



**Providing conflict resolution services to communities,
individuals and business**

ANNUAL REPORT 2023-2024

**Bettws in Bloom Building,
1 Lambourne Way, Bettws, Newport, Wales NP20 7TL
Telephone 01633 858441
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<http://www.mediationinwales.org>

Key people

Volunteer Mediators

Not named individually but without their dedicated contribution and commitment there would be no Newport Mediation

Staff

Service Development Coordinator - Michael Tidley (retired end of August 2024)

Trustees and officers

Chair - Tim Masters from April 2020

Treasurer - Susan Tidley from July 2020 (resigned position in August 2024)

Secretary - Vacant

Other Trustees

Robert Lynbeck from January 2022

David Berry from February 2023

Lynne Hughes-Williams from March 2023 (resigned position in August 2024)

Bankers

Barclays Bank
14 Commercial Street
Newport
NP20 1HE

Auditors

Phil Bessant Limited
72 Caerau Road
Newport
NP20 4HJ

Chair's Report

Every year since Covid seems to be an eventful one for our country, the communities we serve, for our clients, our participants and of course, for us. Everything changed back then and the continued effects will be far-reaching.

As in the years immediately following Covid, instances of anti-social behaviour rose, as did neighbour disputes. Both of which led to more illness and depression. We also saw significant increases in direct neighbour-to-neighbour conflicts in some locations as the cost-of-living crisis continued to bite. And as was the case in the previous year, we recorded an increase in the amount of time many cases took to resolve, along with an increase in their complexity.

With Housing Association finances coming under the microscope, we offered new optional arrangements to them and other partners. Alongside this we sought some additional Grant Aid from Community Foundation Wales which is outlined below. We can't thank them enough for their superb support which is outlined below.

Leading from this, we saw a rise in the number of Housing associations coming to us for assistance during the year. The cost to them of handling tenant conflicts is often overlooked, not only in financial terms such as with Housing Officers' salaries and remuneration, but also in the levels of stress these matters can bring about among staff who are working 'at the coalface' with tenant disputes. The services we provide significantly reduce these pressures.

Alongside the Housing Associations, private landlords, local business, the police, Social Services and of course the Grant Aid bodies, GAVO and WCVA our staff and volunteers all responded brilliantly to the challenges we have faced. We really couldn't exist, nor to continue to bring harmony to neighbourhoods, without them. Their positive contribution to society, and to ourselves, is almost immeasurable.

We can't thank them enough for their continued support, dedication and goodwill. Without them we wouldn't have been able to establish ourselves in 1998, nor to remain the only fully independent and dedicated mediation charity left in South Wales.

To each and every one of them we extend our deepest and most heartfelt thank you!

Tim Masters FRSA

Achievements in 2023-2024

The past financial year has seen Newport Mediation continue with its service and, despite the challenges facing us, we are in a good financial position and have been able to recruit new volunteer mediators to help us deliver our existing services and introduce new ones.

In particular we have :

- Adhered to the three-year action plan.
- Improved Trustee governance.
- Created new flexible service level agreements with the agreement of our partners.
- Developed and improved the computerised case management system to enhance our mediation methodology.
- Hold regular team meetings.
- Attracted Grant aid from Community Foundation Wales.
- Recruited new volunteers to meet increased demand with the same resources.
- Make quicker case interventions.
- Encourage staff to take more of a lead with practical mediation/and conflict support.

Results for 2023-2024

Enquiries and Cases overall

- Received 212 new enquiries
- Took on 46 new cases; mediation and conflict support
- Helped 258 new clients

As with last year, enquiries came mainly from within Newport, Torfaen, Blaenau Gwent and Caerphilly. The majority of cases emanate from high-density housing and mixed tenure wards. Of cases received, most were from social landlords however this year we have received referrals from the police and local authorities,

Community Mediation/Conflict Support

- **12.5%** of overall cases involved some element of noise nuisance
- **10.4%** involved some harassment/abusive behaviour
- **2.1%** involved animals and pets
- **18%** involved issues relating to cars/parking/garages,
- **20%** involved some issues relating to children's behaviour,
- **37%** involved various other issues

The number of complex cases (*i.e., those with more than 3 areas of dispute*) increased again this year due, primarily to the impact which the cost of living crisis is having on community cohesion and mental health.

Volunteer input

The number of volunteering hours has increased to 1403 due to our continuing transition to a more resilient/full cost recovery business model together with the enforced refinements we have continued to make in the use of staff time on case delivery and progression.

Even with more staff time being used to support delivery our completion times are now 10 weeks.

The economic value of our volunteers

Based on The Wales Council for Voluntary Action guidance, the simplest way to calculate the economic value of volunteers' contribution is to use the average wage.

According to the 2016 Annual Survey of Hours and Earnings, the gross average hourly wage for full-time employees in Newport was £13.91.

- Therefore 1403 hours x £13.91 per hour = £19515.73

Grant Aid 2023-2024

Due the impact of the cost-of-living crisis, we revised our business models with valued help from **Community Foundation Wales** which enabled us to:

- Secure more work from other housing associations and other agencies
- Revise our service agreements with our partners
- Support salaries which focus on development

Aims and Objectives for 2024-2025

Our priority aims and objective for 2024/25 remain the same as before, i.e. to continue with the provision of quality conflict resolution services which are (a) responsive to the needs and concerns of our partners and individuals within the community and (b) easily accessible.

We will do this by:

- Working with new and existing partners to maximise added value opportunities to meet the aspirations and priorities of communities
- Seeking grant aid to support the transition to the new working environment
- Maintaining our bi-monthly mediator development meetings
- Making better use of social media
- Increasing the number of referrals to the service
- Continuing to look at ways of speeding up case response times and streamline processes to improve throughput of cases
- Continuing to remould our service/s to improve opportunities and to reduce threats of the cost-of-living crisis
- Continuing to investigate ways of increasing the efficient use of volunteer time
- Continuing the expansion of our conflict resolution services to other social landlords, the private rented sector and the public via improving self-referral
- Continuing to seek additional funding to expand service provision into complimentary areas of work.
- Progressing the 2 new initiatives identified and chosen by the board
- Full review and Revisiting business plan

Treasurer's Report

FINANCIAL YEAR 2022-23

As Treasurer of Newport Mediation, I have pleasure in presenting my report for the Financial Year 2023-2024.

I am pleased to announce that we have again paid diligent attention to our finances and have shown a surplus of funds at year end. Thanks are due to the careful method of operation at all levels. I highlight notable items as follows:

- Service Level Agreements form the foundation of our future progress.
- Service Level Agreements were renewed with Newport City Homes, Melin Homes and Tai Calon and we continued our work with Cynon Taff, Newydd Housing, United Welsh and Cadwyn Housing Associations.
- There was a decline in grant-funding during the period due to changed priorities with funding bodies.

Report

The formal report, which shows in summary:

Income for the Year	£27,087.14
Expenditure	£24,944.14
Surplus for the Year	£2,143.00
Surplus brought forward	£21,295.58
Surplus Carried Forward	£20,964.70

A copy of our audited accounts, is enclosed for your information.

The Board recognises the need to hold funds in reserve, for both planned development and contingencies and considers that our current reserves provide the necessary financial stability for Newport Mediation's continued progress and success. Trustees have also taken into account the need to hold funds in reserve to cover, for example, any possible clawbacks, redundancies or other commitments, whilst taking into account future development needs.

The Year Ahead 2024-2025

Our Co-ordinator continues to investigate grant funding to utilise our services, as well as seeking alternative income streams with a view to the future sustainability of the organisation.

Conclusion

Before closing, I would ask if there are any questions. If there are none I have pleasure in commending the accounts to the meeting.

Signed:

Susan Tidley
Treasurer



FINAL ACCOUNTS

**RECEIPTS AND PAYMENTS ACCOUNT
FOR THE PERIOD
1 APRIL 2023 TO 31 MARCH 2024**

Chartered Management Accountants' Report to the Trustees
On the Unaudited Income and Expenditure Statements of
Newport Mediation for Period Ended 31 March 2024

You consider that the charity is exempt from audit for the year ended 31 March 2024. You have acknowledged, on the Report of the Trustees, your responsibilities for ensuring the charity keeps accounting records which comply with section 42(3) of the Charities Act 1992 and Charities Act 2011 section 132.

In accordance with your instructions, we have prepared the financial statements from the accounting record of the charity and on the basis of the information and explanations you have given to us.

We have not carried out an audit or any other review, and consequently we do not express any opinion on these financial statements.



Phil Bessant Limited
Chartered Management Accountants
Agincourt House
14 Clytha Park Road
Newport
South Wales.
NP20 4HJ

Date: 21st May 2024.

NEWPORT MEDIATION

Bank & Cash Balances 31 March 2024:

	31/03/2024	31/03/2023
Newport City Homes		
Current Account	13,732.01	13,766.37
Deposit Account	8,332.57	8,233.43
Petty Cash	90.71	84.30
	<u>22,155.29</u>	<u>22,084.10</u>

CREDITORS ANALYSIS 31 March 2024:

Creditors	-	252.00
HMRC	630.97	536.52
Employee Pension Contribution	559.62	

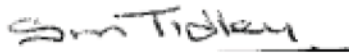
NEWPORT MEDIATION

FINANCIAL STATEMENTS TO 31 MARCH 2024:

		2023/24	2022/23
		£.pp 31/03/2024	£.pp 31/03/2023
<u>INCOME</u>			
	Newport City Homes	9,201.00	9,492.00
	Lottery funding	2,000.00	-
	Balance on Comic Relief Grant		5,000.00
	Newydd Housing		723.00
	Cadwyn HA		700.00
	Cynon Taff	614.00	1,179.00
	Torfaen CBC	6,667.00	-
	Tai Calon	2,203.00	1,598.00
	Melin Homes	6,303.00	5,856.00
			378.00
	Deposit Account Interest +		
	Balance introduced	99.14	18.14
TOTAL INCOME		27,087.14	24,944.14
<u>EXPENDITURE:</u>			
	Case Intake Worker		
	M Tidley	16,745.28	16,357.67
	Other Salaries	3,670.17	5,714.55
	EE Tax & Nic	2,319.18	2,943.59
	Nest Pension	50.72	744.44
	C Osbourne		63.09
	Bettws in Bloom	250.00	1,560.00
	Employee expenses	276.95	
	Phones	658.06	633.40
	Petty Cash expenses	444.40	390.43
	Thinkific		406.73
	Mediate	322.12	325.08
	CF Corporate	360.00	503.32
	Ico	35.00	35.00
	Volunteer Expenses	625.70	
	Internet	197.12	245.93
	Accounting & Insurance	887.90	625.81
	Room Hire	95.00	
	Equipment and software	440.40	
	Printing	40.02	
TOTAL EXPENDITURE		27,418.02	30,549.04
SURPLUS FOR YEAR		- 330.88	- 5,604.90
SURPLUS BROUGHT FORWARD		21,295.58	26,900.48
SURPLUS CARRIED FORWARD		20,964.70	21,295.58

NEWPORT MEDIATION
Balance Sheet as at 31 March 2024:

		2023/24	2022/23
		£.pp 31/03/2024	£.pp 31/03/2023
Current Assets:			
	Newport City Homes	-	-
	Bank and Cash	<u>22,155.29</u>	<u>22,084.10</u>
	Total Current Assets	22,155.29	22,084.10
Current Liabilities:	Creditors	1,190.59	788.52
Net Current Assets:		20,964.70	21,295.58
	Opening Reserve	21,295.58	26,900.48
	Surplus for Year	- 330.88	- 5,604.90
		20,964.70	21,295.58



Responsible Finance Officer



Chairman

Report of the Trustees

FOR THE PERIOD 1 APRIL 2023 TO 31 MARCH 2024

Risk Policy

The major risk facing the Trustees is still the continuation of adequate funding despite the impact of Covid 19. However, the opinion of the Board is that with more vigorous and sustained effort, adequate funding will be found.

Reserve Policy

The Trustees are aware of the need for reserves to meet statutory liabilities are necessary and have endeavoured to set aside monies for this purpose including any possible claw-backs or redundancies, commitments and development of the service outside of the present marketplace.

Results

The results for the year and the Charity's financial position are shown in the attached statements.

Trustees

Trustees do not receive remuneration claiming expenses only to enable them to carry out their duties.

Basis of Preparation

This report is prepared in accordance with the Charities (Accounts and Reports) Regulations 2000.

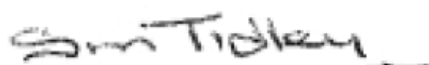
Responsibilities

In preparing the financial statements, the Trustees are required to select suitable accounting policies and then apply them consistently and making good judgements that are reasonable and prudent. The Trustees must also prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities

The Trustees are responsible for the proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 1992 section 42(3). The Trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees approved this report on the 1st December 2024, taking into account the circumstances stated above.

And signed on the Trustees behalf by



Responsible Finance officer

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