

**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)**

**CONTENTS**

Page 3	Legal and Administrative Information
Pages 4 to 12	Directors' Annual Report
Page 13	Independent Examiners Report to the Directors
Page 14	Statement of Financial Activities
Pages 15	Balance Sheet
Page 16 to 23	Notes to the Financial Statements

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

**LEGAL AND ADMINISTRATIVE INFORMATION**

<b>REGISTERED CHARITY NUMBER</b>	1102464
<b>REGISTERED COMPANY NUMBER</b>	04778659
<b>DATE OF INCORPORATION</b>	28th May 2003
<b>START OF FINANCIAL YEAR</b>	1st April 2024
<b>END OF FINANCIAL YEAR</b>	31st March 2025
<b>DIRECTORS AT 31ST MARCH 2025</b>	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.

<b>LEGAL STATUS</b>	Company Limited By Guarantee
<b>GOVERNING INSTRUMENT</b>	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.

<b>REGISTERED OFFICE</b>	St Mark's Durie Hall, Battersea Rise, London SW11 1EJ
<b>PRIMARY BANKERS</b>	Metro Bank, 1 Southampton Row, London WC1B 5HA
<b>INDEPENDENT EXAMINER</b>	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.

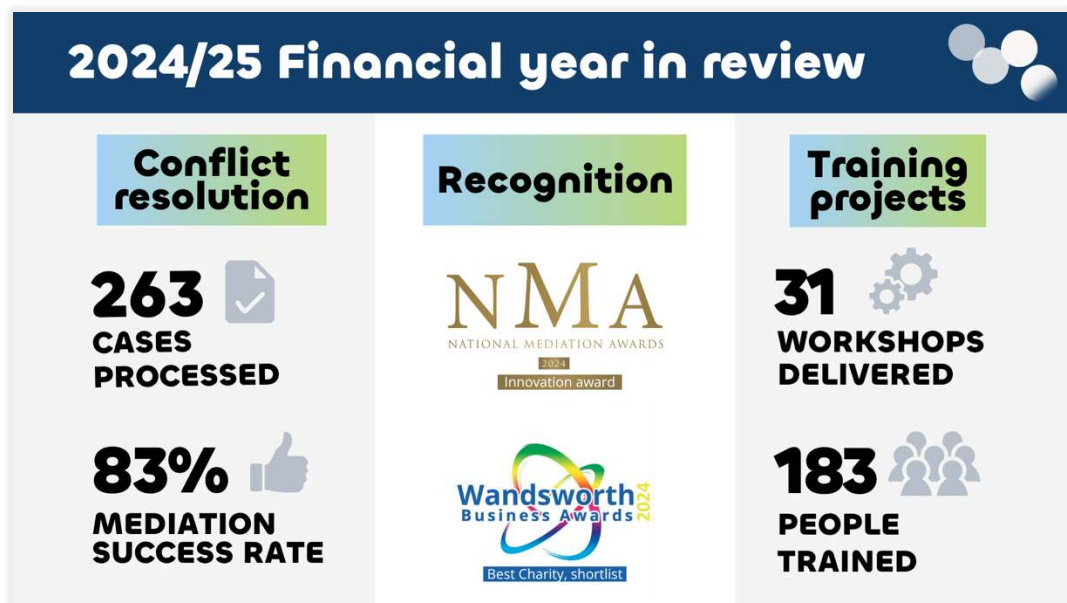
Our success and impact rely on a diverse range of volunteer mediators and inspiring trainers and facilitators, supported by a dedicated office team and our kind hosts at St Mark's Church, Battersea Rise.

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 20<sup>th</sup> 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.

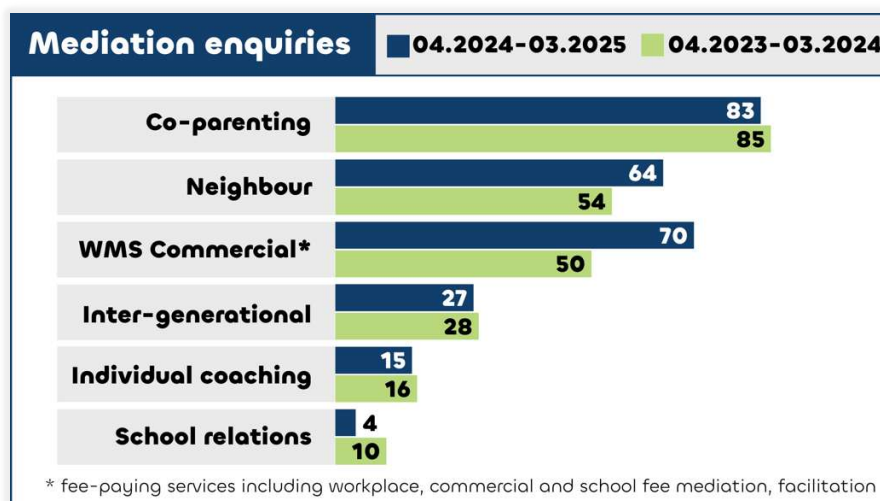
## Governance and Oversight

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**

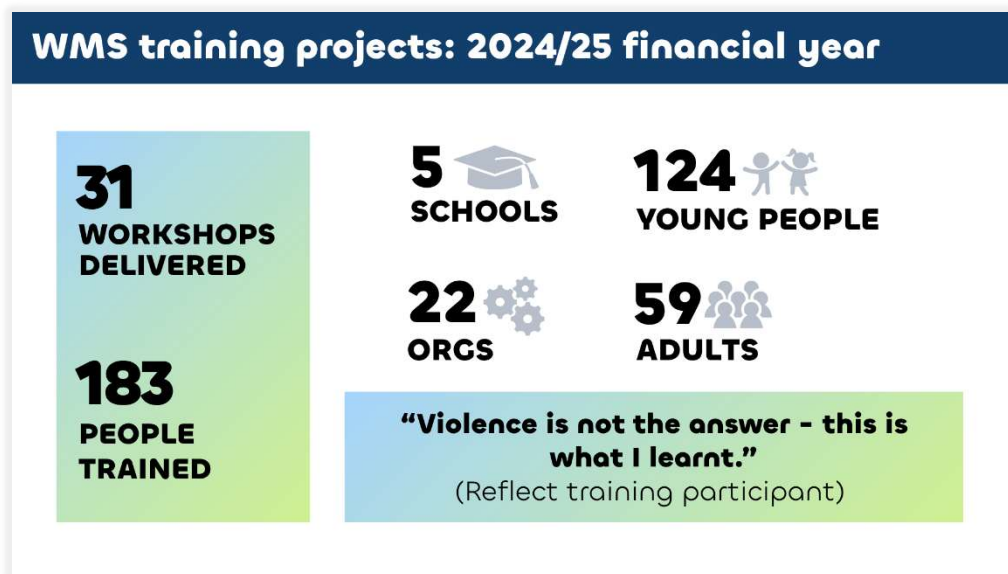
After four and a half years of legal dispute, the client came to WMS with low expectations. However, following a few preparatory conversations with our mediators, the tone on the day was calm, respectful, and unexpectedly constructive. The mediation led to significant progress, with the client describing 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

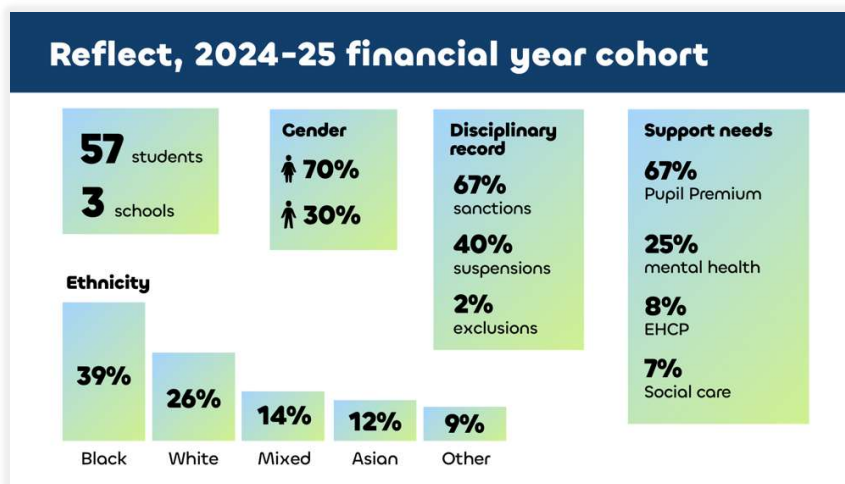
Our unique **Reflect** intervention is an emotional regulation training for secondary school pupils with challenging behaviour or at risk of exclusion. This financial year, it has been delivered to 57 students at 3 schools: Clapton Girls Academy (generously sponsored by [Linklaters](#)), Southfields 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
<b>Peer Mediation Programme</b> at Alderbrook Primary School	5	60 (51 children, 9 teachers)	600	660
<b>Peer Mediation Refresher</b> at Rokeby School	1	16	160	176
<b>Reflect Programme</b> at Clapton Girls' Academy	7	20	200	220
<b>Reflect Programme</b> at Southfields Academy	6	18	180	198
<b>Reflect Programme</b> at Saint Cecilia's CofE School	6	19	190	209
<b>Tailored training</b> sessions for charities and other organisations.	2	34	340	374
<b>Reducing Parental Conflict</b> courses for members of the Voluntary Sector in Wandsworth	4	60	600	660
<b>Totals</b>	<b>31</b>	<b>183</b>	<b>1830</b>	<b>2013</b>

# **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).

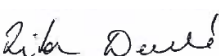
## INDEPENDENT EXAMINER'S STATEMENT

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**

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

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

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**

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

**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	<b>TOTAL</b>	<b>TOTAL</b>
		Funds	Funds	<b>2024/25</b>	<b>2023/24</b>
	<b>Note</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>a) Cost of Charitable Activities</b>					
Contractors' Fees	<b>6</b>	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	<b>6</b>	-	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
		<b>63,609</b>	<b>35,649</b>	<b>99,258</b>	<b>70,478</b>

**b) Governance Costs**

Independent Examiner's Fee	<b>9</b>	882	-	882	870
		<b>882</b>	<b>-</b>	<b>882</b>	<b>870</b>

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

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

**6. RESTRICTED FUNDS**

<b>CURRENT FINANCIAL YEAR</b>	<b>Total 1-Apr-24 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers £</b>	<b>Total 31-Mar-25 £</b>
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	-	-
<b>TOTAL</b>	<b>15,980</b>	<b>20,214</b>	<b>-35,649</b>	<b>-545</b>	<b>-</b>

<b>PREVIOUS FINANCIAL YEAR</b>	<b>Total 1-Apr-23 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers £</b>	<b>Total 31-Mar-24 £</b>
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
<b>TOTAL</b>	<b>7,202</b>	<b>20,184</b>	<b>-11,406</b>	<b>-</b>	<b>15,980</b>

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**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 31-Mar-25 £</b>	<b>Total 31-Mar-24 £</b>
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
	<b>33,185</b>	<b>17,038</b>	<b>50,223</b>	<b>32,208</b>

**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 £	<b>Total 31-Mar-25 £</b>	<b>Total 31-Mar-24 £</b>
Prepayments	1,857	-	1,857	668
Gift Aid recoverable	475	-	475	418
	<b>2,332</b>	<b>-</b>	<b>2,332</b>	<b>1,086</b>

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

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

**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.

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

**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.