

BEEN THERE / TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023



WISH I WAS
MORE LIKE...



THE HEALING POWER OF
SHARED EXPERIENCE



TRUSTEE REPORT 2023



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01 ABOUT US



TRUSTEE REPORT 2023

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



TRUSTEE REPORT 2023

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 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



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.**”

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.

07 MENTORING GOLD STANDARD



TRUSTEE REPORT 2023

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

08 MULTIPLYING OUR REACH THROUGH PARTNERS



TRUSTEE REPORT 2023

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



TRUSTEE REPORT 2023

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.

10 A WORD FROM OUR FOUNDER



TRUSTEE REPORT 2023

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 :



TESSA PETERS / FOUNDER & CEO

A handwritten signature in black ink that reads 'Tessapeters'. The signature is written in a cursive, flowing style.

“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
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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
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Total Current Assets	75,560.14
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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
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Total Assets less Current Liabilities	77,893.14
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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
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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.