

WANDSWORTH MEDIATION SERVICE

England & Wales · Charity number 1102464

Details

Status	Registered
Legal form	Charitable company
Company number	04778659
Registered	2004-03-03
Register	View on the Charity Commission register

Contact

Address	St Marks Durie Hall Battersea Rise London SW11 1EJ
Phone	02072237744
Email	wms@wandsworthmediation.co.uk
Website	www.wandsworthmediation.co.uk

Activities

Objects: (I) TO PROMOTE FOR THE PUBLIC BENEFIT, PREDOMINATELY BUT NOT EXCLUSIVELY IN THE LOCAL AREA OR COMMUNITY OF THE LONDON BOROUGH OF WANDSWORTH, THE PROVISION OF SERVICES DIRECTED TOWARDS MEDIATION, CONCILIATION OR RECONCILIATION AS BETWEEN PERSONS, ORGANISATIONS, AUTHORITIES OR GROUPS INVOLVED OR LIKELY TO BECOME INVOLVED IN DISPUTE OR INTER-PERSONAL CONFLICT BOTH GENERALLY AND, IN PARTICULAR, IN ANY SITUATION WHERE THAT DISPUTE OR CONFLICT RESULTS FROM, OR MAY LEAD TO, ACTS OF VIOLENCE, NUISANCE, VANDALISM, RACIAL ABUSE, UNLAWFUL ACTIVITY OR BREAKDOWN OF PUBLIC ORDER; (II) TO ADVANCE FOR THE PUBLIC BENEFIT THE EDUCATION OF THE PUBLIC, PARTICULARLY IN THE SAID LOCAL AREA OR COMMUNITY OF THE LONDON BOROUGH OF WANDSWORTH, IN THE PURPOSES AND METHODS OF SUCH MEDIATION, CONCILIATION OR RECONCILIATION AND IN PARTICULAR THE UNDERSTANDING OF THE NATURE AND CAUSES OF ANY SUCH DISPUTES OR CONFLICTS AND OF ALL MEANS OF MANAGING THEM FOR THE PURPOSES OF PEACEFUL RESOLUTION IN THE INTERESTS OF GOOD CITIZENSHIP.

Activities: Offers a community mediation service and conflict resolution training.

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, Education/training
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** PREDOMINATELY BUT NOT EXCLUSIVELY IN THE LOCAL AREA OR COMMUNITY OF THE LONDON BOROUGH OF WANDSWORT
- Wandsworth

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£102,796	£100,140	-	-
2024-03-31	£81,080	£71,348	-	-
2023-03-31	£64,545	£71,112	-	-
2022-03-31	£25,629	£49,742	-	-
2021-03-31	£43,627	£52,164	-	-

Trustees

Name	Role	Appointed
Clare Jane de Beer		2016-10-11
Hilary Suzanne Campbell Brodsky		2015-02-09
Katie Finch		2018-11-13
Philip Guthrie		2018-11-13
Sarah Jane Michele Beute		2023-06-15
Sharon Crooks		2018-12-10
Stephen Agyekum		2026-04-23

WANDSWORTH MEDIATION SERVICE

England & Wales - Charity number 1102464

Accounts

**ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025**

**WANDSWORTH
MEDIATION SERVICE**

(A Company Limited by Guarantee)

CHARITY REGISTRATION No: 1102464

COMPANY REGISTRATION No: 04778659

Independent Examiners Ltd
The Grain Store
Hills Barns
Appledram Lane South
Chichester, West Sussex
PO20 7EG

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

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**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

LEGAL AND ADMINISTRATIVE INFORMATION

REGISTERED CHARITY NUMBER	1102464
REGISTERED COMPANY NUMBER	04778659
DATE OF INCORPORATION	28th May 2003
START OF FINANCIAL YEAR	1st April 2024
END OF FINANCIAL YEAR	31st March 2025
DIRECTORS AT 31ST MARCH 2025	Mr Stephen Ruttle - Resigned 9th November 2024 Ms Hilary Suzanne Campbell Brodsky Ms Clare Jane de Beer Ms Katie Finch Mr Philip Alistair Guthrie Ms Sharon Crooks Ms Sarah Jane Michele Beute Mr Benedict Sunil Havey

The existing trustees appoint any new trustees following the provisions laid out in the organisation's governing instrument.

LEGAL STATUS	Company Limited By Guarantee
GOVERNING INSTRUMENT	Memorandum and Articles Of Association Incorporated 28th May 2003 as Amended by Special Resolution 23rd February 2004.

OBJECTS

(I) To promote for the public benefit, predominantly but not exclusively in the local area or community of the London Borough of Wandsworth, the provision of services directed towards mediation, conciliation or reconciliation as between persons, organisations, authorities or groups involved or likely to become involved in dispute or inter-personal conflict both generally and, in particular, in any situation where that dispute or conflict results from, or may lead to, acts of violence, nuisance, vandalism, racial abuse, unlawful activity or breakdown of public order.

(II) To advance for the public benefit the education of the public, particularly in the said local area or community of the London Borough of Wandsworth, in the purposes and methods of such mediation, conciliation, or reconciliation and in particular the understanding of the nature and causes of any such disputes or conflicts and of all means of managing them for the purposes of peaceful resolution in the interests of good citizenship.

REGISTERED OFFICE	St Mark's Durie Hall, Battersea Rise, London SW11 1EJ
PRIMARY BANKERS	Metro Bank, 1 Southampton Row, London WC1B 5HA
INDEPENDENT EXAMINER	Independent Examiners Ltd The Grain Store Hills Barns Appledram Lane South Chichester, West Sussex PO20 7EG

Report from the directors of Wandsworth Mediation Service between 1 April 2024 and 31 March 2025

Wandsworth Mediation Service was incorporated in 2003 as a private company limited by guarantee registered under the Companies Act 2006 by the Registrar of Companies for England and Wales under company number 4778659 and registered with the Charity Commission for England and Wales under charity number 1102464. The charity is governed by its Memorandum and Articles of Association, which set out the rules for its operation and the responsibilities of its trustees.

Our Vision: is a world where people will be able to confidently engage with and live with difference.

Our Purpose: is to help people to navigate through conflict towards peace.

Difference polarizes and gives rise to conflict. Unresolved conflict harms relationships, families and communities. It costs time, money and resources. It causes stress and takes a toll on the physical and mental wellbeing of individuals and communities. We guide and support people to move from focusing on conflict to focusing on peaceful outcomes. Through all our interactions we aim to have a positive impact on wellbeing and relationships.

The trustees confirm that they have complied with their duty under section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission. All our activities are undertaken to further our charitable purposes for the public benefit.

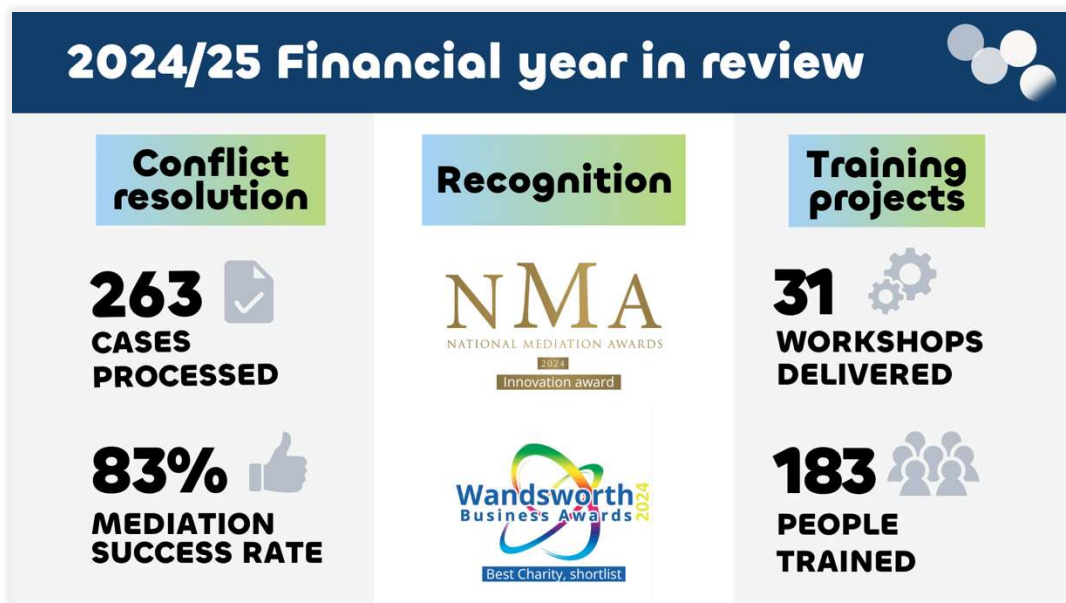
Our success and impact rely on a diverse range of volunteer mediators and inspiring trainers and facilitators, supported by a dedicated office team and our kind hosts at St Mark's Church, Battersea Rise.

In a pioneering social enterprise model, our panel of commercial and workplace mediators waive their fees to contribute to our running costs, so that the volunteer community mediators and conflict coaches can provide free conflict support for local residents.

From our 20-year-old roots in Wandsworth we have grown new shoots in recent years, expanding our conflict resolution and training services across London and the UK.

As the world becomes more polarized there is a pressing need for people to talk and listen to each other well, even when they disagree. That's why we've been growing our training for children and young people in schools and for adults at home, at work and in the community.

Highlights this year include winning the Innovation Award at the 2024 National Mediation Awards and being shortlisted for Wandsworth Chamber of Commerce Best Charity Award. We also achieved CPD Accreditation for our Reducing Parental Conflict training programme for members of the Voluntary and Community Sector.



Report from the directors of Wandsworth Mediation Service between 1 April 2024 and 31 March 2025

Our Services

We provide a range of services to support people to engage with difference, prevent conflict and resolve conflict.

Conflict Resolution Services

a. Free conflict support for Wandsworth residents:

Our panel of volunteer mediators and conflict coaches support local people to resolve conflict through:

- **Neighbour mediation:** for boundary disputes, noise nuisance claims, anti-social behaviour.
- **Co-parenting mediation:** to facilitate dispute resolution within families and between different families (parents, adult children, siblings), child contact arrangements (but not financial or divorce disputes).
- **Facilitated group conversations** between say a group of different families.
- **Homes for Ukraine mediation:** resolving host-guest issues, communication breakdown.
- **School mediation between parents and staff:** resolving issues over SEN, exclusion/disciplinary actions, admission process, discrimination, bullying.
- **Conflict coaching:** 1-1 support, helping people navigate disagreements with a colleague, friend or family member when that person doesn't wish to mediate.

b. Fee generating CMC-accredited commercial services are provided by our panel of top-ranked mediation professionals who donate their fees to the charity.

Our clients include businesses and organisations of every size and shape nationwide.

Workplace mediation: for those having disputes with their colleagues or line managers, or those who aim to "leave well".

Commercial mediation: landlord-tenant disputes, customer service issues, contract disputes, school fee disputes.

Training Services

We support children, young people and adults to develop the skills to resolve and avoid conflict:

- **Primary school Peer Mediation Programme:** training 9–10 year olds in Year 5 to mediate playground disputes independently, equipping pupils with life-long skills which ripple out into their families and communities.
- **'Reflect' programme for secondary schools:** emotional regulation and conflict skills training for students struggling to manage their reactions in conflict situations, which leads to a positive impact on their learning and on the whole school community.
- **Reducing Parental Conflict training** for service providers: equipping practitioners with skills to support co-parents who are in conflict over how they parent.
- **'Connect' course for managers:** equipping managers with practical strategies for resolving workplace conflict and fostering stronger connections with colleagues and within teams.
- **'Connect' course for client-facing staff:** teaching constructive responses to conflict and improving communication skills to build rapport with stressed or agitated clients.
- **Tailored training on conflict resolution and effective communication:** training in the skills to navigate through team conflicts, or conflict with clients, patients or other service users.
- **Community workshops for local residents:** free training on how to communicate peacefully and resolve conflicts at home, work or in the wider community.

Equality Diversity and Inclusion

We have an equal opportunity policy, and it is very important to us to have diversity in age, ethnicity, gender, belief, and background on our panels so that the people we support can feel connected with our volunteers. We continue to ensure that our services and materials reach all beneficiary groups, including those with mobility and other issues, and those with English as a second language. This involves offering a free translation service where needed (using a pool of volunteers or our council contacts), circulating flyers in different languages (e.g. in English, Ukrainian and Russian for our Homes for Ukraine project), and matching mediators for specific needs (e.g. our faith-based cases).

Report from the directors of Wandsworth Mediation Service between 1 April 2024 and 31 March 2025 (continued)

People

This year as we celebrated our 20th anniversary, our esteemed Founder and Chair, Stephen Ruttle KC stepped down from the Board of Trustees. He continues to inspire and offer his wisdom to Co-Chairs Hilary Brodsky and Sharon Crooks and remains a dedicated member of our commercial panel. Sarah Spreckley resigned as Trustee and we are grateful for her faithful and wise service to the board over many years. We added to our committed and flexible office team to support the work in schools.

We continue to supervise and support our volunteer mediators and conflict coaches. In addition to small group supervision sessions we provided a Conflict Coaching refresher, Active Bystander training, and Mental Health First Aid for Mediators training, which was also attended by Wandsworth Mayor Sana Jafri.

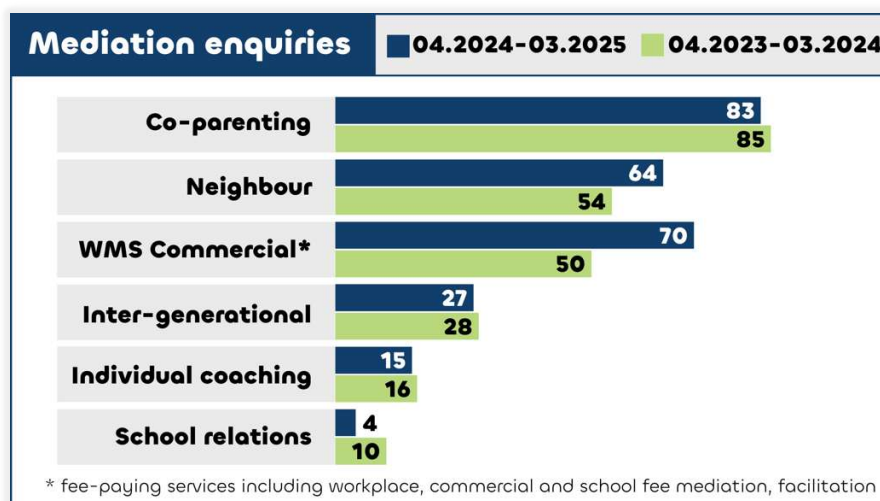
Governance and Oversight

Our trustees provide strategic leadership and governance, ensuring that our work remains rooted in our charitable purpose and vision, and guided by the principles of integrity, inclusion and public benefit. We apply the Charity Governance Code for Smaller Charities and continue to reflect on our governance practices to ensure clarity of role, effective oversight, and collective accountability. As a small charity with limited resources, we remain committed to clarity of role and responsibility. Our board leads strategically, not operationally. While tasks may be delegated, oversight is not. We continue to review our governance structures to ensure that trustees maintain their collective responsibility for the charity's direction and impact.

Services

Conflict Resolution

Our charity received 263 mediation and conflict coaching enquiries this financial year (up from 243 in the last financial year), directly impacting well over 500 people. Some of these cases were mediated, some people had coaching sessions and others were signposted on to other agencies and organisations for support. Amongst the mediated cases across all panels, 83% were either partially or fully resolved.



As shown in the graph above, we've seen a sharp rise in demand for our fee-paying services (*WMS Commercial*) - up 40% this year, and more than doubling over the past two years (from 30 to 70 enquiries). Neighbour mediation enquiries have also grown, with a 19% increase, showing that local, face-to-face support for housing and community disputes is still very much needed.

Report from the directors of Wandsworth Mediation Service between 1 April 2024 and 31 March 2025 (continued)

Conflict Resolution (continued)

Demand for our other services has stayed consistently high, with only school mediation enquiries seeing a drop. It's too early to say whether that's part of a longer-term pattern or just a one-off. We'll be keeping an eye on it over the next year.

Client feedback and case studies – community arm (free mediation services for local residents):

"I found the session extremely helpful. It did make me think about other options open to me. The conflict resolution service offered is a valuable resource for folk struggling with difficult neighbourhood issues, that over many years may have become seemingly insoluble." (Individual coaching client)

"It was incredibly useful in helping to improve my relationship and address issues with my father. We would not have been able to achieve this on our own. The service was professional, empathetic and skilled." (Inter-generational mediation client)

Case Study: Inter-generational Mediation

A mother and her adult son came to WMS for support after years of difficult communication had left their relationship strained. With the help of two WMS mediators, they were able to have a calm, structured conversation where both felt heard - and where they began to rebuild trust. The mediation gave them space to speak openly, reflect on what mattered most, and take the first steps towards a more respectful and positive relationship:

"So a huge, heartfelt thank you to you all for all the help and support you offered in renegotiating our relationship. We both so appreciate it." – Mum

"My gratitude again to you, the WMS team, and our brilliant mediators for helping us to begin to move forward." – Son

Client feedback and case studies - WMS Commercial:

"...the most robust and professional service in the industry. Extremely efficient, professional, caring and utterly impeccable all round. I am convinced that without the services of WMS, the nearly two decades of turmoil experienced by my client would have continued for much longer." (Commercial mediation client)

"Excellent service which supported both sides and allowed us to reach agreement on the day." (Commercial mediation client)

Case Study: Commercial Mediation with former employer

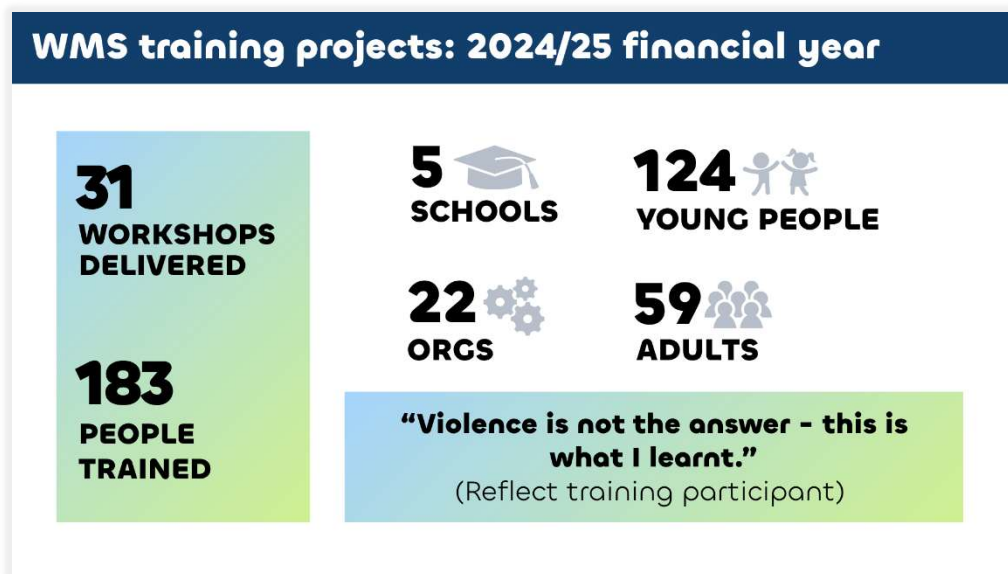
After four and a half years of legal dispute, the client came to WMS with low expectations. However, following a few preparatory conversations with our mediators, the tone on the day was calm, respectful, and unexpectedly constructive. The mediation led to significant progress, with the client describing being "blindsided" by the strength of some moments and their own emotional response. Most issues were resolved on the day, with one point left for further review.

"A result by any description, and [the mediators] created the environment for it to happen in a remarkable way. There was much hugging afterwards. Thank you! Thank you! Thank you!"

Report from the directors of Wandsworth Mediation Service between 1 April 2024 and 31 March 2025 (continued)

Training

Consistent with our social enterprise approach, we offer high quality training for a fee to commercial and corporate organisations which, combined with grant funding, allows us to offer free training to a number of schools and community groups. We also have a revenue stream from schools choosing to fund their own training directly.



Children and Young People

This year we delivered peer mediation training in 2 schools and *Reflect* intervention in 3 schools and have plans in motion to expand our panel of facilitators to deliver programmes for the growing number of schools on our waiting lists.

Peer Mediation training for primary schools

This year, we launched our own brand-new, games-based Peer Mediation training, aligned with Civil Mediation Council (CMC) standards and included in the CMC's upcoming national research into peer mediation. The programme redesign was funded by the Wimbledon Foundation Community Fund+, and we will be rolling it out at Albermarle Primary in the next financial year, as well as returning to Sacred Heart CofE School in Roehampton to train a new cohort of young mediators.

During this financial year, we've also been working with Alderbrook Primary, training 21 young mediators and delivering conflict resolution workshops to 60 children and adults, thanks to funding from the Worshipful Company of Arbitrators.

"Sometimes I have conflicts and I tell the teacher about them, so I think it will be helpful for people to talk to someone their age - and the teachers will have less work." – Year 4 pupil, Alderbrook Primary

We also delivered refresher training for 20 peer mediators at Rokeby school, an independent boys' preparatory school in Kingston upon Thames. This 3.5-hour session was highly interactive, and very [well received](#):

"I thoroughly recommend this training to any school who is looking to set up mediators, refresh their scheme or even those looking for workshops on team building, communication and conflict." (Fleur Tattersall, Senior Teacher Pastoral, ELSA Lead)

Report from the directors of Wandsworth Mediation Service between 1 April 2024 and 31 March 2025 (continued)

Reflect behaviour intervention

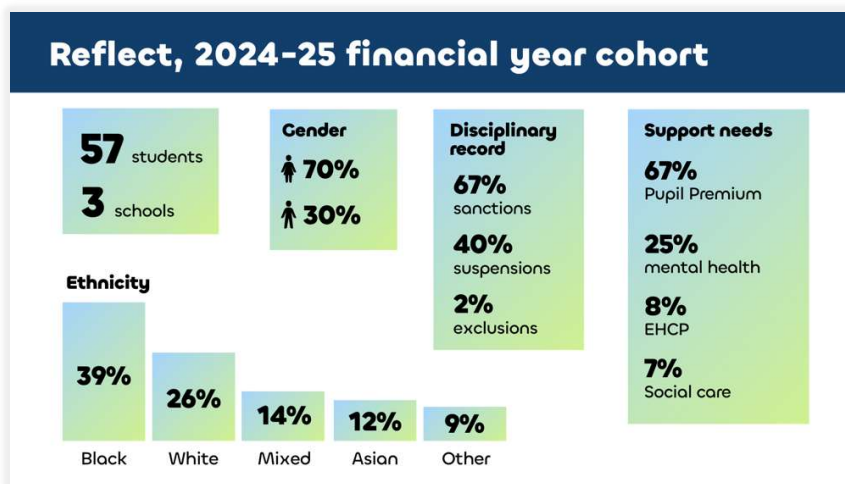
Our unique **Reflect** intervention is an emotional regulation training for secondary school pupils with challenging behaviour or at risk of exclusion. This financial year, it has been delivered to 57 students at 3 schools: Clapton Girls Academy (generously sponsored by [Linklaters](#)), Southfields Academy and St Cecilia's CofE School.

The programme is innovative and very successful: earlier this year, we introduced behaviour scoring for participants, completed by school staff before and after the intervention. At the two schools that used this, 93% of pupils (28 out of 30) showed noticeable behaviour improvements one month after the intervention. At the three-month point, 90% (27 out of 30) had sustained those improvements. One student at Southfields Academy went completely off report within a month and proudly declared to the school's SEMH lead, "I'm a changed man, I'm a changed man!" Two others were moved to lower report levels.

"We are **exceptionally proud to have funded WMS** to deliver the incredible Reflect programme at one of Linklaters' partner schools. **The results that WMS have achieved are nothing short of remarkable.**" (Jonathan Tait, Corporate Responsibility Senior Advisor, Linklaters)

Student feedback:

- "Violence is not the answer - this is what I learnt."
- "...really fun and has helped me prevent arguments."
- "My mental health has really become better because of the amazing [facilitators]. I found myself being open about my feelings and emotions."
- "If you're struggling or feel you haven't had anyone to talk to, this workshop is amazing because it makes you feel heard and seen and able to let out your feelings without exploding on someone else. It gives you a voice and a better way to deal with all your problems and bottled emotions."



Malik's story

Malik acted as a peacemaker several times and recognised moments where he de-escalated conflict. He felt proud of his improved choices and is now on a lower report level, after briefly being escalated.

Bella's story

A staff member shared that Bella had recently apologised to a teacher - something she had never done before. They felt it was a clear sign that the intervention was working, as she had always struggled to take responsibility for her actions.

Jayden's story

Jayden used the 'conflict iceberg' to identify that public confrontation by teachers makes him feel embarrassed, leading to swearing. With the facilitators' support, he practised a calm, assertive response he now uses successfully: "I feel embarrassed because we're doing this in front of everyone. Please can we talk outside or later?"

We are so grateful to Lou Shuttleworth for her skill, tenacity and creativity in developing the peer mediation and Reflect programmes, and for the professionalism she has brought over our many years of collaboration.

Report from the directors of Wandsworth Mediation Service between 1 April 2024 and 31 March 2025 (continued)

Training for organisations

This year we participated again in the UK government's nationwide **Reducing Parental Conflict** (RPC) initiative, training local champions and service providers to support parents in conflict using mediation skills. The CPD Accredited course was commissioned by Richmond & Wandsworth Council.

- "Thank you so much, **will be so useful supporting parent-parent and parent-child conflict.**"
- "**Clear teaching with practical examples. Material was hugely accessible and applicable.**"

We also delivered several tailored workshops for clients including a Clinical Ethics team in Canada, and a charity supporting young people at risk of homelessness. The aim was to improve practitioners' responses to conflict and their understanding of other people's conflict behaviours, ultimately improving health and wellbeing outcomes for individuals and families.

- "...**one of the best training sessions I have ever attended. I learned a huge amount.**"
- "The training was really helpful in enhancing my understanding of EDI and, in particular, how to be more sensitive within my mediation sessions."
- "I think that **the training is perfect for clinical ethicists working in every setting** (acute care hospitals, post-acute care, community, etc.), particularly since most hospitals do not have mediators available and ethicists are typically asked to serve as mediators. **It will have beneficial impact on my relationship with hospital colleagues, patients, and families** who require conflict mediation from an ethicist."

Impact statistics

Impact statistics for training	Workshops delivered	Direct beneficiaries	Indirect beneficiaries	Total
Peer Mediation Programme at Alderbrook Primary School	5	60 (51 children, 9 teachers)	600	660
Peer Mediation Refresher at Rokeby School	1	16	160	176
Reflect Programme at Clapton Girls' Academy	7	20	200	220
Reflect Programme at Southfields Academy	6	18	180	198
Reflect Programme at Saint Cecilia's CofE School	6	19	190	209
Tailored training sessions for charities and other organisations.	2	34	340	374
Reducing Parental Conflict courses for members of the Voluntary Sector in Wandsworth	4	60	600	660
Totals	31	183	1830	2013

Report from the directors of Wandsworth Mediation Service between 1 April 2024 and 31 March 2025 (continued)

Grants and Donations

Heartfelt appreciation to the team at St Marks where our office is hosted, and to those who support WMS with generous donations and grant funding. This year we are particularly grateful to:

- National Lottery Grant funding for our case work and contributing towards our core costs.
- Wandsworth Grant Fund (round 24): for funding to deliver the Reflect programme for 2 secondary schools in Wandsworth.
- Wimbledon Foundation Community Fund for funding to support the redesign of our primary school peer mediation programme and delivery in two primary schools.
- The Worshipful Company of Arbitrators for funding our peer mediation programme in one primary school.
- Linklaters for sponsoring the Reflect programme for 20 pupils in Hackney.
- Individuals who support us with one off and regular donations.
- Cranfield Trust for providing expert volunteers to navigate us through a strategic planning process.

Financial review

Unrestricted year-end balance was £34,635, £18,636 more than last year, this is mainly due to the increase in charitable activities of commercial services.

The trustees, being mindful of Charity Commission guidance, aim to maximise the use of available funds for the benefit of the charity and therefore aim to retain a prudent level of unrestricted reserves.

The trustees have established a policy whereby reserves are maintained to manage financial risk and short-term income volatility. Specifically, the charity holds reserves for the following reasons:

Income risk – to protect against a fall in or delay to receipt of income and hence protect expenditure until income recovers or adjustments can be made.

Cessation – to ensure that liabilities can be discharged if the charity were to cease operating.

Adversity – to protect the charity against unplanned adverse events.

Working capital – to provide working capital to ensure services can be delivered and expenditure covered where necessary before income is received.

Opportunities – to provide funding for new initiatives or investments.

Growth – to provide funding for growth in accordance with the charity's strategy.

The trustees continue to monitor the charity's reserves to ensure they remain appropriate for our future plans and financial resilience.

**Report from the directors of
Wandsworth Mediation Service
between 1 April 2024 and 31 March 2025 (continued)**

Statement of Directors' Responsibilities:

The trustees (who are also the directors of Wandsworth Mediation Service for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- a.) select suitable accounting policies and apply them consistently;
- b.) observe the methods and principles in the Charities SORP;
- c.) make judgements and estimates that are reasonable and prudent;
- d.) state whether applicable accounting standard comprising FRS 102 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and e.) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the section 476 of the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small companies provision statement:

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

I approve the attached statement of financial activities and balance sheet for the year ended 31st March 2025 and confirm that I have made available all information necessary for its preparation.

Approved by the Directors on the 02/12/2025

Signed on their behalf by Director *Benedict Havey*

Print Name: **Benedict Havey**

INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS

Report to the trustees and members of Wandsworth Mediation Service on the accounts for the year ended 31st March 2025 set out on pages 14 to 23.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Wandsworth Mediation Service are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

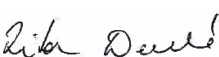
INDEPENDENT EXAMINER'S STATEMENT

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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; or
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Zita Derbak MAAT, AATQB
Independent Examiners Ltd
The Grain Store
Hills Barns
Appledram Lane South
Chichester, West Sussex
PO20 7EG

Signature: 

Date: 03/12/2025

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

Statement of Financial Activities
FOR THE YEAR ENDED 31ST OF MARCH 2025

INCOME	Notes	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Donations & legacies	4a, 6	21,576	20,214	41,790	43,777
Investment Income	4b, 6	537	-	537	212
Charitable Activities	4c	59,622	-	59,622	33,589
Other Incoming Resources	4d	847	-	847	3,502
TOTAL INCOME		82,582	20,214	102,796	81,080
EXPENDITURE					
Cost of Charitable Activities	5a, 6	63,609	35,649	99,258	70,478
Governance Costs	5b	882	-	882	870
TOTAL EXPENDITURE		64,491	35,649	100,140	71,348
NET INCOME/(EXPENDTURE)		18,091	(15,435)	2,656	9,732
Total Funds Brought Forward		16,474	15,980	32,454	22,722
Transfers Between Funds		545	(545)	-	-
TOTAL FUNDS CARRIED FORWARD		35,110	-	35,110	32,454

Movements on all reserves and all recognised gains and losses are shown above.

The notes on pages 16 to 23 form part of these financial statements.

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)
COMPANY REGISTRATION No: 04778659
BALANCE SHEET
FOR THE YEAR ENDED 31ST OF MARCH 2025

	Notes	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-25 £	Total 31-Mar-24 £
Fixed Assets					
Tangible Assets	3	-	-	-	-
Current Assets					
Debtors & Prepayments	8	2,807	-	2,807	1,086
Cash at Bank and in Hand	7	33,185	17,038	50,223	32,208
Total Current Assets		35,992	17,038	53,030	33,294
Creditors: amounts falling due within one year	9	882	17,038	17,920	840
NET CURRENT ASSETS		35,110	-	35,110	32,454
TOTAL ASSETS less current liabilities		35,110	-	35,110	32,454
Creditors: amounts falling due in more than one year	10	-	-	-	-
NET ASSETS		35,110	-	35,110	32,454
Funds of the Charity:					
General Funds		35,110	-	35,110	16,474
Restricted Funds	6	-	-	-	15,980
TOTAL FUNDS		35,110	-	35,110	32,454

For the financial year ending 31st March 2025 the Company was entitled to exemption from audit under section 477(2) of the Companies Act 2006 relating to small companies.

Directors' Responsibilities:

1. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006; and

2. The directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and for the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

The financial statements on pages 14 and 15 were approved by the directors for issue.

Approved by the Directors on the 02/12/2025

Signed on their behalf by Director *Benedict Havey*

Print Name: Benedict Havey

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025**

1. CHARITY STATUS

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

2. ACCOUNTING POLICIES

Basis of Preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland ("FRS" 102) (effective October 2019) - Charities SORP (FRS 102) and incorporating update bulletin 1, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 and Charities Act 2011.

There has been no change to the accounting policies (Valuation rules and methods of accounting) since last year.

Wandsworth Mediation Service ("The Charity") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost unless otherwise stated in the relevant accounting policy notes.

Assessment of Going Concern

Preparation of the accounts is on a going concern basis. The trustees consider that there are no material uncertainties about the Wandsworth Mediation Service's ability to continue as a going concern.

Cash Flow Statement

The company has taken advantage of the exemption in Financial Reporting Standard No 1 from the requirement to produce a cash flow statement.

Incoming Resources

Recognition of Incoming Resources

These are included in the Statement of Financial Activities ("SOFA") when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Incoming Resources with Related Expenditure

Where incoming resources have related expenditure (as with fundraising or contract income) the incoming resource and related expenditure are reported gross in the SOFA.

Grants and Donations

Grants and Donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Tax Reclaims on Donations and Gifts

Incoming resources from tax reclaims are included in the SOFA at the same time as the gift to which they relate.

Contractual Income and Performance Related Grants

This is only included in the SOFA once the related goods or services has been delivered.

Gifts in Kind

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the charity. Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2025**

2. ACCOUNTING POLICIES (Continued)

Incoming Resources (Continued)

Donated Services and Facilities

These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

Volunteer Help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment Income

This is included in the accounts when receivable.

Expenditure and Liabilities

Liability Recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance Costs

Include costs of the preparation and examination of statutory accounts, the costs of the trustees' meetings and cost of any legal advice to trustees on governance or constitutional matters.

Operating Leases

Rental charges payable under operating leases are charged on a straight line basis over the terms of the lease.

Taxation

The charity is exempt from tax on its charitable activities.

Assets

Fixed Assets

Tangible fixed assets for use by the charity are capitalised if they can be used for more than one year and cost at least £1,500. They are valued at cost or, if gifted, at the value to the charity on receipt.

3. TANGIBLE FIXED ASSETS

The Charity held no tangible fixed assets during this or the previous financial year.

The annual commitments under non-cancelling operating leases and capital commitments are as follows:

31st March 2025: None

31st March 2024: None

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2025

4. INCOME	Note	Unrestricted Funds £	Restricted Funds £	TOTAL 2024/25 £	TOTAL 2023/24 £
a) Donations & Legacies					
Donations		5,090	-	5,090	11,697
Gift Aid Tax Recovered		488	-	488	2,080
Grants	6	15,998	20,214	36,212	30,000
		21,576	20,214	41,790	43,777
b) Investment Income					
Bank Interest		537	-	537	212
		537	-	537	212
c) Charitable Activities					
Commercial Income		43,925	-	43,925	11,739
Workplace mediation		-	-	-	3,750
Training Courses		15,697	-	15,697	17,900
Community Fee		-	-	-	200
		59,622	-	59,622	33,589
d) Other Incoming Resources					
Other Income		847	-	847	3,502
		847	-	847	3,502

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2025

5. EXPENDITURE

		Unrestricted	Restricted	TOTAL	TOTAL
		Funds	Funds	2024/25	2023/24
	Note	£	£	£	£
a) Cost of Charitable Activities					
Contractors' Fees	6	53,429	28,912	82,341	35,345
Advertising and Marketing		468	-	468	-
Equipment Costs		-	-	-	4,020
Gifts & Donations		-	-	-	500
Insurance Costs		1,548	-	1,548	1,295
Mediation Fees		-	-	-	375
Membership Fees		-	-	-	215
Printing, Postage & Stationery		513	-	513	201
Professional Fees		-	-	-	8,700
Room Hire		-	-	-	635
General Expenses		2,442	-	2,442	1,391
Direct Expenses	6	-	6,737	6,737	-
Telephone Costs		1,006	-	1,006	847
Trainers' Fees		913	-	913	695
Training Costs		-	-	-	70
Travel & Subsistence		108	-	108	242
Central Cost		-	-	-	6,456
IT, Consumables and Subscriptions		3,182	-	3,182	9,491
		63,609	35,649	99,258	70,478

b) Governance Costs

Independent Examiner's Fee	9	882	-	882	870
		882	-	882	870

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2025

6. RESTRICTED FUNDS

CURRENT FINANCIAL YEAR	Total 1-Apr-24 £	Income £	Expenditure £	Transfers £	Total 31-Mar-25 £
Battersea Power Station Foundation Grant	655	-	-110	-545	-
Hedley Foundation	-	242	-242	-	-
National Lottery A4A	-	15,459	-15,459	-	-
Wandsworth Grant Fund (24)	9,303	-	-9,303	-	-
Wimbledon	6,022	4,149	-10,171	-	-
Worshipful Co of Arbitrators	-	364	-364	-	-
TOTAL	15,980	20,214	-35,649	-545	-

PREVIOUS FINANCIAL YEAR	Total 1-Apr-23 £	Income £	Expenditure £	Transfers £	Total 31-Mar-24 £
Battersea Power Station Foundation Grant	5,427	53	-4825	-	655
National Lottery A4A	917	-	-917	-	-
Wandsworth Grant Fund (20)	858	32	-890	-	-
Wandsworth Grant Fund (24)	-	10,000	-697	-	9,303
Wimbledon	-	10,099	-4077	-	6,022
TOTAL	7,202	20,184	-11,406	-	15,980

Details of the restricted funds are given in the Directors' Annual Report.
The restricted funds are wholly represented by the Charity's cash reserves.

7. CASH AT BANK AND IN HAND

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-25 £	Total 31-Mar-24 £
Current account	1,509	-	1,509	6,960
Savings account	15,052	-	15,052	15,982
Reserve account	16,624	17,038	33,662	9,266
	33,185	17,038	50,223	32,208

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2025

8. DEBTORS AND PREPAYMENTS

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-25 £	Total 31-Mar-24 £
Prepayments	1,857	-	1,857	668
Gift Aid recoverable	475	-	475	418
	2,332	-	2,332	1,086

9. CREDITORS, ACCRUALS AND DEFERRED INCOME: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-25 £	Total 31-Mar-24 £
Independent Examiner's Fee	882	-	882	840
Deferred Income	-	17,038	17,038	-
	882	17,038	17,920	840

10. CREDITORS AND ACCRUALS: AMOUNTS FALLING DUE IN MORE THAN ONE YEAR

The Charity held no long term liabilities during this or the previous financial period.

11. RECONCILIATION OF MOVEMENT ON CAPITAL AND RESERVES

The Company is Limited by Guarantee (04778659) and is a Charity registered with the Charity Commission (1102464) and does not have a Share capital and has no income subject to Corporation Tax.

	2024/25 £	2023/24 £
Profit / Deficit for the financial year	2,656	9,732
Other Recognised Gains	-	-
	2,656	9,732
Balance Brought Forward	32,454	22,722
Closing Funds at 31st March 2025	35,110	22,722

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)
NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2025

12. STAFF COSTS AND NUMBERS

The Company employed no staff during this or the previous financial year.

The Company engaged 4 (2023/24:5) self-employed contractors in this financial year to perform the Charitable Activities of the Company.

13. DIRECTORS AND OTHER RELATED PARTIES

During the financial year 2024/25, Peacewell Limited received £850 of which Sharon Crooks is a director for the delivery of two adult training sessions for external clients.

MB2B Consultants Limited received £2,100 of which Sarah Jane Michelle Beaute is a director for the delivery of 3 Reducing Parental Conflict community workshops for adults and £1,015 for assisting on the delivery of 8 workshops for WMS's Reflect Secondary School Programme.

Other than reimbursements for small items of expenditure on behalf of the charity, no other payments were made to Directors or any persons connected with them during this financial period. No other material transaction took place between the charity and a Director or any person connected with them.

All work undertaken by directors/ trustees is at reduced from their commercial rates for WMS. All payments are at the same level or less than what WMS pays other contractors for similar work and have been unanimously approved by the Board in their absence.

During the financial period 2023/24, after being appointed a director and trustee of WMS, Sarah Michele Beute received £1,000 on behalf of MB2B Consultants Ltd, where she is also a director, in contractors payments for training provided in furthering the Charity's objects.

14. RESERVES POLICY

The trustees, being mindful of Charity Commission guidance, aim to maximise the use of available funds for the benefit of the charity and therefore aim to retain a prudent level of unrestricted reserves.

The trustees have established a policy whereby reserves are maintained to manage financial risk and short-term income volatility. Specifically, the charity holds reserves for the following reasons:

Income risk – to protect against a fall in or delay to receipt of income and hence protect expenditure until income recovers or adjustments can be made.

Cessation – to ensure that liabilities can be discharged if the charity were to cease operating.

Adversity – to protect the charity against unplanned adverse events.

Working capital – to provide working capital to ensure services can be delivered and expenditure covered where necessary before income is received.

Opportunities – to provide funding for new initiatives or investments.

Growth - to provide funding for growth in accordance with the charity's strategy.

The trustees continue to monitor the charity's reserves to ensure they remain appropriate for our future plans and financial resilience.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2025**

15. PUBLIC BENEFIT

The Charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or 'aims' that are for the public benefit. Details of how the charity has achieved this are provided in the Report of the Directors. The directors confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

16. RISK ASSESSMENT

The Directors actively review the major risks which the charity faces on a regular basis and believe that maintaining the free reserves stated, combined with the annual review of the controls over key financial systems carried out on an annual basis will provide sufficient resources in the event of adverse conditions. The Directors have also examined other operational and business risks which they face and confirm that they have established systems to mitigate the significant risks.

WANDSWORTH MEDIATION SERVICE

England & Wales - Charity number 1102464

Accounts

**ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024**

**WANDSWORTH
MEDIATION SERVICE**

(A Company Limited by Guarantee)

CHARITY REGISTRATION No: 1102464

COMPANY REGISTRATION No: 04778659

Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
West Sussex
PO18 8NF

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

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Pages 4 to 9	Directors' Annual Report
Page 10	Independent Examiners Report to the Directors
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Pages 12	Balance Sheet
Page 13 to 19	Notes to the Financial Statements

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

LEGAL AND ADMINISTRATIVE INFORMATION

REGISTERED CHARITY NUMBER	1102464
REGISTERED COMPANY NUMBER	04778659
DATE OF INCORPORATION	28th May 2003
START OF FINANCIAL YEAR	1st April 2023
END OF FINANCIAL YEAR	31st March 2024
DIRECTORS AT 31ST MARCH 2024	Mr Stephen Ruttle Ms Hilary Suzanne Campbell Brodsky Ms Clare Jane de Beer Ms Katie Finch Mr Philip Alistair Guthrie Ms Sharon Crooks Ms Sarah Spreckley - Resigned on 04.03.24 Ms Sarah Jane Michele Beute - Appointed on 15.06.23 Mr Benedict Sunil Havey - Appointed on 15.06.23

The existing trustees appoint any new trustees following the provisions laid out in the organisation's governing instrument.

LEGAL STATUS	Company Limited By Guarantee
GOVERNING INSTRUMENT	Memorandum and Articles Of Association Incorporated 28th May 2003 as Amended by Special Resolution 23rd February 2004.

OBJECTS

(I) To promote for the public benefit, predominantly but not exclusively in the local area or community of the London Borough of Wandsworth, the provision of services directed towards mediation, conciliation or reconciliation as between persons, organisations, authorities or groups involved or likely to become involved in dispute or inter-personal conflict both generally and, in particular, in any situation where that dispute or conflict results from, or may lead to, acts of violence, nuisance, vandalism, racial abuse, unlawful activity or breakdown of public order.

(II) To advance for the public benefit the education of the public, particularly in the said local area or community of the London Borough of Wandsworth, in the purposes and methods of such mediation, conciliation, or reconciliation and in particular the understanding of the nature and causes of any such disputes or conflicts and of all means of managing them for the purposes of peaceful resolution in the interests of good citizenship.

REGISTERED OFFICE	St Mark's Durie Hall, Battersea Rise, London SW11 1EJ
PRIMARY BANKERS	Metro Bank, 1 Southampton Row, London WC1B 5HA
INDEPENDENT EXAMINER	Independent Examiners Ltd 2 Broadbridge Business Centre Delling Lane Bosham West Sussex PO18 8NF

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)
DIRECTORS' ANNUAL REPORT
FOR THE YEAR ENDED 31ST OF MARCH 2024

Our Vision: Wandsworth Mediation Service ("WMS") aims to help people to confidently engage with and live with difference.

As WMS approaches its 20th Anniversary, we reflect on the broad range of services that we provide to support **people to engage with, resolve, and prevent conflict** - in our local community and beyond.

WMS were market pioneers in adopting a social enterprise model where volunteer commercial and workplace mediators waive their fees in favour of the charity to fund free conflict resolution services to the local community.

We are indebted to the WMS family of volunteer mediators, trainers, office team, and trustees for their dedication, time and expertise which enables us to offer these services. And to the family at St Mark's Church, Battersea Rise who kindly host our office space without charge.

As testament to our volunteers and team, and the impact and the calibre of our work, in 2023 we were awarded the King's Award for Voluntary Service, the highest award given to voluntary organisations in the UK. We were also shortlisted for the Best Charity 2024 Award from Wandsworth Chamber of Commerce. We are extremely honoured and grateful for these recognitions.



Our Services

We provide a range of services to support people to engage with difference, prevent conflict and resolve conflict.

Conflict Resolution Services

a. Free conflict support for Wandsworth residents:

Our panel of volunteer mediators and conflict coaches support local people to resolve conflict through:

- **Neighbour mediation:** for boundary disputes, noise nuisance claims, anti-social behaviour.
- **Family mediation:** to facilitate dispute resolution within families and between different families (parents, adult children, siblings), child contact arrangements (but not financial or divorce disputes).
- **Facilitated group conversations** between say a group of different families.
- **Homes for Ukraine mediation:** resolving host-guest issues, communication breakdown.
- **School mediation between parents and staff:** resolving issues over SEN, exclusion/disciplinary actions, admission process, discrimination, bullying.
- **Conflict coaching:** 1-1 support, helping people navigate disagreements with a colleague, friend or family member when that person doesn't wish to mediate.

WANDSWORTH MEDIATION SERVICE (A Company Limited by Guarantee)

DIRECTORS' ANNUAL REPORT (Continued) FOR THE YEAR ENDED 31ST OF MARCH 2024

Our Services (Continued)

b. CMC-accredited commercial services are provided by our panel of top-ranked mediation professionals. Our clients include large corporations and local authorities, as well as businesses and community organisations nationwide. All commercial fees generated are donated by our mediators to support our community work.

- **Workplace mediation:** for those having disputes with their colleagues or line managers, or those who aim to "leave well".
- **Commercial mediation:** landlord-tenant disputes, customer service issues, contract disputes, school fee disputes etc.

Training Services

We support children, young people and adults to develop the skills to resolve and avoid conflict:

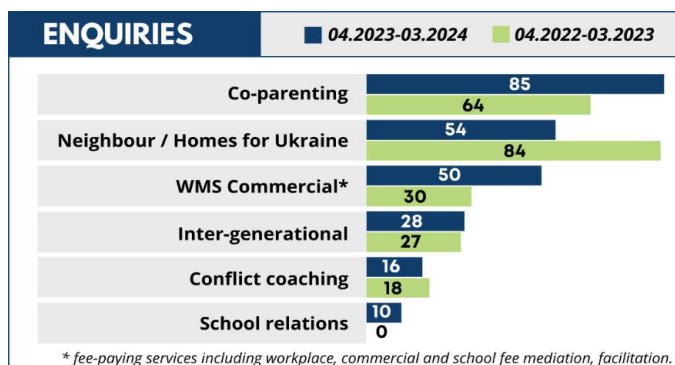
- **Primary school Peer Mediation Programme:** training 9–10 year olds in Year 5 to mediate playground disputes independently, equipping pupils with life-long skills which ripple out into their families and communities.
- **'Reflect' programme for secondary schools:** emotional regulation and conflict skills training for students struggling to manage their reactions in conflict situations, which leads to a positive impact on the whole school community.
- **Reducing Parental Conflict training for service providers:** equipping practitioners with skills to support co-parents who are in conflict over how they parent.
- **'Connect' course for managers:** equips managers with practical strategies for resolving workplace conflict and fostering stronger connections with colleagues and within teams.
- **'Connect' course for client-facing staff:** teaching constructive responses to conflict and improving communication skills to build rapport with stressed or agitated clients.
- **Tailored training sessions for organisations on conflict resolution and effective communication.** This is particularly focused on addressing personality clashes, team conflicts, or conflict with clients, patients or other service users.
- **Community workshops for local residents:** free training on how to communicate peacefully and resolve conflicts at home, work or in the wider community.
- **Supervision for mediators:**
 - Small group supervision sessions, involving reflective practice and peer to peer support.
 - Large group training on racism in mediation, safeguarding and keeping well whilst mediating.
 - We trained 4 new schools trainers from our mediation panels to run the Reflect course.

The 2023-2024 financial year in review

Conflict Resolution Services

Our charity received 243 mediation and conflict coaching enquiries this financial year (vs 223 in the last financial year), directly impacting well over 470 people. Some of these cases were mediated, some people had coaching sessions and others were signposted on to other agencies and organisations for support. Amongst the mediated cases across all panels, 97% were either partially or fully resolved.

As evident from the graph below, we have seen a drop in neighbour mediation and conflict coaching enquiries, but a significant rise in co-parenting and schools' relations enquiries. Additionally, there has been a 67% growth in demand for our fee-paying services ('WMS Commercial'), which includes workplace, commercial, faith-based, school fees and hybrid mediations, and facilitation.



**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT (Continued)
FOR THE YEAR ENDED 31ST OF MARCH 2024**

The 2023-2024 financial year in review (continued)

The impact of the WMS' conflict resolution work is best left to our clients:

"I feared my daughter and I would be estranged forever and that was so hard to bear. Our relationship has gradually improved since the conflict coaching session. I'm slowly "getting her back". It's perhaps the best gift that anyone could ever give me..." (Conflict Coaching client, May 2023)

"It has enabled us to communicate reasonably with our neighbours, which we previously weren't able to do. It's brought a sense of peace to what was previously a stressful and aggressive environment" (Neighbour mediation client, January 2024)

"Things have been quite a lot better between the 4 of us. We have managed to meet up a few times, and it has been so much easier to talk to each other. [The mediators] and the rest of the team behind the scene helped us so much. You have all been extremely professional throughout, so skilled, and kind" (Inter-generational mediation client, August 2023)

"Excellent service with highly experienced and knowledgeable mediators, and at a fee the ordinary person can afford" (Commercial mediation client, April 2024)

"Professional, helpful and effective. Happy with the service I received" (Workplace mediation client, September 2023)

Training Services

Consistent with our social enterprise approach, we offer high quality training for a fee to commercial and corporate organisations which, combined with grant funding, allows us to offer free training to schools and community groups.

Children and Young People

- After running a **peer mediation course** at Sacred Heart Roehampton Primary School in January 2024 using Peaceworks materials, we have started developing our own brand-new peer mediation training for primary schools. This initiative is supported by educational specialists and funded by the Wimbledon Foundation Community Fund+. Our new programme will align with CMC standards and will be part of CMC's national research into peer mediation. We already have 5 schools on our waitlist, and anticipate more will express interest when we announce the offering in September 2024.

"I've most enjoyed learning about active listening because I think it's fun to learn that you don't just listen with your ears" (Year 5 peer mediator, Sacred Heart Roehampton Primary)

"Less issues are being brought to teachers' attention after lunch time or to playtime staff during lunch time" (staff member, Sacred Heart Roehampton Primary)

- Our unique **'Reflect' emotional regulation training for secondary school pupils with challenging behaviour** or at risk of exclusion has been redeveloped thanks to funding from the Battersea Power Station Foundation. We have trained up 5 new trainers and ran the course at St John's Bosco, Wandsworth, with exceptional feedback. There are currently 5 more schools on the waitlist for this programme.

"It gives you something to look forward to each week if you struggle at school. It's like motivation" (student participant, St John Bosco College).

"It helped me with my anger and emotions. Also to understand others' points of views" (student participant, St John Bosco College).

"Students have loved every week and are now asking if they can do more sessions. The older girls in particular have been noticeably improved around the school. We've seen fewer incidents of poor behaviour, and when there has been an issue they've demonstrated a level of maturity that wasn't there before" (Andrew Lane, Head of Learning, St John Bosco College).

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT (CONTINUED)
FOR THE YEAR ENDED 31ST MARCH 2024**

Training Services (continued)

Training for organisations

- We have secured a repeat commissioning of our **'Connect' workplace training for managers** at Richmond & Wandsworth Council to improve communication and understanding between colleagues to reduce workplace conflict. This training is in parallel with WMS being on the Council's panel for workplace mediation between their employees.

"Great workshop with practical skills to facilitate positive professional communication"

"I will try to really listen, not just on the surface but to hear what is going on in other person's life and to understand why they are reacting the way they are"

- We participated in the UK government's nationwide **Reducing Parental Conflict** (RPC) initiative, training local champions and service providers to support parents in conflict using mediation skills. The course was commissioned by Richmond & Wandsworth Council. We plan to deliver more training under the RPC umbrella in Autumn 2024.

"It has given a way into these difficult conversations with tools and exercises which can be tailored to suit each family"

"I have more knowledge and can use this in work and outside"

- We delivered several workshops for clients including an international anti-slavery organisation, a local church and a Foodbank. The aim was to improve employees' responses to conflict and their understanding of other people's conflict behaviours, ultimately improving connections and relationships in the workplace and community.

"Beautifully done! I feel you acknowledged our workplace and made it personal"

"Lightbulb moments aplenty!"

"Fantastic. Hugely valuable"

Impact statistics for training	Direct beneficiaries	Indirect beneficiaries	Total beneficiaries
Peer Mediation Programme at Sacred Heart Roehampton	65	650	715
Reflect Programme at St John's Bosco Secondary School	19	190	209
Connect workplace training for managers at Richmond & Wandsworth Council	11	110	121
Tailored training sessions for charities and other organisations.	43	430	473
Reducing Parental Conflict courses for Richmond & Wandsworth Council practitioners and those working in the community.	51	510	561
Totals	189	1890	2079

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT (CONTINUED)
FOR THE YEAR ENDED 31ST OF MARCH 2024**

Grants and Donations

Heartfelt appreciation to the team at St Marks where our office is hosted, and to those who support WMS with generous donations and grant funding. This year we are particularly grateful to:

- Battersea Power Station Foundation: for funding the review, updating and delivery of our Reflect programme to St. John's Bosco Secondary School in Wandsworth.
- Wandsworth Grant Fund (round 24): for funding to deliver the Reflect programme to 4 groups of secondary school pupils over 2-3 schools.
- Wimbledon Foundation Community Fund for funding to support our primary school peer mediation programme.
- Individuals who support us with one off and regular donations.

Championing equality, diversity, and inclusion across our services

We have an equal opportunity policy, and it is very important to us to have diversity in age, ethnicity, gender, belief, and background on our panels so that the people we support can feel connected with our volunteers. We continue to ensure that our services and materials reach all beneficiary groups, including those with mobility and other issues, and those with English as a second language. This involves offering a free translation service where needed (using a pool of volunteers or our council contacts), circulating flyers in different languages (e.g. in English, Ukrainian and Russian for our Homes for Ukraine project), matching mediators for specific needs (e.g. our faith-based cases) etc.

We champion EDI both internally and externally. In February 2024, we participated in DCMS's research into EDI of volunteering in England, which led to us updating our EDI questionnaires. In May 2024, we delivered a supervision session for our volunteers on racial biases in mediation. It was led by our trustee and mediator, Sharon Crooks, and served as an opportunity to reflect on challenges of mediation when racism or racial discrimination is either alleged by one of the parties upfront or arises during mediation.

*"As a member of an ethnic minority community, I particularly value that WMS takes extremely seriously its commitment **to ensuring all communities benefit from its services**. I have experienced for myself the **compelling and lasting benefits of WMS' constant efforts to ensure that diverse communities are represented in the team of volunteers.**" (WMS mediator)*

What lies ahead: strategic review and expanding our vision

We are undertaking a strategic review supported by the Cranfield Trust, to ensure that we channel our resources to make the most beneficial and lasting impact.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS ANNUAL REPORT (Continued)
FOR THE YEAR ENDED 31ST OF MARCH 2024**

Statement of Directors' Responsibilities:

The trustees (who are also the directors of Wandsworth Mediation Service for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- a.) select suitable accounting policies and apply them consistently;
- b.) observe the methods and principles in the Charities SORP;
- c.) make judgements and estimates that are reasonable and prudent;
- d.) state whether applicable accounting standard comprising FRS 102 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- e.) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the section 476 of the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small companies provision statement:

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

I approve the attached statement of financial activities and balance sheet for the year ended 31st March 2024 and confirm that I have made available all information necessary for its preparation.

7th October 2024

Approved by the Directors on the

Signed on their behalf by Director Benedict Havey

Print Name: **BENEDICT HAVEY**

INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS

Report to the trustees and members of Wandsworth Mediation Service on the accounts for the year ended 31st March 2024 set out on pages 11 to 12.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Wandsworth Mediation Service are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

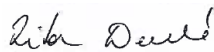
INDEPENDENT EXAMINER'S STATEMENT

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

Zita Derbak MAAT, AATQB
Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
West Sussex
PO18 8NF

Signature: 

Date: 08.10.2024

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

Statement of Financial Activities
FOR THE YEAR ENDED 31ST OF MARCH 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
INCOME					
Donations & legacies	4a, 6	23,777	20,000	43,777	16,783
Investment Income	4b, 6	28	184	212	43
Charitable Activities	4c	33,589	-	33,589	47,294
Other Incoming Resources	4d	3,502	-	3,502	425
TOTAL INCOME		60,896	20,184	81,080	64,545
EXPENDITURE					
Cost of Charitable Activities	5a, 6	59,072	11,406	70,478	70,362
Governance Costs	5b	870	-	870	750
TOTAL EXPENDITURE		59,942	11,406	71,348	71,112
NET INCOME/(EXPENDTURE)		954	8,778	9,732	(6,567)
Total Funds Brought Forward		15,520	7,202	22,722	29,289
Transfers Between Funds		-	-	-	-
TOTAL FUNDS CARRIED FORWARD		16,474	15,980	32,454	22,722

Movements on all reserves and all recognised gains and losses are shown above.

The notes on pages 13 to 19 form part of these financial statements.

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)
COMPANY REGISTRATION No: 04778659
BALANCE SHEET
FOR THE YEAR ENDED 31ST OF MARCH 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-24 £	Total 31-Mar-23 £
Fixed Assets					
Tangible Assets	3	-	-	-	-
Current Assets					
Debtors & Prepayments	8	1,086	-	1,086	628
Cash at Bank and in Hand	7	16,228	15,980	32,208	25,763
Total Current Assets		17,314	15,980	33,294	26,391
Creditors: amounts falling due within one year	9	840	-	840	3,669
NET CURRENT ASSETS		16,474	15,980	32,454	22,722
TOTAL ASSETS less current liabilities		16,474	15,980	32,454	22,722
Creditors: amounts falling due in more than one year	10	-	-	-	-
NET ASSETS		16,474	15,980	32,454	22,722
Funds of the Charity:					
General Funds		16,474	-	16,474	15,520
Restricted Funds	6	-	15,980	15,980	7,202
TOTAL FUNDS		16,474	15,980	32,454	22,722

For the financial year ending 31st March 2024 the Company was entitled to exemption from audit under section 477(2) of the Companies Act 2006 relating to small companies.

Directors' Responsibilities:

1. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006; and
2. The directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and for the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

The financial statements on pages 11 and 12 were approved by the directors for issue.

Approved by the Directors on the 7th October 2024

Signed on their behalf by Director *Benedict Havey*

Print Name: **BENEDICT HAVEY**

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024**

1. CHARITY STATUS

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

2. ACCOUNTING POLICIES

Basis of Preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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) - Charities SORP (FRS 102) and incorporating update bulletin 1, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

There has been no change to the accounting policies (Valuation rules and methods of accounting) since last year.

Wandsworth Mediation Service ("The Charity") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost unless otherwise stated in the relevant accounting policy notes.

Assessment of Going Concern

Preparation of the accounts is on a going concern basis. The trustees consider that there are no material uncertainties about the Wandsworth Mediation Service's ability to continue as a going concern.

Cash Flow Statement

The company has taken advantage of the exemption in Financial Reporting Standard No 1 from the requirement to produce a cash flow statement.

Incoming Resources

Recognition of Incoming Resources

These are included in the Statement of Financial Activities ("SOFA") when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Incoming Resources with Related Expenditure

Where incoming resources have related expenditure (as with fundraising or contract income) the incoming resource and related expenditure are reported gross in the SOFA.

Grants and Donations

Grants and Donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Tax Reclaims on Donations and Gifts

Incoming resources from tax reclaims are included in the SOFA at the same time as the gift to which they relate.

Contractual Income and Performance Related Grants

This is only included in the SOFA once the related goods or services has been delivered.

Gifts in Kind

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the charity. Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2024**

2. ACCOUNTING POLICIES (Continued)

Incoming Resources (Continued)

Donated Services and Facilities

These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

Volunteer Help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment Income

This is included in the accounts when receivable.

Expenditure and Liabilities

Liability Recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance Costs

Include costs of the preparation and examination of statutory accounts, the costs of the trustees' meetings and cost of any legal advice to trustees on governance or constitutional matters.

Operating Leases

Rental charges payable under operating leases are charged on a straight line basis over the terms of the lease.

Taxation

The charity is exempt from tax on its charitable activities.

Assets

Fixed Assets

Tangible fixed assets for use by the charity are capitalised if they can be used for more than one year and cost at least £1,500. They are valued at cost or, if gifted, at the value to the charity on receipt.

3. TANGIBLE FIXED ASSETS

The Charity held no tangible fixed assets during this or the previous financial year.

The annual commitments under non-cancelling operating leases and capital commitments are as follows:

31st March 2024: None

31st March 2023: None

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2024

4. INCOME	Note	Unrestricted Funds £	Restricted Funds £	TOTAL 2023/24 £	TOTAL 2022/23 £
a) Donations & Legacies					
Donations		11,697	-	11,697	1,626
Gift Aid Tax Recovered		2,080	-	2,080	375
Grants	6	10,000	20,000	30,000	14,782
		23,777	20,000	43,777	16,783
b) Investment Income					
Bank Interest	6	28	184	212	43
		28	184	212	43
c) Charitable Activities					
Commercial Income		11,739	-	11,739	20,344
Workplace mediation		3,750	-	3,750	14,600
Training Courses		17,900	-	17,900	11,800
Community Fee		200	-	200	550
		33,589	-	33,589	47,294
d) Other Incoming Resources					
Other Income		3,502	-	3,502	425
		3,502	-	3,502	425

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2024

5. EXPENDITURE		Unrestricted	Restricted	TOTAL	TOTAL
		Funds	Funds	2023/24	2022/23
	Note	£	£	£	£
a) Cost of Charitable Activities					
Contractors' Fees	6	30,123	5,222	35,345	30,657
Equipment Costs		4,020	-	4,020	3,257
Gifts & Donations		500	-	500	-
Insurance Costs		1,295	-	1,295	1,234
Mediation Fees		375	-	375	3,404
Membership Fees		215	-	215	1,118
Printing, Postage & Stationery		201	-	201	266
Professional Fees	6	3,473	5,227	8,700	24,913
Room Hire	6	500	135	635	500
Sundry Expenses	6	1,084	307	1,391	1,379
Telephone Costs		847	-	847	737
Trainers' Fees	6	584	111	695	135
Training Costs		70	-	70	2,699
Travel & Subsistence	6	24	218	242	63
Central Cost	6	6,420	36	6,456	-
Other expenditure	6	9,341	150	9,491	-
		59,072	11,406	70,478	70,362
b) Governance Costs					
Independent Examiner's Fee	9	870	-	870	750
		870	-	870	750

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2024

6. RESTRICTED FUNDS

CURRENT FINANCIAL YEAR	Total 1-Apr-23 £	Income £	Expenditure £	Transfers £	Total 31-Mar-24 £
Battersea Power Station Foundation Grant	5,427	53	4,825	-	655
National Lottery A4A	917	-	917	-	-
Wandsworth Grant Fund (20)	858	32	890	-	-
Wandsworth Grant Fund (24)	-	10,000	697	-	9,303
Wimbledon	-	10,099	4,077	-	6,022
TOTAL	7,202	20,184	11,406	-	15,980

PREVIOUS FINANCIAL YEAR	Total 1-Apr-22 £	Income £	Expenditure £	Transfers £	Total 31-Mar-23 £
Battersea Power Station Foundation Grant	16,957	37	11,567	-	5,427
National Lottery A4A	-	9,240	8,323	-	917
Wandsworth Grant Fund (20)	-	5,542	4,684	-	858
Wandsworth Grant Fund (Round 16)	2,260	-	2,640	380	-
TOTAL	19,217	14,819	27,214	380	7,202

Details of the restricted funds are given in the Directors' Annual Report.
The restricted funds are wholly represented by the Charity's cash reserves.

7. CASH AT BANK AND IN HAND

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-24 £	Total 31-Mar-23 £
Current account	6,960	-	6,960	16,142
Savings account	2	15,980	15,982	9,621
Reserve account	9,266	-	9,266	-
	16,228	15,980	32,208	25,763

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2024

8. DEBTORS AND PREPAYMENTS

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-24 £	Total 31-Mar-23 £
Prepayments	668	-	668	628
Gift Aid recoverable	418	-	418	-
	1,086	-	1,086	628

9. CREDITORS, ACCRUALS AND DEFERRED INCOME: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-24 £	Total 31-Mar-23 £
Independent Examiner's Fee	840	-	840	750
Other Accruals	-	-	-	2,919
	840	-	840	3,669

10. CREDITORS AND ACCRUALS: AMOUNTS FALLING DUE IN MORE THAN ONE YEAR

The Charity held no long term liabilities during this or the previous financial period.

11. RECONCILIATION OF MOVEMENT ON CAPITAL AND RESERVES

The Company is Limited by Guarantee (04778659) and is a Charity registered with the Charity Commission (1102464) and does not have a Share capital and has no income subject to Corporation Tax.

	2023/24 £	2022/23 £
Profit / Deficit for the financial year	9,732	(6,567)
Other Recognised Gains	-	-
	9,732	(6,567)
Balance Brought Forward	22,722	29,289
Closing Funds at 31st March 2024	32,454	22,722

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2024**

12. STAFF COSTS AND NUMBERS

The Company employed no staff during this or the previous financial year.

The Company engaged 5 (2022/23:5) self-employed contractors in this financial year to perform the Charitable Activities of the Company.

13. DIRECTORS AND OTHER RELATED PARTIES

During the financial period, after being appointed a director and trustee of WMS, Sarah Michele Beute received £1,000 on behalf of MB2B Consultants Ltd, where she is also a director, in contractors payments for training provided in furthering the Charity's objects.

Other than reimbursements for small items of expenditure on behalf of the charity, no other payments were made to Directors or any persons connected with them during this financial period. No other material transaction took place between the charity and a Director or any person connected with them.

14. RISK ASSESSMENT

The Directors actively review the major risks which the charity faces on a regular basis and believe that maintaining the free reserves stated, combined with the annual review of the controls over key financial systems carried out on an annual basis will provide sufficient resources in the event of adverse conditions. The Directors have also examined other operational and business risks which they face and confirm that they have established systems to mitigate the significant risks.

15. RESERVES POLICY

The charity, being mindful of Charity Commission guidance, aims to maximise the use of available funds for the benefit of the charity and therefore aim to retain a prudent level of unrestricted reserves, taking into consideration the running expenses and known liabilities of the charity, WMS aims to retain 3 months running costs of the organisation.

16. PUBLIC BENEFIT

The Charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or 'aims' that are for the public benefit. Details of how the charity has achieved this are provided in the Report of the Directors. The directors confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

WANDSWORTH MEDIATION SERVICE

England & Wales - Charity number 1102464

Accounts

**ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

**WANDSWORTH
MEDIATION SERVICE**

(A Company Limited by Guarantee)

CHARITY REGISTRATION No: 1102464

COMPANY REGISTRATION No: 04778659

Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
West Sussex
PO18 8NF

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

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Page 12	Statement of Financial Activities
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Page 14 to 20	Notes to the Financial Statements

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

LEGAL AND ADMINISTRATIVE INFORMATION

REGISTERED CHARITY NUMBER	1102464
REGISTERED COMPANY NUMBER	04778659
DATE OF INCORPORATION	28th May 2003
START OF FINANCIAL YEAR	1st April 2022
END OF FINANCIAL YEAR	31st March 2023
DIRECTORS AT 31ST MARCH 2023	Mr Stephen Ruttle Ms Hilary Suzanne Campbell Brodsky Ms Clare Jane de Beer Ms Katie Finch Mr Philip Alistair Guthrie Ms Sharon Crooks Mr Stephen Peter Kelly - Resigned on 1st of April 2023 Ms Sarah Spreckley

The existing trustees appoint any new trustees following the provisions laid out in the organisation's governing instrument.

LEGAL STATUS Company Limited By Guarantee

GOVERNING INSTRUMENT Memorandum and Articles Of Association Incorporated 28th May 2003 as Amended by Special Resolution 23rd February 2004.

OBJECTS

(I) To promote for the public benefit, predominantly but not exclusively in the local area or community of the London Borough of Wandsworth, the provision of services directed towards mediation, conciliation or reconciliation as between persons, organisations, authorities or groups involved or likely to become involved in dispute or inter-personal conflict both generally and, in particular, in any situation where that dispute or conflict results from, or may lead to, acts of violence, nuisance, vandalism, racial abuse, unlawful activity or breakdown of public order.
(II) To advance for the public benefit the education of the public, particularly in the said local area or community of the London Borough of Wandsworth, in the purposes and methods of such mediation, conciliation, or reconciliation and in particular the understanding of the nature and causes of any such disputes or conflicts and of all means of managing them for the purposes of peaceful resolution in the interests of good citizenship.

REGISTERED OFFICE St Mark's Durie Hall, Battersea Rise, London SW11 1EJ

PRIMARY BANKERS Metro Bank, 1 Southampton Row, London WC1B 5HA

INDEPENDENT EXAMINER Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
West Sussex
PO18 8NF

WANDSWORTH MEDIATION SERVICE (A Company Limited by Guarantee)

Report from the directors for the year ended 31 March 2023

**Wandsworth Mediation Service ("WMS") aims to help
anyone in conflict to find support, skills or resources**

This was a period of:

1. broadening our provision and developing our training programme to our local community,
2. appreciating our volunteer panel, and
3. championing equality, diversity, and inclusion across our services

At the end of this year, we reflected on what makes the charity unique:

- The impact of our work is immediate and life changing, improving relationships and building peace on a personal and community level.
- Our service is available to everyone, and we constantly work to ensure we reach all members of the London Borough of Wandsworth ("the Borough").
- Our neighbour and intergenerational mediation, conflict coaching, and community training is free of charge to local residents.
- WMS is unique among community mediation services in the UK in that we also run a highly respected commercial and workplace mediation service nationwide with such a good reputation that we were engaged by the Post Office Limited to mediate disputes with sub postmasters.
- We have 60 dedicated and highly skilled volunteers who support the work that we do and there is a waiting list to join our panel.
- Our tailored training gives young people and adults life-changing communication skills, permeating all relationships, from family to work, community and friendships.
- Our mediations improve relationships as people are given the opportunity to be listened to and express themselves in a safe and neutral place with trained volunteers.

At WMS we do everything we can to help local people:

- We adapt our offering to meet the needs of the community.
- We listen and we support, signpost and do all we can to bring resolution and improvement to conflict situations.
- We have a unique wide range of services, unlike any other community mediation service or training provider, to ensure we can help where possible.

In recognition of the breadth and the calibre of our work, we were shortlisted for the "Mediation Provider of the Year" award at the 2022 National Mediation Awards and the Wandsworth Business Awards 2023 "Community Hero" Award.

WMS provision to our local community

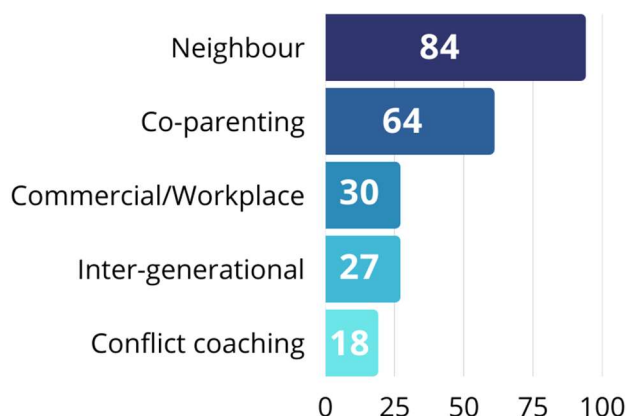
We quantified how many people we have impacted by our mediation and training services over the past 3 years:

People Impacted	2020	2021	2022
People impacted directly	405	370	321
People impacted directly and indirectly	972	794	1368
Mediators	55	53	60

WANDSWORTH MEDIATION SERVICE (A Company Limited by Guarantee)

Report from the directors for the year ended 31 March 2023 (continued)

Mediations and casework: The charity had 223 mediation cases and conflict coaching cases over the period, impacting well over 400 people. Some of these cases were mediated, some people had coaching sessions and others were signposted on to other agencies and organisations for support.



Our workplace caseload increased dramatically, along with neighbour case referrals. We also had more school relationship cases, involving different conflicts between teachers, parents and pupils. Some of our workplace cases involved multiple parties and team meetings to rebuild connections and relationships. Many of our cases are very challenging and complex, as resentments and mental health issues are deeply embedded, making it harder for people to have a constructive conversation. However, when they did, real changes were seen in those relationships, improving things for the future, and increasing compassion and understanding.

Referrals and enquiries came from individuals, and local networks and organisations, including the Police, Richmond & Wandsworth Council, Citizens Advice Wandsworth, NHS social prescribers, solicitors' firms, Refernet and housing associations.

Post Office mediations: having been engaged by the Post Office to mediate disputes with sub-postmasters arising out of the historic shortfall and stamps schemes, we were instructed to mediate our first cases.

Developing our skills training programme to our community, schools and organisations

Continuing to increase and diversify our pool of trainers to meet the growing demand for our unique training projects, our range of workshops and training cover life skills in:

- Understanding conflict
- Managing emotions
- Connecting through listening and expressing yourself
- Straight talking and negotiating skills
- Building rapport
- Understanding interests and needs
- Basic mediation skills
- Helping those supporting others in heightened conflict or violent situations:
 - Connecting and communicating with people who may be demonstrating challenging behaviour or engaging in conflict; and
 - Supporting them to engage with other professionals such as the Police, Local Authority, Social Services or key workers.

WANDSWORTH MEDIATION SERVICE (A Company Limited by Guarantee)

Report from the directors for the year ended 31 March 2023 (continued)

Training in primary schools: In April and October 2022, we ran peer mediation training projects for two Battersea primary schools, training all members of staff including teachers, and 28 pupils from years 4 and 5 over the two schools. Peer mediation empowers pupil mediators to resolve playground conflict between other pupils without intervention from staff. The positive impact of the skills learnt ripples out into the wider school environment and at home. With funding from the Battersea Power Station Foundation, WMS was supported by Peaceworks using licenced material they had developed in primary schools in West Sussex and Hampshire. We will be broadening this programme to other schools across the Borough in 2023.

Helping those in heightened conflict or violent situations: in the summer of 2022, working with Carney's Gym Battersea, we developed the 'Connecting and Communicating in Conflict' programme funded by the Battersea Power Station Foundation. We designed the programme to support those working with people who are facing challenging situations or conflict and who may be at risk of youth violence or exploitation. It focussed on how to connect and communicate with people who may be demonstrating challenging behaviour or engaging in conflict. It also supports those whose role also involves engaging with professionals in other services such as the Police, Local Authority, Social Services or key workers.

We also ran the training for Wandsworth's Knife Crime Unit and 15 people attended the training over the two programmes.

100% of those who completed feedback forms for Carney's Gym said:

- the training positively changed their attitude to conflict.
- they will use the mediation skills they learned to help with disagreements with those they are supporting or with other agencies, e.g. the police.
- what they have learnt on the course will improve relationships with those they are supporting.
- what they have learnt on the course will also be useful outside work, e.g. with friends, family or within the community.
- the course improved their mental health and wellbeing.

*"Thank you for the opportunity to join the program, it has been very **insightful**. I have enjoyed getting present with my team and gaining a greater understanding into their values, feelings and thoughts. It has given me the **incentive and space to reflect more on where some of their behaviours may have come from.**"*

*"I have really enjoyed the course and ... **it is giving me confidence in my role, that I can deal with conflict between staff and/or young people, and I feel confident addressing difficult situations.**"*

Workplace training for managers: Richmond & Wandsworth Council commissioned WMS to develop a pilot training programme for managers to improve communication and understanding between colleagues to reduce workplace conflict which was run in May and June 2022. This was in parallel with WMS being on the Council's panel for workplace mediation between Council employees.

A key vision for WMS is to increase awareness about the benefits of mediation and improved communication on all relationships. In a workplace setting, it is crucial as there is often an ongoing relationship between colleagues, who may disagree, or be in conflict, but need to find a way to work well with each other.

100% of those who completed the feedback forms said:

- the training has **positively changed my attitudes** towards conflict.
- I will handle conflicts in the workplace **more effectively** after the course.
- If there is a disagreement with colleagues, **I will use the mediation skills** that I learned during the course.

*"The workshop has helped me to **evaluate and think about relationships in a different way**, and I think this will allow me to **improve and build** on my working relationships."*

WANDSWORTH MEDIATION SERVICE (A Company Limited by Guarantee)

Report from the directors for the year ended 31 March 2023 (continued)

*"**More empathy** with relationships with staff and be able to stay neutral when dealing with conflict. If conflict to try and let them come to the resolution."*

Roehampton Empowering Women six workshops: in response to a need in the community, we adapted our community workshops for women only, which ran from 31 January for 6 weeks. This was funded by the Wandsworth Grant Fund round 20.

100% of respondents found the workshops relevant to them and said they now feel more confident dealing with potential conflict situations in a more positive way.

92% of respondents felt that the workshops improved their mental health and wellbeing.

96% of respondents felt connected to other participants.

The feedback quotes we received were also heartening and showcased how effective the sessions were in making a positive difference in the lives of the attendees:

*"I am so grateful for this opportunity and will use these **skills for life**."*

*"I will be **more sensitive** to the other person's thoughts and feelings."*

*"It was lovely to sit with people and realise that other people have conflict as well as me. Sometimes you can feel alone in a situation, and **it was reassuring**."*

*"I **recommend** this to everyone."*

In order to build on connections made and to continue to offer support, we ran monthly drop-in clinics at the same time as the Women's coffee mornings in the summer of 2023. Women came to talk to WMS about conflict or family issues they were facing and gained support and information about WMS and other local services.

Celebrating WMS's mediators

As we come closer to our 20th Anniversary at WMS, we acknowledge gratefully that everything we have achieved in the past 18 years is thanks to the commitment, dedication and support of our 60 volunteers.

We quantified the time that our volunteers spent in 2022 in casework, training, sharing expertise and supporting the work of the charity: mediators spent over 1200 hours and our trustee board devoted over 450 hours.

Our volunteer mediators work with people in dispute in a variety of ways. They deliver mediations, conflict coaching and facilitation sessions. They give each party the equal opportunity to express their views and assist them to consider ways in which they can improve matters in the future.

Some feedback from our mediators about volunteering with WMS:

*"I volunteer as a community mediator for WMS, and have done for several years, because **I find it hugely empowering. [...] It's a wonderful feeling that there's a little less needless stress and conflict out there as a result of WMS.**"*

*"I have been a volunteer with WMS for almost 10 years and during that time **have seen it go from strength to strength**. It is an inspirational organisation, and one which I am very proud to be associated with. I started with WMS as a commercial mediator and have since expanded my involvement to include workplace and community mediation, conflict coaching and peer mediation training. That I am happy to give my time to WMS in so many ways is **testament to the high regard I have for WMS's professionalism and passion for wanting to help resolve conflict at a business, social and personal level, throughout and beyond the Borough of Wandsworth. The people they help are at the centre of WMS's ethos and approach.** I also gain an enormous amount personally from what I do for WMS."*

WANDSWORTH MEDIATION SERVICE (A Company Limited by Guarantee)

Report from the directors for the year ended 31 March 2023 (continued)

Everyone associated with WMS is dedicated to what they do and a pleasure to work with.

The issues we deal with can be challenging but support is always at hand.

My highlight of the last few years has been delivering peer mediation training in primary schools within the Borough. It is hard work, but rewarding and transformational, for me as well as the children we train!"

Funding

We are unique amongst community mediation providers in securing funding from commercial and workplace mediations, with mediators on those panels waiving their fees in favour of WMS. We actively seek industry experts to join our panel, as it helps us secure high-profile commercial cases which fund our community work. Amongst our volunteers are some of the most experienced commercial mediators in the UK, including recipients of King's Counsel and various award-winners.

As we do in all areas, we adapt and seek grant funding where we can, and recent grants include:

- Battersea Power Station Foundation from 2017 covered some schools work and community training in Battersea.
- Wandsworth Grant Fund (round 16) concluded with the training of 3 neighbour mediators in April and May 2022.
- Wandsworth Grant Fund (round 20) funded the Empowering Women workshops, so that we could offer the 6 workshops for free.
- The National Lottery Awards for All funded core costs for our community case managers from 1 March 2022 for 12 months.

Championing equality, diversity, and inclusion across our services

- **Diversity:** We provide our services to the entire community of Wandsworth, as everyone experiences conflict within their family, neighbourhood, community, workplace or business at some time. Around 46% of community mediation clients who left feedback for our service are people from ethnic minority backgrounds. About 20% of our mediators are ethnic minorities.
- **Language barriers:** We ensure that our services/materials can reach all beneficiary groups, including those with English as a second language. For example, for clients who would like to mediate but feel they require language support, we offer a free interpreting service. For our Homes for Ukraine project, we circulate flyers in three languages: English, Ukrainian and Russian.
- **Different faiths:** our mediators work across different faiths.
- **Accessibility:** Our offices at St Mark's church where we hold many mediations have disabled access, and we always accommodate for mobility and other issues.
- **Reaching out to vulnerable groups,** such as those with mental health difficulties: We get referrals from NHS social prescribers who help us reach out to community members whose mental health is suffering due to interpersonal conflict. 81% of our community mediation clients say that our service improved their mental wellbeing.

By way of a current example of how the work of WMS impacts a range of people, these people signed up to our community workshops:

- 50% are from an ethnic minority group ie Asian, Black, Mixed or Other
- 19% have a physical disability,
- 8% have a mental disability,
- 15% are in receipt of free school meals,
- 46% are unemployed.

One of our neighbour mediators says,

*"As a member of an ethnic minority community, I particularly value the fact that WMS' commitment in this area permeates their practice in relation to mediators, the volunteers and their clients. WMS takes extremely seriously its commitment **to ensuring all communities benefit from its services** and I have found this to be one of the most impressive features of the charity.*

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**Report from the directors
for the year ended 31 March 2023 (continued)**

*At a personal level, I have experienced for myself the **compelling and lasting benefits of WMS' constant efforts to ensure that diverse communities are represented in the team of volunteers.***

The impact of the work of WMS is best left to our clients:

Feedback on a co-parenting case:

*"It has helped me to explain my situation in a calm way.
WMS staff have human hearts and understand what people are going through.
This charity needs all the help they can get as **they literally save lives.**"*

Feedback on a Commercial case:

*"Absolutely terrific. [The mediator] was able to use his sharp experience and clear ability to **negotiate a path through what seemed an impossible case to mediate.** All parties settled satisfactorily and we were able to avoid the protraction of going to court. I was absolutely thrilled with the determination of the mediation team to negotiate a mutually beneficent outcome.*

*He changed my life through his insight into the mediation process, with his clear ability to find pathways in solving disputes, he negotiated a freeing deal that has **simply changed my life.**"*

Feedback on a School Relations mediation case:

*"We appreciate the support provided by Wandsworth Mediation Service last academic year. It **helped us mend a relationship with one of the parents, it enabled both parties to take full responsibility of their actions.** The entire process was fair and transparent, felt like a safe space and it helped both parties to extend care and compassion to each other."*

Feedback on a Workplace case (summary of a phone conversation):

*We had a constructive and productive conversation. I am pleased to have participated in mediation. I think **mediation should be a standard part of the process after a complaint has been made.***

Feedback on an Inter-generational case:

*"I feel the service has enabled me to **say my feelings out loud instead of keeping everything bottled up inside.** The service has helped me look at other options so I can seek a good outcome for all affected."*

Feedback on a Conflict Coaching case:

*"It was good for me to be **able to express myself freely with the coaches, who were totally unbiased, about my problems.** They listened with empathy and I received some coping mechanisms from them."*

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**Report from the directors
for the year ended 31 March 2023 (continued)**

Later in 2023, WMS received the **King's Award for Voluntary Service**, which is the highest award given to volunteer groups in the UK, equivalent to an MBE. This prestigious accolade is the first of its kind since King Charles III ascended to the throne. It stands as a testament to the exceptional work and dedication of our volunteers, and their impact within the community.

Statement of Directors' Responsibilities:

The trustees (who are also the directors of Wandsworth Mediation Service for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- a.) select suitable accounting policies and apply them consistently;
- b.) observe the methods and principles in the Charities SORP;
- c.) make judgements and estimates that are reasonable and prudent;
- d.) state whether applicable accounting standard comprising FRS 102 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- e.) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the section 476 of the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small companies provision statement:

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

I approve the attached statement of financial activities and balance sheet for the year ended 31st March 2023 and confirm that I have made available all information necessary for its preparation.

Approved by the Directors on the November 14th 2023

Signed on their behalf by Director *Benedict Havey*

Print Name: BENEDICT HAVEY

INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS

Report to the trustees and members of Wandsworth Mediation Service on the accounts for the year ended 31st March 2023 set out on pages 12 to 13.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

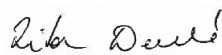
INDEPENDENT EXAMINER'S STATEMENT

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

Zita Derbak MAAT, AATQB
Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
West Sussex
PO18 8NF

Signature: 

Date: 15th November 2023

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

Statement of Financial Activities
FOR YEAR ENDED 31ST OF MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
INCOME					
Donations & legacies	3a, 5	2,001	14,782	16,783	798
Investment Income	3b, 5	6	37	43	10
Charitable Activities	3c	47,294	-	47,294	24,548
Other Incoming Resources	3d	425	-	425	273
TOTAL INCOME		49,726	14,819	64,545	25,629
EXPENDITURE					
Cost of Charitable Activities	4a, 5	43,148	27,214	70,362	48,992
Governance Costs	4b	750	-	750	750
TOTAL EXPENDITURE		43,898	27,214	71,112	49,742
NET INCOME/(EXPENDTURE)		5,828	(12,395)	(6,567)	(24,113)
Total Funds Brought Forward		10,072	19,217	29,289	53,402
Transfers Between Funds		(380)	380	-	-
TOTAL FUNDS CARRIED FORWARD		15,520	7,202	22,722	29,289

Movements on all reserves and all recognised gains and losses are shown above.

The notes on pages 14 to 20 form part of these financial statements.

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)
COMPANY REGISTRATION No: 04778659
BALANCE SHEET
FOR YEAR ENDED 31ST OF MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-23 £	Total 31-Mar-22 £
Fixed Assets					
Tangible Assets	2	-	-	-	-
Current Assets					
Debtors & Prepayments	7	628	-	628	603
Cash at Bank and in Hand	6	18,561	7,202	25,763	29,436
Total Current Assets		19,189	7,202	26,391	30,039
Creditors: amounts falling due within one year	8	3,669	-	3,669	750
NET CURRENT ASSETS		15,520	7,202	22,722	29,289
TOTAL ASSETS less current liabilities		15,520	7,202	22,722	29,289
Creditors: amounts falling due in more than one year	9	-	-	-	-
NET ASSETS		15,520	7,202	22,722	29,289
Funds of the Charity:					
General Funds		15,520	-	15,520	10,072
Restricted Funds	5	-	7,202	7,202	19,217
TOTAL FUNDS		15,520	7,202	22,722	29,289

For the year ending 31st March 2023 the Company was entitled to exemption from audit under section 477(2) of the Companies Act 2006 relating to small companies.

Directors' Responsibilities:

1. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006; and
2. The directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and for the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

The financial statements on pages 12 and 13 were approved by the directors for issue.

Approved by the Directors on the Benedict Havey

Signed on their behalf by Director November 14th 2023

Print Name: BENEDICT HAVEY

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

1. ACCOUNTING POLICIES

Basis of Preparation & Assessment of Going Concern

Basis of Preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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) - Charities SORP (FRS 102) and incorporating update bulletin 1, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

There has been no change to the accounting policies (Valuation rules and methods of accounting) since last year.

Wandsworth Mediation Service ("The Charity") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost unless otherwise stated in the relevant accounting policy notes.

Assessment of Going Concern

Preparation of the accounts is on a going concern basis. The trustees consider that there are no material uncertainties about the Wandsworth Mediation Service's ability to continue as a going concern.

Cash Flow Statement

The company has taken advantage of the exemption in Financial Reporting Standard No 1 from the requirement to produce a cash flow statement.

Incoming Resources

Recognition of Incoming Resources

These are included in the Statement of Financial Activities ("SOFA") when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Incoming Resources with Related Expenditure

Where incoming resources have related expenditure (as with fundraising or contract income) the incoming resource and related expenditure are reported gross in the SOFA.

Grants and Donations

Grants and Donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Tax Reclaims on Donations and Gifts

Incoming resources from tax reclaims are included in the SOFA at the same time as the gift to which they relate.

Contractual Income and Performance Related Grants

This is only included in the SOFA once the related goods or services has been delivered.

Gifts in Kind

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the charity. Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2023**

1. ACCOUNTING POLICIES (Continued)

Incoming Resources (Continued)

Donated Services and Facilities

These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

Volunteer Help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment Income

This is included in the accounts when receivable.

Expenditure and Liabilities

Liability Recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance Costs

Include costs of the preparation and examination of statutory accounts, the costs of the trustees' meetings and cost of any legal advice to trustees on governance or constitutional matters.

Operating Leases

Rental charges payable under operating leases are charged on a straight line basis over the terms of the lease.

Taxation

The charity is exempt from tax on its charitable activities.

Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Assets

Fixed Assets

Tangible fixed assets for use by the charity are capitalised if they can be used for more than one year and cost at least £1,500. They are valued at cost or, if gifted, at the value to the charity on receipt.

2. TANGIBLE FIXED ASSETS

The Charity held no tangible fixed assets during this or the previous financial year.

The annual commitments under non-cancelling operating leases and capital commitments are as follows:

31st March 2023: None

31st March 2022: None

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2023

3. INCOME	Note	Unrestricted Funds £	Restricted Funds £	TOTAL 2022/23 £	TOTAL 2021/22 £
a) Donations & Legacies					
Donations		1,626		1,626	798
Gift Aid Tax Recovered		375	-	375	-
Grants	5	-	14,782	14,782	-
		2,001	14,782	16,783	798
b) Investment Income					
Bank Interest	5	6	37	43	10
		6	37	43	10
c) Charitable Activities					
Commercial Income		20,344	-	20,344	24,548
Workplace mediation		14,600	-	14,600	-
Training Courses		11,800	-	11,800	-
Community Fee		550	-	550	-
		47,294	-	47,294	24,548
d) Other Incoming Resources					
Other Income		425	-	425	273
		425	-	425	273

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2023

4. EXPENDITURE		Unrestricted Funds	Restricted Funds	TOTAL 2022/23	TOTAL 2021/22
	Note	£	£	£	£
a) Cost of Charitable Activities					
Contractors' Fees	5	18,384	12,273	30,657	27,547
Equipment Costs		3,257	-	3,257	339
Gifts & Donations		-	-	-	200
Insurance Costs		1,234	-	1,234	1,196
Mediation Fees		3,404	-	3,404	1,500
Membership Fees		1,118	-	1,118	1,813
Printing, Postage & Stationery	5	189	77	266	440
Professional Fees	5	12,813	12,100	24,913	5,462
Donation for Office use		500	-	500	-
Sundry Expenses	5	1,314	65	1,379	1,062
Telephone Costs		737	-	737	939
Trainers' Fees	5	106	29	135	-
Training Costs	5	59	2,640	2,699	8,488
Travel & Subsistence		33	30	63	6
		43,148	27,214	70,362	48,992
b) Governance Costs					
Independent Examiner's Fee	8	750	-	750	750
		750	-	750	750

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2023

5. RESTRICTED FUNDS

CURRENT FINANCIAL YEAR	Total 1-Apr-22 £	Income £	Expenditure £	Transfers £	Total 31-Mar-23 £
Battersea Power Station Foundation Grant	16,957	37	11,567	-	5,427
National Lottery A4A	-	9,240	8,323	-	917
Wandsworth Grant Fund (20)	-	5,542	4,684	-	858
Wandsworth Grant Fund (Round 16)	2,260	-	2,640	380	-
TOTAL	19,217	14,819	27,214	380	7,202

PREVIOUS FINANCIAL YEAR

	Total 1-Apr-21 £	Income £	Expenditure £	Transfers £	Total 31-Mar-22 £
Battersea Power Station Foundation Grant	21,818	7	4,868	-	16,957
CAF Grant	310	-	312	2	-
Battersea Big Lottery	800	-	800	-	-
Wimbledon Foundation Grant	-	-	-	-	-
Wandsworth Grant Fund (DBASE)	4,059	-	4,059	-	-
Wandsworth Grant Fund (Round 16)	9,040	-	6,780	-	2,260
TOTAL	36,027	7	16,819	2	19,217

Details of the restricted funds are given in the Directors' Annual Report.
The restricted funds are wholly represented by the Charity's cash reserves.

6. CASH AT BANK AND IN HAND

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-23 £	Total 31-Mar-22 £
Current account	16,142	-	16,142	10,221
Savings account	2,419	7,202	9,621	19,215
	18,561	7,202	25,763	29,436

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2023

7. DEBTORS AND PREPAYMENTS

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-23 £	Total 31-Mar-22 £
Prepayments	628	-	628	603
	628	-	628	603

8. CREDITORS, ACCRUALS AND DEFERRED INCOME: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-23 £	Total 31-Mar-22 £
Independent Examiner's Fee	750	-	750	750
Other Accruals	2,919	-	2,919	-
	3,669	-	3,669	750

9. CREDITORS AND ACCRUALS: AMOUNTS FALLING DUE IN MORE THAN ONE YEAR

The Charity held no long term liabilities during this or the previous financial period.

10. RECONCILIATION OF MOVEMENT ON CAPITAL AND RESERVES

The Company is Limited by Guarantee (04778659) and is a Charity registered with the Charity Commission (1102464) and does not have a Share capital and has no income subject to Corporation Tax.

	2022/23 £	2021/22 £
Profit / Deficit for the financial year	(6,567)	(24,113)
Other Recognised Gains	-	-
	(6,567)	(24,113)
Balance Brought Forward	29,289	53,402
Closing Funds at 31st March 2023	22,722	29,289

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2023**

11. STAFF COSTS AND NUMBERS

The Company employed no staff during this or the previous financial year.

The Company engaged 5 (2021/22: 4) self employed contractors in this financial year to perform the Charitable Activities of the Company.

12. DIRECTORS AND OTHER RELATED PARTIES

During the financial period, Mrs S. Crooks received £3,200 (2021/22: £650) on behalf of Peacewell Ltd in contractors payments for training provided in furthering the Charity's objects. Mrs S. Cook is also a director of Peacewell Ltd.

Other than reimbursements for small items of expenditure on behalf of the charity, no other payments were made to Directors or any persons connected with them during this financial period. No other material transaction took place between the charity and a Director or any person connected with them.

13. RISK ASSESSMENT

The Directors actively review the major risks which the charity faces on a regular basis and believe that maintaining the free reserves stated, combined with the annual review of the controls over key financial systems carried out on an annual basis will provide sufficient resources in the event of adverse conditions. The Directors have also examined other operational and business risks which they face and confirm that they have established systems to mitigate the significant risks.

14. RESERVES POLICY

The Directors have considered the level of reserves they wish to retain, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments held. The Directors aim to ensure the charity will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. The directors will endeavour not to set aside funds unnecessarily.

15. PUBLIC BENEFIT

The Charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or 'aims' that are for the public benefit. Details of how the charity has achieved this are provided in the Report of the Directors. The directors confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

WANDSWORTH MEDIATION SERVICE

England & Wales - Charity number 1102464

Accounts

**ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022**

**WANDSWORTH
MEDIATION SERVICE**

(A Company Limited by Guarantee)

CHARITY REGISTRATION No: 1102464

COMPANY REGISTRATION No: 04778659

Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
West Sussex
PO18 8NF

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

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Page 18	Independent Examiners Report to the Directors

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

LEGAL AND ADMINISTRATIVE INFORMATION

REGISTERED CHARITY NUMBER	1102464
REGISTERED COMPANY NUMBER	04778659
DATE OF INCORPORATION	28th May 2003
START OF FINANCIAL YEAR	1st April 2021
END OF FINANCIAL YEAR	31st March 2022
DIRECTORS AT 31ST MARCH 2022	Mr Stephen Ruttle Ms Hilary Suzanne Campbell Brodsky Ms Clare Jane de Beer Ms Katie Finch Mr Philip Alistair Guthrie Ms Sharon Crooks Mr Stephen Peter Kelly Ms Sarah Spreckley

The existing trustees appoint any new trustees following the provisions laid out in the organisation's governing instrument.

LEGAL STATUS Company Limited By Guarantee

GOVERNING INSTRUMENT Memorandum and Articles Of Association Incorporated 28th May 2003 as Amended by Special Resolution 23rd February 2004.

OBJECTS

(I) To promote for the public benefit, predominantly but not exclusively in the local area or community of the London Borough of Wandsworth, the provision of services directed towards mediation, conciliation or reconciliation as between persons, organisations, authorities or groups involved or likely to become involved in dispute or inter-personal conflict both generally and, in particular, in any situation where that dispute or conflict results from, or may lead to, acts of violence, nuisance, vandalism, racial abuse, unlawful activity or breakdown of public order. (II) To advance for the public benefit the education of the public, particularly in the said local area or community of the London Borough of Wandsworth, in the purposes and methods of such mediation, conciliation, or reconciliation and in particular the understanding of the nature and causes of any such disputes or conflicts and of all means of managing them for the purposes of peaceful resolution in the interests of good citizenship.

REGISTERED OFFICE St Mark's Durie Hall, Battersea Rise, London SW11 1EJ

PRIMARY BANKERS Metro Bank, 1 Southampton Row, London WC1B 5HA

INDEPENDENT EXAMINER Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
West Sussex
PO18 8NF

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT
FOR THE YEAR ENDED 31ST MARCH 2022**

Recovery from the impact of the COVID-19 pandemic on the operation of the charity

This was a period of:

1. adapting the charity's provision to our local community,
2. reconnecting Wandsworth Mediation Service's (WMS) mediators, and
3. developing the skills of our volunteer panel.

At the end of this challenging year...

The portfolio of work offered by WMS expanded to support a wider range of conflict situations experienced by all members of our community. WMS continued to build and develop relationships with local organisations, highlighting the breadth of work that we do:

- free mediations for families, neighbours and communities,
- workplace and commercial mediations,
- free conflict coaching for individuals,
- faith-based conflict and mediations for charities,
- skills training for community members and those working with others in conflict, often grant funded so without charge to participants,
- communications and conflict awareness for workplaces and local organisations, and
- facilitated conversations with groups of people.

Working alongside local organisations and informing them of the different ways that WMS can support individuals in conflict has led to a greater awareness of our work and connections.

Adapting the charity's provision to our local community

After the lockdowns, WMS re-started to offer the full range of work to our community.

We circulated newsletters, wrote to over 60 local councillors, and published articles for:

- Independent Schools Magazine on school fees mediation and disputes between parents and staff.
- Anti-Social Behaviour awareness campaign with Wandsworth Council and Wandsworth Community Safety team on how to prevent anti-social behaviour from escalating.
- Wandsworth Older People's Forum on Elder Mediation.
- Interview with trustee Sharon Crooks for the Big Local SW11 Alliance website.
- Wandsworth Chamber of Commerce's Business Connexions magazine article on workplace mediation.

The team presented to groups and/ or attended local networking events, including:

- Wandsworth Social Prescribers
- Wandsworth Chamber of Commerce
- Voluntary Sector Forum
- Knife Crime Unit
- Happy Streets Festival
- Wandsworth Safer Neighbourhood Teams
- Roehampton Cluster and Roehampton Women's Network
- Richmond & Wandsworth Council
- Battersea Alliance
- Big Local Battersea Together
- Battersea Breakfast

1. Mediations and casework

Mediation Casework:

The charity had 46 mediation cases and conflict coaching sessions over 2021, supporting well over 100 people on these cases.

In addition, WMS had enquiries from over 225 people, who were signposted on to other agencies and organisations for support.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT (Continued)
FOR THE YEAR ENDED 31ST MARCH 2022**

1. Mediations and casework (continued)

In the first quarter of 2022, WMS had 12 enquiries for commercial and workplace cases, which led to 5 new mediations. We opened 18 new neighbour, family, inter-generational cases, offering these services for free to residents of Wandsworth. Case numbers increased compared to the same quarter in 2021, although some of this increase reflects the fact that we changed the way that we monitor our cases to be more consistent with other community mediation providers. Case numbers now includes cases that may not necessarily proceed to a mediation session, but there will have been a referral and signposting, good conversations and support from the WMS office team.

Referrals and enquiries came from individuals, and local networks and organisations, including the Police, Richmond & Wandsworth Council, CAB Wandsworth, NHS social prescribers, Refernet and housing associations.

Online sessions: Whilst online meetings had been invaluable during lockdowns, it was our experience that that they did not offer the same connection between people in conflict as being in the same room with each other. There was a reduced engagement on a personal level between clients in virtual mediation sessions. People could not see body language or benefit from the physicality of being in the same room with someone they were in conflict with.

That said, WMS tried to be as flexible, and safety conscious, as our panel members and the charity could be in the constraining circumstances. Having asked our mediators to take on some of the case work previously carried out by our case managers to meet demand during the lockdowns, our office team were able to take that work on again. We offered meetings with clients in person, with appropriate safeguards such as screens, visors, and ventilation. However, we found that there was still a reluctance from clients to meet face-to-face. This reduced as time went on.

The voice of the community: Repeatedly, we found that people were reluctant to mediate. Along with other mediation community mediation providers, we noticed that people were becoming more deeply entrenched in their positions than before the pandemic. Frequently, we found that they did not want to reconcile with those they were in conflict with. People wanted others (for example, housing providers and the police) to resolve situations rather than engage and help themselves.

Post office mediations: having been engaged in 2020 by the Post Office to mediate disputes with sub-postmasters arising out of the historic shortfall scheme, WMS was also engaged to mediate disputes with sub-postmasters arising out of the stamps scheme in September 2021. Casework began later in 2022.

Funding: In February 2022, we received a grant of £9240 from the National Lottery Awards for All for contractor costs for two community case managers for 12 months from 1 March 2022.

2. Skills training

Our range of workshops and training cover life skills in:

- Understanding conflict
- Managing your emotions
- Connecting through listening and expressing yourself
- Straight talking
- Negotiating Skills
- Building rapport
- Understanding interests and needs
- Communication skills
- Basic mediation skills

Increasing skills training: We adapted to the needs of the community and widened our work in equipping local people with communication skills. We increased our pool of trainers to meet the growing demand for our training projects over the course of 2022, as life began to get back to how it had been pre-pandemic.

Training is often a stepping-stone for people towards more direct engagement with others who they are in conflict with. When people trained with us, sometimes they would access other services offered by WMS, for example, conflict coaching.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT (Continued)
FOR THE YEAR ENDED 31ST MARCH 2022**

2. Skills Training (continued)

Training in primary schools: In April 2022, we ran another peer mediation training project for a Battersea primary school, training all members of staff including teachers, and 12 pupils from years 4 and 5. The peer mediation project empowers pupil mediators to resolve playground conflict between other pupils without intervention from staff. The positive impact of the skills learnt both within the school environment and at home is life changing. With funding from the Battersea Power Station Foundation, WMS was supported by Peaceworks using licenced material they had developed in primary schools in West Sussex and Hampshire. We plan to continue to offer this programme to other schools in Battersea with the grant funding later in 2022.

Helping those in heightened conflict or violent situations: Later in 2022, we went on to offer training for key workers and youth workers working with local organisations in Battersea, and Richmond and Wandsworth Council to equip people to support leaders who are working with young people, and whose role also involves engaging with professionals in other services such as the Police, Local Authority, Social Services, or key workers.

Wandsworth's Knife Crime Unit commissioned the 'Connecting and Communicating in Conflict' programme. We designed the programme to support those working with people who are facing challenging situations or conflict and who may be at risk of youth violence or exploitation. It focussed on how to connect and communicate with people who may be demonstrating challenging behaviour or engaging in conflict. The workshops took place in June 2022.

Workplace training for managers: Richmond & Wandsworth Council commissioned WMS to develop a pilot training programme for managers to improve communication and understanding between colleagues to reduce workplace conflict which was run in May and June 2022. This was in parallel with WMS being on the Council's panel for workplace mediation between Council employees.

A key vision for WMS is to increase awareness about the benefits of mediation and improved communication on all relationships. In a workplace setting, it is crucial as there is often an ongoing relationship between colleagues, who may disagree, or be in conflict, but need to find a way to work well with each other.

Workplace mediations and training: There was a surge in our workplace mediation caseload as people returned to work having had greater autonomy and independence working from home during the pandemic. Workplace tensions increased as people re-integrated and adapted to a blended way of working: balancing working from home and in the office, and reconnecting with colleagues.

WMS was instructed in complex multi-party workplace mediations, including some team building sessions for the team afterwards to help strengthen relationships within the workplace.

Reconnecting WMS's mediators and improving our processes

Online learning, meetings and workshops offered flexibility, availability around other commitments, and at times felt safer, whilst people remained reluctant to meet in person. We found that often there was increased engagement as it was easier to log-in from home than travel.

WMS provided a variety of supervision and training sessions to rebuild connections between our volunteers and refresh training after lockdowns had reduced engagement.

WMS also took the opportunity to review and update our IT systems, improving security and streamlining our processes.

With the help of a grant from Wandsworth Grant Fund, we engaged Fluid IT to develop a database for WMS.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT (Continued)
FOR THE YEAR ENDED 31ST MARCH 2022**

Expanding and developing the skills of our volunteer panel

After the community began to open up after the lockdowns, there was movement within our panels. Several people decided that they were no longer able to volunteer with WMS, as they reconsidered their commitments after a challenging period for everyone. Fortunately, we also had people expressing an interest in joining and training as mediators with WMS.

Thanks to a grant from the Wandsworth Grant Fund (round 16), in February and March 2022, Lorraine Bramwell Associates trained 7 intergenerational mediators from other panels for WMS. The grant also covered Calm Mediation's training for 12 neighbour mediators (10 of whom were new to WMS) split over virtual training in 2021 for 9 people, and in person for 3 people in April and May 2022.

Supervision sessions: Facilitated by our more experienced mediators, we devised small group supervision sessions for mediators on Zoom. These are well attended, with mediators having a chance to discuss approaches for more complex cases, and to learn from each other.

Safeguarding training: In January 2022, Richmond & Wandsworth Council ran online safeguarding training for 25 mediators.

As part of the intergenerational mediation training, WMS offered specific safeguarding training for all our intergenerational mediators. This was a helpful refresher for all of those already on our intergenerational panel and a chance to meet the new panel members.

The impact of the work of WMS is best left to our clients:

Feedback on a neighbour case:

*"The mediation is very positive and its give a Good (sic) feelings to us that there are some great people there to help us. many Thank you to every one ...
Thank you so much for been there for us. i dont (sic) think it can be better than this, the service was more than Great and the communication was Great, they did work very hard to make the arrangements. Thank you"*

Feedback on a co-parenting cases:

*"It made me feel less angry and anxious about other people's behaviours and impacts on my children."
"When this first came up as an option, I really felt this was a box ticking exercise and that we were definitely going to end up in court.
But now, I don't feel it was a tick box exercise
and hopefully we are going to end up in a better place than before.
It is an ongoing process."*

Feedback on a faith-based mediation:

*"We were given an amazingly safe and well-regulated space to listen to each other as a couple and so make huge steps forward with understanding ourselves and the situation we were in.
I wasn't expecting the process to be so positive and
such an accelerator in discerning the way ahead in a way that was both gracious and mutual."*

Feedback on an inter-generational mediation:

*"I wanted to write to thank you... for facilitating our [inter-generational] mediation session...
It provided us with a safe space to have a rigorous, challenging but ultimately healing conversation.
I hugely appreciate the time, effort and skill that the mediators put into the process.
You are all doing amazing work. Thanks so much."*

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT (Continued)
FOR THE YEAR ENDED 31ST MARCH 2022**

Statement of Directors' Responsibilities:

The Charities Act and the Companies Act require the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of the surplus or deficit of the charity. In preparing those financial statements the Board is required to:

- a) select suitable accounting policies and then apply them consistently;
- b) make judgements and estimates that are reasonable and prudent;
- c) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business;
- d) state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.

The Directors are also responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which are sufficient to show and explain the charity's transactions and enable them to ensure that the financial statements comply with the Companies Act 2006 and comply with regulations made under the Charities Act. They 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.

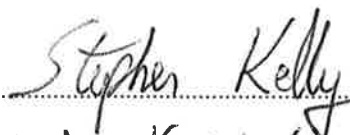
The Directors are also responsible for the contents of the Directors' report, and the responsibility of the independent examiner in relation to the Directors' report is limited to examining the report and ensuring that on the face of the report there are no inconsistencies with the figures disclosed in the financial statements.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

I approve the attached statement of financial activities and balance sheet for the year ended 31st March 2022 and confirm that I have made available all information necessary for its preparation.

8th December, 2022

Approved by the Directors on the

Signed on their behalf by Director 

Print Name: STEPHEN KELLY

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2021/22 £	TOTAL 2020/21 £
INCOME						
Donations & Legacies	3a	798	-	-	798	27,304
Investment Income	3b	3	-	7	10	45
Activities for Generating Funds	3c	-	-	-	-	-
Charitable Activities	3d	24,548	-	-	24,548	13,910
Other Incoming Resources	3e	273	-	-	273	2,368
TOTAL INCOME		25,622	-	7	25,629	43,627
EXPENDITURE						
Cost of Charitable Activities	4a	32,173	-	16,819	48,992	51,414
Governance Costs	4b	750	-	-	750	750
TOTAL EXPENDITURE		32,923	-	16,819	49,742	52,164
NET INCOME/(EXPENDITURE)		(7,301)	-	(16,812)	(24,113)	(8,537)
Total Funds Brought Forward		17,375	-	36,027	53,402	61,939
Transfers Between Funds		(2)	-	2	-	-
TOTAL FUNDS CARRIED FORWARD		10,072	-	19,217	29,289	53,402

Movements on all reserves and all recognised gains and losses are shown above.

The notes on pages 11 to 17 form part of these financial statements.

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

BALANCE SHEET
AS AT 31ST MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-22 £	Total 31-Mar-21 £
Fixed Assets					
Tangible Assets	2	-	-	-	-
Current Assets					
Debtors & Prepayments	8	603	-	603	605
Cash at Bank and in Hand	7	10,219	19,217	29,436	53,547
Total Current Assets		10,822	19,217	30,039	54,152
Creditors: amounts falling due within one year	9	750	-	750	750
NET CURRENT ASSETS		10,072	19,217	29,289	53,402
TOTAL ASSETS less current liabilities		10,072	19,217	29,289	53,402
Creditors: amounts falling due in more than one year	10	-	-	-	-
NET ASSETS		10,072	19,217	29,289	53,402
Funds of the Charity:					
General Funds		10,072	-	10,072	17,375
Designated Funds	5	-	-	-	-
Restricted Funds	6	-	19,217	19,217	36,027
TOTAL FUNDS		10,072	19,217	29,289	53,402

Directors' Responsibilities:

The Directors are satisfied that for the year ended on 31st March 2022 the charitable company was entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006 and that no member or members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Act. However, in accordance with section 145 of the Charities Act 2011, the accounts have been examined by an Independent Examiner whose report appears on page 18.

The Directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The Directors acknowledge their responsibility for ensuring that the company keeps proper accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and if its profit and loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

Approved by the Directors on the 8th December, 2022

Signed on their behalf by Director *Stephen Kelly*

Print Name:

STEPHEN KELLY

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022**

1. ACCOUNTING POLICIES

Basis of Preparation & Assessment of Going Concern

Basis of Preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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) - Charities SORP (FRS102)) and incorporating update bulletin 1, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

There has been no change to the accounting policies (Valuation rules and methods of accounting) since last year.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost unless otherwise stated in the relevant accounting policy notes.

Assessment of Going Concern

Preparation of the accounts is on a going concern basis. The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Cash Flow Statement

The company has taken advantage of the exemption in Financial Reporting Standard No 1 from the requirement to produce a cash flow statement.

Incoming Resources

Recognition of Incoming Resources

These are included in the Statement of Financial Activities (SOFA) when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Incoming Resources with Related Expenditure

Where incoming resources have related expenditure (as with fundraising or contract income) the incoming resource and related expenditure are reported gross in the SOFA.

Grants and Donations

Grants and Donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Tax Reclaims on Donations and Gifts

Incoming resources from tax reclaims are included in the SOFA at the same time as the gift to which they relate.

Contractual Income and Performance Related Grants

This is only included in the SOFA once the related goods or services has been delivered.

Gifts in Kind

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the charity. Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2022**

1. ACCOUNTING POLICIES (Continued)

Incoming Resources (Continued)

Donated Services and Facilities

These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

Volunteer Help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment Income

This is included in the accounts when receivable.

Expenditure and Liabilities

Liability Recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance Costs

Include costs of the preparation and examination of statutory accounts, the costs of the trustees' meetings and cost of any legal advice to trustees on governance or constitutional matters.

Operating Leases

Rental charges payable under operating leases are charged on a straight line basis over the terms of the lease.

Taxation

The charity is exempt from tax on its charitable activities.

Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Assets

Fixed Assets

Tangible fixed assets for use by the charity are capitalised if they can be used for more than one year and cost at least £1,500. They are valued at cost or, if gifted, at the value to the charity on receipt.

2. TANGIBLE FIXED ASSETS

The Charity held no tangible fixed assets during this or the previous financial year.

The annual commitments under non-cancelling operating leases and capital commitments are as follows:

31st March 2022: None

31st March 2021: None

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2022

3. INCOME

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2021/22 £	TOTAL 2020/21 £
a) Donations & Legacies					
Gifts & Donations	798	-	-	798	4,590
Gift Aid Tax Recovered	-	-	-	-	1,252
Grants	-	-	-	-	21,462
Gift Aid Tax Recovered	-	-	-	-	-
	798	-	-	798	27,304
b) Investment Income					
Bank Interest	3	-	7	10	45
	3	-	7	10	45
c) Activities for Generating Funds					
Fundraising Income	-	-	-	-	-
	-	-	-	-	-
d) Charitable Activities					
Commercial Income	24,548	-	-	24,548	11,260
Community Fees	-	-	-	-	900
Training Courses	-	-	-	-	1,750
	24,548	-	-	24,548	13,910
e) Other Incoming Resources					
Sundry Income	273	-	-	273	2,368
	273	-	-	273	2,368

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2022

4. EXPENDITURE

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2021/22 £	TOTAL 2020/21 £
a) Cost of Charitable Activities						
Contractors' Fees		24,267	-	3,280	27,547	26,122
Equipment Costs		321	-	18	339	1,999
Gifts & Donations		200	-	-	200	1,050
Insurance Costs		1,196	-	-	1,196	1,198
Mediation Fees		1,500	-	-	1,500	-
Membership Fees		1,813	-	-	1,813	278
Printing, Postage & Stationery		440	-	-	440	189
Professional Fees		-	-	5,462	5,462	10,810
Sundry Expenses		916	-	146	1,062	2,695
Telephone Costs		939	-	-	939	1,017
Training Costs		575	-	7,913	8,488	6,056
Travel & Subsistence		6	-	-	6	-
		32,173	-	16,819	48,992	51,414
b) Governance Costs						
Independent Examiner's Fee	9	750	-	-	750	750
		750	-	-	750	750

5. DESIGNATED FUNDS

The Charity held no designated funds during this or the previous financial year.

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2022

6. RESTRICTED FUNDS

	CURRENT FINANCIAL YEAR				Total 31-Mar-22 £
	Total 1-Apr-21 £	Income £	Expenditure £	Transfers £	
Battersea Power Station Foundation Grant	21,818	7	4,868	-	16,957
CAF Grant	310	-	312	2	-
Battersea Big Lottery	800	-	800	-	-
Wandsworth Grant Fund	-	-	-	-	-
Wandsworth Grant Fund (DBASE)	4,059	-	4,059	-	-
Wandsworth Grant Fund (Round 16)	9,040	-	6,780	-	2,260
TOTAL	36,027	7	16,819	2	19,217

	PREVIOUS FINANCIAL YEAR				Total 31-Mar-21 £
	Total 1-Apr-20 £	Income £	Expenditure £	Transfers £	
Battersea Power Station Foundation Grant	34,295	229	12,706	-	21,818
CAF Grant	-	12,422	12,112	-	310
Battersea Big Lottery	9,950	-	9,150	-	800
Wimbledon Foundation Grant	4,668	300	4,968	-	-
Wandsworth Grant Fund (DBASE)	5,584	-	1,525	-	4,059
Wandsworth Grant Fund (Round 16)	-	9,040	-	-	9,040
TOTAL	54,497	21,991	40,461	-	36,027

Details of the restricted funds are given in the Directors' Annual Report.

The restricted funds are wholly represented by the Charity's cash reserves.

7. CASH AT BANK AND IN HAND

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-22 £	Total 31-Mar-21 £
Cash at Bank and in Hand	10,219	19,217	29,436	53,547
	10,219	19,217	29,436	53,547

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2022

8. DEBTORS AND PREPAYMENTS

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-22 £	Total 31-Mar-21 £
Prepayments	603	-	603	605
Gift Aid Tax recoverable	-	-	-	-
	603	-	603	605

9. CREDITORS, ACCRUALS AND DEFERRED INCOME: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-22 £	Total 31-Mar-21 £
Independent Examiner's Fee	750	-	750	750
Other Accruals	-	-	-	-
	750	-	750	750

10. CREDITORS AND ACCRUALS: AMOUNTS FALLING DUE IN MORE THAN ONE YEAR

The Charity held no long term liabilities during this or the previous financial period.

11. RECONCILIATION OF MOVEMENT ON CAPITAL AND RESERVES

The Company is Limited by Guarantee (04778659) and is a Charity registered with the Charity Commission (1102464) and does not have a Share capital and has no income subject to Corporation Tax.

	2021/22 £	2020/21 £
Profit / Deficit for the financial year	(24,113)	(8,537)
Other Recognised Gains	-	-
	(24,113)	(8,537)
Balance Brought Forward	53,402	61,939
Closing Funds at 31st March 2022	29,289	53,402

8th December 2022

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2022**

12. STAFF COSTS AND NUMBERS

The Company employed no staff during this or the previous financial year.

The Company engaged 4 (2020/21:4) self employed contractors to perform the Charitable Activities of the Company.

13. DIRECTORS AND OTHER RELATED PARTIES

During the financial period Mrs S. Crooks received £650 (2020/21: £1,800) in contractors payments for training undertaken for Wandsworth Mediation Service in furthering the Charity's objects.

During the financial period Mr N. Adlington received £800 (2020/21: £1,800) in contractors payments for training undertaken for Wandsworth Mediation Service in furthering the Charity's objects.

Other than reimbursements for small items of expenditure on behalf of the charity, no other payments were made to Directors or any persons connected with them during this financial period. No other material transaction took place between the charity and a Director or any person connected with them.

14. RISK ASSESSMENT

The Directors actively review the major risks which the charity faces on a regular basis and believe that maintaining the free reserves stated, combined with the annual review of the controls over key financial systems carried out on an annual basis will provide sufficient resources in the event of adverse conditions. The Directors have also examined other operational and business risks which they face and confirm that they have established systems to mitigate the significant risks.

15. RESERVES POLICY

The Directors have considered the level of reserves they wish to retain, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments held. The Directors aim to ensure the charity will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. The directors will endeavour not to set aside funds unnecessarily.

16. PUBLIC BENEFIT

The Charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or 'aims' that are for the public benefit. Details of how the charity has achieved this are provided in the Report of the Directors. The directors confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS

Report to the trustees and members of Wandsworth Mediation Service on the accounts for the year ended 31st March 2022 set out on pages 9 to 17.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act.

INDEPENDENT EXAMINER'S STATEMENT

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

Keith Richards
Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
West Sussex
PO18 8NF



Date: 8th December, 2022

WANDSWORTH MEDIATION SERVICE

England & Wales - Charity number 1102464

Accounts

**ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021**

**WANDSWORTH
MEDIATION SERVICE**

(A Company Limited by Guarantee)

CHARITY REGISTRATION No: 1102464

COMPANY REGISTRATION No: 04778659

Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
West Sussex
PO18 8NF

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

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**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

LEGAL AND ADMINISTRATIVE INFORMATION

REGISTERED CHARITY NUMBER	1102464
REGISTERED COMPANY NUMBER	04778659
DATE OF INCORPORATION	28th May 2003
START OF FINANCIAL YEAR	1st April 2020
END OF FINANCIAL YEAR	31st March 2021
DIRECTORS DURING AND AFTER THE FINANCIAL YEAR	Mr Stephen Ruttle Ms Hilary Suzanne Campbell Brodsky Ms Clare Jane de Beer Ms Katie Finch Mr Philip Alistair Guthrie Ms Sharon Crooks Mr Stephen Peter Kelly Ms Sarah Spreckley (appointed 17th November 2020) Mr N. Adlington (resigned 29th September 2020) Mr Russ Spargo (resigned 30th March 2021)

The existing trustees appoint any new trustees following the provisions laid out in the organisation's governing instrument.

LEGAL STATUS	Company Limited By Guarantee
GOVERNING INSTRUMENT	Memorandum and Articles Of Association Incorporated 28th May 2003 as Amended by Special Resolution 23rd February 2004.

OBJECTS

(I) To promote for the public benefit, predominantly but not exclusively in the local area or community of the London Borough of Wandsworth, the provision of services directed towards mediation, conciliation or reconciliation as between persons, organisations, authorities or groups involved or likely to become involved in dispute or inter-personal conflict both generally and, in particular, in any situation where that dispute or conflict results from, or may lead to, acts of violence, nuisance, vandalism, racial abuse, unlawful activity or breakdown of public order. (II) To advance for the public benefit the education of the public, particularly in the said local area or community of the London Borough of Wandsworth, in the purposes and methods of such mediation, conciliation, or reconciliation and in particular the understanding of the nature and causes of any such disputes or conflicts and of all means of managing them for the purposes of peaceful resolution in the interests of good citizenship.

REGISTERED OFFICE	St Mark's Durie Hall, Battersea Rise, London SW11 1EJ
PRIMARY BANKERS	Metro Bank, 1 Southampton Row, London WC1B 5HA
INDEPENDENT EXAMINER	Independent Examiners Ltd 2 Broadbridge Business Centre Delling Lane Bosham West Sussex PO18 8NF

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT
FOR THE YEAR ENDED 31ST MARCH 2021**

The charity carried out 45 mediations in 2020, which is close to 2019 numbers, despite being closed for nearly 3 months due to COVID-19.

The charity signposted over 230 people who contacted the charity with enquiries. Referrals came from individuals, the Police, Richmond & Wandsworth Council's social services and housing teams, CAB Wandsworth, NHS social prescribers and housing associations. The charity provides community mediations for free for residents of Wandsworth.

The charity took on 4 new volunteer mediators, bringing the total number of volunteer mediators on the community, inter-generational, family and workplace and commercial panels to 60.

Two of the trustees / directors resigned: one due to retirement and moving away and another due to other commitments. One new trustee / director was appointed, bringing the total trustees / directors to eight.

Impact of the COVID-19 pandemic on the operation of the charity

The office was closed between March and May 2020. Responding to increased enquiries due to the impact of the pandemic, coupled with generous offers from mediators to help and be trained to conduct mediations virtually, the charity was able to continue to support local residents.

With more people working from home, under stress and in close proximity to family and neighbours in lockdown, there was an increase in demand for the service. Between May and October 2020 compared with the same period in 2019, the number of enquiries for:

- neighbour disputes more than doubled (from 21 to 44)
- inter-generational disputes increased by 54% (from 11 to 17), and
- family (child contact) issues increased by 152% (from 21 to 53).

Between March and October 2020, the charity suffered a complete loss of commercial income due to COVID-19, although the charity continued to support clients with virtual meetings and mediations. This reduced the reserves of the charity, as it relies on income generated from commercial mediation to be able to offer community mediations for local residents for free.

However, thanks to a CAF grant for 6 months' contractors costs in December 2020, the charity has survived a challenging year of reduced income and increased demand for its service, coming out stronger at the end of this financial period.

The ongoing and long-term impact of the pandemic on the Wandsworth community will be immense:

- Neighbour disputes will increase as people face the impact of economic difficulties meaning that they are unable to move and will continue to be based at home for work or after redundancy.
- Neighbours will find noise and shared spaces sources of stress and conflict.
- Housing conditions will continue to be challenging with members of different generations living under one roof.
- Families will face hardship and disagreements about how they live together respectfully and harmoniously.
- There will be more divorce and separation with disputes between parents over contact with children.

The work of the charity has never been more essential.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT (Continued)
FOR THE YEAR ENDED 31ST MARCH 2021**

Example of a case in lockdown

Following a recent mediation, one participant described the process: *"Fundamentally mediation is a means of establishing dialogue and finding common ground. I felt I was part of a masterclass in communication and teambuilding which I will take forward in my personal and professional career."*

The issues related to noise from a family in an upstairs flat disturbing neighbours on the ground floor. Their relationship had broken down to the point where they were no longer communicating well. The joint mediation sessions on Zoom allowed the neighbours to build a better understanding of the impact of the noise, and to explore solutions.

Between sessions, each party researched practical options for reducing the noise and they shared information within agreed deadlines which helped to rebuild trust.

The most significant outcome was a mutual acknowledgement that being in a good neighbourly relationship was more important than winning every point of the argument. Each party conceded on some issues, and they reached a robust agreement which they signed. Because the agreement was based on trust and better understanding, they were saved the costs and time of going through legal proceedings which would have created a winner and a loser.

One party told us at the end, *"We eventually ended on a solution, which I certainly did not foresee, so I would say [it was] very successful"*.

Feedback from clients between 1 October 2020 and 31 March 2021:

- 100% of clients said mediation or conflict coaching improved the situation and they found the service useful or very useful.
- 83% of clients told us their mental health and well-being had improved, and they felt more confident not only about dealing with the situation but also managing conflict in general since the mediation or conflict coaching.
- 72% of clients felt empowered to communicate differently with the other person because of the mediation or conflict coaching.
- 82% of clients felt empowered as they chose how to resolve the issues rather than the courts or police telling them what to do and this improved their confidence and self-esteem.
- 70% of clients said mediation or conflict coaching helped bring about mutual respect, understanding and / or helped break down judgement and bias.
- 50% of clients said that they felt safer as a result of the sessions. The other 50% said it was not applicable to their circumstances.

Conflict Coaching

The charity continued to provide conflict coaching with trained conflict coaches (who are also mediators). This can be extremely helpful where one party wishes to mediate, but the other party is not willing to engage with the process. Conflict coaching is free for clients who live in Wandsworth. As with mediation, the conflict coaches will not suggest or recommend solutions, but help the person work out what their options are, and what they would like to do.

In order to meet increased demand for conflict coaching, the charity trained up 11 new conflict coaches in 2021.

WANDSWORTH MEDIATION SERVICE (A Company Limited by Guarantee)

DIRECTORS' ANNUAL REPORT (Continued) FOR THE YEAR ENDED 31ST MARCH 2021

Training and Grants

Primary schools peer mediation training: the charity is continuing to work with 4 primary schools in Wandsworth to establish peer mediation training programmes, but this work has been on hold due to COVID-19. The charity anticipates that this will re-start in Autumn 2021, provided that Government restrictions allow in person training. This is part funded by the Battersea Power Station Foundation.

Good Neighbours and Talking Families Projects:

Funded by a grant of £5,000 from the Wimbledon Foundation, the charity ran 6 free workshops for residents of Southfields, SW19 and SW18 in Wandsworth in Autumn 2020 covering the following topics:

- Avoiding stress: how to keep your mind well (managing your emotions to keep yourself well)
- Expressing yourself: understanding and expressing your needs and feelings so that others can understand you
- Improving your listening skills: learning how to actively listen to others to understand them better
- Giving feedback: how to say anything to anybody about anything (pre-conflict skills neighbourhood relations)
- Dealing with conflict: managing how you react to disagreements
- Fixing broken relationships: what can be done to restore damaged relationships with neighbours, friends and families

The workshops had been postponed due to COVID-19 from Spring 2020 to Autumn 2020 and had to be held on Zoom. There were over 71 attendances at the workshops, and over 70% of people attended more than one session. The feedback was excellent:

"[The] workshop was great! So many nuggets! Self-awareness, critical thinking and clarity in thoughts and communications are some of the precious take-aways for me."

All participants agreed the workshops were relevant to them and 92% felt more confident in using the skills covered in the workshop which were to improve the way they communicated and dealt with conflict.

After 3 months, attendees said they continued to have increased voice or ability to influence, with one saying, *"My sphere of influence has definitely increased, and I have definitely become an effective communicator and a go-to person!"*

Battersea Power Station Foundation: funded 6 free virtual workshops in Battersea in early 2020 as well as wider work in the Battersea community and schools outlined above.

National Lottery: In the last financial year, the charity received a grant of £9,950 to train community mediators in Battersea. This had to be adapted in light of COVID-19 preventing the training from being carried out in person, and due to a change in contractors. In Spring 2021, partnering with the Centre for Peaceful Solutions, the charity trained up 11 community members from Battersea with new mediation skills. Most of this group had already attended the Good Neighbours and Talking Families Workshops in Battersea. Many have gone on to be trained as qualified community mediators and the charity is supporting them as they go out into their local communities with skills to help others in conflict.

Charities Aid Foundation: grant of £12,422 awarded on 30 December 2020 for:

- (1) costs for 5 part time contractors between 1 October 2020 and 31 March 2021, and
- (2) £520 for new laptop.

Wandsworth Grant Fund Round 16: grant of £9,040 was awarded on 24 March 2021 to train up 16 new volunteer community mediators from or connected to Wandsworth to meet increased demand.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**DIRECTORS' ANNUAL REPORT (Continued)
FOR THE YEAR ENDED 31ST MARCH 2021**

Statement of Directors' Responsibilities:

The Charities Act and the Companies Act require the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of the surplus or deficit of the charity. In preparing those financial statements the Board is required to :-

- a) select suitable accounting policies and then apply them consistently;
- b) make judgements and estimates that are reasonable and prudent;
- c) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business;
- d) state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.

The Directors are also responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which are sufficient to show and explain the charity's transactions and enable them to ensure that the financial statements comply with the Companies Act 2006 and comply with regulations made under the Charities Act. They 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 Directors are also responsible for the contents of the Directors' report, and the responsibility of the independent examiner in relation to the Directors' report is limited to examining the report and ensuring that on the face of the report there are no inconsistencies with the figures disclosed in the financial statements.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

I approve the attached statement of financial activities and balance sheet for the year ended 31st March 2021 and confirm that I have made available all information necessary for its preparation.

Approved by the Directors on the 24 November 2021

Signed on their behalf by Director Stephen Kelly

Print Name: STEPHEN KELLY

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2021/20 £	TOTAL 2020/19 £
INCOME						
Donations & Legacies	3a	5,652	-	21,652	27,304	48,609
Investment Income	3b	6	-	39	45	155
Activities for Generating Funds	3c	-	-	-	-	19,494
Charitable Activities	3d	13,910	-	-	13,910	16,850
Other Incoming Resources	3e	2,068	-	300	2,368	-
TOTAL INCOME		21,636	-	21,991	43,627	85,108
EXPENDITURE						
Cost of Charitable Activities	4a	10,953	-	40,461	51,414	71,397
Governance Costs	4b	750	-	-	750	780
TOTAL EXPENDITURE		11,703	-	40,461	52,164	72,177
NET INCOME/(EXPENDTURE)		9,933	-	(18,470)	(8,537)	12,931
Total Funds Brought Forward		7,442	-	54,497	61,939	49,008
Transfers Between Funds		-	-	-	-	-
TOTAL FUNDS CARRIED FORWARD		17,375	-	36,027	53,402	61,939

Movements on all reserves and all recognised gains and losses are shown above.

The notes on pages 10 to 16 form part of these financial statements.

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

BALANCE SHEET
AS AT 31ST MARCH 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-21 £	Total 31-Mar-20 £
Fixed Assets					
Tangible Assets	2	-	-	-	-
Current Assets					
Debtors & Prepayments	8	605	-	605	1,278
Cash at Bank and in Hand	7	17,520	36,027	53,547	67,714
Total Current Assets		18,125	36,027	54,152	68,992
Creditors: amounts falling due within one year	9	750	-	750	7,053
NET CURRENT ASSETS		17,375	36,027	53,402	61,939
TOTAL ASSETS less current liabilities		17,375	36,027	53,402	61,939
Creditors: amounts falling due in more than one year	10	-	-	-	-
NET ASSETS		17,375	36,027	53,402	61,939
Funds of the Charity:					
General Funds		17,375	-	17,375	7,442
Designated Funds	5	-	-	-	-
Restricted Funds	6	-	36,027	36,027	54,497
TOTAL FUNDS		17,375	36,027	53,402	61,939

Directors' Responsibilities:

The Directors are satisfied that for the year ended on 31st March 2021 the charitable company was entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006 and that no member or members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Act. However, in accordance with section 145 of the Charities Act 2011, the accounts have been examined by an Independent Examiner whose report appears on page 17.

The Directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The Directors acknowledge their responsibility for ensuring that the company keeps proper accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and if its profit and loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

Approved by the Directors on the 24 November, 2021

Signed on their behalf by Director Stephen Kelly

Print Name:

STEPHEN KELLY

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021**

1. ACCOUNTING POLICIES

Basis of Preparation & Assessment of Going Concern

Basis of Preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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) - Charities SORP (FRS102)) and incorporating update bulletin 1, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

There has been no change to the accounting policies (Valuation rules and methods of accounting) since last year.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost unless otherwise stated in the relevant accounting policy notes.

Assessment of Going Concern

Preparation of the accounts is on a going concern basis. The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Cash Flow Statement

The company has taken advantage of the exemption in Financial Reporting Standard No 1 from the requirement to produce a cash flow statement.

Incoming Resources

Recognition of Incoming Resources

These are included in the Statement of Financial Activities (SOFA) when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Incoming Resources with Related Expenditure

Where incoming resources have related expenditure (as with fundraising or contract income) the incoming resource and related expenditure are reported gross in the SOFA.

Grants and Donations

Grants and Donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Tax Reclaims on Donations and Gifts

Incoming resources from tax reclaims are included in the SOFA at the same time as the gift to which they relate.

Contractual Income and Performance Related Grants

This is only included in the SOFA once the related goods or services has been delivered.

Gifts in Kind

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the charity. Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2021**

1. ACCOUNTING POLICIES (Continued)

Incoming Resources (Continued)

Donated Services and Facilities

These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

Volunteer Help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment Income

This is included in the accounts when receivable.

Expenditure and Liabilities

Liability Recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance Costs

Include costs of the preparation and examination of statutory accounts, the costs of the trustees' meetings and cost of any legal advice to trustees on governance or constitutional matters.

Operating Leases

Rental charges payable under operating leases are charged on a straight line basis over the terms of the lease.

Taxation

The charity is exempt from tax on its charitable activities.

Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Assets

Fixed Assets

Tangible fixed assets for use by the charity are capitalised if they can be used for more than one year and cost at least £1,500. They are valued at cost or, if gifted, at the value to the charity on receipt.

2. TANGIBLE FIXED ASSETS

The Charity held no tangible fixed assets during this or the previous financial year.

The annual commitments under non-cancelling operating leases and capital commitments are as follows:

31st March 2021: None

31st March 2020: None

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2021

3. INCOME

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2021/20 £	TOTAL 2020/19 £
a) Donations & Legacies					
Gifts & Donations	4,400	-	190	4,590	648
Gift Aid Tax Recovered	1,252	-	-	1,252	358
Grants	-	-	21,462	21,462	47,603
Gift Aid Tax Recovered	-	-	-	-	-
	5,652	-	21,652	27,304	48,609
b) Investment Income					
Bank Interest	6	-	39	45	155
	6	-	39	45	155
c) Activities for Generating Funds					
Fundraising Income	-	-	-	-	19,494
	-	-	-	-	19,494
d) Charitable Activities					
Commercial Income	11,260	-	-	11,260	11,900
Community Fees	900	-	-	900	2,250
Training Courses	1,750	-	-	1,750	2,700
	13,910	-	-	13,910	16,850
e) Other Incoming Resources					
Sundry Income	2,068	-	300	2,368	-
	2,068	-	300	2,368	-

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2021

4. EXPENDITURE

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2021/20 £	TOTAL 2020/19 £
a) Cost of Charitable Activities						
Contractors' Fees		1,863	-	24,259	26,122	37,559
Equipment Costs		1,347	-	652	1,999	1,688
Fundraising Costs		-	-	-	-	4,423
Gifts & Donations		1,050	-	-	1,050	-
Insurance Costs		1,198	-	-	1,198	593
Mediation Fees		-	-	-	-	304
Membership Fees		278	-	-	278	430
Printing, Postage & Stationery		189	-	-	189	1,498
Professional Fees		660	-	10,150	10,810	244
Research & Development		-	-	-	-	7,000
Room Hire		-	-	-	-	677
Sundry Expenses		2,695	-	-	2,695	2,637
Telephone Costs		1,017	-	-	1,017	885
Trainers' Fees		-	-	-	-	10,785
Training Costs		656	-	5,400	6,056	2,508
Travel & Subsistence		-	-	-	-	166
		10,953	-	40,461	51,414	71,398
b) Governance Costs						
Independent Examiner's Fee	9	750	-	-	750	780
		750	-	-	750	780

5. DESIGNATED FUNDS

The Charity held no designated funds during this or the previous financial year.

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2021

6. RESTRICTED FUNDS

	CURRENT FINANCIAL YEAR			
	Total 01-Apr-20 £	Income £	Expenditure £	Transfers £
Battersea Power Station Foundation Grant	34,295	229	12,706	
CAF Grant	-	12,422	12,112	
National Lottery Community Fund (Battersea)	9,950		9,150	
Wimbledon Foundation Grant	4,668	300	4,968	
Wandsworth Grant Fund (Round 7)	5,584		1,525	
Wandsworth Grant Fund (Round 16)	-	9,040	-	
TOTAL	54,497	21,991	40,461	-

	PREVIOUS FINANCIAL YEAR			
	Total 01-Apr-19 £	Income £	Expenditure £	Transfers £
Battersea Power Station Foundation Grant	34,431	30,152	30,288	
National Lottery Community Fund (Battersea)	-	9,950	-	
Wandle Housing Association Grant	2,653	2,653	5,306	
Wimbledon Foundation Grant	-	5,000	332	
Wandsworth Grant Fund	5,584	-	-	
TOTAL	42,668	47,755	35,926	-

Details of the restricted funds are given in the Directors' Annual Report.

The restricted funds are wholly represented by the Charity's cash reserves.

7. CASH AT BANK AND IN HAND

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-21 £	Total 31-Mar-20 £
Cash at Bank and in Hand	17,520	36,027	53,547	67,714
	17,520	36,027	53,547	67,714

WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2021

8. DEBTORS AND PREPAYMENTS

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-21 £	Total 31-Mar-20 £
Prepayments	605	-	605	1,253
Gift Aid Tax recoverable	-	-	-	25
	605	-	605	1,278

9. CREDITORS, ACCRUALS AND DEFERRED INCOME: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted Funds £	Restricted Funds £	Total 31-Mar-21 £	Total 31-Mar-20 £
Independent Examiner's Fee	750	-	750	780
Other Accruals	-	-	-	6,273
	750	-	750	7,053

10. CREDITORS AND ACCRUALS: AMOUNTS FALLING DUE IN MORE THAN ONE YEAR

The Charity held no long term liabilities during this or the previous financial period.

11. RECONCILIATION OF MOVEMENT ON CAPITAL AND RESERVES

The Company is Limited by Guarantee (04778659) and is a Charity registered with the Charity Commission (1102464) and does not have a Share capital and has no income subject to Corporation Tax.

	2021/20 £	2020/19 £
Profit / Deficit for the financial year	(8,537)	12,931
Other Recognised Gains	-	-
	(8,537)	12,931
Balance Brought Forward	61,939	49,008
Closing Funds at 31st March 2021	53,402	61,939

**WANDSWORTH MEDIATION SERVICE
(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31ST MARCH 2021**

12. STAFF COSTS AND NUMBERS

The Company employed no staff during this or the previous financial year.

The Company engaged 4 (2019/20: 4) self employed contractors to perform the Charitable Activities of the Company.

13. DIRECTORS AND OTHER RELATED PARTIES

During the financial period Mrs S. Crooks received £1800 (2019/20: £1,300) in contractors payments for training undertaken for Wandsworth Mediation Service in furthering the Charity's objects.

During the financial period Mr N. Adlington received £1800 (2019/20: £1,850) in contractors payments for training undertaken for Wandsworth Mediation Service in furthering the Charity's objects.

Other than reimbursements for small items of expenditure on behalf of the charity, no other payments were made to Directors or any persons connected with them during this financial period. No other material transaction took place between the charity and a Director or any person connected with them.

14. RISK ASSESSMENT

The Directors actively review the major risks which the charity faces on a regular basis and believe that maintaining the free reserves stated, combined with the annual review of the controls over key financial systems carried out on an annual basis will provide sufficient resources in the event of adverse conditions. The Directors have also examined other operational and business risks which they face and confirm that they have established systems to mitigate the significant risks.

15. RESERVES POLICY

The Directors have considered the level of reserves they wish to retain, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments held. The Directors aim to ensure the charity will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. The directors will endeavour not to set aside funds unnecessarily.

16. PUBLIC BENEFIT

The Charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or 'aims' that are for the public benefit. Details of how the charity has achieved this are provided in the Report of the Directors. The directors confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS

Report to the trustees and members of Wandsworth Mediation Service on the accounts for the year ended 31st March 2021 set out on pages 8 to 16.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

INDEPENDENT EXAMINER'S STATEMENT

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

Keith Richards
Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
West Sussex
PO18 8NF



Date: 25th November 2021