

Charity registration number 1146657

Company registration number 07796773 (England and Wales)

NFS MEDIATION LIMITED
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

NFS MEDIATION LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Michael Joseph Timothy Mynott Allen Tyler David Walker Daniel Nother Penelope Hollowell Christabel Watts Alice Leahy Stephen Smith	(Appointed 14 September 2023) (Appointed 8 February 2024) (Appointed 9 November 2023)
Charity number	1146657	
Company number	07796773	
Chief Executive Officer	Stuart Sillett	
Life President	Nicholas McGeorge	
Chair	Daniel Nother	
Treasurer	Timothy Mynott	
Registered office	Unit 11 Basepoint Business Centre Andersons Road Southampton SO14 5FE	
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 The Charity Bank Limited Fosse House 182 High Street Tonbridge Kent TN9 1BE	

NFS MEDIATION LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

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 2024

The trustees present their annual report and financial statements for the year ended 31 March 2024.

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, Hampshire, IOW, Dorset, Wiltshire, Berkshire, Buckinghamshire, and South West England. These services are delivered by qualified paid employees and qualified community volunteer mediators and trained restorative practitioners.

For the reporting year ended 31 March 2024 all income from charitable activities came through the external commission of mediation, assessment, restorative, coaching and hoarding support 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; and our commitment to provide free at the point of use services to residents of Southampton and New Forest areas of the county and to promote mediation and restorative services across Hampshire and our operating area.

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 ongoing market challenges, 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 work continue on ensuring our governance policies and procedures are up to date and compliant and all services are risk assessed for the safety of the Charity, its volunteers, staff and service users. We will complete an updated document of Governance in the coming year.

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 Christabel Watts, Stephen Smith and Alice Leahy join the board of trustees.

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 and are contracted. This year we have continued to undergo updated awareness training in Safeguarding of Vulnerable Adults, Equality and Diversity, Disability Awareness, Autism Awareness, ADHD Awareness, Trauma Informed Approaches, Mental Health Awareness, lone working and Conflict Coaching for a number of staff and volunteers to equip our practitioners to manage many of the issues we encounter in our communities. This training provision will be continued and expanded in the coming year in line with identified service and individual need.

NFS MEDIATION LIMITED

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

The reporting year started with the challenge of an office move. Our new offices provide a better and safer facilities for staff and volunteers while still being located in central Southampton.

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, and our contracted operating areas to the South West of England. We operate in an ever changing market place, with many of our funding partners continuing to enter into mergers with other housing organisations resulting in significant restructuring making service retention ever more challenging. Our ever shifting market place is demonstrated by the loss of one long standing partner organisation while gaining two further local authority contracts. That we continue to not only hold our own but to expand our skills base and services is testament to our service experience, quality and continued service delivery success. In addition to Assessment services we have provided neighbourhood mediation for individual residents; intergenerational and prevention of homelessness mediation; workplace mediation; CBT psychological support hoarding services; and a number of restorative services and meetings for other housing providers and Hampshire Constabulary.

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 is always the prime focus and achievement of the Charity.

We continue to innovate and to nurture and grow our services and operational reach. This has included extending our operational geography supplying remote service delivery with the strategic aim to develop and grow hubs of volunteer mediators across our operating areas to provide face to face work and to promote mediation and restorative services to a growing number of communities.

Significant achievements this reporting year include winning an open tender to provide a significant CBT Psychological Support Service for Hoarders within the Southampton City Council area referred via Social Services and SCC Housing Services. Originally a two year contract this has unfortunately been reduced, for economic reasons, to one year. But the award of such a complex and challenging contract is still a remarkable achievement for the Charity and testament to our adaptability and staff's training and development.

We have also signed a new SLA with Winchester City Council which we hope to grow and develop in the coming year.

Our continuing successful partnership with Southampton City Council (SCC) for the provision of Mediation Assessment services to the tenants and leaseholders of SCC until the autumn of 2026 provides us with significant financial and reputational stability.

The success of this longstanding and innovative partnership is a further tribute to the hard work and expertise of our trustees, staff and volunteers allied to the vision and commitment of SCC Housing Services'. SCC's continuing focus to provide an expert independent restorative and mediation services to their tenants and leaseholders marks them out as a truly forward looking 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.

This reporting period also saw us continue to work into the second year of a contract with Abri housing association across the groups operating area. This innovative contract further expands our geography in the South West and supports the stability of the Charity while growing the number of individuals and households that can engage in conflict resolution and management services which are free at the point of use. This year also saw us add our Coaching service for Abri which is proving very popular.

NFS MEDIATION LIMITED

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

The retention and growth of our Mediation Assessment services to other housing providers now cover much of Hampshire, IOW and adjoining counties is an achievement of which we are proud. But we are conscious of the need to keep all of our services as fresh and relevant as possible to market need. The ability to be innovative, adaptable and flexible to meet the growing needs within our communities is essential to our aims and purpose. The Charity retains CPD accreditation for provision of a number of our conflict management training courses; and our restorative hate crime/incident service for Southampton City Council housing services continues.

Our work with other housing partners is on the rise as we continue to diversify to not only retain countywide coverage of our mediation assessment restorative work through new service level agreements, but also develop new areas of work with other partners such as Adult Social Care Connect Services and Hampshire Police.

This reporting year, across the entire service we have successfully dealt with over 630 restorative cases involving 1,221 households and engaged over 1,919 individuals. We have been evaluated by our partners as continuing to maintain a 93% success rate of all cases not returning to the referrer within a six month period that carry a No Further Action/Mediation outcome.

It should always be remembered that almost 2,000 individuals have been engaged by the Charity and been listened to, heard and given a voice at a difficult and challenging time in the lives of many.

The levels of stress, anxiety, loneliness, isolation, frustration and anger encountered within our communities has risen significantly post-pandemic. This has been exacerbated by the current cost of living crisis bringing a strain to our communities that is very evident as economic pressures continue to bite leading many relationships and communities to fray.

Many individuals with whom we engage live with a range of mental health, learning and/or developmental and physical difficulties and other vulnerabilities that make life difficult for them. Access to informal and formal support networks for many individuals continue to be severely restricted exacerbating the difficulties faced. Giving individuals the time to voice, not only their concerns over their disputes but also their wider life concerns, is a hugely important facet of the work we do to enable individuals to increase their well-being and resilience. Time is becoming a precious resource in today's world and giving people time is still the most important service we offer. This is supported by the increasing level of appropriate signposting we provide to individuals to the many local and national voluntary and statutory support agencies available to them for extra and tailored advice and support. This level of service delivery saw us recruit two further Assessment officers to our ranks. This reporting year saw the retirement of our long serving finance manager, Janet Teather, with our finance officer, Sarah Budd becoming our finance manager. The trustees would like to thank Janet for her skilled and dedicated service and wish her the very best in her retirement.

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 social and economic climate. The need for cuts and budget savings continues to adversely affect local authorities, housing and police sectors within which we mostly operate. However, this can also provide us with opportunities to support these agencies to save on their budget lines and for the Charity to deliver our value for money, quality and independent services.

NFS MEDIATION LIMITED

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

Future Plans

Our strong performance of recent years has provided a sound platform for the Charity as we plan for the future. We are currently working on our 2024-27 three year strategic plan that lays out the challenges, risks, mitigations and direction of travel for the Charity. The strategic plan will remain committed to strong governance and financial management, the retention of our existing restorative services, the growth of our skills, development of new services and the continued development of a fully rounded high quality mediation and restorative services, remaining free at the point of use, for all residents within our charitable operating areas.

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

Central to our immediate plans 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 to ensure management of our expenditure while creating greater feedback platforms for our customers to enable continuous service improvement for all those that access our services.

We will look to build on our new and innovative initiatives in hoarding, restorative justice (hate crime), anti-social behaviour 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 is offered to staff and volunteers to increase our confidence and competence as we continue to grow our skills base 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 interventions 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 £6,342 (2023: £23,467). Income from Charitable Activities increased by £18,823 over prior year and expenditure increased by £39,360. The increase in income related to a new service-level agreement for 1 year from Winchester City Council starting September 23, and increased income from the police. The increase in expenditure was due to employing two new members of staff to meet demand of the service and to cover leave, also to cover office move and increase in rent from April 23.

This reporting year saw a full review of our reserves policy with trustees deciding to raise the stated level of reserves held by the charity from 3 months to 4 months of our annualised income. This increase better supports the visions and values of the charity. Our aim is to maintain a level of reserves of not less than four months' annualised income. Our total income for the year was £295,674 and our reserves at 31 March 2024 are £186,550: we recognise the level of our reserves currently exceeds our policy statement but is appropriate for both planned investment and potential business downturn. The company reserves policy is set in respect to the on-costs arising from our recent geographic and business growth. The reserves policy is reviewed annually in conjunction with our risk management procedures.

NFS MEDIATION LIMITED

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

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	(Resigned 14 June 2023)
Allen Tyler	
David Walker	
Daniel Nother	
Penelope Hollowell	
Christabel Watts	(Appointed 14 September 2023)
Alice Leahy	(Appointed 8 February 2024)
Stephen Smith	(Appointed 9 November 2023)

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 and our agreed Job Description for the role. 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 and any identified training required. 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 review their skills base annually. The trustees can approve any ongoing training identified by a trustee to retain up to date on their role and further build on the trustee skills base.

The Charity's 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. For other identified and agreed tasks sub-committees may be formed to report findings and recommendations 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. This delegation of responsibilities is reviewed as necessary by the board.

NFS MEDIATION LIMITED

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2024

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...

Daniel Nother
Chair of Trustees

23/9/2024 | 08:08 BST
Dated:

...Timothy Mynott...

Timothy Mynott
Treasurer

22/9/2024 | 22:42 PDT
Dated:.....

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 2024 which are set out on pages 8 to 18.

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

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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.

Adam Buse

Adam Buse, ACA
For and on behalf of
Fiander Tovell Limited

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

Dated: 24/9/2024 | 07:59 BST

NFS MEDIATION LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds 2024 £	Total 2024 £	Total 2023 £
	Notes			
<u>Income from:</u>				
Charitable activities	3	290,956	290,956	272,133
Investments	4	4,718	4,718	1,306
Total income		295,674	295,674	273,439
<u>Expenditure on:</u>				
Charitable activities	5	289,332	289,332	249,972
Net income for the year/ Net movement in funds		6,342	6,342	23,467
Fund balances at 1 April 2023		180,208	180,208	156,741
Fund balances at 31 March 2024		186,550	186,550	180,208

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 2024

	Notes	2024 £	£	2023 £	£
Current assets					
Debtors	10	54,526		13,143	
Cash at bank and in hand		199,686		190,243	
		<u>254,212</u>		<u>203,386</u>	
Creditors: amounts falling due within one year					
	11	<u>(67,662)</u>		<u>(23,178)</u>	
Net current assets			<u>186,550</u>		<u>180,208</u>
Income funds					
Unrestricted funds			<u>186,550</u>		<u>180,208</u>
			<u>186,550</u>		<u>180,208</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 2024.

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 23/9/2024 | 08:08 BST

...Daniel Nother...
Daniel Nother
Trustee

...Timothy Mynott...
Timothy Mynott
Trustee

Company Registration No. 07796773

NFS MEDIATION LIMITED

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

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. Thus the trustees 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.

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

NFS MEDIATION LIMITED

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

1 Accounting policies

(Continued)

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

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.

NFS MEDIATION LIMITED

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

1 Accounting policies (Continued)

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.

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.

NFS MEDIATION LIMITED

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

3 Charitable activities

	2024 £	2023 £
Local authority	133,591	121,847
Housing associations	134,251	133,056
Other mediation services	22,994	17,230
Training	120	-
	<u>290,956</u>	<u>272,133</u>
Analysis by fund		
Unrestricted funds	<u>290,956</u>	<u>272,133</u>
	<u>290,956</u>	<u>272,133</u>

The local authority income in the current and prior year comprises amounts due from Southampton City Council in relation to a contract and ad-hoc services and Winchester City Council in relation to a service level agreement.

4 Investments

	2024 £	2023 £
Bank interest	<u>4,718</u>	<u>1,306</u>
Analysis by fund		
Unrestricted funds	<u>4,718</u>	<u>1,306</u>
	<u>4,718</u>	<u>1,306</u>

NFS MEDIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

5 Charitable activities

	2024 £	2023 £
Staff costs	124,472	95,980
Employee expenses	8,570	4,372
Mediators' expenses	784	1,455
Non-salaried staff	5,970	9,474
	<u>139,796</u>	<u>111,281</u>
Support costs (see note 6)	145,107	135,746
Governance costs (see note 6)	4,429	2,945
	<u>289,332</u>	<u>249,972</u>
Analysis by fund		
Unrestricted funds	<u>289,332</u>	<u>249,972</u>
	<u>289,332</u>	<u>249,972</u>

NFS MEDIATION LIMITED

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

6 Support costs

	Support costs £	Governance costs £	2024 £	2023 £	Basis of allocation
Staff costs	102,703	-	102,703	98,357	Actual costs
Staff expenses	2,690	-	2,690	1,782	Actual costs
Office expenses	21,225	-	21,225	19,516	In proportion to income generated
Development and marketing	1,390	-	1,390	212	Actual costs
Stationery and other office costs	9,349	-	9,349	10,207	In proportion to income generated
Maintenance and equipment	2,698	-	2,698	1,943	Actual costs
Bank charges	40	-	40	203	Actual costs
Training	5,012	-	5,012	3,526	Actual costs
Accountancy and other fees	-	2,160	2,160	2,125	Governance
Meetings and trustees' expenses	-	2,269	2,269	820	Governance
	<u>145,107</u>	<u>4,429</u>	<u>149,536</u>	<u>138,691</u>	
Analysed between Charitable activities	<u>145,107</u>	<u>4,429</u>	<u>149,536</u>	<u>138,691</u>	

Governance costs includes payments to the Independent examiner of £2,000 (2023- £1,975) for accountancy fees.

7 Trustees

Expenses totalling £160 were paid to a trustee during the year in relation to meeting expenses (2023 - £113).

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 2024

8 Employees

Number of employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	10	9

Employment costs

	2024 £	2023 £
Wages and salaries	209,689	179,917
Social security costs	13,010	10,515
Other pension costs	4,476	3,905
	227,175	194,337

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

9 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

10 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	37,611	6,180
Prepayments and accrued income	16,915	6,963
	54,526	13,143

11 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Other taxation and social security		8,138	1,285
Deferred income	12	35,740	-
Trade creditors		2,259	404
Other creditors		19,525	16,672
Accruals		2,000	4,817
		67,662	23,178

NFS MEDIATION LIMITED

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

12 Deferred income

	2024 £	2023 £
Income relating to service contracts and mediation services	35,740	-
	<u>35,740</u>	<u>-</u>

Deferred income is included in the financial statements as follows:

	2024 £	2023 £
Current liabilities	35,740	-
	<u>35,740</u>	<u>-</u>

13 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 £4,476 (2023 - £3,905).

14 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £	2023 £
Within one year	21,595	17,315
Between two and five years	1,800	20,463
	<u>23,395</u>	<u>37,778</u>

NFS MEDIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Related party transactions

Remuneration of key management personnel
The remuneration of key management personnel is as follows.

	2024	2023
	£	£
Aggregate remuneration	50,836	48,394

16 Charity information

NFS Mediation Limited is a charitable company limited by guarantee incorporated in England and Wales. The registered office is Unit 11, Basepoint Business Centre, Andersons Road, Southampton, SO14 5FE.