

Charity Registration No. 1146657

Company Registration No. 07796773 (England and Wales)

NFS MEDIATION LIMITED
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

NFS MEDIATION LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Michael Joseph Timothy Mynott Joanne Findon Allen Tyler David Walker Mary Newman Daniel Nother
Charity number	1146657
Company number	07796773
Chief Executive Officer	Stuart Sillett
Life President	Nicholas McGeorge
Chair	Daniel Nother
Treasurer	Timothy Mynott
Registered office	12 Palmerston Road Southampton Hampshire SO14 1LL
Independent examiner	Fiander Tovell Limited Stag Gates House 63/64 The Avenue Southampton Hampshire SO17 1XS
Bankers	The Co-operative Bank Plc PO Box 250 Skelmersdale WN8 6WT CAF Bank Limited 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ Shawbrook Bank Limited Lutea House Warley Hill Business Park The Drive Great Warley Brentwood Essex CM13 3BE

NFS MEDIATION LIMITED

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NFS MEDIATION LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's memorandum and articles of association, the Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Objectives and activities

NFS Mediation Limited ("the Charity") currently provides a range of mediation and restorative services in Southampton, New Forest, East Hampshire, Test Valley, Eastleigh, Basingstoke and Hart, Berkshire, Buckinghamshire, Dorset and Wiltshire. These services are delivered by qualified paid employees and qualified community volunteer mediators and trained restorative practitioners.

For the reporting year ended 31 March 2021 all income from charitable activities came through the external commission of mediation and restorative services that are delivered under the contracts and service level agreements we hold with many different organisations. We have also received income from a small number of ad hoc sales of services. This income supports the continued development of our volunteer and staff team; supports our commitment to provide free services to residents of Southampton, New Forest and Rushmoor areas of the county and to promote mediation and restorative services across Hampshire.

The trustees have given careful consideration to the Charity Commission's guidance on public benefit. The Charity aims to promote and educate for the public benefit, predominantly but not exclusively in the administration areas of those named above, the provision of restorative services directed towards mediation, conciliation or reconciliation, by:

- a. The provision of a conflict resolution/management service to individuals of all ages.
- b. The development and improvement of the skills of those individuals interested in the mediation and restorative process within all sectors of the community.
- c. The promotion of the understanding and development of conflict resolution/management and restorative measures in all sectors of the community.
- d. The provision of appropriate mediation, restorative and reparation processes for all those that have been harmed and who would like to be involved.

Achievements and performance

The trustees are pleased to report that, despite significant challenges caused by the Covid-19 pandemic, the Charity has performed strongly throughout the reporting period in meeting the objects and purposes of the Charity.

The governance of the Charity remains strong and this year has seen much work on updating our governance policies and procedures to ensure that all operating structures and activities are up to date and compliant with the new General Data Protection Regulation (GDPR) and Covid-19 mitigation procedures.

The trustees ensure their skills composition reflect the needs of the Charity to retain the balance between its business and charitable aims. This year saw Michael Joseph step down as Chair of the board and we would like to thank Michael for his hard work and commitment during his tenure as Chair, Michael remains a valued trustee.

We are pleased to report that Daniel Nother was elected Chair on 12th November 2020.

The trustees continue an absolute commitment to overseeing a safe, well-run, well trained and supported volunteer and staff team focussed on delivering quality mediation and restorative services to as many individuals in our area that need them. This year we have undergone updated awareness training online in domestic abuse, hate crime/incidents, mental health, lone working and cognitive behaviour therapy (CBT) for a number of staff and volunteers to equip our practitioners to manage many of the issues we encounter in our communities.

NFS MEDIATION LIMITED

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

The Covid-19 pandemic has made this reporting year the most challenging in our Charity's history. Like many organisations we have had to adapt and change how we work and how we deliver our services to our customers. Maintaining the safety and well-being of our staff, volunteers and customers while still being able to deliver quality services to our communities has been the prime focus and achievement of the Charity.

Achievements this year include the retention and growth of our Mediation Assessment services to cover much of Hampshire, IOW and adjoining counties; retaining CPD accreditation for provision of a number of our training courses; and the launch of a restorative hate crime/incident pilot service for Southampton City Council housing services.

In partnership with Portsmouth Mediation Service we continue to develop the Solent Restorative Partnership (SRP) to maximise resources and opportunity to further train and develop our local communities and organisations in restorative approaches. We are currently in negotiation with an NHS department to deliver a range of restorative services to staff and patients under a pilot scheme.

Although it has been a uniquely busy and challenging year we continue to consolidate our position and deliver our range of mediation and restorative services to many individuals in a very challenged, competitive and changing market place.

We continue to develop and diversify to ensure that the Charity remains robust, flexible and strong.

We are moving ever forward with our successful partnership with Southampton City Council (SCC) for the provision of Mediation Assessment services to the tenants and leaseholders of SCC. We are currently working under an extension year to our existing five year contract. This extension runs until May 2022 and we are hopeful that a new contract will go out for open competitive tender early in 2022.

The success of this longstanding and innovative partnership is testament to the hard work and expertise of our trustees, staff and volunteers allied to the vision and commitment of SCC. SCC Housing Services' continuing focus to deliver expert independent restorative and mediation services to their tenants and leaseholders marks them out as a truly innovative council and one of the country's leaders when it comes to their approach to managing anti-social behaviour (ASB) and neighbour disputes.

The partnership work we carry out for the tenants and leaseholders of SCC has been successful for many years. In these times of uncertainty and change within the housing sector this contract offers us the security and platform to continue planning into the future. We are fortunate to be in this position, but are not complacent, and are already looking to broaden and strengthen the number of services we can offer to the Southampton community and the other communities in which we work.

We are regarded as the country's leading provider of mediation assessment and restorative work within the field of housing ASB work, and are SCC Housing Services' procedural first stage in their ASB policy. This partnership with SCC remains central to the Charity and provides a template for all other housing organisations and local authorities. SCC is an excellent partner, supporting us in our development and vision and, together, we continue to demonstrate how a healthy partnership should work to deliver quality conflict management, mediation and restorative services across more than 17,000 tenancies.

Our key business activity remains the provision of a Mediation Assessment to reduce the harmful effects and reporting of anti-social behaviour across Southampton, Hampshire, areas of Berkshire, Buckinghamshire, West Sussex, Dorset and Wiltshire. In an ever changing market place with many of our funding partners merging with one another and undergoing significant restructuring, service retention remains challenging. That we continue to not only hold our own but to expand our skills base and services is testament to our service quality and continued service delivery success. We have provided neighbourhood mediation for individual residents; intergenerational and prevention of homelessness mediation; workplace mediation; hoarding services; community group restorative meetings/conferences and many restorative services for other housing providers.

Our work with other housing partners is on the rise as we continue to diversify to retain countywide coverage of our mediation assessment restorative work through new service level agreements.

NFS MEDIATION LIMITED

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

This year, across the entire service we have successfully dealt with over 665 restorative cases involving 1,400 households and engaged nearly 2,000 individuals. We have been evaluated by our partners as continuing to maintain a 93% success rate of all cases not returning to the referrer.

It should always be remembered that nearly two thousand people have been engaged by the Charity and been heard in such a difficult and challenging time in their lives. The levels of stress, anxiety, loneliness, isolation, frustration and anger encountered within our communities has risen exponentially during the pandemic.

These lives, which we are privileged to share for a short time, are often not easy lives and living cheek by jowl with their neighbours during various lockdowns has caused a huge number of relationships and communities to fray.

Many individuals suffer a range of mental health, learning and/or developmental difficulties and other vulnerabilities that make life difficult for a significant number of people. During this Covid-19 year access to informal and formal support networks for these individuals have been severely restricted exacerbating the difficulties they faced.

For us to have such an impact and deliver the results we have over such a large geographic area is a significant achievement for a mediation charity of our size. We continue to drive the organisation forward on this success. This is no mean feat as we are working and expanding in a hugely difficult financial climate. This increasingly competitive market has seen the emergence of a growing number of statutory and other agencies diversifying into the ASB restorative field which has been our area of expertise for many years. The need for cuts and budget savings continues to adversely affect the local authority, housing and police sectors within which we mostly operate. However, we remain cautiously optimistic about the future, as the more our partner organisations and potential customers need to save on their budget lines, the more opportunities present the Charity to deliver value for money, quality independent services.

Covid-19 Impact Statement

The trustees have been mindful and active in the Charity's response to the unprecedented Covid-19 pandemic and its effects.

With the coronavirus affecting communities and families around the world, this is a difficult time for us all. Our top priorities are the safety of the Charity's employees and team members, minimizing the spread of the virus, and mitigating the effects on our business and ability to continue to serve all those that need our mediation and restorative services within our area.

As a Charity we have continually risk assessed and scenario-planned every area of our operations and prepared for as many eventualities as feasibly possible.

We have remained open for business throughout the pandemic and have responded to team, partner and service user needs.

Welfare: The health and wellbeing of our staff, volunteers and service users is paramount. The Trustees have ensured that all team members have a safe and equipped workstation for home and remote working and increased flexibility to allow for home and personal needs. We have also allowed for minimal socially distanced office working on a rota basis and supplied all necessary personal protective equipment (PPE) and cleaning materials. Risk assessed safety protocols are in place for home, office, video and socially distanced work.

All service users are welfare checked and can choose service options and are supplied with the appropriate service safety protocols.

Finance: A slow start to the business year brought financial uncertainty for the Charity. However, the demand for our services grew significantly as the year progressed with the pandemic presenting unprecedented challenges to our communities and housing and police partners. This, together with Job Retention Scheme grant support from HM Government, resulted in a strong financial performance for the Charity.

NFS MEDIATION LIMITED

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

Future Plans

Our 2016-21 five year strategic plan recognised many challenges and delivered its strategic aims while growing our level of unrestricted reserves. We are developing a new strategic plan that remains committed to strong governance and financial management, the retention of our existing restorative services, the growth of our skills and new services and the continued development of a fully rounded high quality mediation and restorative service for all residents within our operating areas.

It is vital to our charitable aims, ethos and strategic plans that all individuals with whom we engage are able to access our services free at the point of delivery, and with appropriate and reasonable adjustments being made to individual need.

Integrated within this plan is to deliver an increased amount of training provision; greater restorative community initiatives and investment in our skills base. The plan also seeks to develop a stronger focus on partnership and cooperation with other charities and statutory organisations to help towards developing Hampshire into a restorative county and provide ever-increasing service resilience for the Charity.

As ever, this coming year we will be building on our success by focussing on delivering a number of quality services to our existing contracted customers, broadening both the methods of service delivery options and creating greater feedback platforms for our customers.

We will be building on our new and innovative initiatives in hoarding, RJ hate crime, ASB coaching, domestic abuse and our CPD accredited training provision services.

We are fully aware that the services we deliver are becoming increasingly challenging and complex. Internal and external training will be offered to staff and volunteers to increase post pandemic confidence as we return to face to face work and to continue to grow our skills base and to afford ourselves the best opportunities of service success.

In recognising the challenges and risks that lie ahead we continue to review and shape our governance accordingly and carry out a thorough risk analysis of existing and new potential projects that the Charity wishes to pursue. It is of paramount importance to us that our development continues to be tightly managed and that the high quality of our service deliveries are maintained as the Charity expands in a difficult financial environment.

We see it as one of our primary goals within the coming year to continue to deliver these services and demonstrate the benefits, success, cost effectiveness and sustainability of our range of mediation and restorative practices to both the community and our partners.

As ever, the trustees wish to thank our team of volunteers and staff for all the hard work, expertise and commitment they continue to give to the Charity. This dedicated team of individuals are the reason we move into the future with confidence, purpose and excitement.

We look forward to another successful year.

Financial review

The company has had another satisfactory year recording net income of £36,654 (2020:£7,047). Income increased by £18,771 over prior year and expenditure decreased by £10,836. The increase in income was due principally to £11,735 Job Retention Scheme grant receipts and additional case volumes for Vivid Housing, and the decrease in expenditure was due principally to a reduction in travel expenses. Our reserves policy supports the visions and values of the charity. It is our aim to maintain a level of reserves of not less than three months' annualised income. Our total income for the year was £239,073 and our reserves at 31 March 2021 were £141,402 – the level of our reserves is therefore in accordance with our reserves policy. The reserves policy is reviewed annually in conjunction with our risk management procedures and it has been agreed that this policy aim should be continued for the forthcoming year.

NFS MEDIATION LIMITED

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management

NFS Mediation Limited is a registered charity and a company limited by guarantee. The charitable company is governed by its memorandum and articles of association, and operates under the name NFS Mediation.

The charitable company was incorporated on 4 October 2011 and registered as a charity on 28 March 2012. It remained dormant until 30 June 2012 when it took over the activities, assets and liabilities of the unincorporated charity, New Forest Mediation (charity number 1062913). New Forest Mediation was registered as a charity on 4 March 1997.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Michael Joseph
Timothy Mynott
Joanne Findon
Allen Tyler
David Walker
Mary Newman
Daniel Nother

The Charity's constitution provides for a minimum of five trustees. Where there is a requirement for new trustees, these would be identified, nominated and appointed by the trustees with due regard to the nominees' skills and experience. We recognise that the role of trustee is becoming ever more demanding and we seek to offer appropriate ongoing training and support to each of our members.

The trustees are responsible for the recruitment and induction of any new trustee and have a recruitment procedure and protocol in place to ensure smooth, transparent and responsible recruitment. The induction of a new trustee involves awareness of a trustee's responsibilities, the charity's governing document, administrative procedures, and the history and conflict resolution approaches of the charity. A new trustee receives copies of the previous year's annual report, our Governance handbook and accounts, a link to the Charity Commission leaflet 'The Essential Trustee: What You Need to Know' and a directory of electronic links enabling access to relevant sites to support the good governance of the charity's business. The trustee board can access quarterly newsletters/information from the Charity Commission and our examiners, as well as voluntary sector and management publications to keep their knowledge of the sector and their responsibilities and obligations current. The trustees annually review their skills base. The trustees can approve any ongoing training identified by a trustee to further build on the trustee skills base.

Our memorandum and articles of association give the trustees the power to apply our funds in such a manner as they think fit to benefit our business and charitable objects or purpose. The trustees have policies and procedures of governance in place to ensure effective use of the powers and these policies and procedures are reviewed on an ongoing basis through these governance arrangements. All appropriate and required insurances, financial and risk mechanisms and statements are held and produced by the company.

The trustees hold a full board meeting quarterly where all relevant finance and service reports are considered. A dedicated finance committee that includes the Treasurer, Chair, CEO and Finance Manager meet quarterly and report directly to the full board. The trustees agree and monitor all aspects of the company's business but delegate day-to-day management and strategic responsibility to the Chief Executive Officer.

NFS MEDIATION LIMITED

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

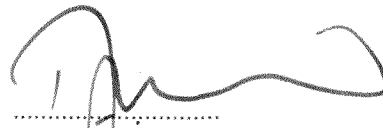
This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

The trustees' report was approved by the Board of Trustees.



.....
Daniel Nother
Chair of Trustees

Dated: 12 September 2021



.....
Timothy Mynott
Treasurer

Dated: 2 September 2021

NFS MEDIATION LIMITED

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF NFS MEDIATION LIMITED

I report to the trustees on my examination of the financial statements of NFS Mediation Limited (the charity) for the year ended 31 March 2021 which are set out on pages 8 to 17.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable 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 matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act 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
- 4 the financial statements 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 financial statements to be reached.



Paul Meacher, FCA
For and on behalf of
Fiander Tovell Limited

Stag Gates House
63/64 The Avenue
Southampton
Hampshire
SO17 1XS

Dated: *16 September 2021*

NFS MEDIATION LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

		Unrestricted funds 2021 £	Total 2021 £	Total 2020 £
	Notes			
<u>Income from:</u>				
Donations and legacies	3	-	-	50
Charitable activities	4	226,377	226,377	219,547
Investments	5	961	961	705
Other income	6	11,735	11,735	-
Total income		239,073	239,073	220,302
<u>Expenditure on:</u>				
Charitable activities	7	202,419	202,419	213,255
Net income for the year/ Net movement in funds		36,654	36,654	7,047
Fund balances at 1 April 2020		104,748	104,748	97,701
Fund balances at 31 March 2021		141,402	141,402	104,748

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

NFS MEDIATION LIMITED

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Current assets					
Debtors	11	30,274		25,871	
Cash at bank and in hand		167,720		132,725	
		<u>197,994</u>		<u>158,596</u>	
Creditors: amounts falling due within one year	12	<u>(56,592)</u>		<u>(53,848)</u>	
Net current assets			<u>141,402</u>		<u>104,748</u>
Income funds					
Unrestricted funds			<u>141,402</u>		<u>104,748</u>
			<u>141,402</u>		<u>104,748</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

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

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 2 September 2021



Daniel Nother
Trustee



Timothy Mynott
Trustee

Company Registration No. 07796773

NFS MEDIATION LIMITED

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

1 Accounting policies

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's memorandum and articles of association, the Companies Act 2006, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, UK Generally Accepted Accounting Practice and applicable charity and company law. The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The trustees have assessed the impact of Covid-19, as detailed in the trustees' report. As the charity has continuing service level agreements and contracts in place, the trustees do not currently expect this to have a material impact on the financial position of the charity and thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds are funds set aside by the trustees for specific purposes. Restricted funds are to be used with the specific purposes specified by the donors. All other funds are unrestricted general income funds.

Transfers are made between funds when adequate justification and supporting evidence is provided.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received. Income is stated net of VAT.

Grants from local authorities and similar organisations have been included as contracts for services where applicable but as donations where the money is given with greater freedom of use.

Income received for future periods is deferred until those periods.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount can be measured reliably and receipt is probable. If the amount is not known, the legacy is treated as a contingent asset.

NFS MEDIATION LIMITED

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

1 Accounting policies

(Continued)

Investment income is accounted for in the period in which the charity is entitled to receipt.

1.5 Resources expended

Expenditure is accounted for on an accruals basis as a liability is incurred and is stated net of VAT where applicable.

The cost of charitable activities includes all costs incurred in delivering the charitable company's principal objectives and governance costs associated with meeting the constitutional and statutory requirements of the charitable company.

1.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

1.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

1.8 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

NFS MEDIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies (Continued)

1.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.10 Debtors

Trade debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds £	Total 2021 £	Total 2020 £
Donations and gifts	-	-	50
For the year ended 31 March 2020	50		50

NFS MEDIATION LIMITED

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

4 Charitable activities

	2021 £	2020 £
Local authority	122,532	122,308
Housing associations	90,631	77,665
Other mediation services	13,214	19,574
	<u>226,377</u>	<u>219,547</u>
Analysis by fund		
Unrestricted funds	226,377	219,547
	<u>226,377</u>	<u>219,547</u>

The local authority income comprises amounts due from Southampton City Council in relation to a contract and a service level agreement with Fareham Borough Council for mediation services.

5 Investments

	2021 £	2020 £
Bank interest	961	705
	<u>961</u>	<u>705</u>
Analysis by fund		
Unrestricted funds	961	705
	<u>961</u>	<u>705</u>

6 Other income

	Unrestricted funds	Total	Total
	2021 £	2021 £	2020 £
Coronavirus Job Retention Scheme grants	11,735	11,735	-
	<u>11,735</u>	<u>11,735</u>	<u>-</u>

NFS MEDIATION LIMITED

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

7 Charitable activities

	2021 £	2020 £
Staff costs	72,943	72,682
Employee expenses	1,312	6,916
Mediators' expenses	524	2,176
Non-salaried staff	4,545	2,440
	<u>79,324</u>	<u>84,214</u>
Support costs (see note 8)	120,308	125,681
Governance costs (see note 8)	2,787	3,360
	<u>202,419</u>	<u>213,255</u>
Analysis by fund		
Unrestricted funds	202,419	213,255
	<u>202,419</u>	<u>213,255</u>

NFS MEDIATION LIMITED

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

8 Support costs

	Support costs	Governance costs	2021	2020	Basis of allocation
	£	£	£	£	
Staff costs	87,792	-	87,792	87,956	Actual costs
Staff expenses	1,636	-	1,636	2,803	Actual costs
Office expenses	16,192	-	16,192	15,707	In proportion to income generated
Development and marketing	55	-	55	1,851	Actual costs
Stationery and other office costs	9,913	-	9,913	11,283	In proportion to income generated
Maintenance and equipment	2,867	-	2,867	2,212	Actual costs
Bank charges	55	-	55	50	Actual costs
Training	1,798	-	1,798	3,819	Actual costs
Accountancy and other fees	-	2,190	2,190	2,275	Governance
Meetings and trustees' expenses	-	597	597	1,085	Governance
	<u>120,308</u>	<u>2,787</u>	<u>123,095</u>	<u>129,041</u>	
Analysed between					
Charitable activities	<u>120,308</u>	<u>2,787</u>	<u>123,095</u>	<u>129,041</u>	

Governance costs includes payments to the Independent examiner of £1,875 (2020- £1,830) for accountancy fees.

9 Trustees

No expense payments were made to trustees during the year (2020 - £628 paid to three trustees for travel and mediation related expenses).

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the current or prior year.

NFS MEDIATION LIMITED

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

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	9	9
Employment costs	2021	2020
	£	£
Wages and salaries	150,810	150,206
Social security costs	7,052	7,688
Other pension costs	2,873	2,744
	<u>160,735</u>	<u>160,638</u>

There were no employees whose annual remuneration was £60,000 or more.

11 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Trade debtors	23,289	23,528
Prepayments and accrued income	6,985	2,343
	<u>30,274</u>	<u>25,871</u>

12 Creditors: amounts falling due within one year

	Notes	2021 £	2020 £
Other taxation and social security		10,831	6,936
Deferred income	13	30,501	31,972
Trade creditors		163	148
Other creditors		13,097	12,792
Accruals		2,000	2,000
		<u>56,592</u>	<u>53,848</u>

NFS MEDIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

13 Deferred income

	2021 £	2020 £
Income relating to service contracts and mediation services	30,501	31,972

Deferred income is included in the financial statements as follows:

	2021 £	2020 £
Current liabilities	30,501	31,972
	30,501	31,972

All brought forward deferred income was released to incoming resources during the year.

14 Retirement benefit schemes

The charitable company participates in a multi-employer defined contribution pension scheme operated by the Pensions Trust. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund.

The contributions payable by the charitable company to the fund were £2,873 (2020 - £2,744).

15 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2021 £	2020 £
Aggregate remuneration	44,049	42,910

16 Charity information

NFS Mediation Limited is a charitable company limited by guarantee incorporated in England and Wales. The registered office is 12 Palmerston Road, Southampton, Hampshire, SO14 1LL.