



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

ANNUAL REPORT 2024-2025

**Bettws in Bloom Building,
1 Lambourne Way, Bettws, Newport, Wales NP20 7TL
Telephone 01633 858441
admin@mediationinwales.org**

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 Manager – Lynne Hughes-Williams (since September 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)

Helen Ellul from January 2025

Melanie Baldwin from January 2025

Bankers	Auditors until 24	Auditors (24/25)
Barclays Bank 14 Commercial Street Newport NP20 1HE	Phil Bessant Limited 72 Caerau Road Newport NP20 4HJ	Samantha Andrews Thorne & Co. Accountants 1 St. Mary's Street, Ross-on-Wye HR9 5HT

Chair's Report

2024-25 has been a seminal year for us. Our long-term Co-ordinator Mike Tidley retired after many years 'dedication to us as an organisation, to mediation as a process and to the community at large. His work has undoubtedly placed us where we are now, right at the heart of the community at large and we owe him a huge debt of gratitude.

Mike has been replaced by Lynne Hughes Williams MA who brings a wealth of experience in Community and Workplace Mediation, Law and Community Service as well as years of practice in marketing and social media. Lynne is currently making herself known to our funders, the housing associations and community and civic leaders. We are confident that as she steps into the day-to-day role of management, she will bring her own unique personality and approach to us as an organisation.

As in previous years, neighbour disputes have risen, both direct and indirect as have instances of anti-social behaviour which have had a direct impact on the wider health of communities. Many of these cases are proving to be complex and time-consuming for our volunteers and reflect the changing nature of wider society.

Housing Association finances continue to come under the microscope, and our newly introduced service arrangements have proven to be a success to them as well as their partner organisations. We also formulated a plan to introduce new services which are scheduled to come on stream over the following 12 months. These open some exciting opportunities for us. We were also fortunate enough to receive grant funding from Community Foundation Wales.

Leading from this, we saw a rise in the number of Housing Associations seeking assistance. Changes to legislation have a hidden cost to them which is often overlooked; not only in their financial impact but also in Housing Officers 'workload while handling tenant disputes. The new service arrangements and reporting measures have gone some way towards reduce these pressures.

We must also of course mention the many private landlords, local businesses, the police, social workers and of course the Grant Aid bodies, GAVO and WCVA who worked tirelessly in the community, and of course to our staff and volunteers all of whom responded brilliantly to the challenges we have faced. Without them, we couldn't continue our work. Their positive contribution to society, and to us, is almost immeasurable.

To every one of them, we give our heartfelt and sincere thanks for their continued support and commitment. Their work has enabled us to retain our treasured position of being the only fully independent and dedicated mediation charity left in South Wales.

Tim Masters FRSA

Achievements in 2024-2025

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.

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 2024-2025

Enquiries and Cases overall

- Received 215 new enquiries
- Accepted 58 new cases: mediation and conflict support
- Helped 247 new clients

As with last year, enquiries came mainly from within Newport, Torfaen, Blaenau Gwent and Caerphilly. Most 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

2024/2025

Boundary	1.4%
Workplace	1.4%
Abusive behaviour	7.27%
Disruptive games	1.4%
Animals	2.8%
Other (specify)	1.4%
Noise	7.27%
Lifestyle 5	19%
Environment	1.4%

Referral Source Summary

Report Period: 31/03/24 Thru 30/03/25

Report Date: 16/03/26

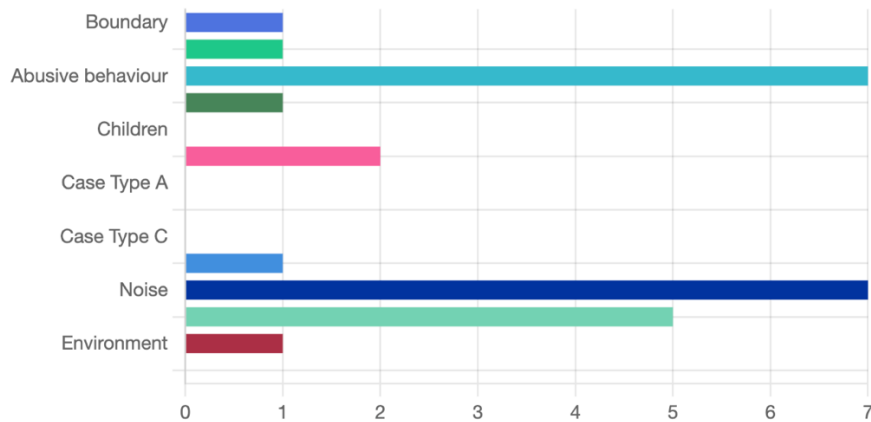
All Cases by Referral Source: 58

Cyfannol.Org Women's Aid	1	1.7%
Newydd Housing Association	1	1.7%
United Welsh	2	3.4%
Valleys 2 Coast	0	0.0%
Cynon Taf Community Housing	2	3.4%
Tai Calon Housing	1	1.7%
Cadwyn Housing	1	1.7%
Tai Hedyn	0	0.0%
Torfaen Borough Council		
Torfaen Borough Council TOTAL	0	0.0%
Gwent Police	0	0.0%
Bron Afon	2	3.4%
Newport City Homes	22	37.9%
Melin Homes	14	24.1%
SELF-REFERRAL	0	0.0%
Unknown (no referral source indicated)	12	20.7%

Case Types

Report Period: 31/03/24 Thru 30/03/25

All Cases: 58 cases within date range



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 2024 Annual Survey of Hours and Earnings, median gross hourly pay for full-time employees working in Newport was £17.17

- Therefore 1403 hours x £17.17 per hour = £24,089.51

Grant Aid 2024-2025

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 2025-2026

Our priority aims and objective for 2025/26 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 2024-25

As Treasurer of Newport Mediation, I have pleasure in presenting my report for the Financial Year 2024-2025.

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 24/25	37,938.54
Expenditure	32,882.23
Surplus for the Year	5,056.31
Surplus brought forward	20,964.70
Surplus Carried Forward	26,021.01

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 considered the need to hold funds in reserve to cover, for example, any possible clawbacks, redundancies or other commitments, whilst considering future development needs.

The Year Ahead 2026-2027

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 were any questions. If there are none, I have pleasure in commending the accounts to the meeting.

Signed:

A handwritten signature in black ink that reads "Tim Masters". The signature is written in a cursive, flowing style with a large initial 'T'.

16th March 2026



FINAL ACCOUNTS

**RECEIPTS AND PAYMENTS ACCOUNT
FOR THE YEAR
1 APRIL 2024 TO 31 MARCH 2025**

Independent Examiner's Report

To the Trustees of Newport Mediation

On the unaudited accounts for the financial year ended 31 March 2025

I report on the accounts of Newport Mediation for the financial year ended 31 March 2025, which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

Respective responsibilities of Trustees and examiner

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statements below.

Independent examiners' statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect, the requirements
 - to keep accounting records in accordance with s386 and 387 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the 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) (effective 1 January 2015)

have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached



Samantha Andrews
Thorne & Co.
Accountants
1 St. Mary's Street,
Ross-on-Wye
HR9 5HT

Date: 18 March 2026

NEWPORT MEDIATION
Bank & Cash Balances 31 March 2025:

	31/03/2025	31/03/2024
Current Account	17,486.22	13,732.01
Deposit Account	8,706.44	8,332.57
Petty Cash	23.88	90.71
	<u>26,216.54</u>	<u>22,155.29</u>

CREDITORS ANALYSIS 31 March 2025:

HMRC	94.59	630.97
Employee Pension Contribution	100.94	559.62

NEWPORT MEDIATION

FINANCIAL STATEMENTS TO 31 MARCH 2025:

	2024/25	2023/24
	£.pp 31/03/2025	£.pp 31/03/2024
<u>INCOME</u>		
Newport City Homes	11,846.03	9,201.00
Lottery funding	2,000.00	2,000.00
Torfaen CBC	1,773.00	6,667.00
Cadwyn	861.80	
Cynon Taff	1,772.00	614.00
Postcode Community	8,000.00	
Tai Calon	2,340.00	2,203.00
Melin Homes	7,200.00	6,303.00
United Welsh	1,771.84	
Cyfannol Women	250.00	
Deposit Account Interest +		
Balance introduced	123.87	99.14
TOTAL INCOME	37,938.54	27,087.14
<u>EXPENDITURE:</u>		
M Tidley	7,842.17	16,745.28
Other Salaries	9,558.44	3,670.17
EE Tax & Nic	1,150.99	2,319.18
Nest Pension	713.58	50.72
Bettws in Bloom	1,980.00	250.00
Employee expenses	225.86	276.95
Phones	652.93	658.06
Petty Cash expenses	66.83	444.40
Mediate	318.74	322.12
Mediation Services	7,938.97	
CF Corporate	360.00	360.00
Ico	35.00	35.00
Volunteer Expenses	298.10	625.70
Internet	147.50	197.12
Accounting & Insurance	741.99	887.90
Room Hire	114.66	95.00
Equipment and software	238.86	440.40
Sundry	326.05	
Printing	171.56	40.02
TOTAL EXPENDITURE	32,882.23	27,418.02
SURPLUS FOR YEAR	5,056.31	-330.88
SURPLUS BROUGHT FORWARD	20,964.70	21,295.58
SURPLUS CARRIED FORWARD	26,021.01	20,964.70

NEWPORT MEDIATION
Balance Sheet as at 31 March 2025:

	2024/25 £.pp 31/03/2025	2023/24 £.pp 31/03/2024
Current Assets:		
Bank and Cash	<u>26,216.54</u>	<u>22,155.29</u>
Total Current Assets	26,216.54	22,155.29
Current Liabilities: Creditors	195.53	1,190.59
Net Current Assets:	26,021.01	20,964.70
Opening Reserve	20,964.70	21,295.58
Surplus for Year	5,056.31	-330.88
	26,021.01	20,964.70

Responsible Finance Officer

Tim Masters

Chairman

Tim Masters

Report of the Trustees

FOR THE PERIOD 1 APRIL 2024 TO 31 MARCH 2025

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 clawbacks 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 16th of March 2026 considering the circumstances stated above.

And signed on the Trustees behalf by

A handwritten signature in dark ink, appearing to read 'Tim Masters', is written over a light blue horizontal line.