



THE HEALING POWER OF SHARED EXPERIENCE



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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.

02 A WORD FROM OUR INTERIM CEO



TRUSTEE REPORT 2025

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.

02 A WORD FROM OUR INTERIM CEO



TRUSTEE REPORT 2025

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

Beconscot

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.

04 FINANCIAL REPORT



TRUSTEE REPORT 2025

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.

04 FINANCIAL REPORT



TRUSTEE REPORT 2025

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	103655	41498	145153	81482
Expenditure				
Raising funds	47376	-	47376	21105
Charitable activities	59863	46336	106199	76154
Total expenditure	107239	46336	153575	97260
Net income / (expenditure)	(3584)	(4838)	(8422)	(15778)
Funds brought forward	44980	6416	51396	67174
Funds carried forward	41396	1578	42974	51396

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><u>42974</u></u>	<u><u>51396</u></u>
Reserves		
Unrestricted funds	41396	44980
Restricted funds	1578	6416
Net assets	<u><u>42974</u></u>	<u><u>51396</u></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