ANNUAL REPORT

FRAZZLED

2025



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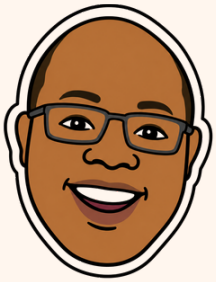
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Free peer-support meetings.
A place to feel heard.

WELCOME

From the Chair



2025 was a year of real growth for Frazzled. We delivered more meetings, welcomed more people into our spaces, grew our Facilitator community and tested new ways for people to take part. Whilst the numbers are impressive, the human reason behind them is more important: thousands of people chose to spend an hour being honest about how they were feeling, often at a point when life felt heavy, lonely or simply too much.

Frazzled was created for those everyday feelings that rarely fit neatly into a diagnosis or a crisis. A difficult week at work. Caring for someone. Money worries. Grief. Relationships. The constant hum of the news. Our meetings give people somewhere to put some of that down for a while. They can speak. They can listen. They can arrive exactly as they are.

During 2025, the Board saw the programme expand with care and integrity. The core Facilitator-led meetings remained central, while smaller groups, themed sessions, mindfulness and face-to-face meetings gave people more ways to find a format that suited them. Ruby Wax continued to bring her experience, energy and public voice to Frazzled, both through meetings and mindfulness and by helping many more people discover that the charity exists.

The year also sharpened our focus on sustainability. Frazzled is a small charity delivering a national service, and that creates a simple financial reality: free meetings still have to be paid for.

We made meaningful progress in 2025, including stronger individual giving, new partnerships, our most successful Big Give campaign to date and significant longer-term support. Long-term funding remains a major organisational risk, and the Board continues to treat it as such.

Our strategy for 2026–2029 sets out an ambitious direction for Frazzled, grounded in what people have told us they value. Growth will depend on the resources to do it safely. Our responsibility as Trustees is to hold those two things together: the strength of the service and the financial discipline needed to protect it.

Thank you to every Facilitator and volunteer who gave their time in 2025, to the small staff team who kept an increasingly busy programme running, to our donors and partners, and to everyone who joined a Frazzled meeting. You are the community this organisation exists for.

Brian Munjanja
Chair of Trustees

WELCOME

From the Chief Executive



2025 was a year that brought real growth. Frazzled ran 955 meetings across the year, compared with 705 in 2024. We took almost 12,000 bookings. We grew our Facilitator community, expanded mindfulness, kept building our face-to-face work and created more specific spaces for people who told us a standard Frazzled meeting did not always give them what they needed.

This growth came from listening. People asked for smaller meetings, so we tested them. Neurodivergent attendees wanted a space where the particular frazzle of neurodiversity did not need explaining, so we ran one. It filled. We ran more. We created an LGBTQ+ meeting. Feedback from our older attendees and Facilitators shaped our Elders work. Mindfulness grew because people kept booking it and asking for more. This is what co-production looks like for us: keep the structure that makes Frazzled feel safe, then listen carefully to where it can flex.

Ruby has been a huge part of the year. Her large meetings and mindfulness sessions gave people direct access to the ideas that led her to create Frazzled in the first place. Her public profile also opened doors for the charity, especially toward the end of the year. People might first hear about Frazzled because of Ruby. They stay because a Facilitator remembers their name, because someone else says something they thought only they felt, or because for one hour they do not have to pretend they are fine.

I am particularly proud of the people behind the programme. Frazzled is run by a very small staff team and a remarkable group of volunteers who keep things going every single day of the year.

The Frazzled meeting itself should feel simple. Making almost a thousand of them happen safely over the year is anything but. Recruitment, training, observations, safeguarding, rota changes, booking systems, partnerships, communications and the endless small bits of admin all sit behind the calm hour an attendee sees. Thank you to the team for carrying the weight of this responsibility, and doing it with such care and professionalism.

We also have to be focused about money. We ended 2025 with stronger fundraising momentum than we started it. We had our best Big Give campaign, secured important longer-term support and began building income through workplace wellbeing as well as trusts, donors and partners. However, the funding environment for small charities is extremely difficult. Our progress gives us more options; it does not guarantee the future. Keeping Frazzled open, free and available will depend on turning that momentum into reliable income during 2026 and beyond.

For now, this report is a chance to look at and celebrate what happened in 2025. More meetings. More ways in. More people saying how they really are.

Thank you to everyone who has been a part of that journey.

Alex Sanderson
Chief Executive

EVERYDAY MENTAL WELLBEING

Who we are



We all get Frazzled. Usually long before we would use a clinical word for it.

Work. Money. Caring. Relationships. Loneliness. Grief. The news. The relentless admin of being alive. Most of us carry a lot of messy, everyday feelings around and get very good at talking about something else.

Frazzled is a place to say some of it out loud.

We run free, structured peer-support meetings for adults. You can talk about how you really are, or simply listen to other people doing the same. There is no advice-giving and no pressure to fix anybody. You do not have to speak. You can join anonymously online. The point is connection: being heard, hearing someone else, and realising that the feelings making you feel isolated are often much more human than you thought.

How a meeting works

Every meeting follows a clear structure. A trained Facilitator sets the guidelines at the start, holds the space without trying to ‘solve’ anyone, and keeps the group safe. Mindfulness helps people arrive in the room and leave it more steadily. The structure stays familiar, even when the topic or format changes.

Where we sit

Our place is early support. Therapy, diagnosis and crisis care sit elsewhere. Frazzled gives people a safe, boundaried space before, alongside or between those services. It is somewhere to exhale when life is getting on top of you. There is precious little that exists in the space between someone feeling ok, and someone needing some form of support, often from a medical professional. We sit in that early intervention space, providing a place for those for whom the world is feeling just a little too much to share, let off steam, and feel held and seen in a safe, friendly confidential space amongst others who are feeling exactly the same way.

Our ambition

A world where no one feels alone in their feelings, and where opening up about everyday mental wellbeing feels normal rather than exceptional.

A VOICE FROM OUR COMMUNITY

Martin's Frazzled Journey

> **I can remember the day well, standing at the kitchen sink looking out the window and listening to the radio feeling quite vulnerable and alone and heard the profound words of our Founder suggesting... it's ok not to be ok! I got a sense of relief immediately! It was just the end of Covid and my Country House Bed & Breakfast business had been closed for nearly two years and my warm gregarious nature had become full of anxiety, stress and worry. I had been self-medicating with alcohol and realized that things needed to change rapidly.**

At my first Frazzled meeting I was made very welcome and introduced to Mindfulness and immediately felt at home with the group. I learnt to breathe again properly and deal with anxiety and panic attacks in a structured way.

My confidence levels returned quickly and no longer relied on additional support from a bottle!

Meetings are run by amazing Facilitators with no awkward questions and no suggestions of what should or could be done. Confidentiality is the key... and what is said in a meeting stays there and nothing is discussed from other meetings.

I have come across some very courageous people over the years who have almost become part of my wider family sharing their life's experience too. It is a privilege and joy to see how people can change their lives for the better.

It's important for me to attend meetings regularly and share my progress and pass on my new way of living to new members.

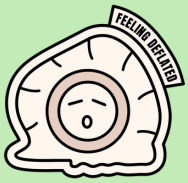
Frazzled has been a tremendous asset to me for which I will be forever grateful.

Martin, Frazzled attendee



THE YEAR IN NUMBERS

2025 in review



2025 was our busiest year to date. We expanded the core programme, made more room for mindfulness and face-to-face meetings, and kept testing formats shaped by the people who use Frazzled.

955 meetings delivered in 2025, up from 705 in 2024

11,808 bookings across our online programme, up from 9,295 in 2024

9,601 recorded attendances across the year

733 Facilitator-led meetings, compared with 562 in 2024

116 mindfulness meetings, compared with 75 in 2024

92 face-to-face meetings across Harpenden and Wimborne

The need was clear

Around nine in ten people completing our feedback said they arrived at a meeting feeling at least a bit Frazzled. Around 85% said they felt better afterwards. Across the year, our quarterly scores for recommending Frazzled and booking another meeting stayed consistently high, between 96% and 98%.

People came for all sorts of reasons. Mental wellbeing was the most common. Loneliness was also prominent, with around four in ten respondents naming it as a reason for joining. Physical health, family, relationships, money, work, caring responsibilities and current events all appeared in the mix. That breadth is exactly why Frazzled exists: life rarely unravels in one tidy category.

Year-on-year

Meeting delivery grew by around 35% from 2024 to 2025. Bookings grew by around 27%. We expanded while maintaining strong attendee feedback.

OUR PROGRAMME

Frazzled at the Core

The backbone of Frazzled is still the ordinary Facilitator-led meeting. No theme. No special event. Just a group of people arriving with whatever has happened that day and a trained volunteer holding the space.

733 Facilitator-led meetings in 2025

We delivered 733 Facilitator-led meetings in 2025, around 30% more than the year before. This growth gave people more choice of days and times and helped us respond to sustained demand. By the autumn, our volunteer community had grown to 30 amazing Facilitators.

Small meetings

We continued learning from our smaller meeting format, first created after feedback from attendees and Facilitators. Standard Frazzled meetings can hold a larger group. For some people, especially at busy evening times, that can feel like a lot. Small meetings cap the group at eight and create more room for silence, reflection and slower conversation.

The idea is simple: the same Frazzled structure, with fewer people in the room. It gives attendees another option when a fuller group feels overwhelming.

> **“ The power is just being together. What a gift.**
>
> Frazzled Facilitator

Showing up when the calendar gets difficult

Our programme continued through periods when people can feel particularly isolated. Over the Christmas period we ran 24 meetings and supported 250 attendees, including meetings on Christmas Day. Keeping a familiar space open during the holidays has become an important part of what we do, at a time when we know life can feel particularly overwhelming.

More doors into the same room

A standard meeting will always be central to Frazzled. In 2025 we also kept building different doors into that experience: smaller groups, themed spaces, mindfulness, Ruby Wax meetings and face-to-face sessions. The format can flex. The core stays the same: no judgement, no fixing, clear boundaries and room to be perfectly, imperfectly human.

SHAPED BY OUR COMMUNITY

Listening, co-production and mindfulness

Some of our best programme ideas came from the people already in the room. We used attendee feedback, the annual survey and Facilitator insight to co-produce new meeting formats and topics, then tested them before deciding what should continue.

Themed meetings

Our neurodiversity meeting was one of the clearest examples. The first session was heavily oversubscribed. We ran more, giving neurodivergent attendees a space where they could talk about the specific ways life can become frazzling without having to explain the basics first. An LGBTQ+ meeting followed. Later in the year, feedback from Facilitators and our annual survey shaped an Elders session, creating room for older attendees to talk about experiences they might otherwise hold back in a mixed-age group.

Themed meetings are not about putting people into boxes. They are about recognising that sometimes a shared context makes it easier to get to the honest part of the conversation.

Mindfulness grew fast

Mindfulness has been part of Frazzled from the beginning. Every standard meeting uses it to help people arrive, notice what is happening and leave the space with a little more steadiness. In 2025 it also became a much bigger programme in its own right.

We delivered 116 mindfulness meetings during the year, up from 75 in 2024. Sessions were regularly popular, and we kept expanding the timetable in response. Ruby also led dedicated mindfulness meetings, combining practice with the plain-English explanation and lived experience that have shaped her work for years.

Mindfulness at Frazzled is practical. You do not need to be good at it. You do not need a special cushion or an empty mind. It is another way to notice what is going on before it runs the whole show.

> **“ I trust that the quiet is often where the real work happens, and that trust has changed how I show up in every part of my life.**
>
> **Claire, Frazzled Facilitator**



FOUNDER

Ruby Wax OBE

Ruby Wax created Frazzled because she could see a gap. People were carrying around huge amounts of everyday emotional noise with very few places to talk about it until things became much worse. Frazzled grew from a simple idea: people need somewhere safe to say how they really are, and listening can be powerful in its own right.



Ruby continued to be a distinctive part of Frazzled in 2025. Her larger meetings gave hundreds of people a first experience of the Frazzled format. Her mindfulness sessions brought practical skills into the programme. She also helped take Frazzled into public spaces, including Mental Health Awareness Week activity in Manchester, where she led a mindfulness session that was shared beyond the room.

Toward the end of the year, Ruby's appearance on 'I'm a Celebrity' created a significant awareness moment for Frazzled. People who had never heard of the charity suddenly saw the ideas behind it in a very different setting. Our digital channels saw a surge of interest, and many new people found their way to our website and meetings.

What Ruby brings

A public voice for everyday mental wellbeing, deep mindfulness experience, and the ability to say serious things without turning them into therapy-speak.

That visibility is valuable because mental health support is only useful when people know it exists. Ruby can open the door. The experience people find once they step through it is created by the whole Frazzled community: Facilitators, attendees, volunteers and staff.

CONNECTION IN OUR COMMUNITIES

Community, face-to-face and partnerships

Online meetings make Frazzled accessible across the UK. Face-to-face meetings give us another way to build belonging locally. In 2025 we delivered 92 in-person meetings across Harpenden and Wimborne.

Harpenden and Wimborne

Harpenden continued as an established part of our face-to-face offer. Wimborne, launched with local funding and local Facilitators, steadily built its own regular community during the year. These groups gave us practical learning about what local Frazzled delivery needs: trusted Facilitators, a welcoming venue, consistent scheduling, local promotion and time.

The work also helped us think about the future. A national charity can struggle to access very local funding and partnerships. A credible local meeting creates a different route in, both for attendees and for organisations that want to support mental wellbeing in their own community.

Workplace wellbeing

During 2025 we developed a workplace wellbeing offer built from the same Frazzled ingredients: meetings, mindfulness, facilitation and honest conversation. It gives organisations a practical way to support staff while creating a potential earned-income stream for Frazzled. Early paid work and bookings for 2026 gave us a useful base to keep testing.

Working with people who already have trust

We strengthened our relationship with Samaritans and spent time helping volunteers understand the Frazzled offer. People are often signposted to us through Samaritans, so it is important that the distinction is clear: Frazzled is a peer-support space for everyday mental wellbeing, with crisis and specialist support sitting elsewhere.

We also took Frazzled into new settings during the year. We supported the Manchester Feelings Ceiling during Mental Health Awareness Week and hosted a live Frazzled session at the Masters Conference in Oxford. Experiences like these let people feel the model rather than read a paragraph about it.



THE PEOPLE BEHIND THE PROGRAMME

Our people and volunteers

Frazzled is a small organisation doing a lot. In 2025, a very small staff team coordinated 955 meetings, a national volunteer network, safeguarding, training, partnerships, fundraising, communications and the systems that keep all of it moving.

The team changed during the year as we strengthened capacity in key areas and recruited for a growing programme. The scale of work carried by a small group of committed, thoughtful, creative people is vast, and our enormous thanks to them for keeping the service steady while it grew.

30

trained volunteer Facilitators by autumn 2025

The people who hold the space

Our Facilitators are central to Frazzled. By the autumn we had 30 trained volunteers. Each one gives their time to create a room where other people can speak without being judged, interrupted, advised or fixed.

That apparent simplicity takes skill. Facilitators learn the structure, boundaries and safeguarding approach. They are observed as they train and continue to receive support once they are running meetings. They have to know when to speak, when to stay quiet, how to manage time, how to respond when something difficult lands in the room, and how to keep the group from turning into a problem-solving session.

As the Facilitator community grew, volunteer wellbeing became an increasing focus. During the year we developed plans for dedicated Frazzled spaces for Facilitators themselves: somewhere they can arrive as people rather than the person holding everybody else.

We are deeply grateful to every Facilitator and volunteer who showed up in 2025. A national timetable only exists because they keep giving hours of their lives to people they may never meet outside a screen or community room.

> **“ I may be the Facilitator, but the learning and support never travel in only one direction. People’s honesty, vulnerability and humour have taught me a great deal too.**
>
> Jayne, Frazzled Facilitator

HELPING PEOPLE FIND FRAZZLED

Reach and visibility

Our 2024 rebrand gave Frazzled a clearer visual identity and a much more recognisable voice. In 2025, the job was to use it: speak human, explain the service simply and put real people and real feelings at the centre of our communications.

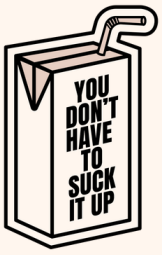
The content that worked best tended to look and sound closest to Frazzled itself. Ruby Wax talking plainly. Facilitators and staff explaining what happens in a meeting. Everyday examples of the things people are quietly carrying. Less polished wellness language. More recognisable life.

Our public profile grew strongly during the year through social media, events, partnerships and Ruby Wax's wider platform. The final months of 2025 brought a particularly large rise in attention around Ruby's appearance on 'I'm a Celebrity' and the Big Give campaign, with more people visiting the website, following Frazzled and joining our community.

Visibility has a practical purpose. We want someone who is lying awake, feeling lonely, overwhelmed by work or just sick of pretending they are fine to know there is a free meeting they can book. Awareness only becomes useful when there is a clear next step.

Speak human

Our tone of voice is part of the service. Mental health language can become clinical, abstract or full of instructions. Frazzled talks about messy feelings in ordinary words. No pretence. No demand to become the best version of yourself. Just a clear invitation to come as you are.





KEEPING FRAZZLED FREE

Fundraising and sustainability

A free service needs reliable income behind it. In 2025, we put more structure around fundraising and began widening the ways people and organisations can support Frazzled.

We ran our strongest Big Give campaign to date, and grew support from individual donors. We continued applying to trusts and foundations, developed corporate relationships and began testing workplace wellbeing as an earned-income offer aligned with our mission.

This was meaningful progress. Long-term funding remains our biggest organisational risk. The funding market for small charities is extremely competitive, unrestricted income is hard to secure, and the cost of running a growing national programme does not disappear because the meetings are free to attend.

Our aim is to build a healthier mix of income: trusts and foundations, individual giving, major donors, corporate partnerships, campaigns and mission-aligned earned income. That mix gives Frazzled a better chance of absorbing a rejected grant or a delayed decision without immediately reducing the service.

Financial reality

2025 strengthened our fundraising position. Long-term security still depends on securing sustainable income, and that remains central to every decision about growth in 2026 and beyond.



A free service needs reliable income behind it.

OUR DIRECTION

Strategy and Governance

2026-2029

During 2025, staff and Trustees used strategy sessions, internal reflection, attendee feedback and Facilitator insight to shape our 2026-2029 direction. The plan reflects a clear appetite to grow impact, alongside a clear need to make the organisation more financially resilient.

01	Protect and grow the core online programme while keeping meeting quality high.
02	Use co-production and themed pilots to reach people who currently see less of themselves in Frazzled.
03	Invest in Facilitator recruitment, support, wellbeing and retention.
04	Develop a repeatable face-to-face model through community partnerships.
05	Build workplace wellbeing as a useful service and an additional income stream.
06	Diversify fundraising and reduce dependence on any single source.
07	Improve systems, data and governance so growth remains safe and manageable.

2026 AND BEYOND

Looking ahead

The 2026-2029 strategy describes what Frazzled could become: more meetings, a broader audience, stronger local delivery, better support for Facilitators and a more diverse funding base. The demand is already visible. The next task is building the financial and operational capacity around it.

We enter 2026 with more Facilitators, a larger programme, growing mindfulness, established face-to-face groups, a workplace offer and much stronger public awareness than we had a year earlier. We also enter it in a difficult charity funding environment. Delivery against the strategy depends on securing the income to pay for it.

That means growth has to be earned, funded and paced. We will keep testing ideas before scaling them. We will keep listening to attendees and Facilitators. We will keep asking whether a new piece of work strengthens the core service or distracts from it. And we will keep being candid with our community about the cost of keeping Frazzled free.

> **We laugh, cry and feel safety and trust to be able to say how we feel with no judgement or advice given.**
>
> Laura, Wimborne Facilitator

The case for the service is strong. In 2025, 955 meetings created thousands of chances for someone to speak, listen and feel less alone.

Around 85% of people completing our feedback said they felt better afterwards. Those are powerful outcomes, and they are worth protecting.

Thank you

Thank you to everyone who made Frazzled possible in 2025: our attendees, Facilitators, volunteers, staff, Trustees, funders, donors, partners and Ruby Wax. Every meeting begins with people deciding to show up. We are grateful that you did.



FINANCIAL INFORMATION

Financial Review and Accounts

ANNUAL REPORT 2025

REGISTERED CHARITY NUMBERS: 1173064 (ENGLAND & WALES) AND SC048841 (SCOTLAND)

FRAZZLED CAFE
REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2025

FRAZZLED CAFE

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FOR THE YEAR ENDED 31 DECEMBER 2025

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FRAZZLED CAFE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 DECEMBER 2025

The trustees present their report with the financial statements of the charity for the year ended 31 December 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition, October 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Frazzled Cafe's objects are to promote and protect the mental health and wellbeing of the public. The charity pursues these objects by running free, structured peer-support meetings for adults, led by trained volunteer Facilitators, at which people can talk about how they really are or simply listen to others doing the same. Meetings are delivered online across the UK and face to face in a small number of communities, and are supported by mindfulness practice. The charity's place is early support: therapy, diagnosis and crisis care sit elsewhere, and Frazzled Cafe provides a safe, boundary space before, alongside or between those services.

Public benefit

The trustees have had regard to the Charity Commission's guidance on public benefit. All Frazzled Cafe meetings are free to attend and open to any adult, with no referral, diagnosis or membership required. Delivery is predominantly online, which makes meetings accessible across the UK and to people who cannot easily travel or attend in person. During the year the charity delivered 955 meetings and took almost 12,000 bookings. Around nine in ten people completing feedback reported arriving at a meeting feeling at least a bit Frazzled, and around 85% reported feeling better afterwards.

FRAZZLED CAFE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 DECEMBER 2025

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The charity delivered 955 meetings during the year (2024: 705) and took almost 12,000 bookings. Facilitator-led meetings remained the core of the programme, with 733 delivered in the year, around 30% more than in 2024. Mindfulness meetings grew to 116 (2024: 75), and 92 face-to-face meetings were delivered in Harpenden and Wimborne. Over the Christmas period the charity ran 24 meetings, including on Christmas Day, supporting 250 attendees.

Themed and smaller-format meetings developed with attendees and Facilitators, including a meeting for neurodiverse attendees, were heavily subscribed and repeated during the year. By the autumn the charity had 30 trained volunteer Facilitators, who are observed during training and supported once they are running meetings. The charity also developed a workplace wellbeing offer, strengthened its relationship with Samaritans, and took the Frazzled Cafe format into new settings including Mental Health Awareness Week in Manchester and a live session at a conference in Oxford.

FINANCIAL REVIEW

Financial position

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

Various organisations and individuals have supported Frazzled Cafe in 2025. The charity recorded a deficit of £58,948 in the year and total funds fell from £145,925 to £86,977. The trustees consider Frazzled Cafe financially viable for at least twelve months from the date of approval of these financial statements, having regard to committed funding, the reduction in the charity's recurring cost base during 2026 and the reserves position.

Total reserves at the year-end amounted to £86,977 (2024 £145,925), of which £5,000 is held in restricted funds (2024 £nil) and £81,977 is unrestricted. Total free reserves (unrestricted reserves less functional fixed assets) at the year-end amounted to £81,873 (2024 £145,752).

Reserves policy

Frazzled Cafe aims to hold a minimum of 6 months budgeted operating costs in reserve. At 31 December 2025 free reserves of £81,873 represented approximately 5.2 months of the year's operating costs of £190,754, below the policy minimum. The trustees have retained the six-month target and are addressing the shortfall through a substantial reduction in recurring staffing and other operating costs during 2026, continued active fundraising, and close monitoring of cashflow against confirmed income. The position is reviewed at each board meeting.

FUTURE PLANS

The trustees have approved a strategy for 2026 to 2029 which aims to protect and grow the core online programme while making the charity more financially resilient. The priorities are to maintain meeting quality as the programme grows; to use co-production and themed pilots to reach people who currently see less of themselves in Frazzled Cafe; to invest in Facilitator recruitment, support, wellbeing and retention; to develop a repeatable face-to-face model through community partnerships; to build workplace wellbeing as both a service and an additional income stream; to diversify fundraising and reduce dependence on any single source; and to improve systems, data and governance so that growth remains safe and manageable.

Delivery against the strategy depends on securing the income to fund it. The trustees therefore intend to pace growth in line with confirmed funding, having regard to the reduction in the charity's recurring cost base made during 2026 and to the reserves position.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is governed by its constitution and is a Charitable Incorporated Organisation (CIO), registered on 17 May 2017.

Charity constitution

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

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

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

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

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The trustees consider the charity's principal risk to be the availability of long-term funding: the charity delivers a national service free of charge in a highly competitive funding market in which unrestricted income is difficult to secure. This risk is managed by diversifying income across trusts and foundations, individual giving, major donors, corporate partnerships, campaigns and mission-aligned earned income, by monitoring cashflow against confirmed income, and by keeping the recurring cost base and discretionary expenditure under review.

FRAZZLED CAFE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 DECEMBER 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number
1173064
SC048841 (Scotland)

Principal address
5 Brayford Square
London
E1 0SG

Trustees
Miss Kathryn Balls (resigned 1 May 2025)
Ms Margo Miller
Ms Michelle Porter
Mr Brian Munjanja
Ms Araminta Jonsson

Independent examiner
Rashel Kair MAAT

Approved by order of the board of trustees on 30/09/2026 and signed on its behalf by:

Mr Brian Munjanja - Chair

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FRAZZLED CAFE

Independent examiner's report to the trustees of Frazzled Cafe
I report to the charity trustees on my examination of the accounts of the Frazzled Cafe (the Trust) for the year ended 31 December 2025.

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 and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

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

1. accounting records were not kept in respect of the Trust as required by section 44(1)(a) of the Charities and Trustee Investment (Scotland) Act 2005 and section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities Accounts (Scotland) Regulations 2006 (as amended) and 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.



Rashel Kair MAAT

Date: .....

FRAZZLED CAFE

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 DECEMBER 2025

	Notes	2025	2024
		Unrestricted and Total funds	
		£	£
INCOME AND ENDOWMENTS FROM			
Donations, legacies and grants	2	131,806	128,493
Other trading activity		-	154
Total		131,806	128,647
EXPENDITURE ON			
Charitable activities			
Frazzled Cafe meetings		190,754	137,299
NET EXPENDITURE		(58,948)	(8,652)
RECONCILIATION OF FUNDS			
Total funds brought forward		145,925	154,577
TOTAL FUNDS CARRIED FORWARD		86,977	145,925

FRAZZLED CAFE

STATEMENT OF FINANCIAL POSITION
AT 31 DECEMBER 2025

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible Assets	11	104	173
CURRENT ASSETS			
Debtors	7	30,087	43,971
Cash at bank		62,509	103,156
		92,595	147,127
CREDITORS			
Amounts falling due within one year	8	(5,722)	(1,375)
NET CURRENT ASSETS		86,873	145,752
TOTAL ASSETS LESS CURRENT LIABILITIES		86,977	145,925
NET ASSETS		86,977	145,925
FUNDS			
Unrestricted funds	9	81,977	145,925
Restricted funds	9	5,000	-
TOTAL FUNDS		86,977	145,925

The financial statements were approved by the Board of Trustees on 30/09/2026
and were signed on its behalf by:

Mr Brian Munjanja - Chair

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition, October 2019) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). The financial statements have been prepared under the historical cost convention.

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

Going concern

The trustees have assessed the charity's ability to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements. The charity recorded a deficit of £58,948 in the year and total funds reduced from £145,925 to £86,977, of which £81,977 is unrestricted, representing approximately 5.2 months of current operating costs. In making their assessment the trustees have considered the charity's cash balance of £62,509 at the year end, forecast income for 2026 of approximately £147,465 (including the December 2025 campaign income accrued at the year-end), the majority of which has either been received or is supported by confirmed funding commitments, including £75,000 committed by a major donor for 2026 and £12,750 committed towards the December 2026 campaign. Approximately £22,750 of the forecast remains contingent, comprising a £10,000 grant application on which the funder's decision is awaited and £12,750 of anticipated match funding. The trustees have also considered the further £75,000 committed by the same donor for 2027, the substantial reduction in the charity's recurring cost base implemented during 2026 through a materially smaller permanent staffing structure, and the scope to reduce discretionary expenditure further. On that basis the trustees have concluded that there are no material uncertainties about the charity's ability to continue as a going concern, and these financial statements have been prepared on the going concern basis.

Income

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

Donated services and facilities are recognised as income at their estimated value to the charity where the benefit is reasonably quantifiable and measurable and would otherwise have been purchased. Where the value cannot be measured reliably, the nature and extent of the donated

services is disclosed in the notes and no amount is recognised.

Expenditure

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

Taxation
The charity is exempt from tax on its charitable activities.

Employee benefits
The costs of short-term employee benefits are recognised as a liability and an expense in the period in which the related service is received. Termination benefits are recognised as an expense when the charity is demonstrably committed to terminating the employment of an employee or to providing termination benefits. The charity makes contributions to employees' defined contribution pension arrangements; contributions are charged to the Statement of Financial Activities in the period to which they relate, and the charity has no further liability once the contributions have been paid.

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

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

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

Debtors
Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

Creditors
Creditors are recognised where the charity has a present obligation resulting from a past event

that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are recognised at their settlement amount.

2. INCOME AND ENDOWMENTS

	2025	2024
	£	£
Other trading activity		
Merchandise sales	-	93
Ticket sales	-	61
	-	154

Donations, legacies and grants

	2025	2024
	£	£
Other – donations	1,467	2,961
LuckyBean	48,219	23,488
The Big Give	43,198	62,447
CAF	9,535	225
Essex Community Foundation	5,000	-
Telford & Wrekin Council	3,500	-
Anton Jurgens	-	6,000
Garfield Weston	-	15,000
Albert Hunt	-	5,000
The Lindy Snider Foundation	-	10,972
The Harpenden Trust	6,200	5,400
Ruby Wax	14,687	(3,000)
	131,806	128,493

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 December 2025 nor for the year ended 31 December 2024.

Trustees' expenses
There were no trustees' expenses paid for the year ended 31 December 2025 nor for the year ended 31 December 2024.

4. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	2024
	Unrestricted fund
	£
INCOME AND ENDOWMENTS FROM	
Donations and legacies	128,493
Other trading activity	154
Total	128,647
EXPENDITURE ON	
Charitable activities	
Frazzled Cafe meetings	137,299
Total	137,299
NET EXPENDITURE	(8,652)
TOTAL FUNDS CARRIED FORWARD	145,925

5. STAFF COSTS

Staff costs for the year were as follows: wages and salaries £120,093 (2024: £108,973); social security costs £3,441 (2024: £5,782), being employer's national insurance contributions of £13,941 (2024: £9,980) less employment allowance of £10,500 (2024: £4,197); and employer pension contributions £2,788 (2024: £2,380). Total staff costs for the year were £126,322 (2024: £117,135).

An average of 4 (2024: 4) members of staff was directly employed by the charity during the year.

No employee received employee benefits of more than £60,000 during the year (2024: none).

6. INDEPENDENT EXAMINATION

Fees for the Independent Examination of the financial statements were £1,200. No other services were provided to the charity for a fee. Bookkeeping services were provided to the charity free of charge during the year (see note 10).

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Other debtors	662	599
Accrued income	29,425	43,001
	30,087	43,971

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Other creditors	5,722	1,375
	5,722	1,375

9. MOVEMENT IN FUNDS

	At 1/1/25	Net movement in funds	At 31/12/25
	£	£	£
Unrestricted funds			
General fund	145,925	(63,948)	81,977
Restricted funds			
Southend project	-	5,000	5,000
TOTAL FUNDS	145,925	(58,948)	86,977

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	126,806	190,754	(63,948)
Restricted funds			
Southend project	5,000	-	5,000
TOTAL FUNDS	131,806	190,754	(58,948)

Comparatives for movement in funds

	Net Movement in funds	
	31/12/25	31/12/24
	£	£
Unrestricted funds		
General fund	(63,948)	(8,652)
Restricted funds		
Southend project	5,000	-
TOTAL FUNDS	(58,948)	(8,652)

10. RELATED PARTY DISCLOSURES

Bookkeeping services were provided to the charity free of charge throughout the year by Broadwing Accountancy Services. No amount was paid by the charity in respect of these services, and no amount was outstanding at the year end. The value of these services has not been recognised as income on the basis that it cannot be measured reliably.

During the year the charity reimbursed £13,992 to Ruby Wax in respect of production costs for a marketing video which she had paid personally on the charity's behalf. The cost of the video was met by a donation made to the charity specifically for that purpose; receipt of that donation was delayed, and Ruby Wax settled the production cost in the interim. The reimbursement was of the amount she had advanced, with no mark-up, and she received no remuneration or other financial benefit from the transaction. Ruby Wax is the founder of the charity and is regarded by the trustees as a related party by virtue of the significant influence she exercises over it. The arrangement was approved in advance by the Chair, and the conflict of interest was managed in accordance with the charity's conflicts policy.

No amount was outstanding at the year end. There were no other related party transactions for the year ended 31 December 2025.

11. TANGIBLE FIXED ASSETS

Tangible fixed assets comprise equipment used in the charity's activities. The net book value at 31 December 2025 was £104 (2024: £173), after a depreciation charge for the year of £69. There were no additions or disposals during the year.

12. RESTRICTED FUNDS

The Southend project fund represents a grant of £5,000 from Essex Community Foundation which is restricted to the delivery of face-to-face Frazzled Cafe meetings in Southend. No expenditure was incurred against this fund during the year, and the balance is carried forward for use in 2026.

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Document Signers

Name	Brian Munjanja
Email	brian@broadwingaccountancy.co.uk
Mobile	Not Provided
IP Address/es	195.171.154.204
Signed on Pages	23, 26
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Name	Rashel
Email	rashel@rrsaccounts.com
Mobile	Not Provided
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