in place with the founder and are repaying this over the next two years in monthly installments. With this being our first year of development from an idea to a service, we are comfortable with our financial position by the end of the year. We have finished the financial year with over four months of running costs coverage in the bank. Our strategy for the years to come is to always have six - nine months' worth of funds available.

We have gained a great deal from private donors which is a big part of our strategy moving forward. We have learnt a lot from rejections we have received from some grant providers, which mainly centred around our "newness" and not having had a full year of service yet. Now, with a proof of concept in place, we have taken our key findings and created a robust strategy for funding for the next 4 years.

Financial outlook for 2022/23

Been There is nicely placed heading into the new financial year. Diversifying the income streams will be pivotal to enable further investment. A crowdfunding programme will be set up to focus on training new Mentors, the lifeblood of the organisation.

Statement explaining the policy for holding reserves stating why they are held

In line with the charities reserves policy, the Trustees have agreed to allocate a proportion of its free reserves to ensure project sustainability in the event that further funding cannot be sourced to cover administration and core costs to keep the charity solvent.

Amount of reserves held

At balance date, Been There has £28.4k held in reserves.

Explanation of any uncertainties about the charity continuing as a going concern

At the time of approving the annual accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the accounts.

trustees

Rachel Williams
Simon Hall
Joel Stanier (Chair) *Appointed 18.11.23*
Stephen Davidson

Andrew Peters *Resigned 14.10.21*
Roger Lovegrove *Resigned 01.03.22*

exec. team

Tessa Peters *Founder & CEO*
Rebecca Peters *Head of Operations*
Shane Kerr *Marketing Director*

Organisational structure

The Committee has members from a variety of backgrounds relevant to the work of the charity. The charity Trustees for the purpose of charity law are known as members of the Committee. The Committee is our governing and decision-making body.

Meetings are held monthly, and any Committee member can request an item to be included on the agenda. Been There staff attend meetings and present written reports to the Committee. Been There staff attend meetings prior to the agenda meeting and present written reports to the board.

The members of staff are Tessa Peters, Founder & Chief Executive Officer and Rebecca Peters, Head of Operations. The Chair oversees the meeting with input from the board members and the staff. The staff then takes the actions required to administer the decisions of the board.

Between meetings, the staff communicate with the Chair of the Committee frequently and with other Committee members.



Some of our trustees and management team!

Constitution

Been There is a Charitable Incorporated Organisation.

Charity registry number

1191044

Registered address

30 Ledborough Lane, Beaconsfield,
Buckinghamshire, HP9 2DD

Risk management

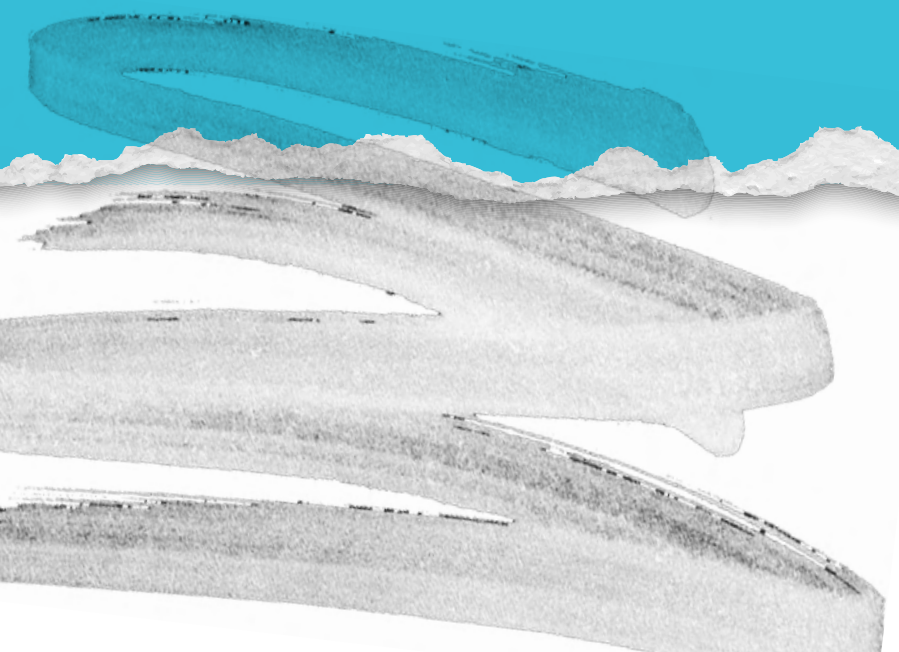
The Committee believe that there are currently no major risks. A review is undertaken at the start of each financial year to assess the level of risk and put in place mitigation steps if required.

BEEN THERE / TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022



thank you!



THE HEALING POWER OF
SHARED EXPERIENCE

Balance Sheet

Been There
As at 31 March 2022

31 MAR 2022

Fixed Assets

Tangible Assets

Computer Equipment	1,929.00
Total Tangible Assets	1,929.00

Total Fixed Assets	1,929.00
---------------------------	-----------------

Current Assets

Cash at bank and in hand

BEEN THERE	44,799.36
Total Cash at bank and in hand	44,799.36

Prepayments	868.10
-------------	--------

Total Current Assets	45,667.46
-----------------------------	------------------

Creditors: amounts falling due within one year

NIC Payable	100.93
PAYE Payable	1,360.80
Pensions Payable	324.30
Suspense	(16.95)
Wages Payable - Payroll	(1,827.09)
Total Creditors: amounts falling due within one year	(58.01)

Net Current Assets (Liabilities)	45,725.47
---	------------------

Total Assets less Current Liabilities	47,654.47
--	------------------

Creditors: amounts falling due after more than one year

Loan	19,218.99
Total Creditors: amounts falling due after more than one year	19,218.99

Net Assets	28,435.48
-------------------	------------------

Capital and Reserves

Current Year Earnings	30,304.78
Retained Earnings	(1,869.30)
Total Capital and Reserves	28,435.48

Profit and Loss

Been There

For the year ended 31 March 2022

	CLARE FOUNDATION	SOUTER	UNASSIGNED	2022
Turnover				
Donation Income	-	-	68,844.94	68,844.94
Grant Income	6,900.00	3,000.00	1,000.00	10,900.00
Interest Income	-	-	1.85	1.85
Other Income	-	-	59.45	59.45
Total Turnover	6,900.00	3,000.00	69,906.24	79,806.24
Gross Profit	6,900.00	3,000.00	69,906.24	79,806.24
Administrative Costs				
App designer	-	-	30.00	30.00
App Development	-	-	7,874.99	7,874.99
App Fee	-	-	38.41	38.41
Bank Fees	-	-	5.80	5.80
Branding	-	-	10,000.00	10,000.00
Fundraising	-	-	146.17	146.17
General Expenses	210.00	-	535.00	745.00
Insurance	-	-	173.60	173.60
Interest Paid	-	-	17.96	17.96
Marketing	-	-	875.10	875.10
Mentor Checks	-	-	57.60	57.60
Mentor Training & Vetting	1,600.00	-	-	1,600.00
Pensions Costs	-	-	468.99	468.99
Printing & Stationery	-	-	37.88	37.88
Salaries	5,090.00	-	14,182.72	19,272.72
Subscriptions	-	-	89.29	89.29
Website	-	-	8,067.95	8,067.95
Total Administrative Costs	6,900.00	-	42,601.46	49,501.46
Operating Profit	-	3,000.00	27,304.78	30,304.78
Profit on Ordinary Activities Before Taxation	-	3,000.00	27,304.78	30,304.78
Profit after Taxation	-	3,000.00	27,304.78	30,304.78



Section A Independent Examiner's Report

**Report to the trustees/
members of**

Been There

**On accounts for the year
ended**

31st March 2022

**Charity no
(if any)**

1191044

Set out on pages

Pages 1-12 annual report plus P_L & Balance_Sheet attachments

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

**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 2011 Act and in carrying out my examination, I have followed the 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 (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed:

Date:

16/12/22

Name:

Asheet V Patel

**Relevant professional
qualification(s) or body
(if any):**

ACMA / CGMA (Chartered Management Accountant)

Address:

27 Jubilee Avenue

Whitton

Twickenham TW2 6JA

BEEN THERE

England & Wales - Charity number 1191044

Accounts



End of year annual report 2021 – Trustee meeting

The aims and objectives of Been There is to promote the preservation and protection of mental health as it relates specifically to body image as well as to assist in relieving and rehabilitating young people suffering from poor mental health or conditions of emotional or mental distress brought about by body image issues, in particular (but not limited to) by:

- a) developing and making available a digital application to connect those in need with mentors; and
- b) facilitating peer support services for young people with mental health problems specifically related to body image.

We are in start-up phase and will be initiating the app from 1st February 2022 as a pilot to gather feedback and how to improve the service ready for launch in May. We are looking forward to a positive, fully operational year ahead.

Signed by

A handwritten signature in black ink, appearing to read 'T. M. K. S.', written in a cursive style.

Date:

15.12.2021



Receipts and payments account

For the period from	Period start date 08/27/2020	To
----------------------------	---------------------------------	-----------

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £
A1 Receipts			
Donations	290	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
Sub total (Gross income for AR)	290	-	-
A2 Asset and investment sales, (see table).			
	-	-	-
	-	-	-
Sub total	-	-	-
Total receipts	290	-	-
A3 Payments			
App design and development	440	-	-
Marketing	400	-	-
Training	800	-	-
Website	380	-	-
General Expenses	140	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
Sub total	2,160	-	-
A4 Asset and investment purchases, (see table)			
	-	-	-
	-	-	-
Sub total	-	-	-
Total payments	2,160	-	-
Net of receipts/(payments)	1,870	-	-
A5 Transfers between funds	-	-	-
A6 Cash funds last year end	-	-	-
Cash funds this year end	1,870	-	-

Section B Statement of assets and liabilities at the end of

Categories	Details	Unrestricted funds to nearest £
B1 Cash funds	Donations	291
		-
		-
	Total cash funds	291
	(agree balances with receipts and payments account(s))	Agreement Error
B2 Other monetary assets	Details	Unrestricted funds to nearest £
		-
		-
		-
		-
		-
		-
B3 Investment assets	Details	Fund to which asset belongs
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs
B5 Liabilities	Details	Fund to which liability relates
	Director Loan	Unrestricted

Signed by one or two trustees on behalf of all the trustees

Signature

Print N

191044

ounts

Period end date
03/31/2021

CC16a



Total funds

Last year

to the nearest £

to the nearest £

290	-
-	-
-	-
-	-
-	-
-	-
-	-
-	-
-	-
290	-

-	
-	-
-	-

290	-
-----	---

440	-
400	-
800	-
380	-
140	-
-	-
-	-
-	-
-	-
2,160	-

-	
-	
-	-

2,160	-
-------	---

- 1,870	-
-	-
-	-
- 1,870	-

the period

Restricted funds
to nearest £

-
-
-
-

OK

Restricted funds
to nearest £

-
-
-
-
-
-

Cost (optional)

-
-
-
-
-

Cost (optional)

-
-
-
-
-
-
-
-
-

Amount due (optional)

2,160
-

Endowment funds
to nearest £

-
-
-
-

OK

Endowment funds
to nearest £

-
-
-
-
-
-

Current value (optional)

-
-
-
-
-

Current value (optional)

-
-
-
-
-
-
-
-
-

When due (optional)

-	
-	
-	

lame

Date of approval
