



**CHARITY COMMISSION**  
FOR ENGLAND AND WALES

## Trustees' Annual Report for the period

From      Period start date 1<sup>st</sup> April 2023 To      Period end date 31<sup>st</sup> March 2024

**Charity name:** LAMBETH MEDIATION SERVICE

**Charity registration number:** 1120238

## Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>To promote for the public benefit, predominantly but not exclusively in the London Borough of Lambeth and with a view to preservation of public order, the provision of services directed towards mediation and reconciliation, between persons, organisations and groups who are involved in dispute or inter-personal conflict where that dispute or conflict results from or may lead to acts of nuisance, vandalism, racial abuse, or breach of peace, and to provide such services.</p> <p>To advance the education of the public, especially in the London Borough of Lambeth in skills related to mediation, restorative justice, and conflict resolution with a view to create better, healthier and more peaceful communities.</p>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	Mediation, conflict resolution, training, and restorative justice.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	This is to confirm the trustees have had regard to the guidance issued by the Charity Commission on public benefit.

### Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The policy of the Charity continues to be to seek additional finance and support to

		maintain the organisation and its work sustainably in relation to mediation and conflict resolution services.
Policy on social investment including program related investment	Para 1.38	
Contribution made by volunteers	Para 1.38	<p>Volunteers are vital to the service and enable the Charity to deliver mediation and conflict resolution services in the community by acting as mediators and facilitators. The charity is in the process of recruiting new volunteers to broaden its base and create a bank of volunteers so that the charity can respond to the demand of the service as it expands.</p> <p>In addition, the trustees and Chair, work voluntarily and have worked tirelessly to ensure that this charity is robust and is sustainable both now and in the future being guided by the Nolan principles and good governance.</p> <p>During this period three new voluntary trustees were recruited to diversify the Board and enhance its complimentary skill base.</p>
Other		

## Achievements and Performance

	SORP reference	
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<p>Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.</p>	<p>Para 1.20</p>	<p>Our strategic plan continues to provide the context and focus of our activities and defines our strategic aim to be recognised as a trusted authority in the peaceful resolution of community conflict in Lambeth and beyond through:</p> <p>(1) Providing diverse and pioneering mediation services</p> <p>The charity's aim is to contribute to the wellbeing of the community by empowering its members to resolve conflict, peacefully and to diversify our services, where possible, to meet such needs.</p> <p>Despite having been impacted by the Covid-19 crisis, the charity continued to develop our capacity to deliver our service flexibly to respond to the needs of the community.</p> <p>The organisation looked at developing its capacity to be able to deliver more mediations by recruiting more volunteers and diversifying the type of mediations it can provide, whilst retaining its focus on the community.</p> <p>(2) Develop and maintain an effective infrastructure for sustainable growth.</p> <p>The charity continues to move towards a model of management and funding that allows the charity to plan for the long-term and provide for a sustainable organisation that contributes to peace building and social cohesion in the community throughOur strategic plan continues to provide the context and focus of our activities and defines our strategic aim to be recognised as a trusted authority in the peaceful resolution of community conflict in Lambeth and beyond through:</p> <p>(1) Providing diverse and pioneering mediation services</p> <p>The charity's aim is to contribute to the wellbeing of the community by empowering its members to resolve conflict, peacefully and to diversify our services, where possible, to meet such needs.</p> <p>Despite having been impacted by the Covid-19 crisis, the charity continued to develop our capacity to deliver our service flexibly to respond to the needs of the community.</p>
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#### **Additional information (optional)**

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	<p>Resolving conflict between neighbours continued to be our main area of activity.</p> <p>The charity receives 100s of enquiries each year, some of which are appropriate for mediation and the services it provides. On average 3 mediations are delivered per month.</p> <p>66% of queries progressed either to mediation, conflict resolution or an alternative route such as restorative justice with the support of Lambeth Mediation.</p>
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		<p>44% were not appropriate for mediation and this was decided after the initial visit with separate parties. Where one party did not want to mediate but the other one did conflict resolution was offered and provided in some cases.</p> <p>Most cases were referred by Lambeth Housing Management. Cases were also referred by London and Quadrant, and there were some self-referrals from residents. In addition, a high profile case was undertaken in one of the Lambeth wards.</p> <p>As in previous years the main presenting issue is noise. Other issues were anti-social behaviour, communication, harassment, threatening behaviour, and boundaries.</p> <p>Our conflict resolutions were delivered remotely as well as in person.</p>
Performance of fundraising activities against objectives set	Para 1.41	<p>Our main funder remains Lambeth Housing. The organisation also signed several new service level agreements with other housing associations. However, these tended to be over a limited period for specific cases rather than on an on-going basis.</p> <p>As the organisational review was undertaken new opportunities for raising funds and diversifying our income base was identified to ensure the organisation does not become overly reliant on one source of funding in the future.</p>
Investment performance against objectives	Para 1.41	
Other		

## Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	Any reserves held at the end of the financial year are kept in a deposit account
Amount of reserves held	Para 1.22	
Reasons for holding zero reserves	Para 1.22	
Details of fund materially in deficit	Para 1.24	
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	

### Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	The charity is funded principally by Lambeth Housing which is a long-standing contract that has existed for resolving neighbourly disputes. In addition, it receives ad-hoc funding from other housing associations and private individuals based in Lambeth.
Investment policy and objectives including any social investment policy adopted	Para 1.46	
A description of the principal risks facing the charity	Para 1.46	<p>There is increasing competition in the sector with it becoming increasingly professionalised and more mediators becoming qualified. Therefore, there is a need to ensure all mediators maintain their CPD and training on an ongoing basis to ensure the latest practice is adopted and reflected back into practice.</p> <p>The charity is conscious since COVID it has become overly reliant on one contract. This increases financial risk and without further funding questions its ability to maintain its current commitments without relying on reserves. This drives the charity's current focus alongside updating its policies and procedures to ensure it is robust and sustainable now and in the future.</p>
Other		

## Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	The charity is governed by its articles of association
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	Charitable company incorporated on 13 February 2006. It was registered with the Charities Commission on 25 July 2007.
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	<p>Lambeth Mediation Service has a Board of Trustees of up to twelve members, who are responsible for the strategic direction, policy, and performance of the charity. At present, the Board has four members from a variety of professional backgrounds with complimentary skills who meet regularly and assist in the management and development of the charity.</p> <p>The appointment of Trustees is governed by the Trust Deed of the Charity. The Board of Trustees is authorised to appoint new Trustees to fill vacancies including those arising through resignation or the death of an existing Trustee. Trustees generally come from a mix of the organisation's existing pool of members, from sympathetic, organisations with whom the charity work and from open recruitment.</p> <p>Vacancies and details of the process for applying to become a Trustee is circulated, with appointments agreed as required during the year and reviewed at the Annual General Meeting.</p> <p>The organisation pursues an open recruitment policy whereby it advertises for trustees to apply. The selection process follows the same application process as for any member of staff who is either paid or voluntary. It aims to reduce bias and maximise equity by all trustees being required to complete an application form, undergo an interview with references taken. It encourages people from a diverse background to apply and support is provided where required to ensure access to recruitment and selection. Selection is based on agreed criteria and the specific needs of the Board around representation and skills required to enhance the governing of the organisation.</p>

**Additional information (optional)**

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p>All new trustees are inducted by the Chair with a pack containing the organisation's Constitution, the Business Plan, the previous year's Annual Report and a copy of the Charity Commission's leaflet "The Essential Trustee: what you need to know."</p> <p>Following induction, the organisation is committed to supporting its trustees through ongoing training and development. The organisation is re-introducing supervision to provide support to trustees on a one-to-one basis and to develop an annual training and support plan.</p>
The charity's organisational structure and any wider network with which the charity works	Para 1.51	<p>Due to its size the charity has a relatively flat structure but within that there is a clear division between strategic and operational activities to ensure transparent decision-making and good governance.</p> <p>Currently, the organisation employs an administrator and a consultant CEO. HR, Finance, and IT consultants are employed as and when required on a daily rate to advise and ensure decisions reflect latest legislation and best practice.</p>
Relationship with any related parties	Para 1.51	Lambeth Mediation works as part of the London mediation network and has a contract with Lambeth Housing to provide services in Lambeth. It also works with a range of other housing associations and occasionally private individuals.
Other		

## Reference and Administrative details

Charity name	LAMBETH MEDIATION SERVICE
Other name the charity uses	
Registered charity number	1120238
Charity's principal address	<p>St. Lukes Centre 25A Wincott Street LONDON SE11 4NT</p>



**Names of the charity trustees who manage the charity**

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Simone Blanche BOWMAN	Chair		
2	Pauline Habiba SOWEMIMO	Treasurer	From Dec 2023	
3	Jon-Jon Phillip HILTON	Trustee		
4	Patrick Carlisle SAYER	Trustee		
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**Corporate trustees – names of the directors at the date the report was approved**

Director name		

**Name of trustees holding title to property belonging to the charity**

Trustee name	Dates acted if not for whole year	

## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

## Exemptions from disclosure

Reason for non-disclosure of key personnel details

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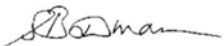
## Other optional information

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## Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Simone Bowman	
Position (eg Secretary, Chair, etc)	Chair	
Date	02.11.2024	

# Financial statement

LAMBETH MEDIATION SERVICE  
For the year ended 31 March 2024

Prepared by Asegun Limited

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# Charity's Information

## LAMBETH MEDIATION SERVICE

For the year ended 31 March 2024

- **Registered Charity Number:** 1120238
- **Registered Office**  
St Lukes Centre  
25A Wincott Street  
LONDON  
SE11 4NT

# Receipts and Payments

## LAMBETH MEDIATION SERVICE

For the year ended 31 March 2024

	UNRESTRICTED FUNDS	TOTAL
<b>Receipts</b>		
Community, Family and Workplace Mediation	36,555	36,555
<b>Total Receipts</b>	<b>36,555</b>	<b>36,555</b>
<b>Other Income</b>		
Interest Income	424	424
<b>Total Other Income</b>	<b>424</b>	<b>424</b>
<b>Gross Profit</b>	<b>-</b>	<b>-</b>
<b>Payments</b>		
Audit & Accountancy Fees	13	13
Bank Fees	87	87
Bookkeeping & Payroll	1,537	1,537
Consulting & Professional fees	8,781	8,781
Insurance	312	312
Office Administration	2,380	2,380
Penalties & Fines	775	775
Pensions Costs	1,102	1,102
Printing & Stationery	32	32
Refreshments & Catering	813	813
Rent	8,767	8,767
Salaries	33,026	33,026
Staff Training	10	10
Subscriptions	450	450
Telephone & Internet	1,769	1,769
Travel - National	112	112
<b>Total Payments</b>	<b>59,967</b>	<b>59,967</b>
<b>Net Receipts(Payments)</b>	<b>(59,543)</b>	<b>(59,543)</b>
<b>Cash funds this year end</b>	<b>(22,988)</b>	<b>(22,988)</b>

# Statement of assets and liabilities

## LAMBETH MEDIATION SERVICE

As at 31 March 2024

	31 MAR 2024	31 MAR 2023
<b>Assets (liabilities)</b>		
<b>Assets and liabilities</b>		
<b>Current assets (liabilities)</b>		
<b>Current Assets</b>		
Bank (Cash Funds)	113,369	155,721
Debtors	26,910	-
<b>Total Current Assets</b>	<b>140,279</b>	<b>155,721</b>
Creditors: amounts falling due within one year	(7,546)	-
<b>Total Current assets (liabilities)</b>	<b>132,733</b>	<b>155,721</b>
<b>Total Assets and liabilities</b>	<b>132,733</b>	<b>155,721</b>
<b>Total Assets (liabilities)</b>	<b>132,733</b>	<b>155,721</b>
<b>Assets retained for the charity's own use</b>		
Reserves	132,733	155,721
<b>Total Assets retained for the charity's own use</b>	<b>132,733</b>	<b>155,721</b>

### Financial Summary

The Charity recorded a deficit for the year of £22,988 (2023: (£46,534))

- Incoming Resources – the total income for the twelve months under review was .£36,555 (2023: £17,940)
- Expenditure – total expenditure in the year was £59,967 (2023: £66,623).
- The total cash funds carried forward on 31 March 2024 amounted to £113,369.

The accounts were approved by the Trustees on [ **09/11/2024** ] at the AGM and signed on its behalf by: Pauline Sowemimo (Trustee)

# Notes To The Financial Statements

## LAMBETH MEDIATION SERVICE

For the year ended 31 March 2024

### 1. Accounting Policies and basis of preparation

In accordance with the Charities Act 2011 (section 133 applying to charities with gross annual income of less than £250,000) the charity trustees have elected to prepare accounts on a Receipts and Payments basis, and also prepare a statement of assets and liabilities

### 2. Debtors and Creditors

Debtors - o/s income from Lambeth as at 31/03/2024 was credited to the charities account 19 April 2024

Creditors - NIC/PAYE payable to HMRC AS AT 31/03/2024

### 3. Analysis of Fund Movements for the Year

Unrestricted Funds may be used by the Charity for any of its general purposes. The movements in these funds are shown in the Receipts and Payments Account.

### 4. Financial Summary

The Charity recorded a deficit for the year of £22,988 (2023: (£46,534)

- Incoming Resources – the total income for the twelve months under review was .£36,555 (2023: £17,940)
- Expenditure – total expenditure in the year was £59,967 (2023: £66,623).
- The total cash funds carried forward on 31 March 2024 amounted to £113,369.





# CHARITY COMMISSION FOR ENGLAND AND WALES

## Independent examiner's report on the accounts

### Section A

### Independent Examiner's Report

Report to the trustees/  
members of

Charity Name  
**LAMBETH MEDIATION SERVICE**

On accounts for the year  
ended

**31<sup>st</sup> March 2024**

Charity no  
(if any)

**1120238**

Set out on pages

**Pages 4 – 6**

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 03/ 2024

Responsibilities and  
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent  
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

*\* Please delete the words in the brackets if they do not apply.*

Signed:

Date: **07/12/24**

Name:

**Oluyemi Nunayon (FMAAT)**

Relevant professional  
qualification(s) or body  
(if any):

**AAT**

Address:

**9 Clive Avenue, Crayford, Dartford**

**Kent**

**Da1 3LD**