

CALM MEDIATION

England & Wales · Charity number 1161807

Details

Other names	CALM (CONFIDENTIAL AND LOCAL MEDIATION), CALM
Status	Registered
Legal form	CIO
Registered	2015-05-22
Register	View on the Charity Commission register

Contact

Address 92 Camberwell Road
Southwark
London
SE5 0EG

Phone 02076034014

Email info@calmmediation.org

Website www.calmmediation.org

Activities

Objects: IN PARTICULAR BUT NOT EXCLUSIVELY WITHIN GREATER LONDON AND SOUTH EAST OF ENGLAND (HEREINAFTER REFERRED TO AS THE AREA OF BENEFIT): 1) FOR THE PUBLIC BENEFIT THE PROMOTION OF CONFLICT RESOLUTION AND RECONCILIATION BY PROVIDING SERVICES FOR THE RESOLUTION OF CONFLICT BETWEEN PERSONS, FAMILIES, ORGANISATIONS, AUTHORITIES OR GROUPS INVOLVED IN, OR LIKELY TO BECOME INVOLVED IN, DISPUTES AND INTERPERSONAL CONFLICT PRINCIPALLY BY WAY OF MEDIATION, CONCILIATION, CONFLICT COACHING AND CONFLICT MANAGEMENT. 2) TO PROMOTE FOR THE BENEFIT OF THE PUBLIC IN THE AREA OF BENEFIT THE PROVISION OF MEDIATION AND CONCILIATION BETWEEN VICTIMS OF CRIME AND OFFENDERS, WITH A VIEW TO THE PRESERVATION OF PUBLIC ORDER AND FOR THE PRESERVATION AND PROTECTION OF THE WELLBEING OF SUCH VICTIMS AND THE REHABILITATION OF SUCH OFFENDERS. 3) THE ADVANCEMENT OF EDUCATION IN CONFLICT RESOLUTION BY PROVIDING TRAINING IN MEDIATION SKILLS, RESTORATIVE JUSTICE SKILLS AND OTHER CONFLICT RESOLUTION AND COMMUNICATION SKILLS.

Activities: Calm Mediation provides conflict resolution services and training, largely but not exclusively, in London and the South East.

Classification

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

Geography

- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£588,825	£610,010	£107,721	11
2024-03-31	£542,759	£535,561	£128,906	10
2023-03-31	£484,598	£528,659	-	-
2022-03-31	£538,717	£532,007	£165,769	10
2021-03-31	£470,474	£467,243	-	-

Trustees

Name	Role	Appointed
Christopher Thomas George Pickard	Chair	2020-07-20
Latinka Pilipovic		2024-11-29
Miroslawa Wojnar		2023-11-10
Nikki Anne Edwards		2023-11-10
Olabode Adeloye		2020-10-15
Paul Damian George		2021-04-22

CALM MEDIATION

England & Wales - Charity number 1161807

Accounts

Charity registration number 1161807 (England and Wales)

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
LEGAL AND ADMINISTRATIVE INFORMATION**

Trustees	P George (Chair) L Pilipovic (Treasurer and Chair of Finance and Risk Committee) C Pickard O Adeloye N Edwards N Wojnar	(Appointed 29 Nov 2024)
Charity number (England and Wales)	1161807	
Principal address	92 Camberwell Road London SE5 0EG	
Independent examiner	Harling & Kirk Accountants Limited 4 Bowden Lane High Wycombe Buckinghamshire HP11 1DL	
Bankers	Virgin Money 154 - 158 Kensington High Street London W8 7RL	

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) CONTENTS

	Page
Trustees' Report - Foreword	1 - 2
Trustees' report	3 - 6
Independent examiner's report	7
Statement of financial activities	8
Balance sheet	9
Statement of cash flows	10
Notes to the financial statements	11 - 21

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT - FOREWORD

FOR THE YEAR ENDED 31 MARCH 2025

Foreword

Conflict, when left unresolved, can fracture families, destabilise communities, and deepen inequality—especially in the most disadvantaged areas. At Calm Mediation, we work to address these challenges head-on across London and the South East, offering people a chance to rebuild relationships, restore trust, and move forward. For those we support, the impact is often life-changing. For our funders, mediation represents a highly cost-effective approach, delivering measurable social and economic outcomes.

This year, we provided direct support to over a thousand people struggling with conflict, with many more benefitting indirectly from our services. Across our Neighbour Mediation, Community Mediation, Restorative Justice, and Workplace Mediation services, where those in conflict agreed to engage, over 90% reached agreement on a path forward. In addition, we delivered training to over 200 people.

The year also brought significant challenges, including the unexpected cancellation of previously agreed funding for a substantial project, and continuing operating losses for our Legal Aid-funded Family Mediation service. Faced with a financial deficit, we reviewed both our portfolio of services and our management structure to ensure a sustainable model for the future.

Regrettably, we concluded that we could no longer provide Family Mediation services. The current Legal Aid rates, coupled with the administrative burden of compliance, made it impossible to deliver the service without a substantial cross-subsidy we could no longer sustain. I want to thank all those involved in our Family Mediation service—no area we've worked in has been more impactful, and we are immensely proud of the team's contribution. We are now working to transfer the service to another organisation, ensuring continuity for those who need it most.

Shortly after the end of the year, Ed Procter stepped down as our CEO, having steered us through an important transitional phase. He is succeeded by John Naldrett, formerly our Head of Mediation Services. Ed led the organisation with great drive and energy, and leaves a lasting legacy. I'm delighted that he will continue to work with us over the year ahead as Director of our Restorative Justice programme. John brings five years of hands-on experience at Calm, and now leads a strong senior team—Dave Walker MBE and Freddie de Luca—united in their vision for Calm's future and sharing a deep commitment to our mission.

During the year, I took over from Chris Pickard as Chair; he continues to serve as a trustee. I would like to recognise Chris's great contribution over an extended period in guiding the Board through critical leadership transitions and the merger that created the Calm we know today. I also extend sincere thanks to Ralph Strang and Joe Martin, who stepped down from the Board after many years of dedicated service.

I'm pleased to welcome Latinka Pilipovic as our new Treasurer. Her financial acumen and expertise as a senior Chartered Accountant will be a valuable asset to us in the years ahead.

Alongside our existing portfolio of partnerships and delivery contracts—including our core relationship with MOPAC to deliver Restorative Justice in London—I am delighted to report continued progress across our services. Our Neighbour Mediation team has launched a new partnership with Clarion Housing Group to support their residents. Our Peer Mediation Service continues to expand, with new projects in Ipswich and Bury St Edmunds. And at the end of the year, we began an important partnership with the Lankelly Trust, funding Peer Mediation in Barking and Dagenham.

Resolving conflict is a complex and time-intensive process that demands patience, perseverance, and finely honed skills in listening, communication, and negotiation. I want to express my sincere gratitude to our dedicated volunteers, trustees, and staff for the remarkable work they do in helping individuals caught in conflict find a path toward positive change. I also extend my thanks to our service users, funders, and partners for the trust and support they've shown us throughout the year.

At Calm Mediation, we believe that investing in community-based conflict resolution delivers clear human, social, and economic benefits. We see it as a vital contribution to building a more compassionate and cohesive society. Mediation helps prevent homelessness, child poverty, crime, and mental health crises; it enables families to navigate the aftermath of relationship breakdowns; it supports both victims and offenders in the healing process; and it contributes to improved attendance, behaviour, and academic achievement in schools. The message is simple and powerful: mediation matters—and it works.

I hope this report offers insight into our impact and progress—and that it inspires you to support the wider adoption of community mediation and restorative approaches. It is a privilege to serve as Chair during this important chapter in Calm Mediation's story.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT - FOREWORD (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Paul George

Paul George (Jan 30, 2026 09:44:04 GMT) ..

P George

Chair of Trustees

30/01/26

Date:

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements for the year ended 31 March 2025.

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 governing document, the Charities Act 2011, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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 (FRS 102)" (Published in October 2019).

Objectives and activities

Our mission is to serve the public by promoting conflict resolution and reconciliation, supporting the wellbeing of crime victims, and aiding the rehabilitation of offenders across London and the South East. To achieve this, we offer mediation and other conflict resolution services, alongside training in mediation, coaching, and communication skills. The Trustees confirm that all the Charity's work has been undertaken for the public benefit, and that they have fulfilled their duty to consider and follow the Charity Commission's guidance on public benefit when exercising their powers and responsibilities.

Calm Mediation's Vision and Values

Calm Mediation's Mission is: A Voice, A Choice, A Chance for Change:

Our values:

- **Openness:** We foster constructive communication and welcome fresh ideas and change.
- **Transformative:** We empower people to create positive paths forward.
- **Fairness:** We are committed to equitable treatment and fair solutions for all.
- **Excellence:** We work to ensure our communities have access to the highest standard of mediation and restorative justice expertise.
- **Community Focused:** We strengthen communities by improving relationships and building people's capacity to resolve conflicts.

Public benefit

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the Charity should undertake.

Our Activities

Calm Mediation delivers a wide range of conflict resolution services, including:

- **Neighbourhood and community mediation** – resolving disputes between neighbours, community groups, and in public spaces such as estates, parks, and streets.
- **Workplace mediation** – supporting employees and employers to resolve workplace disputes.
- **Peer mediation training** – providing training and ongoing support to secondary schools and universities.
- **Restorative justice** – facilitating dialogue between victims and offenders to repair harm caused by crime.
- **Skills training** – offering courses in mediation, restorative justice, and conflict management.
- **Community events** – promoting awareness and good practice in conflict prevention, management, and resolution.

Throughout the year we also provided family mediation services - assisting separating or divorcing couples with arrangements for children, finances, and other family matters. Regrettably, we have now needed to discontinue this service to protect our financial sustainability.

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Working in partnership

We work to benefit the public through partnerships with Local Council Housing departments, Housing Associations across London, Victim Support, the Metropolitan Police, schools, universities, and local community organisations. We also receive referrals from advice and voluntary agencies and are supported by funding from charitable trusts and foundations.

To promote understanding of conflict resolution, we run regular awareness sessions. For example, we delivered two sessions at the Civil Mediation Council's national conference in November. Our service managers and coordinators also participate in multi-agency meetings to share expertise and best practices.

Our Working Practices

We adapt to the needs of those we serve by offering both in-person and online meetings. Volunteers are supported with regular development sessions that contribute to their Continued Professional Development (CPD).

Our commitment to excellence is reflected in the accreditations and memberships we hold:

- **Restorative Justice Council** – Quality Mark for our RJ Service.
- **London Mediation Community Council (LMCC)** – active member.
- **Open College Network (OCN) London** – approved training centre for mediation and RJ skills.
- **Civil Mediation Council (CMC)** – registered mediation service provider.
- **College of Mediators** – recognised CPD training provider under the LMCC.
- **National Family Mediation Council** – member.
- **Legal Aid Agency** – quality-assured provider of family mediation services.

Achievements and performance

Calm Mediation remains committed to delivering effective conflict resolution services, including neighbour and community mediation, peer mediation, and workplace mediation across all London boroughs. We also operate a London-wide Restorative Justice (RJ) service in collaboration with MOPAC. In addition, we provide training for organisations within the third sector.

- This year we supported 1031 people dealing with conflict, with an agreement rate of over 90% achieved within our Neighbour, Community and Workplace Services, and a 46.5% agreement rate achieved within our Family Mediation Service.
- We ran skills training sessions for prospective new mediators, Awareness Training Sessions for Housing staff and Development Sessions for trained volunteer mediator. Overall, we delivered training to a total of 203 individuals.
- We successfully restructured our Senior Leadership to put ourselves in the best position to meet our future goals.
- We hired a Communications lead to maximise how we communicate to existing partners and potential funders the valuable impact our work has on Communities.

Financial review

Income for the year ending 31 March 2025 was £588,825 and expenditure was £610,010, resulting in a loss of £21,185. At the end of the financial year, our reserves sat at £107,721.

45% of our income is derived from our Restorative Justice service, funded by MOPAC. This funding is secure until 31 March 2026. See future plans on page 5 for further information on this.

Our Neighbour Mediation and Peer Mediation Services, generating, 35% of our income, flow from 30 annual contracts and partnerships, most of them long-established. The balance of our income flows from a diversified range of activities including training, consulting, and one-off commissions to provide workplace and community mediation services.

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Reserves Policy

The Board of Trustees monitors strategic and operational risks, including the management of reserves. The charity's policy is to maintain reserves sufficient to cover three months of its operating costs in the event of a substantial disruption to its income. Its current reserves are below that level after this year's financial losses. Following a review of our cost base, plans are now in place to achieve financial surpluses from operations over the coming years to increase our reserves.

Risk Management

Calm Mediation maintains an up-to-date Risk Register, reviewed quarterly by the Finance and Risk Committee. The organisation holds insurance that the Board of Trustees consider appropriate to the scope of its activities and the risks it faces, including such cover as is required by law. Both staff and volunteers receive training in safeguarding and risk assessment.

Debts and Guarantees

As of the date of the statement of assets and liabilities, the Board of Trustees confirms that the charity has no outstanding debts secured by charge over any of its assets, and no contingent liabilities arising from guarantees issued by the charity, other than obligations under operating leases.

Plans for the future

The charity's priority for the coming years is to develop its existing services while maintaining financial stability and ensuring sustainable growth. Our focus is on strengthening community cohesion, supporting education, reducing reoffending, and contributing to improved wellbeing, in line with our charitable objectives.

To achieve this, we plan to:

- Expand our portfolio of Neighbour Mediation contracts and partnerships, with the aim of making Neighbour Mediation available across all London boroughs.
- Apply for funding to extend our peer mediation programme to additional schools in London and the South of England.
- Seek funding to develop and pilot an Elder Mediation service.
- Expand our Workplace Mediation service, particularly in supporting our local government and housing association partners.
- Strengthen how we measure and communicate the outcomes of our services for individuals and communities, ensuring impact is evidenced and reported transparently.

On 8 January 2026, the Charity was informed that our contract with MOPAC for Restorative Justice services would not be extended. While the impact is material, the Charity will focus on its operation of other services going forward as a going concern.

Structure, governance and management

Calm mediation is registered with the Charity Commission as a Charitable Incorporated Organisation (CIO), number 1161807, operating under a constitution as its governing document.

Trustees

The Charity is governed by a Board of Trustees, who provide strategic oversight to ensure that Calm Mediation delivers on its charitable objectives, complies with its constitution and legal obligations, and manages its resources responsibly. The Board currently consists of six trustees and meets quarterly to provide governance and review activities and finances. The Finance and Risk Management Sub-Committee meets quarterly and reports back to the full Board. We plan to expand our board in the coming year, and to take the opportunity to broaden representation of the communities we serve among our trustee group.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

The Trustees who served during the year and up to the date of signature of the financial statements were:

P George (Chair)
L Pilipovic (Treasurer, Chair of Finance & Risk Committee) (Appointed 29 November 2024)
C Pickard
O Adeloje
N Edwards
M Wojnar
J Martin (Resigned 29 November 2024)
R Strang (Resigned 29 November 2024)

Senior Leadership Team

Throughout the financial year, Calm Mediation was led by CEO Ed Procter, supported by the Senior Leadership Team: Wendreda De Luca (Director of Development), David Walker (Director of Mediation), and Julie Clarke (Head of Restorative Justice). Ed Procter stepped down as CEO and was succeeded by John Naldrett, who was previously Head of Mediation Services. Ed continues to work with our senior team [overseeing delivery of our work for MOPAC].

Staff

We have a team of 12 full time and part time staff. They are supported by 4 consultants providing specialist services on a part-time basis and as required.

Volunteers

Our total volunteer network consists of 148 people.

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

Paul George
.. Paul George (Jan 30, 2025, 09:44:04 GMT) ..

P George (Chair)
Trustee

30/01/26
Date:

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CALM MEDIATION

I report to the Trustees on my examination of the financial statements of Calm Mediation (the Charity) for the year ended 31 March 2025.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011.

I report in respect of my examination of the Charity's financial statements carried out under section 145 of the Charities Act 2011. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011.

Independent examiner's statement

Since the Charity's gross income exceeded £250,000, the independent examiner must be a member of a body listed in section 145 of the Charities Act 2011. I confirm that I am qualified to undertake the examination because I am a member of ACCA, which is one of the listed bodies.

Your attention is drawn to the fact that the charity has prepared the financial statements in accordance with the relevant version of the Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the existtant regulations but has now been withdrawn. I understand that this has been done in order for the financial statements to provide a true and fair view in accordance with UK Generally Accepted Accounting Practice.

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 130 of the Charities Act 2011.
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of financial statements set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the financial statements give a true and fair view, which is not a matter considered as part of an independent examination.

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.

F. Harling ACCA

Harling & Kirk Accountants Limited

4 Bowden Lane
High Wycombe
Buckinghamshire
HP11 1DL

Date:

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	2	4,501	164	4,665	8,586	-	8,586
Charitable activities	3	434,160	150,000	584,160	532,047	2,100	534,147
Investments	4	-	-	-	26	-	26
Total income		<u>438,661</u>	<u>150,164</u>	<u>588,825</u>	<u>540,659</u>	<u>2,100</u>	<u>542,759</u>
Expenditure on:							
Raising funds	5	24,150	213	24,363	31,465	-	31,465
Charitable activities	6	456,839	128,579	585,418	501,996	2,100	504,096
Loss on disposal	10	229	-	229	-	-	-
Total expenditure		<u>481,218</u>	<u>128,792</u>	<u>610,010</u>	<u>533,461</u>	<u>2,100</u>	<u>535,561</u>
Net income/(expenditure) and movement in funds		(42,557)	21,372	(21,185)	7,198	-	7,198
Reconciliation of funds:							
Fund balances at 1 April 2024		<u>128,906</u>	<u>-</u>	<u>128,906</u>	<u>121,708</u>	<u>-</u>	<u>121,708</u>
Fund balances at 31 March 2025		<u>86,349</u>	<u>21,372</u>	<u>107,721</u>	<u>128,906</u>	<u>-</u>	<u>128,906</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
BALANCE SHEET
AS AT 31 MARCH 2025**

	Notes	2025		2024	
		£	£	£	£
Fixed assets					
Tangible assets	11		10,617		4,884
Current assets					
Debtors	12	92,739		115,236	
Cash at bank and in hand		97,103		77,430	
		<u>189,842</u>		<u>192,666</u>	
Creditors: amounts falling due within one year	13	<u>(92,738)</u>		<u>(68,644)</u>	
Net current assets			97,104		124,022
Total assets less current liabilities			<u>107,721</u>		<u>128,906</u>
The funds of the Charity					
Restricted income funds	16		21,372		-
Unrestricted funds			86,349		128,906
			<u>107,721</u>		<u>128,906</u>

The financial statements were approved by the Trustees on

Paul George
.. Paul George (Jan 30, 2025, 09:44:04 GMT) ..
P George (Chair)
Trustee

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from operations	21		28,409		25,563
Investing activities					
Purchase of tangible fixed assets		(8,736)		(4,281)	
Investment income received		-		26	
Net cash used in investing activities			(8,736)		(4,255)
Net cash generated from financing activities			-		-
Net increase in cash and cash equivalents			19,673		21,308
Cash and cash equivalents at beginning of year			77,430		56,122
Cash and cash equivalents at end of year			97,103		77,430

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Calm Mediation was set up in 1995, and has changed status to a Charitable Incorporated Organisation (CIO) which was granted by the Charity Commissioners on 22 June 2015. The registered CIO number is 1161807.

1.1 Basis of preparation

The financial statements have been prepared in accordance with the Charity's governing document, the Charities Act 2011, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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 (FRS 102)" (published in October 2019). The Charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. 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.

On 8 January 2026, the Charity was informed that our contract with MOPAC for Restorative Justice services would not be extended. While the impact is material, the Charity will focus on its operation of other services going forward as a going concern.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

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.

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 is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

1 Accounting policies **(Continued)**

1.5 Expenditure

Liabilities are recognised when either a legal or constructive obligation to transfer resources exists.

Costs of raising funds are those expenses related to the generation of voluntary, fundraising or investment income.

Expenditure relating to charitable activities includes expenditure directly attributable to the delivery of charitable activities.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	Straight Line over 5 years
Computers	Straight Line over 3-10 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the Charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 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. Bank overdrafts are shown within borrowings in current liabilities.

1.9 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.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

1 Accounting policies

(Continued)

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.

Derecognition of financial liabilities

Financial liabilities are derecognised when the Charity's contractual obligations expire or are discharged or cancelled.

1.10 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.

1.11 Retirement benefits

The charity operates a defined contribution pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

2 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	4,501	-	4,501	8,586	-	8,586
Grants	-	164	164	-	-	-
	<u>4,501</u>	<u>164</u>	<u>4,665</u>	<u>8,586</u>	<u>-</u>	<u>8,586</u>

3 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Services provided under contract	434,160	150,000	584,160	532,047	2,100	534,147
	<u>434,160</u>	<u>150,000</u>	<u>584,160</u>	<u>532,047</u>	<u>2,100</u>	<u>534,147</u>

4 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	-	26
	<u>-</u>	<u>26</u>

5 Expenditure on raising funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fundraising and publicity						
Staging fundraising events	1,234	213	1,447	3,497	-	3,497
Staff costs	22,916	-	22,916	27,968	-	27,968
	<u>24,150</u>	<u>213</u>	<u>24,363</u>	<u>31,465</u>	<u>-</u>	<u>31,465</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

6 Expenditure on charitable activities

	2025	2024
	£	£
Direct costs		
Staff costs	369,070	331,995
Depreciation, impairment and loss on disposal	2,774	1,123
Staff recruitment costs	1,450	8,702
Learner Registration	765	418
Interpreter costs	4,127	2,751
Venue costs and refreshments	9,803	11,074
Volunteer/staff training & expenses	3,892	2,091
Bad debts	(979)	2,437
Contracting	72,959	60,043
	<u>463,861</u>	<u>420,634</u>
Share of support and governance costs (see note 7)		
Support	70,760	48,437
Governance	50,797	35,025
	<u>585,418</u>	<u>504,096</u>
Analysis by fund		
Unrestricted funds	456,839	501,996
Restricted funds	128,579	2,100
	<u>585,418</u>	<u>504,096</u>

7 Support costs allocated to activities

	2025	Total
	£	2024
		£
Rent and rates	23,145	22,301
Light and heat	2,223	1,679
Health & safety	1,865	903
Repairs, maintenance and cleaning (inc. moving costs)	3,596	2,116
Computer and data costs	5,382	4,628
Printing, postage, stationery and office	5,542	3,040
Telephone costs (inc. hire of equipment)	12,650	10,778
Marketing and advertising	12,819	1,441
Bank charges	280	464
Travel and meetings	3,258	1,087
Governance	50,797	35,025
	<u>121,557</u>	<u>83,462</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

7 Support costs allocated to activities **(Continued)**

	2025	2024
	£	£
Governance costs comprise:		
Staff costs	5,729	6,991
Legal and professional	23,426	10,556
Accountancy fees	16,970	13,931
Insurance	4,672	3,547
	50,797	35,025
	50,797	35,025

Governance costs includes payments of £2,000 (2024: £2,000) to the independent examiner for an independent examination and accounts preparation.

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the Charity during the year, other than the payments which are disclosed in Note 18. Two trustees were reimbursed expenses in the year of £87 (2024: One trustee £86).

9 Employees

The average monthly number of employees during the year was:

	2025	2024
	Number	Number
Directors	1	1
Coordinators	10	9
	11	10
	11	10

	2025	2024
	£	£
Employment costs		
Wages and salaries	346,556	323,428
Social security costs	29,568	26,578
Other pension costs	21,591	16,948
	397,715	366,954
	397,715	366,954

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

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

10 Other expenditure

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Net loss on disposal of tangible fixed assets	229	-

11 Tangible fixed assets

	Fixtures and fittings £	Computers £	Total £
Cost			
At 1 April 2024	233	11,953	12,186
Additions	-	8,736	8,736
Disposals	-	(4,779)	(4,779)
At 31 March 2025	233	15,910	16,143
Depreciation and impairment			
At 1 April 2024	84	7,218	7,302
Depreciation charged in the year	46	2,728	2,774
Eliminated in respect of disposals	-	(4,550)	(4,550)
At 31 March 2025	130	5,396	5,526
Carrying amount			
At 31 March 2025	103	10,514	10,617
At 31 March 2024	149	4,735	4,884

12 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	77,239	100,305
Other debtors	-	100
Prepayments and accrued income	15,500	14,831
	92,739	115,236

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

13 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Other taxation and social security		34,056	29,056
Deferred income	14	39,371	31,258
Trade creditors		9,608	2,859
Accruals		9,703	5,471
		<u>92,738</u>	<u>68,644</u>

14 Deferred income

	2025 £	2024 £
Southern Housing Group	1,875	1,875
London Borough of Harrow	490	-
Bacon's College	833	1,183
Women's Pioneer Housing Ltd	1,167	-
Karibu Community Homes	1,250	-
Eastern Education Group	3,625	-
Mayor & Burgesses of LB of Southwark	11,250	-
A2 Dominion	600	-
Royal Borough Of Kensington Upon Thames	3,333	3,333
London Borough of Southwark	165	-
Goldsmiths, University of London	12,083	12,083
Eurostar	-	7,696
Curve Media	-	2,388
Unison Change Management Ltd	2,700	2,700
	<u>39,371</u>	<u>31,258</u>

The above deferred income wholly relates to services to be carried out in 2025/26.

15 Retirement benefit schemes

	2025 £	2024 £
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	21,591	16,948
	<u>21,591</u>	<u>16,948</u>

The Charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

16 Restricted funds

The income funds of the Charity include restricted funds comprising the following unexpended balances of donations and grants held on trust subject to specific purposes:

	At 1 April 2024	Incoming resources	Resources expended	At 31 March 2025
	£	£	£	£
Living Wage Grant	-	164	(164)	-
Mayors Office for Policy & Crime	-	150,000	(128,628)	21,372
	<u>-</u>	<u>150,164</u>	<u>(128,792)</u>	<u>21,372</u>
	<u><u>-</u></u>	<u><u>150,164</u></u>	<u><u>(128,792)</u></u>	<u><u>21,372</u></u>
Previous year:	At 1 April 2023	Incoming resources	Resources expended	At 31 March 2024
	£	£	£	£
United St Saviours Fund	-	2,100	(2,100)	-
	<u>-</u>	<u>2,100</u>	<u>(2,100)</u>	<u>-</u>
	<u><u>-</u></u>	<u><u>2,100</u></u>	<u><u>(2,100)</u></u>	<u><u>-</u></u>

17 Analysis of net assets between funds

	Unrestricted funds 2025	Restricted funds 2025	Total 2025
	£	£	£
At 31 March 2025:			
Tangible assets	8,316	2,301	10,617
Current assets/(liabilities)	78,033	19,071	97,104
	<u>86,349</u>	<u>21,372</u>	<u>107,721</u>
	<u><u>86,349</u></u>	<u><u>21,372</u></u>	<u><u>107,721</u></u>
	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
At 31 March 2024:			
Tangible assets	4,884	-	4,884
Current assets/(liabilities)	124,022	-	124,022
	<u>128,906</u>	<u>-</u>	<u>128,906</u>
	<u><u>128,906</u></u>	<u><u>-</u></u>	<u><u>128,906</u></u>

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

18 Operating lease commitments

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:

	2025	2024
	£	£
Within one year	22,487	12,498
Between two and five years	11,000	487
	<u>33,487</u>	<u>12,985</u>

The operating leases represent leases of telephone equipment from third parties and rent of premises.

19 Related party transactions

During the year payments of £Nil (2024: £337) and £675 (2024: £2,228) were made to Tracey Adamson and Ralph Strang, Trustee's of the Charity, for services provided to the Charity. In addition, payments of £Nil (2024: £675) were made to Lion Litigation Limited, a company controlled by Trustee Nikki Edwards, and £5,013 (2024: £2,813) was paid to Burning Amber Productions Limited, a company controlled by Trustee Mirka Wojnar. Again, these payments related to services provided to the Charity.

All payments were made on an arms length commercial basis for services separate from the Trustee role performed, and they were authorised by the other Trustees as necessary.

20 Controlling party

The charity is controlled by the trustees.

21 Cash generated from operations

	2025	2024
	£	£
(Deficit)/surplus for the year	(21,185)	7,198
Adjustments for:		
Investment income recognised in statement of financial activities	-	(26)
Loss on disposal of tangible fixed assets	229	101
Depreciation and impairment of tangible fixed assets	2,774	1,022
Movements in working capital:		
Decrease in debtors	22,497	5,983
Increase/(decrease) in creditors	15,981	(2,900)
Increase in deferred income	8,113	14,185
Cash generated from operations	<u>28,409</u>	<u>25,563</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

22 Analysis of changes in net funds

The Charity had no material debt during the year.

CALM MEDIATION

England & Wales - Charity number 1161807

Accounts

Charity Registration No. 1161807

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
LEGAL AND ADMINISTRATIVE INFORMATION**

Trustees	J Martin R Strang C Pickard (Chair) M Wojnar N Edwards B Adeloze P George (Treasurer)	(Joined 10 November 2023) (Joined 10 November 2023)
CIO registered number	1161807	
Principal address	92 Camberwell Road London SE5 0EG	
Independent examiner	Ward Williams Limited Bay Lodge 36 Harefield Road Uxbridge Middlesex UB8 1PH	
Bankers	Virgin Money 154 - 158 Kensington High Street London W8 7RL	

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) CONTENTS

	Page
Trustees' report	1 - 6
Independent examiner's report	7
Statement of financial activities	8
Balance sheet	9
Statement of cash flows	10
Notes to the financial statements	11 - 20

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

Foreword

Unresolved and poorly managed conflict causes untold harm, hurt and cost to individuals and communities, particularly in the least affluent parts of London and the South East. The work we do at Calm Mediation is incredibly important for the individuals we serve, and is often a highly cost-effective intervention for our funders, relative to the social and economic outcomes that are achieved.

Like all community mediation services, however, we struggle to generate the revenue required to meet the needs of the communities we serve. This is why we need to become better at arguing our case for effective conflict resolution during a time of stretched public finances and oversubscribed applications for charitable giving. We must demonstrate the impact of our work on improving lives and preventing the escalation of problems that end up costing staggering amounts of money to fix. Our message is clear and compelling: Mediation plays a significant role in preventing homelessness, child poverty, crime and mental health crises; it helps families to function following relationship breakdown; it can support victims to recover and offenders to repair the harm of crime; and in improving attendance, behaviour and attainment in education.

This year has been a period of consolidation and change. I'm glad to report that our finances are back in the black after last year's deficit. In September, we said goodbye to our long serving Chief Executive Corinne Rechais, who did so much to put Calm Mediation on the map during her distinguished seventeen year tenure. The Board of Trustees embarked on an open recruitment campaign to replace Corinne that led to the appointment of Ed Procter. Ed is an experienced CEO who brings with him a track record of leading and growing third sector dispute resolution organisations. The Board of Trustees is working closely with Ed to create a new and exciting sustainable future for Calm Mediation.

Tracey Adamson and Alex Dunlop both stood down from the Board of the Trustees this year. I would like to thank them both for their contributions to the governance of Calm Mediation over the years. Meanwhile, we were thrilled to welcome Nikki Edwards and Mirka Wojnar as new trustees in November, bringing exceptional skills and experience in law, dispute resolution and learning & development to the Board.

We continued to operate the London-wide restorative justice service funded by Mopac. We passed a family mediation audit undertaken by the Legal Aid Agency with flying colours. We introduced our award winning peer mediation scheme into its first higher education setting at Goldsmiths University and continued to grow our community and workplace mediation services.

During the year we directly helped 1625 people, involved in 508 disputes across all London boroughs. In 80% of cases a positive resolution agreement was reached. We built community conflict resolution capacity by delivering 31 training and development sessions, attended by 495 delegates. I was delighted to chair Calm Connect 2023, our annual conference held this year in October at Regents Park University. It was fantastic to showcase the very best of community mediation, conflict resolution and restorative practice with speakers drawn from criminal justice, education, health and local government, along with Calm Mediation's talented team of staff and volunteers. The event really brought home to me the quality of the work that we do in so many different sectors to prevent, manage and resolve community conflict all across London.

Conflict resolution is a time consuming activity that requires great patience and tenacity, coupled with highly tuned listening, communication and negotiation skills. I would like to pay a heartfelt thanks to our volunteers, trustees and staff for their outstanding contribution in helping to give people consumed by conflict a chance for change. I would also like to thank our service users, funders and stakeholders for the trust they have shown in us this year.

At Calm Mediation, we believe there is a strong human, social and economic argument for investing in community conflict resolution. We believe it has a big role to play in making our society a better place. I hope you enjoy reading about our achievements and impact and will join me in advancing the case for community mediation and restorative practice more widely.

Chris Pickard, Chair of Trustees

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

The trustees present their 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 governing document, the Charities Act 2011 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 (FRS 102)" (Published in October 2019).

Objectives and activities

Our Objectives

Our purpose is to promote, for the benefit of the public, conflict resolution and reconciliation and to support the wellbeing of victims of crime and the rehabilitation of offenders throughout London and the South East. To this end we provide mediation and other conflict resolution services, as well as training in conflict resolution, coaching and communication skills.

The Trustees confirm that the Charity's activities have been carried out for the public benefit, and that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

Calm Mediation's Vision and Values

Calm Mediation's Mission is: A Voice, A Choice, A Chance for Change:

Our values are:

- **Open:** We encourage and support people to communicate constructively and to be open to new ideas and change.
- **Transformative:** We give people a chance to create a positive way forward.
- **Fair:** We strive to treat people equitably and to enable fair solutions to problems.
- **High Quality:** We strive to ensure that people in the communities we serve can access the best mediation and restorative justice expertise.
- **Community Focused:** We help strengthen communities by improving relationships between people and by building their capacity to resolve problems.

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Our Activities

Calm Mediation provides conflict resolution services including:

- mediation to resolve conflict involving neighbours and community groups and in settings such as estates, parks and streets.
- mediation in workplaces to resolve disputes involving employees and employers.
- family mediation for divorcing couples, child access and financial arrangements.
- peer mediation training and support in secondary schools and universities.
- restorative justice to repair the harm of crime involving victims and offenders.
- skills training in the area of mediation, restorative justice, and conflict management.
- events to promote effective community conflict prevention, management and resolution.

Working in partnership

Conflict resolution is provided to benefit the public, through contracts with Local Council Housing departments and Housing Associations across London, Victim Support, Metropolitan Police, schools, universities and local community groups. In addition, we receive referrals from advice agencies and voluntary agencies and funding from charitable trusts and foundations.

We deliver regular awareness sessions to ensure the message of conflict resolution benefit is understood and disseminated accurately and promoted widely. We delivered two sessions at the Civil Mediation Council's national conference in November.

Our service managers and coordinators attend multi-agency meetings to share current practice, knowledge and experiences.

Working Practices

We offer meetings in a variety of ways to match the needs of the individuals, in person and online. We support our volunteers by providing regular development sessions which carry Continued Professional Development points.

We strive for excellence in our services. As markers of the quality of what we do, Calm Mediation:

- holds the Restorative Justice Council's Quality Mark for our RJ Service.
- is a member of the London Mediation Community Council (LCMC).
- is an approved training centre by OCN (Open College Network) London for our mediation and RJ skills courses.
- is a Civil Mediation Council (CMC) registered mediation service provider.
- is a College of Mediators recognised CPD training provider, under the LCMC umbrella.
- is a member of the National Family Mediation Council.
- is a quality assured Legal Aid Agency provider of family mediation services.

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

Calm Mediation continues to provide conflict resolution in the form of neighbour & community mediation, family mediation, peer mediation and workplace mediation across all London boroughs. We provide a London-wide Restorative Justice (RJ) service in partnership with the London Victims and Witness Service and Mopac. We deliver training to the third sector.

This year we supported 2124 people in handling conflict.

We directly helped 1625 people to resolve disputes across all of our service areas.

We reached settlement agreements in 80% of cases, ranging from 52% in family joint meetings to 97% of community mediation cases.

We ran 31 training and development sessions attended by 495 people.

We had 125 registered volunteer practitioners who delivered 1350 hours of mediation, training and development.

We launched a new website to better promote our services and provide comprehensive information about our organisation, aims, objectives and personnel.

Financial review

Income for the year-ending 31st March 2024 was £542,759 and expenditure was £535,561 making a surplus of £7,198. At the end of the financial year Calm Mediation's reserves are £128,906. This remains within the parameters of the Charity Commission's guidance on reserves and our reserves policy.

Organisation financing

- Restorative Justice (RJ) service contract with the London Victims and Witness Service (LVWS) and funded by Mopac runs until 30 September 2024.
- Neighbour Mediation service has 22 annual contracts and partnerships.
- Family Mediation service receives casework from individuals on a low income which is subsidised or benefits from funding associated with our Legal Aid contract.
- Peer Mediation service maintains contracts with one school and one university in London.
- Community Mediation service continues to support Southwark Council by providing mediation for anti-social behaviour casework.
- Mediation Training delivered two Open College Network courses to third party organisations and eight development sessions to our own volunteer practitioners.
- Workplace Mediation service has continued to grow steadily since its launch in 2022.

Reserves Policy

The Board of Trustees is attentive to all strategic and operational areas where the charity is at risk.

The trustees are satisfied that the level of our reserves remains appropriate to our current circumstances, having regard to Charity Commission guidance.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

Risk Management

Calm Mediation retains an active Risk Register which is reviewed quarterly by the Finance and Risk Committee. The organisation provides insurance for public liability, employee liability, volunteers' personal risk during the mediation process and Calm Mediation's exposure to client litigation. Staff and volunteers are provided with training in safeguarding and risk assessment.

Debts and Guarantees

The Board of Trustees declare that as at the date of the statement of assets and liabilities, the charity has no outstanding debts which are secured by an express charge on any of the assets of the charity and has no potential liability outstanding from any guarantee provided by the Charity except operating leases.

Plans for the future

We have ambitious plans for the future. We plan to expand and grow our services across London and the South East by demonstrating the impact of effective community conflict resolution on community cohesion, family stability, educational attendance and attainment, reoffending, mental health and wellbeing.

Having stabilised our financial position during the year covered by this statement, we plan to review our governance, branding and diversify our funding so that we can better serve communities across London. We plan to do this by:

- Bidding directly to Mopac to continue to operate the Restorative Justice service across London for the period 1st October 2024 to 31st March 2026. The bid was won in July 2024 and commenced 1 October 2024.
- Working in partnership with Mopac, Southwark Council and the Police to pilot a mediation intervention to tackle anti-social behaviour issues across Southwark and neighbouring boroughs.
- Expanding the reach of our Neighbour mediation service to reach all parts of London.
- Bidding for funding to develop and scale up our award winning peer mediation service to new schools across London.
- Exploring funding opportunities to help us better support low income families, older people and people with mental health issues.
- Developing our workplace, mediation training and professional development offer.
- Improving our communications and marketing activities to better demonstrate the impact of our services on individuals, communities and wider society.
- Running two public fundraising events during the year and exploring partnerships with commercial organisations who are committed to developing corporate and social responsibility initiatives.
- Reviewing the composition of our board of trustees and identifying the future needs of the Charity.

Structure, governance and management

Calm Mediation is registered with the Charity Commission as a Charitable Incorporated Organisation (CIO) number 1161807 with a constitution as its governing document.

Trustees

The Charity is under the strategic direction of a Board of Trustees who ensure the organisation is fulfilling our charitable purposes, complying with its constitution and the law, and managing its resources responsibly.

Calm Mediation's Board currently consists of seven trustees. The Board meets quarterly for an in-depth review of activities and finances. Additionally, sub-committees of the Board are convened to review other issues as they arise. A Finance and Risk Management sub-committee meets quarterly and reports to the full board.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

Our Trustees

Christopher Pickard (Chair)
Paul George (Treasurer)
Joe Martin
Ralph Strang
Tracey Adamson (Left 10 November 2023)
Alexander Dunlop (Left 7 May 2024)
Bode Adeyoye
Nikki Edwards (Joined 10 November 2023)
Miroslawa Wojnar (Joined 10 November 2023)

Senior Leadership Team

We changed our Chief Executive during the year. Our outgoing CEO Corinne Rechais retired on 30th September 2023. Following an extensive open recruitment campaign, supported by specialist charity sector recruitment specialists Harris Hill, we appointed Edward Procter as our new CEO on 11 September 2023. The Chief Executive is responsible for day-to-day management and running of the organisation and its finances under delegated authority. Our Senior Leadership Team members are Dave Walker, Director of Mediation and Wendreda de Luca, Director of Development.

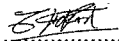
Staff

We have a staff team of twelve in full-time and part-time posts.

Volunteers

We have a volunteer network of 125.

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



.....
C Pickard (Chair)

Trustee 29/11/24

Dated:

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF CALM MEDIATION**

I report to the trustees on my examination of the financial statements of Calm Mediation (the Charity) for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the Charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the Charity's financial statements carried out under section 145 of 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.

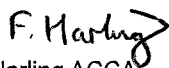
Independent examiner's statement

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 ACCA, 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 130 of the 2011 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



F. Harling ACCA
Ward Williams Limited

Bay Lodge
36 Harefield Road
Uxbridge
Middlesex
UB8 1PH

Dated: 4.11.24

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds	Restricted funds	Total 2024	Total 2023
	Notes	£	£	£	£
<u>Income and endowments from:</u>					
Donations and legacies	2	8,586	-	8,586	129
Charitable activities	3	532,047	2,100	534,147	480,591
Investments	4	26	-	26	350
Other income	5	-	-	-	3,528
Total income		<u>540,659</u>	<u>2,100</u>	<u>542,759</u>	<u>484,598</u>
<u>Expenditure on:</u>					
Expenditure on Raising funds	6	31,465	-	31,465	28,876
Charitable activities	7	501,996	2,100	504,096	499,783
Total resources expended		<u>533,461</u>	<u>2,100</u>	<u>535,561</u>	<u>528,659</u>
Net income/(expenditure) for the year/ Net movement in funds		7,198	-	7,198	(44,061)
Fund balances at 1 April 2023		<u>121,708</u>	-	<u>121,708</u>	<u>165,769</u>
Fund balances at 31 March 2024		<u><u>128,906</u></u>	<u><u>-</u></u>	<u><u>128,906</u></u>	<u><u>121,708</u></u>

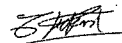
The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
BALANCE SHEET
AS AT 31 MARCH 2024**

	Notes	2024		2023	
		£	£	£	£
Fixed assets					
Tangible assets	11		4,884		1,726
Current assets					
Debtors	12	115,236		121,219	
Cash at bank and in hand		77,430		56,122	
		<u>192,666</u>		<u>177,341</u>	
Creditors: amounts falling due within one year	13	<u>(68,644)</u>		<u>(57,359)</u>	
Net current assets			124,022		119,982
Total assets less current liabilities			<u>128,906</u>		<u>121,708</u>
Income funds					
Unrestricted funds			128,906		121,708
			<u>128,906</u>		<u>121,708</u>

The financial statements were approved by the Trustees on ..14 Oct 2024.....


.....
C Pickard (Chair)
Trustee

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
STATEMENT OF CASH FLOWS**

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	20		25,563		(75,413)
Investing activities					
Purchase of tangible fixed assets		(4,281)		(1,312)	
Interest received		26		350	
Net cash used in investing activities			(4,255)		(962)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			21,308		(76,375)
Cash and cash equivalents at beginning of year			56,122		132,497
Cash and cash equivalents at end of year			<u>77,430</u>		<u>56,122</u>

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1 Accounting policies

Charity information

Calm Mediation was set up in 1995, and has changed status to a Charitable Incorporated Organisation (CIO) which was granted by the Charity Commissioners on 22 June 2015. The registered CIO number is 1161807.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Charity's governing document, the Charities Act 2011 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 (FRS 102)" (published in October 2019). The Charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. 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 unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

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.

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 is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Resources expended

Liabilities are recognised when either a constructive or legal obligation to transfer resources exists.

Costs of raising funds are those expenses related to the generation of voluntary, fundraising or investment income.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

1 Accounting policies

(Continued)

Expenditure relating to charitable activities includes expenditure directly attributable to the delivery of charitable activities.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	Straight Line over 5 years
Computers	Straight Line over 3-10 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the Charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 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. Bank overdrafts are shown within borrowings in current liabilities.

1.9 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.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

1 Accounting policies

(Continued)

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.

Derecognition of financial liabilities

Financial liabilities are derecognised when the Charity's contractual obligations expire or are discharged or cancelled.

1.10 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.

1.11 Retirement benefits

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

2 Donations and legacies

	2024	2023
	£	£
Donations and gifts	8,586	129

3 Charitable activities

	2024	2023
	£	£
Services provided under contract	534,147	480,591

Analysis by fund		
Unrestricted funds	532,047	
Restricted funds	2,100	
	<u>534,147</u>	

For the year ended 31 March 2023

Unrestricted funds	479,891
Restricted funds	700
	<u>480,591</u>

4 Investments

	2024	2023
	£	£
Interest receivable	26	350

5 Other income

	2024	2023
	£	£
Peninsula Referral Bonus	-	423
FP Insurance claim re Covid 19 expenditure	-	3,105
	<u>-</u>	<u>3,528</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

6 Expenditure on Raising funds

	2024	2023
	£	£
<u>Fundraising and publicity</u>		
Staging fundraising events	3,497	1,223
Staff costs	27,968	27,653
	<u>31,465</u>	<u>28,876</u>

7 Charitable activities

	2024	2023
	£	£
Staff costs	331,995	343,611
Depreciation, impairment and loss on disposal	1,123	2,851
Staff recruitment costs	8,702	378
Learner registration	418	225
Interpreter costs	2,751	2,169
Service evaluation	-	(7,300)
Venue costs and refreshments	11,074	3,361
Volunteer/staff training & expenses	2,091	1,280
Bad debts	2,437	-
Contracting	60,043	68,584
	<u>420,634</u>	<u>415,159</u>
Share of support costs (see note 8)	48,437	48,008
Share of governance costs (see note 8)	35,025	36,616
	<u>504,096</u>	<u>499,783</u>
Analysis by fund		
Unrestricted funds	501,996	506,383
Restricted funds	2,100	(6,600)
	<u>504,096</u>	<u>499,783</u>

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2024

8 Support costs	Support costs £	Governance costs £	2024 £	2023 £
Staff costs	-	6,991	6,991	6,913
Rent and rates	22,301	-	22,301	22,055
Light and heat	1,679	-	1,679	2,555
Health & safety	903	-	903	341
Repairs, maintenance and cleaning	2,116	-	2,116	2,319
IT and data costs	4,628	-	4,628	4,670
Printing, postage, stationery & office	3,040	-	3,040	4,070
Telephone	10,778	-	10,778	10,032
Marketing and advertising	1,441	-	1,441	999
Bank charges	464	-	464	483
Travel and meetings	1,087	-	1,087	484
Legal and professional	-	10,556	10,556	12,101
Accountancy	-	13,931	13,931	14,918
Insurance	-	3,547	3,547	2,684
	<u>48,437</u>	<u>35,025</u>	<u>83,462</u>	<u>84,624</u>
Analysed between				
Charitable activities	<u>48,437</u>	<u>35,025</u>	<u>83,462</u>	<u>84,624</u>

Governance costs includes payments of £2,000 (2023: £1,850) to the independent examiner for an independent examination and accounts preparation.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, other than the payments which are disclosed in Note 18. One trustee was reimbursed expenses in the year of £86 (2023- no such reimbursements).

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

10 Employees

Number of employees

The average monthly number employees during the year was:

	2024	2023
	Number	Number
Directors	1	1
Coordinators	9	8
	<u>10</u>	<u>9</u>

Employment costs

	2024	2023
	£	£
Wages and salaries	323,428	336,352
Social security costs	26,578	29,752
Other pension costs	16,948	12,073
	<u>366,954</u>	<u>378,177</u>

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

11 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2023	449	8,996	9,445
Additions	-	4,281	4,281
Disposals	(216)	(1,324)	(1,540)
	<u>233</u>	<u>11,953</u>	<u>12,186</u>
Depreciation			
At 1 April 2023	152	7,567	7,719
Depreciation charged in the year	47	975	1,022
Eliminated in respect of disposals	(115)	(1,324)	(1,439)
	<u>84</u>	<u>7,218</u>	<u>7,302</u>
Carrying amount			
At 31 March 2024	<u>149</u>	<u>4,735</u>	<u>4,884</u>
At 31 March 2023	<u>297</u>	<u>1,429</u>	<u>1,726</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

12 Debtors		2024	2023
Amounts falling due within one year:		£	£
Trade debtors		100,305	104,484
Other debtors		100	538
Prepayments and accrued income		14,831	16,197
		<u>115,236</u>	<u>121,219</u>
		<u><u>115,236</u></u>	<u><u>121,219</u></u>
13 Creditors: amounts falling due within one year		2024	2023
	Notes	£	£
Other taxation and social security		29,056	27,101
Deferred income	14	31,258	17,073
Trade creditors		2,859	3,091
Other creditors		-	312
Accruals		5,471	9,782
		<u>68,644</u>	<u>57,359</u>
		<u><u>68,644</u></u>	<u><u>57,359</u></u>
14 Deferred income		2024	2023
		£	£
Southern Housing Group		1,875	1,875
The Charter School East		-	798
Bacon's College		1,183	1,167
United St Saviours Fund		-	2,100
London Borough of Greenwich		-	750
Southwark Construction - Housing & Modernisation		-	550
London Borough of Barnet		-	6,500
Royal Borough of Kingston Upon Thames		3,333	3,333
Goldsmiths, University of London		12,083	-
Eurostar		7,696	-
Curve Media		2,388	-
Unison Change Management Ltd		2,700	-
		<u>31,258</u>	<u>17,073</u>
		<u><u>31,258</u></u>	<u><u>17,073</u></u>

The above deferred income wholly relates to services to be carried out in 2024/25.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

15 Retirement benefit schemes

Defined contribution schemes

The Charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

The charge to the SOFA in respect of the defined contribution scheme was £16,948 (2023 - £12,073).

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2023 £	Movement in funds		Balance at 31 March 2024 £
		Incoming resources £	Resources expended £	
United St Saviours Fund	-	2,100	(2,100)	-
	<u>-</u>	<u>2,100</u>	<u>(2,100)</u>	<u>-</u>
	<u>-</u>	<u>2,100</u>	<u>(2,100)</u>	<u>-</u>

17 Operating lease commitments

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	12,948	23,948
Between two and five years	487	13,435
	<u>13,435</u>	<u>37,383</u>

The operating leases represent leases of telephone equipment from third parties and rent of premises.

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

18 Related party transactions

During the year payments of £337 (2023: £2,938) and £2,228 (2023: £675) were made to Tracey Adamson and Ralph Strang, Trustee's of the Charity, for services provided to the Charity. In addition, payments of £675 (2023: £nil) were made to Lion Litigation Limited, a company controlled by Trustee Nikki Edwards, and £2,813 (2023: £nil) was paid to Burning Amber Productions Ltd, a company controlled by Trustee Mirka Wojnar. Again, these payments related to services provided to the Charity.

All payments were made on an arms length commercial basis for services separate from the Trustee role performed, and they were authorised by the other Trustees as necessary.

Included in creditors at the year end are amounts owed to Tracey Adamson for services to the Charity of £Nil (2023: £338).

19 Controlling party

The charity is controlled by the trustees.

20 Cash generated from operations	2024	2023
	£	£
Surplus/(deficit) for the year	7,198	(44,061)
Adjustments for:		
Investment income recognised in statement of financial activities	(26)	(350)
Loss on disposal of tangible fixed assets	101	-
Depreciation and impairment of tangible fixed assets	1,022	2,851
Movements in working capital:		
Decrease/(increase) in debtors	5,983	(24,450)
(Decrease) in creditors	(2,900)	(17,043)
Increase in deferred income	14,185	7,640
Cash generated from/(absorbed by) operations	25,563	(75,413)

21 Analysis of changes in net funds

The Charity had no debt during the year.

CALM MEDIATION

England & Wales - Charity number 1161807

Accounts

Charity Registration No. 1161807

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
LEGAL AND ADMINISTRATIVE INFORMATION**

Trustees

J Martin
R Strang
A Dunlop
C Pickard (Chair)
M Wojnar (Appointed 10 November 2023)
N Edwards (Appointed 10 November 2023)
B Adeloje
P George (Treasurer)

CIO registered number 1161807

Principal address 92 Camberwell Road
London
SE5 0EG

Independent examiner Ward Williams
Bay Lodge
36 Harefield Road
Uxbridge
Middlesex
UB8 1PH

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Virgin Money
154 - 158 Kensington High Street
London
W8 7RL

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
CONTENTS**

	Page
Trustees' report	1 - 5
Independent examiner's report	6
Statement of financial activities	7
Balance sheet	8
Statement of cash flows	9
Notes to the financial statements	10 - 19

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

Foreword

Events of the past year continue to show the damaging effects of unresolved conflict at home and abroad and the need for independent, affordable and effective conflict resolution and restorative approaches.

As I write, international armed conflict continues to cause tremendous hardship and suffering around the world, with a direct impact on public finances and the cost of living in the United Kingdom, where people and families continue to struggle to make ends meet and public spending is ever more stretched.

Disputes between public sector workers, their employers and government over working conditions and pay has surfaced this year as high inflation reduces the value of salaries and increases the cost of goods and services. Public discourse continues, too often, to ramp up conflict and disputes as communities of all kinds compete for headlines, clicks and shares on traditional and social media in an effort to give voice to their concerns.

Every day in the past year, across London and beyond, Calm Mediation has sought to work with individuals and communities in conflict to empower them to communicate, compromise and resolve their differences. We have worked with over 3,500 people, including victims of crime, families and children, employees, social housing tenants, community groups and students in school and higher education, to bring greater peace to their lives and the communities they live in.

We are proud of the work we do and the positive impact it has on people's lives. It has been a challenging financial year, however, which has required us to tighten our belts to allow us to continue to develop our services and maintain our reserves and cash flow at levels which keep us financially secure for the future.

I would like to thank our funders and partners, along with the staff, volunteers and trustees of Calm Mediation for their outstanding contribution in helping to deliver the most comprehensive, high-quality range of community conflict and resolution services of any charity in London and across the UK.

Last and by no means least I would like to pay special tribute to our long-standing CEO Corinne Reichas who announced her retirement at the end of the year covered by this report. She leaves a great legacy, on which our new CEO Ed Procter will undoubtedly build.

I hope you enjoy reading about our work and the impact we have had this year in realising our collective vision to give the communities we serve a voice, a choice and a chance for change.

Chris Pickard, Chair of Trustees

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their report and financial statements for the year ended 31 March 2023.

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 governing document, the Charities Act 2011 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 (FRS 102)" (Published in October 2019).

Objectives and activities

Our Objectives

Our purpose is to promote, for the benefit of the public, conflict resolution and reconciliation within our communities, and to support the wellbeing of victims of crime and the rehabilitation of offenders. To this end we provide mediation and other conflict resolution services, as well as training in conflict resolution and communication skills. We work principally in London.

The Trustees confirm that the Charity's activities have been carried out for the public benefit, and that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

Calm's Vision and Values

Calm's Mission is: A Voice, A Choice, A Chance for Change:

Calm is...

- **Open:** *We encourage and support people to communicate constructively and to be open to new ideas and change.*
- **Transformative:** *We give people a chance to create a positive way forward.*
- **Fair:** *We strive to treat people equitably and to enable fair solutions to problems.*
- **High Quality:** *We strive to ensure that people in the communities we serve can access the best mediation and restorative justice expertise.*
- **Community Focused:** *We help strengthen communities by improving relationships between people and by building their capacity to resolve problems.*

Our Activities

Calm Mediation provides conflict resolution services including:

- mediation to resolve conflict between **neighbours** and between **work colleagues**.
- mediation within **community groups and settings**; youths, estates, parks and streets.
- **family mediation** for divorcing couples, child access and financial arrangements.
- **peer mediation** in secondary schools.
- **skills training** in the area of mediation, restorative justice, and conflict management.
- **restorative justice** to repair the harm from crime between victims and offenders.

Working in partnership

Conflict resolution is provided to the public for their benefit, through contracts with Local Council Housing departments across London, Housing Associations across London, Victim Support, Metropolitan Police, local schools, and local community groups. In addition, we receive referrals from advice agencies and voluntary agencies and funding from trust foundations.

We deliver awareness session to the organisations we have receive referrals from to ensure the message of conflict resolution benefit is understood and disseminated accurately and promoted widely.

All our service leads attend multi-agency meetings appropriate to their provision sector to be aware of current practice and share our knowledge and experiences.

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Working Practices

We offer meetings in a variety of ways to match the needs of the individuals, in person and online. We support our volunteers by providing regular development sessions which carry Continued Professional Development points.

We strive for excellence in our services. As markers of the quality of what we do, Calm Mediation:

- holds the Restorative Justice Council's Quality Mark for our RJ Service.
- is a member of the London Mediation Community Council (LCMC).
- is an approved training centre by OCN London for our mediation and RJ skills courses.
- is a Civil Mediation Council (CMC) registered mediation service provider.
- is a College of Mediators recognised CPD training provider, under the LCMC umbrella.
- is a member of the National Family Mediation Council.
- is registered with The Legal Aid Agency.

Achievements and performance

Calm Mediation continues to provide conflict resolution in the form of neighbour & community mediation, family mediation, peer mediation and workplace mediation, to six London Borough housing services and several Registered Social Landlords across other boroughs. In addition, the Restorative Justice (RJ) service works across all London boroughs within the Criminal Justice system. In addition, we deliver training to the third sector.

This year we have supported 3,500 people in handling conflict.

1772 people were in our awareness sessions and bespoke organisational development activities.

440 we supported directly with conflict affecting their lives.

1320 we estimate benefited indirectly by this activity.

We have a team of fourteen staff members, and they are proactive in the support of the organisation and suggesting improvements for efficiency.

Sixty-seven volunteer practitioners were active this year: delivering mediations, RJ conferences and attending continued professional development workshops. A small group initiated a regular online 'Conversation' group for casual gatherings to share ideas, discuss mediation methods and related subjects.

This year we have started to remodel our website to ensure cohesive aims, objectives, and identity and make it accessible to all.

Financial review

Income for the year-ending 31st March 2023 was £484,598 and expenditure was £528,659 making a deficit of £44,061. At the end of the financial year Calm Mediation's reserves are £121,708. This remains within the parameters of the Charity Commission's guidance on reserves and our reserves policy.

Organisation financing

- Restorative Justice (RJ) service contract with the London Victims and Witness Service (LVWS) ended in March 2023, however, we have been awarded an extension for the next 18 months to September 2024.
- Neighbour Mediation service has annual contracts with 12 Registered Social Landlords and Council housing departments and another 10 partnerships.
- Family Mediation service receives casework from individuals on a low income which is subsidised or benefits which is supported via our Legal Aid contract.
- Peer Mediation service maintains two schools' contracts in Southwark borough.
- Community Mediation service continues to support Southwark providing mediation for Anti-social behaviour casework.
- Mediation Training delivered two Open College Network courses to third party organisations and eight development sessions to our own volunteer practitioners.
- Workplace Mediation service has shown growth since its launch at the end of 2021-2022.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

Reserves Policy

The Board of Trustees is attentive to all strategic and operational areas where the charity is at risk.

They regularly review the adequacy of reserves to ensure ongoing continuity of operations. The policy is to maintain at least three months reserves to ensure cover for the prospect of redundancies and pre-payment settlements. The charity is currently operating in compliance with this policy.

Risk Management

The organisation provides insurance for public liability, employee liability, volunteers' personal risk during the mediation process and Calm Mediation's exposure to client litigation. Staff and volunteers are provided with training to mitigate personal risk.

Debts and Guarantees

The Board of Trustees declare that as at the date of the statement of assets and liabilities, the charity has no outstanding debts which are secured by an express charge on any of the assets of the charity and has no potential liability outstanding from any guarantee provided by the Charity except operating leases.

Plans for the future

Our aim is to set each of our services on a sustainable path for growth so we can make them available to more London's communities.

- Restorative Justice, as stated above, have an extension of our LVWS contract to September 2024. To maintain a strong relationship and the intention to apply for the next commission we are attending MOPAC commissioning events to review outcomes and what is next for the LVWS. The tender will be released in October 2023.
- Neighbour Mediation will source new boroughs and housing associations to work with to expand the provision. This may require additional administration support.
- Family Mediation service will be streamlined whilst the LAA contract is under review by the government.
- Peer Mediation has a contract pending with a university for £29,000 annually commencing September 2023. We are sourcing more schools as there is capacity within this service.
- Community Mediation has a funding application pending for £45,000 annually commencing October 2023. We are sourcing more funding and contracts as there is capacity within this service.
- Mediation Training and Development sessions; the intention is to deliver two full OCN courses and 10 development sessions.
- Workplace Mediation will be promoted with the intention of increasing referrals from the third sector.

Structure, governance and management

Calm Mediation is registered with the Charity Commission as a Charitable Incorporated Organisation (CIO) number 1161807 with a constitution as its governing document.

Trustees

The Charity is under the strategic direction of a Board of Trustees who ensure the organisation is fulfilling our charitable purposes, complying with its constitution and the law, and managing its resources responsibly.

Calm Mediation's Board currently consists of seven trustees. The Board meets quarterly for an in-depth review of activities and finances. Additionally, sub-committees of the Board are convened to review other issues as they arise. A Finance and Risk Management sub-committee meets quarterly and reports to the full board.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

Our Trustees

Christopher Pickard (Chair)
Paul George (Treasurer)
Joe Martin
Ralph Strang
Tracey Adamson (Resigned 10 November 2023)
Alexander Dunlop
Bode Adeloye

All of our Trustees served for the full term of 2022-23, up to the date of signature of the financial statements, apart from Tracey Adamson who has resigned since the year-end.

Since the year-end the Charity has also appointed Nikki Edwards and Miroslawa Wojnar as Trustees, effective from 10 November 2023.

Senior Leadership Team

Our Chief Executive, Corinne Rechais, is responsible for day-to-day management and running of the organisation and its finances under delegated authority. Our Senior Team members are Dave Walker, Director of Mediation; Community & Peer, and Wendreda de Luca, Development Director of new services.

Staff

We have a staff team of fourteen in full-time and part-time posts.

Volunteers

We currently have 112 active practitioners and 82 took part in casework or training, contributing 2460 hours to Calm Mediation.

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

DocuSigned by:



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C Pickard (Chair)

Trustee 1/12/2024

Dated:

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF CALM MEDIATION**

I report to the trustees on my examination of the financial statements of Calm Mediation (the Charity) for the year ended 31 March 2023.

Responsibilities and basis of report

As the trustees of the Charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the Charity's financial statements carried out under section 145 of 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.

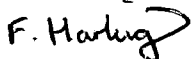
Independent examiner's statement

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 ACCA, 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 130 of the 2011 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



F. Harling ACCA
Ward Williams

Bay Lodge
36 Harefield Road
Uxbridge
Middlesex
UB8 1PH

Dated: ...15/01/2024

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
<u>Income and endowments from:</u>					
Donations and legacies	2	129	-	129	256
Charitable activities	3	479,891	700	480,591	532,309
Investments	4	350	-	350	18
Other income	5	3,528	-	3,528	6,134
Total income		483,898	700	484,598	538,717
<u>Expenditure on:</u>					
Expenditure on Raising funds	6	28,876	-	28,876	28,251
Charitable activities	7	506,383	(6,600)	499,783	503,756
Total resources expended		535,259	(6,600)	528,659	532,007
Net (outgoing)/incoming resources before transfers		(51,361)	7,300	(44,061)	6,710
Gross transfers between funds		7,300	(7,300)	-	-
Net (expenditure)/income for the year/ Net movement in funds		(44,061)	-	(44,061)	6,710
Fund balances at 1 April 2022		165,769	-	165,769	159,059
Fund balances at 31 March 2023		121,708	-	121,708	165,769

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

All income and expenditure derive from continuing activities.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
BALANCE SHEET**

AS AT 31 MARCH 2023

	Notes	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	11		1,726		3,265
Current assets					
Debtors	12	121,219		96,769	
Cash at bank and in hand		56,122		132,497	
			177,341		229,266
Creditors: amounts falling due within one year	13	(57,359)		(66,762)	
Net current assets			119,982		162,504
Total assets less current liabilities			121,708		165,769
Income funds					
Unrestricted funds			121,708		165,769
			121,708		165,769

1/12/2024

The financial statements were approved by the Trustees on

DocuSigned by:



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C Pickard (Chair)

Trustee

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Cash flows from operating activities					
Cash absorbed by operations	20		(75,413)		(8,045)
Investing activities					
Purchase of tangible fixed assets		(1,312)		-	
Interest received		350		18	
Net cash (used in)/generated from investing activities			(962)		18
Net cash used in financing activities			-		-
Net decrease in cash and cash equivalents			(76,375)		(8,027)
Cash and cash equivalents at beginning of year			132,497		140,524
Cash and cash equivalents at end of year			<u>56,122</u>		<u>132,497</u>

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Calm Mediation was set up in 1995, and has changed status to a Charitable Incorporated Organisation (CIO) which was granted by the Charity Commissioners on 22 June 2015. The registered CIO number is 1161807.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Charity's governing document, the Charities Act 2011 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 (FRS 102)" (published in October 2019). The Charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. 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 unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

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.

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 is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Resources expended

Liabilities are recognised when either a constructive or legal obligation to transfer resources exists.

Costs of raising funds are those expenses related to the generation of voluntary, fundraising or investment income.

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Expenditure relating to charitable activities includes expenditure directly attributable to the delivery of charitable activities.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	Straight Line over 5 years
Computers	Straight Line over 3-5 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the Charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 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. Bank overdrafts are shown within borrowings in current liabilities.

1.9 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.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

1 Accounting policies

(Continued)

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.

Derecognition of financial liabilities

Financial liabilities are derecognised when the Charity's contractual obligations expire or are discharged or cancelled.

1.10 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.

1.11 Retirement benefits

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

1.12 Government grants

Government grants relate to Covid-19 support that was available and are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

2 Donations and legacies

	2023	2022
	£	£
Donations and gifts	129	256

3 Charitable activities

	2023	2022
	£	£
Services provided under contract	480,591	532,309
Analysis by fund		
Unrestricted funds	479,891	
Restricted funds	700	
	<u>480,591</u>	
For the year ended 31 March 2022		
Unrestricted funds		494,489
Restricted funds		37,820
		<u>532,309</u>

4 Investments

	2023	2022
	£	£
Interest receivable	350	18

5 Other income

	2023	2022
	£	£
Government grants re Covid-19 and job retention scheme	-	6,134
Peninsula Referral Bonus	423	-
FP Insurance claim re Covid 19 expenditure	3,105	-
	<u>3,528</u>	<u>6,134</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

6 Expenditure on Raising funds

	2023	2022
	£	£
<u>Fundraising and publicity</u>		
Staging fundraising events	1,223	1,943
Staff costs	27,653	26,308
	<u>28,876</u>	<u>28,251</u>

7 Charitable activities

	2023	2022
	£	£
Staff costs	343,611	343,458
Depreciation and impairment	2,851	3,088
Staff recruitment costs	378	1,669
Learner registration	225	512
Interpreter costs	2,169	1,588
Service evaluation	(7,300)	-
Venue costs and refreshments	3,361	4,897
Volunteer/staff training & expenses	1,280	2,722
Bad debts	-	50
Contracting	68,584	66,743
	<u>415,159</u>	<u>424,727</u>
Share of support costs (see note 8)	48,008	49,699
Share of governance costs (see note 8)	36,616	29,330
	<u>499,783</u>	<u>503,756</u>
Analysis by fund		
Unrestricted funds	506,383	465,936
Restricted funds	(6,600)	37,820
	<u>499,783</u>	<u>503,756</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

8 Support costs

	Support costs £	Governance costs £	2023 £	2022 £
Staff costs	-	6,913	6,913	6,577
Rent and rates	22,055	-	22,055	22,111
Light and heat	2,555	-	2,555	1,590
Health & safety	341	-	341	573
Repairs, maintenance and cleaning	2,319	-	2,319	3,894
IT and data costs	4,670	-	4,670	6,184
Printing, postage, stationery & office	4,070	-	4,070	3,465
Telephone	10,032	-	10,032	7,486
Marketing and advertising	999	-	999	3,302
Bank charges	483	-	483	721
Travel and meetings	484	-	484	373
Legal and professional	-	12,101	12,101	9,572
Accountancy	-	14,918	14,918	10,044
Insurance	-	2,684	2,684	3,137
	<u>48,008</u>	<u>36,616</u>	<u>84,624</u>	<u>79,029</u>
Analysed between				
Charitable activities	<u>48,008</u>	<u>36,616</u>	<u>84,624</u>	<u>79,029</u>

Governance costs includes payments of £1,850 (2022: £1,750) to the independent examiner for an independent examination and accounts preparation.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, other than the payments which are disclosed in Note 19. No Trustees were reimbursed expenses in the year (2022-£223 was reimbursed to 3 Trustees).

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

10 Employees

Number of employees

The average monthly number employees during the year was:

	2023 Number	2022 Number
Directors	1	1
Coordinators	8	9
	<u>9</u>	<u>10</u>

Employment costs

	2023 £	2022 £
Wages and salaries	336,352	335,573
Social security costs	29,752	28,596
Other pension costs	12,073	12,174
	<u>378,177</u>	<u>376,343</u>

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

11 Tangible fixed assets

	Fixtures and fittings £	Computers £	Total £
Cost			
At 1 April 2022	216	7,917	8,133
Additions	233	1,079	1,312
	<u>449</u>	<u>8,996</u>	<u>9,445</u>
At 31 March 2023			
Depreciation			
At 1 April 2022	73	4,795	4,868
Depreciation charged in the year	79	2,772	2,851
	<u>152</u>	<u>7,567</u>	<u>7,719</u>
At 31 March 2023			
Carrying amount			
At 31 March 2023	<u>297</u>	<u>1,429</u>	<u>1,726</u>
At 31 March 2022	<u>143</u>	<u>3,122</u>	<u>3,265</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

12 Debtors

	2023	2022
Amounts falling due within one year:	£	£
Trade debtors	104,484	63,753
Other debtors	538	872
Prepayments and accrued income	16,197	32,144
	<u>121,219</u>	<u>96,769</u>

13 Creditors: amounts falling due within one year

	Notes	2023	2022
		£	£
Other taxation and social security		27,101	26,098
Deferred income	14	17,073	9,433
Trade creditors		3,091	15,877
Other creditors		312	312
Accruals		9,782	15,042
		<u>57,359</u>	<u>66,762</u>

14 Deferred income

	2023	2022
	£	£
Southern Housing Group	1,875	1,875
The Charter School East	798	798
Bacon's College	1,167	1,167
United St Saviours Fund	2,100	-
London Borough of Greenwich	750	-
Southwark Construction - Housing & Modernisation	550	-
London Borough of Barnet	6,500	-
Royal Borough of Kingston Upon Thames	3,333	3,333
Community Mediation Skills (CMS)	-	2,260
	<u>17,073</u>	<u>9,433</u>

The above deferred income wholly relates to services to be carried out in 2023/24.

15 Retirement benefit schemes

Defined contribution schemes

The Charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

The charge to the SOFA in respect of the defined contribution scheme was £12,073 (2022 - £12,174).

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2023

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				
	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£
United St Saviours Fund	-	700	(700)	-	-
Big Lottery Grant - Restorative Justice Service	-	-	7,300	(7,300)	-
	<u>-</u>	<u>700</u>	<u>6,600</u>	<u>(7,300)</u>	<u>-</u>
	<u><u>-</u></u>	<u><u>700</u></u>	<u><u>6,600</u></u>	<u><u>(7,300)</u></u>	<u><u>-</u></u>

17 Operating lease commitments

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:

	2023	2022
	£	£
Within one year	23,948	22,948
Between two and five years	13,435	15,383
	<u>37,383</u>	<u>38,331</u>
	<u><u>37,383</u></u>	<u><u>38,331</u></u>

The operating leases represent leases of telephone equipment from third parties and rent of premises.

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

18 Related party transactions

During the year payments of £2,938 (2022: £2,650) and £675 (2022: £450) were made to Tracey Adamson and Ralph Strang, Trustee's of the Charity, for services provided to the Charity. These payments were made on an arms length commercial basis for services separate from the Trustee role performed, and they were authorised by the other Trustees as necessary.

Included in creditors at the year end are amounts owed to Tracey Adamson for services to the Charity of £338 (2022: £225).

19 Controlling party

The charity is controlled by the trustees.

20 Cash generated from operations

	2023	2022
	£	£
(Deficit)/surplus for the year	(44,061)	6,710
Adjustments for:		
Investment income recognised in statement of financial activities	(350)	(18)
(Gain)/loss on disposal of tangible fixed assets	-	406
Depreciation and impairment of tangible fixed assets	2,851	2,682
Movements in working capital:		
(Increase)/decrease in debtors	(24,450)	48,941
(Decrease) in creditors	(17,043)	(17,817)
Increase/(decrease) in deferred income	7,640	(48,949)
Cash absorbed by operations	(75,413)	(8,045)

21 Analysis of changes in net funds

The Charity had no debt during the year.

CALM MEDIATION

England & Wales - Charity number 1161807

Accounts

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022



**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
LEGAL AND ADMINISTRATIVE INFORMATION**

Trustees	J Martin T Adamson R Strang A Dunlop C Pickard (Chair) B Adeloyle P George (Treasurer)	(Appointed 1 April 2021)
CIO registered number	1161807	
Principal address	92 Camberwell Road London SE5 0EG	
Independent examiner	Ward Williams Bay Lodge 36 Harefield Road Uxbridge Middlesex UB8 1PH	
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ	

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) CONTENTS

	Page
Trustees' report	1 - 14
Independent examiner's report	15
Statement of financial activities	16
Balance sheet	17
Statement of cash flows	18
Notes to the financial statements	19 - 28

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

Foreword

To think back on the past year is to reflect on a time of unprecedented need for conflict resolution and restorative approaches.

We have seen domestic political turmoil and an international armed conflict closer to home than for generations. We are living through a deep economic recession, with spiralling costs of living and financial hardship for many people and families. We sense the disappointment of many returning to something less than they had longed for in the aftermath of the global pandemic.

And at the very moment our services and skills are needed most, these same pressures give rise to a difficult funding environment for many organisations in the charitable and voluntary sectors, particularly those like us, which deliver services funded in large part by the public sector.

And so it is with significant pride that we share the story of Calm's year in our Annual Report for the year March 2021-22.

As you will read, the charity has begun to capitalise on the opportunities of our merger with Southwark Mediation Centre. We are growing the most comprehensive range of community conflict resolution and restorative services of any charity in the UK. We are serving ever more people and communities across London.

Our financial position is secure. We have maintained our income and controlled our costs, whilst we strive to pay our highly professional and greatly valued people fairly for their tireless work. Our reserves will help us to weather any unexpected challenges we may face.

And as well as the numbers, I also hope that the case examples included in our report tell the deeper story of the real impact of our work.

As ever, I want to thank and recognise the people who have made this possible: our staff; our volunteers; our trustees; and our funders and partner agencies.

Chris Pickard, Chair of Trustees

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

The trustees present their report and financial statements for the year ended 31 March 2022.

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 governing document, the Charities Act 2011 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 (FRS 102)" (Published in October 2019).

About Calm

Our Objectives

Our purpose is to promote, for the benefit of the public, conflict resolution and reconciliation within our communities, and to support the wellbeing of victims of crime and the rehabilitation of offenders. To this end we provide mediation and other conflict resolution services, as well as training in conflict resolution and communication skills. We work principally in London.

The Trustees confirm that the Charity's activities have been carried out for the public benefit, and that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

Calm's Vision and Values

Calm's Mission is: A Voice, A Choice, A Chance for Change:

Calm is...

- **Open:** *We encourage and support people to communicate constructively and to be open to new ideas and change.*
- **Transformative:** *We give people a chance to create a positive way forward.*
- **Fair:** *We strive to treat people equitably and to enable fair solutions to problems.*
- **High Quality:** *We strive to ensure that people in the communities we serve can access the best mediation and restorative justice expertise.*
- **Community Focused:** *We help strengthen communities by improving relationships between people and by building their capacity to resolve problems.*

What we do

Calm Mediation provides conflict resolution services including:

- mediation to resolve conflict between **neighbours** and between **work colleagues**.
- mediation within **community groups and settings**; youths, estates, parks, and streets.
- **family mediation** for divorcing couples, child access and financial arrangements.
- **peer mediation** in secondary schools.
- **skills training** in the area of mediation, restorative justice, and conflict management.
- **restorative justice** to repair the harm from crime between victims and offenders.

We strive for excellence in our services. As markers of the quality of what we do, Calm Mediation:

- holds the Restorative Justice Council's Quality Mark for our RJ Service.
- is an approved training centre by OCN London for our mediation and RJ skills courses
- is a Civil Mediation Council (CMC) registered mediation service provider
- is a College of Mediators recognised CPD training provider, under the LCMC umbrella
- is a member of the National Family Mediation Council
- is registered with The Legal Aid Agency.



**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Our Practitioners and Staff

Calm Mediation delivers a significant proportion of our neighbour mediation and restorative justice case work through a diverse team of skilled volunteer practitioners, supported by our small team of professional staff. Their expertise, time and experience provide invaluable support to members of local communities whose lives are affected by conflict or crime and who want to work towards a peaceful, sustainable solution.

We currently have 120 practitioners comprising mediators and restorative justice facilitators. Some have supported Calm for 26 years and counting. Many of our practitioners combine their volunteering with full- or part-time careers, including as mediators, lawyers, teachers, accountants, coaches, business, and civil servants. They tell us they gain an enormous amount of enjoyment and satisfaction from their volunteering as well as skills development, networking, and social opportunities.

Our professional staff includes some of the most experienced and respected front-line mediators in the country. They focus on delivering on our most complex casework, such as challenging community cases, sensitive restorative justice facilitations and in our family mediation service.

Training, supervision, and support

We provide ongoing professional development for our practitioners, and our staff are offered personal and professional development. We support high standards of practice through induction training for new recruits plus an annual programme of in-house and external skills development sessions, workshops, and conferences. All practitioners are expected to achieve a minimum of six continued professional development (CPD) points annually at Calm.

Staff and practitioners also participate in regular supervision designed to support excellence. They meet on a one-to-one basis with a supervisor to discuss their casework and development needs, as well as participating in group supervision to share experiences and learn with colleagues.

Supervisions are also available to practitioners on an ad hoc basis to provide support for challenging cases as and when needed by the individual.

Working Practices

Since March 2022, the Covid-19 rules were relaxed and we started to offer in person meetings again for mediations and volunteer development sessions.

Hybrid working was introduced gradually, and the teams attend the office one or two days per week and work from home for the remainder of their working week.

Working in partnership

Calm's services are funded by and work in partnership with a wide range of organisations, including statutory agencies, local authorities, registered social landlords, advice agencies, police, voluntary agencies, trust foundations and many more.

Structure, governance, and management

Calm Mediation is registered with the Charity Commission as a Charitable Incorporated Organisation (CIO) (number 1161807).

Calm Mediation's predecessor organisations were Southwark Mediation Centre (charity number 297179), which was established in 1986 and merged with Calm Mediation in 2020; and the mediation service of the London Borough of Hammersmith & Fulham, which was established in 1995 and which was known as CALM (Confidential and Local Mediation) until 2016. By bringing together two of London's premier community mediation services, we aimed to strengthen and extend the positive impact of our work into new communities across London.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Trustees and Staff

The Charity is under the strategic direction of a Board of Trustees who ensure the organisation is fulfilling our charitable purposes, complying with its constitution and the law, and managing its resources responsibly. Our Chief Executive is responsible for day-to-day management and running of the organisation and its finances under delegated authority.

Calm Mediation's Board currently consists of seven trustees. The Board meets quarterly for an in-depth review of activities and finances. Additionally, sub-committees of the Board are convened to review other issues as they arise. Since the year-end, the Charity has established a sub-committee for Finance and Risk Management.

Our **Trustees** are Tracey Adamson; Bode Adeloye; Alexander Dunlop; Paul George (Treasurer); Joe Martin; Christopher Pickard (Chair); and Ralph Strang

All of our Trustees served for the full term of 2021-22, up to the date of signature of the financial statements.

Our Senior (Executive) Team members are Corinne Rechais (Managing Director); Dave Walker (Director of Mediation); and Freddie de Luca (Secretary to the Board of Trustees; Service and Operations Manager)

Staff: We have a staff team of twelve in full-time and part-time posts.

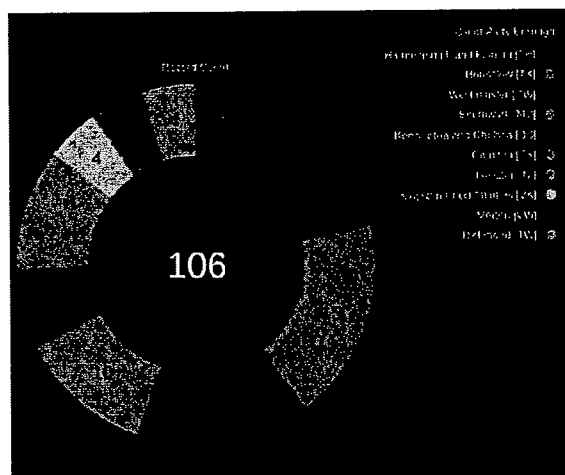
Service Overviews: 2021-22

Neighbour Mediation

Our neighbour service received 106 cases across eighteen boroughs of London, from 22 different referring organisations (which is an increase of four contracts on last year). This is lower than the previous five years and a lot lower than 2020-2021. This is because in the previous year, the first year of Covid Isolation, we received an increase in requests direct public experiencing problems with the neighbours, however, in the second year of Covid Isolation we believe, other things such as health was prioritized over neighbour issues. In addition, staff changes meant that we were unable to personalize our relationships with agencies as much as before.

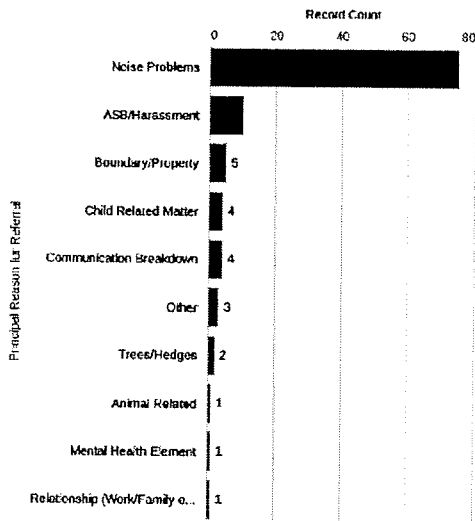
Our two Mediation Coordinators are responsible for running the service. This involves looking after our panel of 120 volunteer mediators (allocating and managing their casework and overseeing their training & development and consulting with our clients / referring agencies to meet their targets for positive outcomes, including providing awareness training for Housing Officers.

How the year's cases are distributed across London:



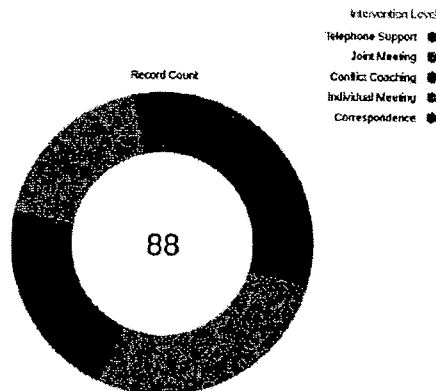
The type of disputes referred are listed below. Please note that the noise section may include children playing, general movement (e.g. exercising), slamming doors, musical instruments, CD player or television as examples. Principal reason for referrals in the year:

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**



The best potential for a positive outcome to a neighbour dispute is to refer a situation to Calm Mediation at the earliest possible opportunity. An average of 34% cases had been experiencing problems for 24 months or over and 66% for up to 24 months. Our awareness sessions for our staff and referring housing bodies aim to improve their understanding of effective conflict management including the advantages of early case referral.

Cases closed within the year:



Eighty-eight cases were closed this year and 67% reached target outcomes agreed with our referring agencies. Of the fifty-nine cases where our mediators engaged directly with clients 41% reached Joint Mediation and Agreement.

CASE STUDY: Noise problem escalated to violent behaviour.

Neighbour1 (N1) was complaining that Neighbour 2 (N2) was making noise deliberately. N2 asserted that any noise was just household noise. Their exchanges escalated over the problem, and accusations by both led to physical violence. Highlighting one incident, where cross allegations of assault by N2's partner on N1 who then retaliated with a friend carrying a machete. Police became involved.

The Mediation Meeting didn't get off to a good start. As each neighbour had their 'Uninterrupted Speaking Time', each complained about what they heard and what had happened in the past – frequently interrupting each other. They were reminded of the ground rules, by the mediators who summarised what had been said, reiterated that mediation is a forward-looking process, but they continued protesting about the past, interrupting each other...

They were talked to separately and they acknowledged interruptions were not helping. N2 said he wouldn't stay saying "I told you mediation would be a waste of time." However, they returned, persevered and an amazing thing

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

happened: they both relaxed and had a conversation with each other, and the mediators sat back, said nothing, and listened ...

The outcome: they both admitted they could have done things differently and apologised to each other. They came up with a plan for working together to make things better. N2 said, "I wasn't expecting this from mediation."

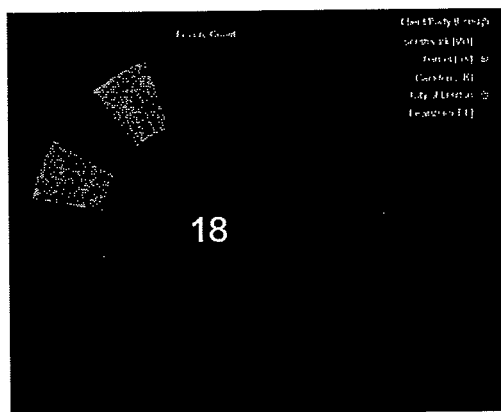
This mediation highlights that:

- We can enable conversation by enforcing the ground rule; 'Uninterrupted Speaking Time'.
- We can help clients develop their own solutions by remaining silent when they are speaking amicably together.
- Conflict is often sustained because of the perceptions clients have of each other – usually caused by misunderstanding and miscommunication between them.
- Providing a safe space for these to be explored can make all the difference.

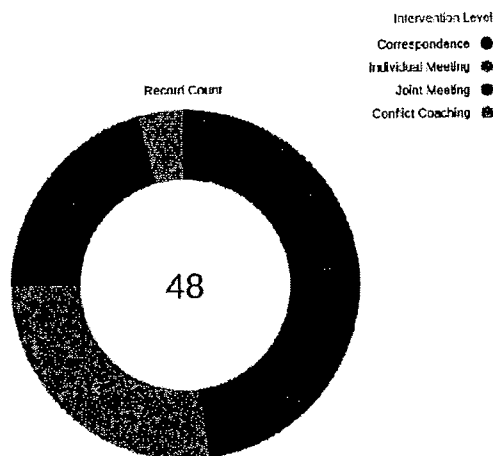
Community Mediation

This service received a grant from the Victim's Fund through the London Community Foundation to provide four ASB conflict resolution cases. 324 people benefited from the work funded by this grant. In addition, fourteen other cases were mediated, benefiting fifty people.

How the year's cases are distributed across London:



The principal reason for the referrals were ten communication breakdowns, five noise problems, two anti-social behaviour and one boundary issue.



Cases closed within that fiscal year:
"Send us your Nightmares!"

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Case Study: Tension in the Streets

We provided mediation for a 40-strong group of residents and shopkeepers who had been involved in a stressful situation with local people congregating outside the shops and playing music loudly. It was discouraging customers from entering the shops and disturbing the residents.

The local council and the police were originally asked to 'deal' with the situation, but the conflict escalated resulting in additional police being called out and arrests were made. It was recognised that there was no harm meant by the locals and we were brought in to mediate. The mediation was delivered over a four-month period and involved the residents, shopkeepers, local people and the police. An Agreement was reached and nine months later they reported that there has been no further conflict.

Loud music in the street stopped, pavements and walkways were clearer, and people started to trust and engage with each other. The police received less calls and their relationship with the community returned to a more positive one.

Restorative Justice Service

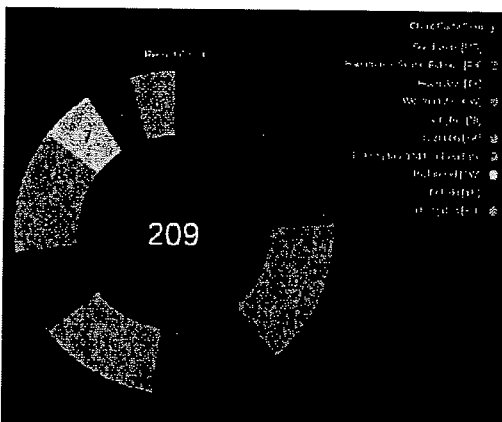
Our Restorative Justice (RJ) service is commissioned by the Mayor's Office for Policing and Crime (MOPAC) as part of the London Victim and Witness Service (LVWS). Delivery of our service within LVWS involves working in close partnership with Victim Support (who lead the LVWS delivery consortia), the Metropolitan Police and Her Majesty's Prison and Probation Service (HMPPS).

In 2021-22 we received 72 referrals across London. However, due to the closure of Prisons and many other institutions in the criminal justice sector many cases were placed on hold as we did not have access to offenders. Towards the end of the year the work on some of these cases has re-commenced. The RJ team hold regular case reviews to assess the risks of re-traumatisation and ensure that our communications with victims cause no further harm. We have delivered tailored presentations including 'Introducing RJ' role play exercises using scenarios specific to job roles to all our partners. We are also reaching out to LVWS partner agencies to offer RJ awareness sessions.

Calm Mediation is committed to offering an inclusive service and ensuring we strive to overcome barriers to engagement. Through our working relationships with forensic mental health professionals, the service has been able to accept and progress referrals where the offender is detained in hospital.

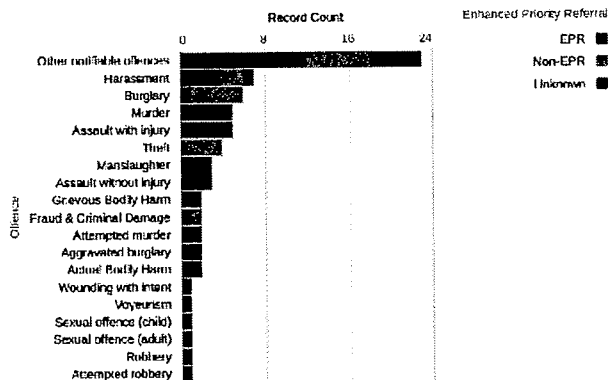
Finally, the RJ service has submitted their application for re-registration as an approved provider of quality RJ with the Restorative Justice Council (RJC). In addition, we have supported 12 Practitioners to register as approved RJC practitioners.

Boroughs with the most referrals last year:

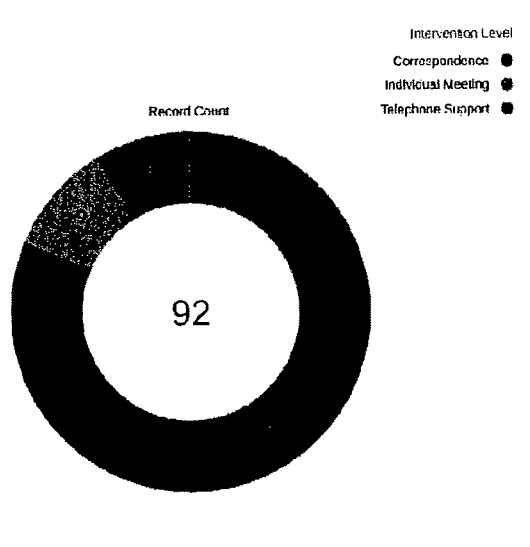


**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Offences involved in last year's cases:



Cases closed within the fiscal year:



Case Study: Common Assault

An adult male, got into an argument in a public place with an adult female. They were not previously known to each other. The verbal altercation escalated, resulting in an offence whereby the male physically assaulted the female. The female victim wanted an opportunity to meet with the male offender and explain how she had been affected. The offender accepted a Community Resolution and agreed to participate in the RJ process.

The Case Coordinator contacted both participants to explain the process and answer any questions they may have. Two Facilitators were assigned to the case and written risk assessments were completed for each participant. The victim and the offender each had three individual preparation meetings each, during which both participants were able to share their thoughts and feelings about the offence and explore what might need to happen to repair the harm. Risk assessments are carried out throughout the case by the Facilitators to mitigate any arising risks and to meet any changing needs.

Outcome: Following the preparation meetings, the victim and offender agreed to meet face to face. The risk assessment was again updated to reflect the progression of the case to a face-to-face meeting at a neutral venue. Arrangements were made for a staggered arrival and seating plans. The conference lasted 90 minutes and both participants stated that they found the time beneficial and felt they were able to communicate freely with each other. The process took 14 weeks from referral to the conference and included the Christmas holiday period.

Quotes:

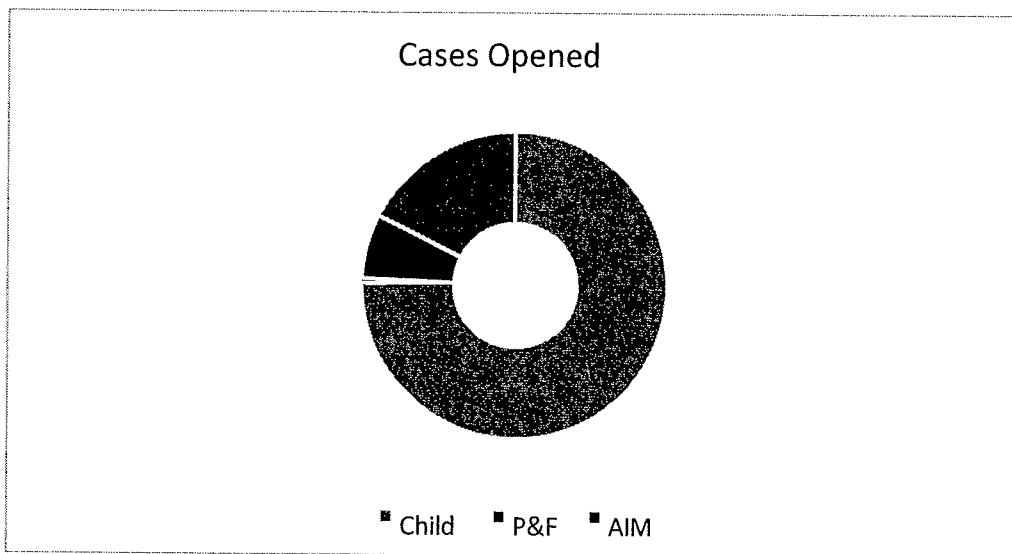
“[The offender] turned out to be a really nice person”
 “Thank you so much for making the meeting happen. It was extremely emotional”

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

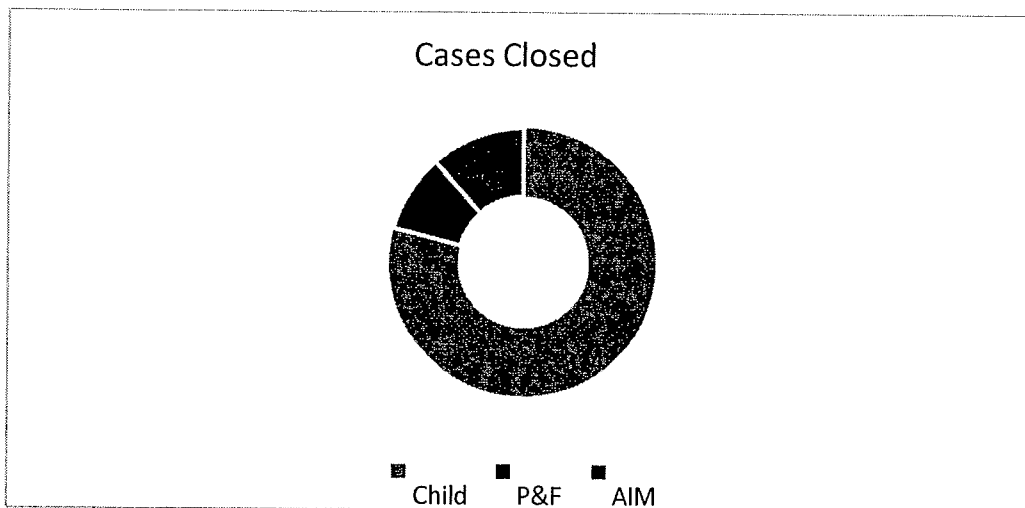
Family Mediation

Our Family Mediation Service focuses on supporting people who would otherwise be unlikely to benefit from professional, high-quality mediation to resolve conflicts within their families. For those on the lowest incomes or benefits, we can provide legal aid assistance through our Legal Aid contract. The family service has also introduced out-of-hour appointments to support people who are unable to afford to take time off work.

To increase our capacity to meet demand and help more people and families in need, we are expanding our team of professional mediators working within the service. Our highly experienced Senior Mediator provides portfolio support to a team of more recently qualified Family mediators, which enables them to take legal aid casework and train to a high standard of practice.



The total number of cases opened is seventy-four. See breakdown above between Child Issues, Property & Finance (P&F) and All Inclusive Mediation (AIM).



A total of 397 cases were closed during this year. These were made up of clients who were on hold during the Covid period and decided not to progress their case.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Family Case study

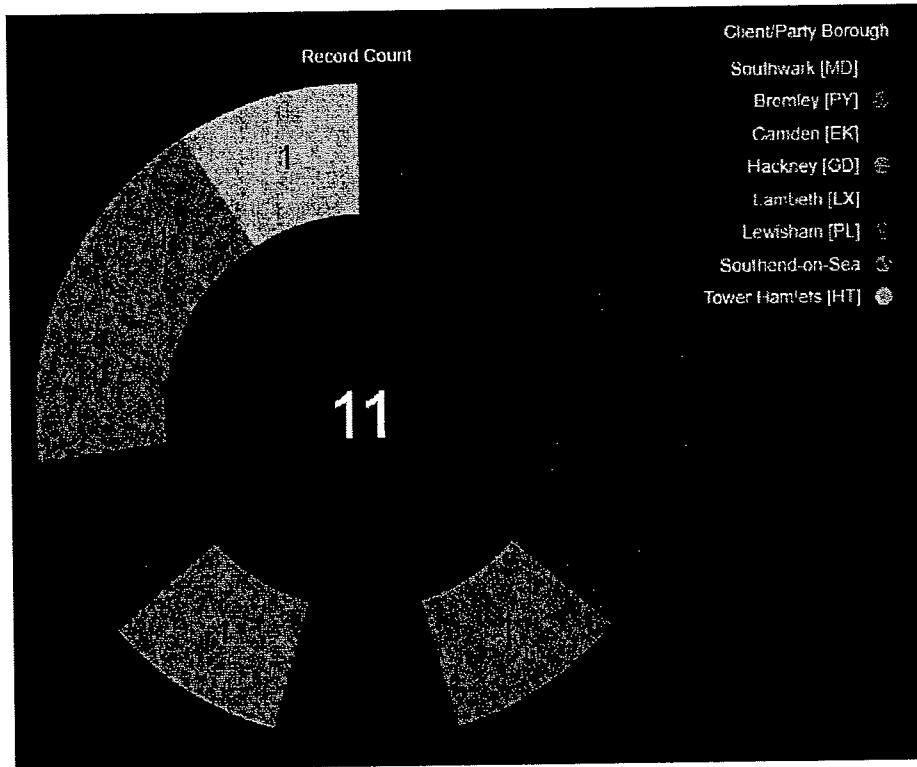
A teenage child was living with their mother but had almost no contact with her. Most contact was with his grandmother who lives nearby and his father lives with Grandmother. We provided mediation between mother and grandmother only as the father declined to be involved. Initial meetings (MIAMs) took place for each party followed by a joint session. The outcome was successful.

At a further 'review' joint session it was confirmed that all was working well. A social worker was also involved.

Additionally, we are hoping to hear from the child too, to provide a Direct Child Consultation (now called Child Inclusive Mediation).

Workplace Mediation

We re-launched our Workplace Mediation service in December 2021, with the aim of providing high quality mediation services at affordable prices to public and voluntary sector organisations, as well as organisations with a social purpose. We received 20 enquiries, which led to 11 Referrals in three months. We look forward to expanding this service in future.



Case Nature:

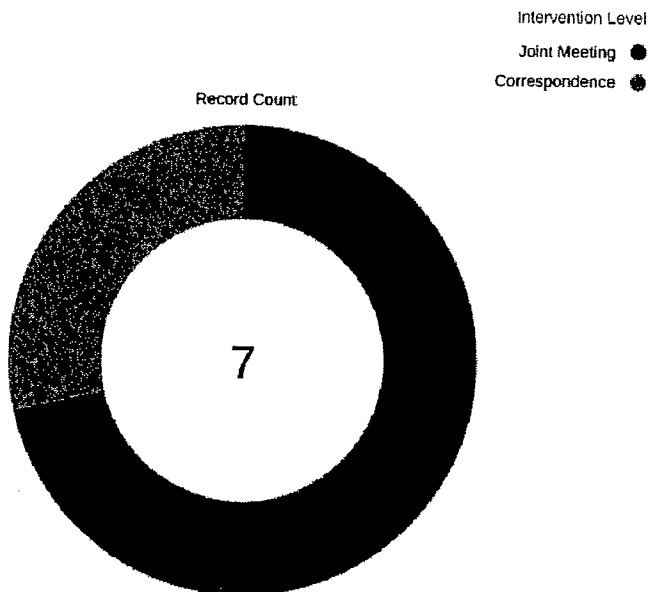
Workplace case study:

Two employees were having problems. One of the employees who was experiencing mental Health issues was impacted further by the situation, resulting in time off.

Through mediation they improved mutual understanding and realise that both had been experiencing treatment based on gender, which they agreed to take their concerns to their HR department together. The mediation finished with a written agreement.

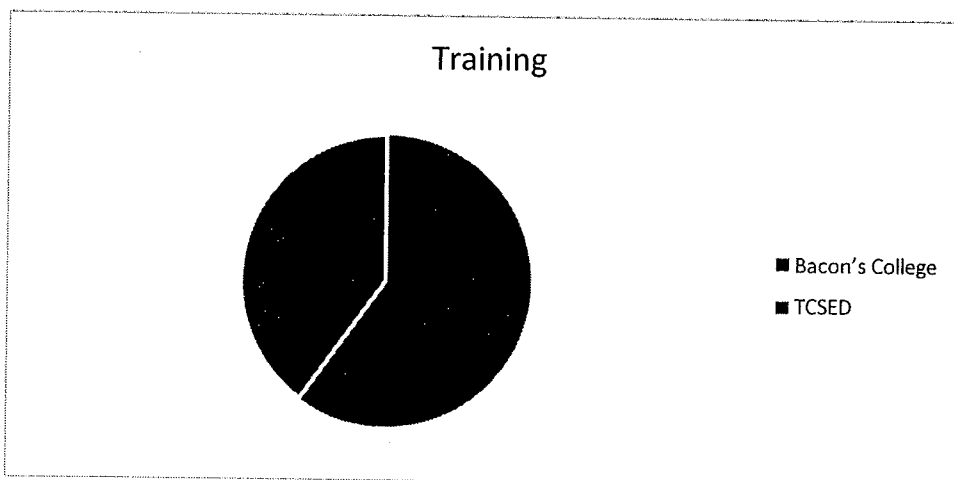
**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Cases Closed in the Fiscal Year:



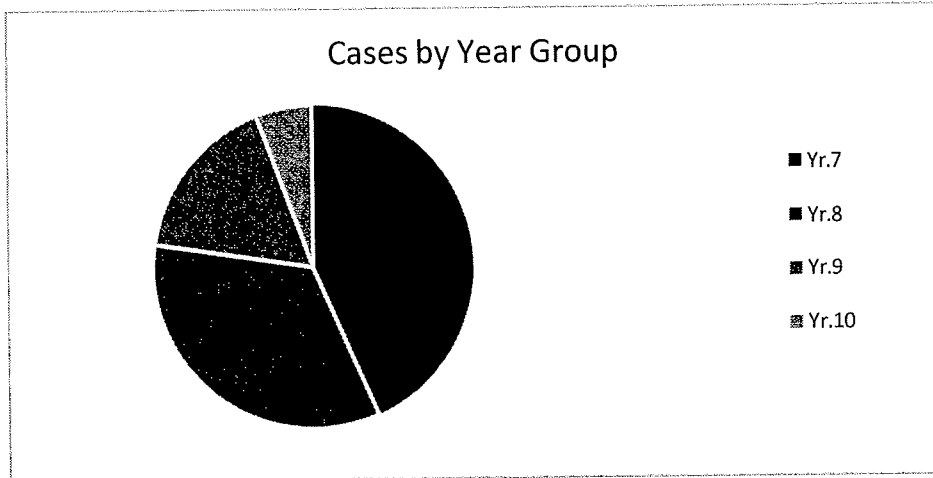
Peer / Youth Mediation

Our Peer Mediation team supports the delivery and development of peer mediation services, where pupils are actively engaged in providing conflict resolution for their fellow pupils, in our partner schools. The Service is currently commissioned by Bacon's College and Charter East Dulwich, which are both in the Borough of Southwark. Following the reopening of schools after the Covid pandemic, our service has been fully operational again, and the outcomes are shown in the table below.

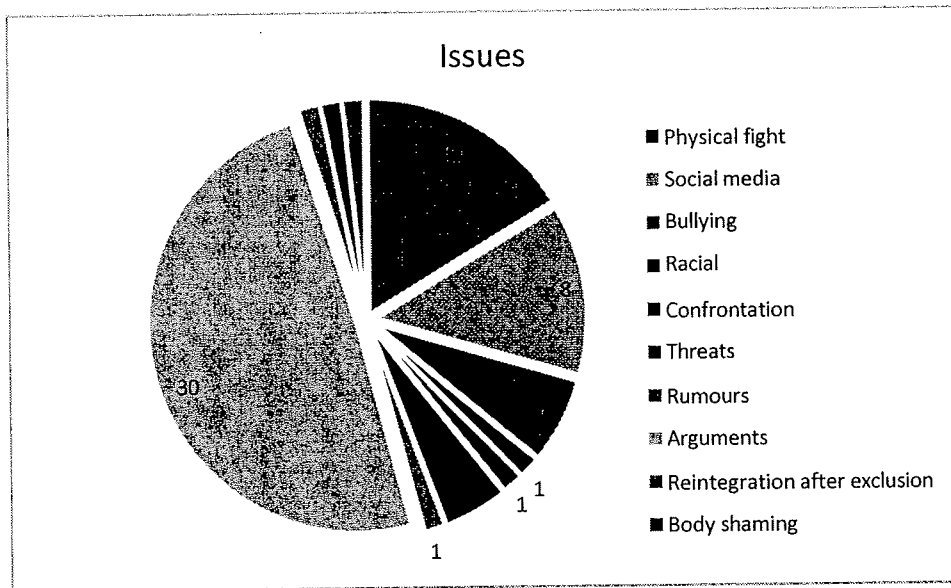


30 students were trained as mediators in October 2021.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**



There was a total of 53 students who took part in mediation because they were experiencing issues that affected their work in school.



The issues students are involved in are varied and not exclusive to any one child but to each child it is a unique and frightening experience.

Case study 1: Physical Fight

Two Yr.11 boys had a physical fight that had serious repercussions, parents got involved ending with one parent refusing to let his son attend school through fear something was going to happen to his child. The Calm Facilitator met with the boy's parents who eventually agreed to bring his son into school for the session. The session went well, and an Agreement was reached.

The father allowed his son back to school the next day. To date their agreement is still holding.

Case study 2: Peer

Two Yr.11 girls were in constant conflict with their Head of Year. We provided mediation and facilitated a conversation between the girls. A verbal agreement was reached. All three girls thought the session was healthy and worthwhile, now having a better understanding of each other's perspective.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

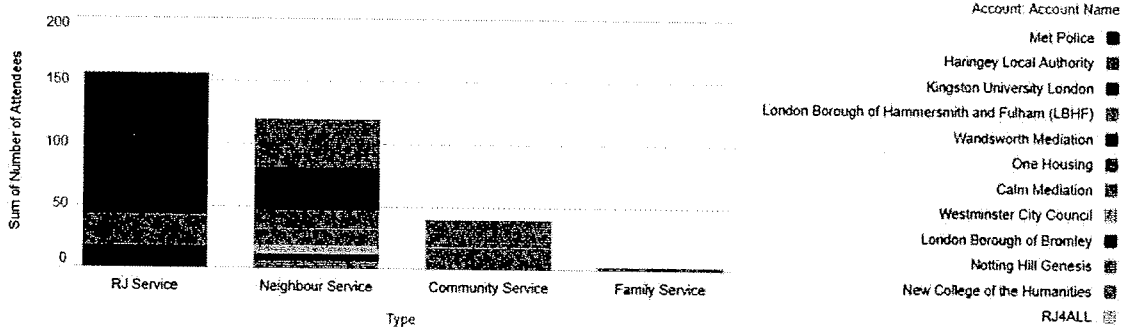
Training Delivery

Our Training Department has a dual purpose in Calm Mediation: firstly in maintaining and developing our own community of volunteer mediators; and secondly in providing training to external organisations and individuals beyond our organisation who wish to be enhance their own conflict resolution and restorative practice capabilities. 2021-22 was Calm Mediation's thirteenth year as an approved Open College Network London (OCNL) training centre with 'Direct Claims Status' for our Restorative Justice Skills, Community and Workplace Mediation Skills courses, and we are proud to have maintained and developed our exacting standards and robust processes over that time.

During the year we:

- Delivered 12 Development sessions to our practitioners.
- Delivered two Community Mediation Skills Courses training twenty-four new mediators.
- Delivered mediation awareness sessions to Housing Associations.

External Training Completed



Practitioner and delegate Quotes

"A good practical course - well paced and pitched to engage an audience with a range of experience."

"Thank you for organising...v worthwhile effort for the end result (giving us meds the skills to better support our clients to change their lives for the better)."

"Huge gratitude to Calm Mediation and the development session presenter for a really excellent and relevant topic. Thank you so much."

"I thoroughly enjoy the Calm Mediation CPD sessions as such a wide and interesting variety of topics are picked."

Referral Agencies Quotes

"There was a lot of good interaction, and the role play for 'getting clients to say yes' was really helpful in getting the techniques embedded"

"Overall session was good; the role play between Mr Fox and Ms. Pear was excellent"

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Financial review

Income for the year-ending 31st March 2022 was £538,717 and expenditure was £532,007 making a surplus of £6,710. At the end of the financial year Calm Mediation's reserves are £165,769. This remains within the parameters of the Charity Commission's guidance on reserves.

Our Restorative Justice (RJ) contract has continued to provide an essential element of our income, and we expect this to continue in the current year. The contract is currently in its fourth year and is now approaching the end of the current commissioning period of the wider London Victims and Witness Service (LVWS) program. We look forward to collaborating with our partner agencies to deliver the service to the best of our abilities, as well as helping commissioners to make wise decisions on future provision of such services in London. Although any future changes to commissioning arrangements could have a significant impact on our charity and on others, the Trustees are confident of the future viability of the charity even if the service were not commissioned again.

Reserves Policy and Risk Management

The Board of Trustees is attentive to all strategic and operational areas where the charity is at risk.


The Trustee board regularly review the adequacy of reserves to ensure ongoing continuity of operations. The policy is to maintain at least three months reserves to ensure cover for the prospect of redundancies and pre-payment settlements. The charity is currently operating in compliance with this policy.

In addition, the organisation provides insurance for public liability, employee liability, volunteers' personal risk during the mediation process and Calm Mediation's exposure to client litigation. Staff and volunteers are provided with training to mitigate personal risk.

Debts and Guarantees

The Trustees declare that as at the date of the statement of assets and liabilities, the charity has no outstanding debts which are secured by an express charge on any of the assets of the charity and has no potential liability outstanding from any guarantee provided by the Charity except operating leases as stated in note 16.

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



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C Pickard (Chair)

Trustee 1/27/2023

Dated:

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF CALM MEDIATION**

I report to the trustees on my examination of the financial statements of Calm Mediation (the Charity) for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the Charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the Charity's financial statements carried out under section 145 of 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 ACCA, 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 130 of the 2011 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

F. Harling

F. Harling ACCA
Ward Williams

Bay Lodge
36 Harefield Road
Uxbridge
Middlesex
UB8 1PH

Dated: 30/03/2023

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
<u>Income and endowments from:</u>					
Donations and legacies	2	256	-	256	123
Charitable activities	3	494,489	37,820	532,309	458,407
Investments	4	18	-	18	52
Other income	5	6,134	-	6,134	11,892
Total income		500,897	37,820	538,717	470,474
<u>Expenditure on:</u>					
Expenditure on Raising funds	6	28,251	-	28,251	25,083
Charitable activities	7	465,936	37,820	503,756	442,160
Total resources expended		494,187	37,820	532,007	467,243
Net income for the year/ Net movement in funds		6,710	-	6,710	3,231
Fund balances at 1 April 2021		159,059	-	159,059	155,828
Fund balances at 31 March 2022		165,769	-	165,769	159,059

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

All income and expenditure derive from continuing activities.

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
BALANCE SHEET
AS AT 31 MARCH 2022

		2022		2021	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	11		3,265		6,353
Current assets					
Debtors	12	96,769		145,710	
Cash at bank and in hand		132,497		140,524	
		229,266		286,234	
Creditors: amounts falling due within one year	13	(66,762)		(133,528)	
Net current assets			162,504		152,706
Total assets less current liabilities			165,769		159,059
Income funds					
Unrestricted funds			165,769		159,059
			165,769		159,059

1/27/2023

The financial statements were approved by the Trustees on

DocuSigned by:



.....CAD1D46B1797413..

C Pickard (Chair)
 Trustee

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
STATEMENT OF CASH FLOWS**

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	20		(8,045)		22,127
Investing activities					
Purchase of tangible fixed assets		-		(7,296)	
Interest received		18		52	
Net cash generated from/(used in) investing activities			18		(7,244)
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(8,027)		14,883
Cash and cash equivalents at beginning of year			140,524		125,641
Cash and cash equivalents at end of year			132,497		140,524

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

Calm Mediation was set up in 1995, and has changed status to a Charitable Incorporated Organisation (CIO) which was granted by the Charity Commissioners on 22 June 2015. The registered CIO number is 1161807.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Charity's governing document, the Charities Act 2011 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 (FRS 102)" (published in October 2019). The Charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. 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.

The Trustees can confirm that the global Covid-19 pandemic has not had a significant impact on the finances of the charity, and it is not expected to have a significant impact on the 2022/23 budgets.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

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.

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 is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

1 Accounting policies (Continued)

1.5 Resources expended

Liabilities are recognised when either a constructive or legal obligation to transfer resources exists.

Costs of raising funds are those expenses related to the generation of voluntary, fundraising or investment income.

Expenditure relating to charitable activities includes expenditure directly attributable to the delivery of charitable activities.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	Straight Line over 5 years
Computers	Straight Line over 3-5 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the Charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 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. Bank overdrafts are shown within borrowings in current liabilities.

1.9 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.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

1 Accounting policies

(Continued)

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.

Derecognition of financial liabilities

Financial liabilities are derecognised when the Charity's contractual obligations expire or are discharged or cancelled.

1.10 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.

1.11 Retirement benefits

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

1.12 Government grants

Government grants relate to Covid-19 support that was available and are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

2 Donations and legacies

2022 **2021**

£ £

Donations and gifts

256 123

3 Charitable activities

2022 **2021**

£ £

Services provided under contract

532,309 458,407

Analysis by fund

Unrestricted funds

494,489

Restricted funds

37,820

532,309

For the year ended 31 March 2021

Unrestricted funds

458,407

4 Investments

2022 **2021**

£ £

Interest receivable

18 52

5 Other income

2022 **2021**

£ £

Government grants re Covid-19 and job retention scheme

6,134 11,892

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

6 Expenditure on Raising funds

	2022	2021
	£	£
<u>Fundraising and publicity</u>		
Staging fundraising events	1,943	599
Staff costs	26,308	24,484
	<u>28,251</u>	<u>25,083</u>

7 Charitable activities

	2022	2021
	£	£
Staff costs	343,458	317,420
Depreciation and impairment	3,088	2,240
Staff recruitment costs	1,669	1,110
Learner registration	512	-
Interpreter costs	1,588	1,164
Venue costs and refreshments	4,897	1,437
Volunteer/staff training & expenses	2,722	1,061
Bad debts	50	1,633
Contracting	66,743	44,979
	<u>424,727</u>	<u>371,044</u>
Share of support costs (see note 8)	49,699	52,624
Share of governance costs (see note 8)	29,330	18,492
	<u>503,756</u>	<u>442,160</u>
Analysis by fund		
Unrestricted funds	465,936	442,160
Restricted funds	37,820	-
	<u>503,756</u>	<u>442,160</u>

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2022

8 Support costs	Support costs £	Governance costs £	2022 £	2021 £
Staff costs	-	6,577	6,577	6,121
Rent and rates	22,111	-	22,111	20,871
Light and heat	1,590	-	1,590	1,255
Health & safety	573	-	573	323
Repairs, maintenance and cleaning	3,894	-	3,894	7,542
IT and data costs	6,184	-	6,184	6,743
Printing, postage, stationery & office	3,465	-	3,465	2,701
Telephone	7,486	-	7,486	6,817
Marketing and advertising	3,302	-	3,302	5,111
Bank charges	721	-	721	621
Travel and meetings	373	-	373	640
Legal and professional	-	9,572	9,572	4,068
Accountancy	-	10,044	10,044	5,364
Insurance	-	3,137	3,137	2,939
	<u>49,699</u>	<u>29,330</u>	<u>79,029</u>	<u>71,116</u>
Analysed between				
Charitable activities	<u>49,699</u>	<u>29,330</u>	<u>79,029</u>	<u>71,116</u>

Governance costs includes payments of £1,750 (2021: £1,200) to the independent examiner for an independent examination and accounts preparation.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, other than the payments which are disclosed in Note 17. 3 of the Trustees were reimbursed a total of £223 expenses (2021- no such reimbursements).

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

10 Employees

Number of employees

The average monthly number employees during the year was:

	2022	2021
	Number	Number
Directors	1	1
Coordinators	9	8
	<u>10</u>	<u>9</u>

Employment costs

	2022	2021
	£	£
Wages and salaries	335,573	310,778
Social security costs	28,596	25,754
Other pension costs	12,174	11,493
	<u>376,343</u>	<u>348,025</u>

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

11 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2021	216	8,404	8,620
Disposals	-	(487)	(487)
At 31 March 2022	<u>216</u>	<u>7,917</u>	<u>8,133</u>
Depreciation			
At 1 April 2021	29	2,238	2,267
Depreciation charged in the year	44	2,638	2,682
Eliminated in respect of disposals	-	(81)	(81)
At 31 March 2022	<u>73</u>	<u>4,795</u>	<u>4,868</u>
Carrying amount			
At 31 March 2022	<u>143</u>	<u>3,122</u>	<u>3,265</u>
At 31 March 2021	<u>187</u>	<u>6,166</u>	<u>6,353</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

12 Debtors		2022	2021
Amounts falling due within one year:		£	£
Trade debtors		63,753	106,526
Other debtors		872	3,364
Prepayments and accrued income		32,144	35,820
		<u>96,769</u>	<u>145,710</u>
		<u><u>96,769</u></u>	<u><u>145,710</u></u>
13 Creditors: amounts falling due within one year		2022	2021
	Notes	£	£
Other taxation and social security		26,098	56,205
Deferred income	14	9,433	58,382
Trade creditors		15,877	6,333
Other creditors		312	229
Accruals		15,042	12,379
		<u>66,762</u>	<u>133,528</u>
		<u><u>66,762</u></u>	<u><u>133,528</u></u>
14 Deferred income		2022	2021
		£	£
Southern Housing Group		1,875	1,875
The Charter School East		798	798
Bacon's College		1,167	1,167
Ark All Saint's Academy		-	752
London Borough of Bromley		-	27,000
Mr Chris Wake		-	530
Violence Intervention Project		-	1,350
Royal Borough of Kingston Upon Thames		3,333	-
Community Mediation Skills (CMS)		2,260	-
Victims Fund		-	18,910
London & Quadrant Housing Trust		-	6,000
		<u>9,433</u>	<u>58,382</u>
		<u><u>9,433</u></u>	<u><u>58,382</u></u>

The above deferred income wholly relates to services to be carried out in 2022/3.

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

15 Retirement benefit schemes

Defined contribution schemes

The Charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

The charge to the SOFA in respect of the defined contribution scheme was £12,174 (2021 - £11,493).

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			
	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 31 March 2022
	£	£	£	£
The London Community Foundation - MOPAC VICTIMS FUND	-	37,820	(37,820)	-
	<u>-</u>	<u>37,820</u>	<u>(37,820)</u>	<u>-</u>
	-	37,820	(37,820)	-
	<u>-</u>	<u>37,820</u>	<u>(37,820)</u>	<u>-</u>

Calm Mediation will deliver specialist mediation to resolve Anti-Social Behaviour (ASB) in four hotspots of Southwark where ASB, robbery, hate crime and harassment are prevalent. The outcome expected is reduction in crime, assist young people to understand the consequences of their actions, and improve the lives of the victims.

17 Operating lease commitments

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:

	2022	2021
	£	£
Within one year	22,948	22,948
Between two and five years	15,383	39,331
	<u>38,331</u>	<u>62,279</u>

The operating leases represent leases of telephone equipment from third parties and rent of premises.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

18 Related party transactions

During the year payments of £2,650 (2021: £1,775) and £450 (2021: £Nil) were made to Tracey Adamson and Ralph Strang, Trustee's of the Charity, for services provided to the Charity. These payments were made on an arms length commercial basis for services separate from the Trustee role performed, and they were authorised by the other Trustees as necessary.

Included in creditors at the year end are amounts owed to Tracey Adamson for services to the Charity of £225 (2021: £Nil).

Last year the Charity merged with another Charity called The Neighbour Dispute Mediation Scheme Limited (Southwark Mediation Centre), with the operations of that Charity being absorbed into Calm Mediation. As part of that process two Trustees of Southwark Mediation Centre were appointed in the previous year as Trustees of Calm Mediation.

During the year income of £Nil (2021: £10,277) was received from Southwark Mediation Centre for services provided, after deduction of a £Nil (2021: £468) bad debt. As at the year-end £Nil (2021:£5,049) was owed by Southwark Mediation Centre.

19 Controlling party

The charity is controlled by the trustees.

20 Cash generated from operations	2022	2021
	£	£
Surplus for the year	6,710	3,231
Adjustments for:		
Investment income recognised in statement of financial activities	(18)	(52)
Loss on disposal of tangible fixed assets	406	-
Depreciation and impairment of tangible fixed assets	2,682	2,240
Movements in working capital:		
Decrease/(increase) in debtors	48,941	(64,040)
(Decrease)/increase in creditors	(17,817)	24,241
(Decrease)/increase in deferred income	(48,949)	56,507
Cash (absorbed by)/generated from operations	(8,045)	22,127

21 Analysis of changes in net funds

The Charity had no debt during the year.



CALM MEDIATION

England & Wales - Charity number 1161807

Accounts

Charity Registration No. 1161807

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

Calm 
Mediation

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
LEGAL AND ADMINISTRATIVE INFORMATION**

Trustees	J Martin T Adamson R Strang A Dunlop C Pickard (Chair) B Adeloje P George (Treasurer)	(Appointed 21 July 2020) (Appointed 21 July 2020) (Appointed 15 October 2020) (Appointed 1 April 2021)
CIO registered number	1161807	
Principal address	92 Camberwell Road London SE5 0EG	
Independent examiner	Ward Williams Bay Lodge 36 Harefield Road Uxbridge UB8 1PH	

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
CONTENTS**

	Page
Trustees' report	1 - 10
Independent examiner's report	11
Statement of financial activities	12
Balance sheet	13
Notes to the financial statements	14 - 22

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

Foreword

The foreword to our previous report, written in the early stages of the Covid-19 pandemic, described a complicated past year and stood in anticipation of challenges we knew lay ahead.

I am tremendously proud of how the charity has adapted to the unprecedented changes, uncertainties and hardships that society has faced throughout 2020 into 2021; of how we successfully concluded the planned merger between Calm Mediation and Southwark Mediation Centre and are seizing the opportunity this brings to increase our range of services and our geographical coverage; and most of all, of the positive impact we continue to have in the lives of the communities and individuals we serve, in these most difficult of times.

Our team of staff and volunteers were early and enthusiastic adopters of new ways of working with our clients, our partners and each other, and our service areas have adapted what we do in ways we would never have imagined possible.

With our pioneering spirit and the generous support of the London Community Fund, we quickly established a helpline offering immediate assistance to people experiencing conflict. As we mastered the art of mediating by video, we discovered surprising benefits, particularly in our Neighbour mediation work. In one case between two families in conflict, the ability of the clients to literally see into each other's homes in a way that would previously have been impossible was key to unlocking their conflict. Our Training team played a pivotal role in equipping staff and volunteers with new skills and techniques to manage these new situations and technologies and has also now mastered the art of delivering training virtually too.

When safe in-person contact was feasible and permissible, our services rapidly sprang back into action, and we particularly thank our colleagues and volunteers in the Family, Peer and Community teams for their efforts over this last year. Finally, given the especially difficult situation facing the criminal justice system during the pandemic, our work in Restorative Justice focused on continuing to support victims who had been referred into the service, and working with our partner agencies to overcome challenges and build an effective service for the future.

All of this was achieved at the same time as completing our planned merger which has brought together two of the foremost conflict resolution and conciliation charities in the country, to provide an unparalleled range of services and expertise to our communities across London. Merging two long established and deeply rooted organisations can be challenging even in the best of times, and we have worked hard to take the best of both organisations in forging a new, unified culture and sense of purpose.

We are proud of our new vision: *A voice, a choice and chance for change* which was developed in a process involving the whole organisation. This is guiding our work on detailed strategies for further increasing the impact of each of our services in the coming year. A huge amount of unseen, unglamorous and extremely important work has taken place to properly conclude the undertakings of SMC, to smoothly transfer them and create new systems and processes for the merged organisation. We are deeply grateful to Sidley Austin LLP who worked on the merger.

As you will see from our Financial Report, the charity has weathered the storm of the past year in admirable fashion, thanks both to the continued support of our partner agencies and funders, and to the prudent management of our executive and finance team. Our sincere thanks to them all for continuing to make possible the amazing work that Calm does.

Chris Pickard, Chair of Trustees

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT (CONTINUED)

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 governing document, the Charities Act 2011 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 (FRS 102)" (Published in October 2019).

Objectives and activities

Our Objectives

Our purpose is to promote, for the benefit of the public, conflict resolution and reconciliation within our communities, and to support the wellbeing of victims of crime and the rehabilitation of offenders. To this end we provide mediation and other conflict resolution services, as well as training in conflict resolution and communication skills. We work principally in London.

The Trustees confirm that the Charity's activities have been carried out for the public benefit, and that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

What we do

Calm Mediation provides conflict resolution services including:

- mediation to resolve conflict between **neighbours** and between **work colleagues**.
- mediation within **community groups and settings**; youths, estates, parks and streets.
- **family mediation** for divorcing couples, child access and financial arrangements.
- **peer mediation** in secondary schools.
- **skills training** in the area of mediation, restorative justice, and conflict management.
- **restorative justice** to repair the harm from crime between victims and offenders.

We strive for excellence in our services. As markers of the quality of what we do, Calm Mediation:

- holds the Restorative Justice Council's Quality Mark for our RJ Service.
- is an approved training centre by OCN London for our mediation and RJ skills courses.
- is a Civil Mediation Council (CMC) registered mediation service provider.
- is a College of Mediators recognised CPD training provider, under the LCMC umbrella.
- is a member of the National Family Mediation Council.
- is registered with The Legal Aid Agency.

Structure, governance and management

Calm Mediation is registered with the Charity Commission as a Charitable Incorporated Organisation (CIO) (number 1161807). Its predecessor organisation was established in 1995 in the London Borough of Hammersmith & Fulham and was known as 'CALM (Confidential and Local Mediation)' until 2016. In 2020 Calm Mediation acquired the assets and undertakings of sister organisation Southwark Mediation Centre (charity number 297179) which was established in 1986. In so doing, we merged our operations to extend the positive impact of our work into new communities across London.

The Charity is under the strategic direction of a Board of Trustees who ensure the organisation is fulfilling our charitable purposes, complying with its constitution and the law, and managing its resources responsibly. The Managing Director is responsible for day-to-day management and running of the organisation and its finances under delegated authority.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2021

Trustees

Calm Mediation's Board currently consists of seven trustees. The Board meets quarterly for an in-depth review of activities and finances. Additionally, sub-committees of the Board are convened to review other issues as they arise. Since the year-end, the Charity has established a sub-committee for Finance and Risk Management.

The trustees who served during 2020-21 and up to the date of signature of the financial statements were:

Christopher Pickard (Chair) (Appointed Trustee 21 July 2020/Chair November 2020)
Joe Martin
Tracey Adamson (Chair to October 2020)
Ralph Strang
Alex Dunlop (Appointed 21 July 2020)
Bode Adeloye (Appointed 15 October 2020)
Paul George (Treasurer) (Appointed 1 April 2021)
Jeff Zitron (Resigned 1 October 2020)
Kris Shea (Resigned 1 January 2021)
Aabida Mohmed (Resigned 1 January 2021)

The existing trustees appoint any new trustees following the provisions laid out in the organisation's governing instrument. The number of trustees joining and leaving the charity in this period is reflective of the merger with Southwark Mediation Centre (SMC), following which former Trustees of SMC were invited to join the Board of Calm Mediation.

Executive team:

Corinne Rechais: Managing Director
Dave Walker: Director of Mediation.

Staff team

We have a staff team of 12 in full-time and part-time posts.

Practitioners: Mediation and Restorative Justice

Calm Mediation delivers the bulk of its neighbour mediation services through a diverse team of skilled volunteer practitioners, plus some office-based volunteers. Their expertise, time and experience provide invaluable support to members of local communities whose lives are affected by conflict or crime and who want to work towards a peaceful, sustainable solution.

We currently have 120 practitioners comprising mediators and restorative justice facilitators. Some have supported Calm for 26 years and counting. Many of our practitioners combine their volunteering with full- or part-time careers, including as mediators, lawyers, teachers, accountants, coaches, business, and the civil service. They tell us they gain an enormous amount of enjoyment and satisfaction from their volunteering as well as skills development, networking, and social opportunities.

To meet the demands in these areas, we now also have employed mediators for our work in community settings and self-employed mediators for our Family Service.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Training, supervision and support

We provide ongoing professional development for our practitioners, and our staff are offered personal and professional development. We support high standards of practice through induction training for new recruits plus an annual programme of skills development sessions, workshops, and conferences, inhouse and external. All practitioners are expected to achieve a minimum of 6 continued professional development (CPD) points annually at Calm.

Staff and practitioners also participate in regular supervision designed to support excellence. They meet on a one-to-one basis with a supervisor to discuss their casework and development needs, as well as participating in group supervision to share experiences and learn with colleagues.

Supervisions are also available to practitioners on an ad hoc basis to provide support for challenging cases as and when needed by the individual.

Working in partnership

Calm is supported by a wide range of organisations, as direct and indirect funders, commissioners of our services and associated agencies. We recognise the value of maintaining strong links with them. We regularly meet with our closest partners/funders and attend multi-agency meetings with relevant bodies including local authorities, registered social landlords, advice agencies, police, voluntary agencies, trust foundations and others.

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance 2020-21: Highlights

Merger between Calm Mediation and Southwark Mediation Centre

As Calm Mediation was founded in 1995 and Southwark Mediation Centre in 1987, together we have 60 years' experience in conflict resolution. The two organisations chose to merge to consolidate our experiences and different mediation approaches to provide a broader range of services delivered to a wider community.

Calm Mediation employed seven staff members and the service provision comprised of neighbour mediation in eight London boroughs, restorative justice in all 32 London boroughs and training provision in neighbour and workplace mediation. Southwark Mediation Centre employed four members of staff and the service provision consisted of community mediation, family mediation and peer mediation in three London boroughs. Our aim is for cohesive, integrated communities in London to reduce conflict and crime through positive engagement putting them at the heart of problem-solving resolutions.

The formal aspects of the merger were completed by June 2020, creating the largest charity mediation service in London. Our pro bono legal advisers Sidley Austin LLP, provided through LawWorks, gave us invaluable support throughout the merger process and we thank them sincerely for their generosity and commitment.

We continued through the year to bring our teams, systems, and processes together to forge a single organisation. In December we began an enjoyable and productive collaborative process involving staff, trustees, and volunteers to develop and agree a vision and set of values that are and will continue to guide us as an organisation as we plan for the future.

Calm's Vision is: A Voice, A Choice and a Chance for Change:

Calm is...

- **Open:** *We encourage and support people to communicate constructively and to be open to new ideas and change.*
- **Transformative:** *We give people a chance to create a positive way forward.*
- **Fair:** *We strive to treat people equitably and to enable fair solutions to problems.*
- **High Quality:** *We strive to ensure that people in the communities we serve can access the best mediation and restorative justice expertise.*
- **Community Focused:** *We help strengthen communities by improving relationships between people and by building their capacity to resolve problems.*

Covid-19

With the emergence of the coronavirus pandemic just before the start of our financial year, the challenge was already clear: continuing to provide our services safely at a time when communities experiencing lockdown in often difficult settings needed them most. Our staff and volunteers responded with admirable commitment and creativity.

All our staff based at the Shepherd's Bush office started to work from home at the end of March 2020. The office at 92 Camberwell Road had just reopened for business following a refurbishment and our community team and in-person meetings for family mediation continued on the premises after the initial lockdown, observing Covid-secure guidelines.

The teams that worked remotely, started to use virtual platforms to support our agencies and their clients. In addition, we continued to provide professional development for our practitioners.

CALM MEDIATION (CHARITABLE INCORPORATED ORGANISATION) TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Neighbour Mediation Service (previously Calm's 'Community' Mediation Service)

We secured funding from the London Community Fund, made available to support Londoners through this major disruption to normal life, to set up a Helpline, staffed by volunteers, offering immediate assistance to those experiencing conflict.

We also moved quickly to capitalise on our existing trial of online platforms which we were exploring as a way of improving access to mediation and RJ for vulnerable or busy clients. We were able to adapt our services to the new context of Covid-19 and continue to provide very many clients with the opportunity of mediation or RJ via the Zoom platform from early on in the lockdown. Our experience here will be invaluable in our ongoing efforts to improve the effectiveness and reach of our services.

During this time we increased the team from one and a half (FTE) to three staff members despite lockdown. A comprehensive restructure of the service was essential to deliver the future expansion plan.

During the year we:

- Provided mediation services to 18 housing bodies across London and the Home Counties, dealing with a wide range of neighbour disputes including anti-social behaviour, boundaries, children, cultural differences, harassment, lifestyle differences, noise, parking, pets, rubbish, and shared facilities or spaces.
- Processed 175 case referrals, offering them all the opportunity of constructive resolution of conflict. In 65 cases (39% of case referrals) we facilitated a constructive conversation between clients, 92% of which resulted in a written agreement.
- Directly supported more than 450 people to find resolution of conflict through our range of interventions.
- Indirectly supported 1120 people in the London community.
- Utilised the skills of 60 mediators in more than 1500 hours of direct client contact.

Restorative Justice (RJ) Service

Funding for the RJ service from Victim Support and part of the London Victims & Witness Service was in its second year. It was a difficult year as, due to Covid, many organisations in the criminal justice system had to shut their doors (for example, prisons stopped all external visits). We continued to receive victim referrals and concentrated our efforts on initial meetings, explaining the process and managing expectations as offenders in prisons and on probation were uncontactable.

We also continued to work with other criminal justice organisations including the Metropolitan Police, the Prison and Probation Service and the Community Rehabilitation Company.

During the year we:

- Received 95 case referrals from 10 organisations and some self-referrals.
- Supported 130 victims and offenders with RJ services.
- Provided 19 restorative conversations with victims and offenders.
- Utilised the skills of 21 RJ facilitators who travelled throughout the UK to provide more than 420 hours of direct client contact.
- Upskilled 300 third party staff.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Restorative justice can be suitable for a wide range of cases and throughout the year we have supported victims of the following crimes:

- Actual Bodily Harm
- Arson
- Assault
- Attempted Burglary
- Burglary
- Domestic Abuse
- Death by dangerous driving
- Fraud/Misrepresentation
- Grievous Bodily Harm
- Harassment
- Kidnapping
- Manslaughter
- Murder
- Possession of a Firearm
- Possession with Intent to Supply
- Rape
- Robbery
- Sexual Offences
- Stabbing
- Stalking
- Theft
- Voyeurism
- Wounding with Intent

The service has 35 trained practitioners who volunteer their time to provide RJ to the victims and offenders. Throughout the year they attend supervision and development workshops for CPD points to maintain their skills.

The RJ Team formed a Service Area Strategy Group to identify strengths and areas for improvement of the service over the next three years. The group consists of two paid staff, one Trustee and three RJ Volunteer Facilitators from different backgrounds. The group will agree the priority goals for the service and complete a draft plan to achieve the identified goals.

Workplace Mediation

Our Civil Mediation Council-registered workplace mediation service accepted a number of referrals during the year. Following the merger, we are promoting this service more actively to increase our income and provide a benefit to employing organisations and their staff.

Family Mediation

For our Family Mediation Service, this has been a year of learning, testing, planning, and investment. The service now has a part-time service manager, a full-time coordinator, and the mediation provision is carried out by a contracted family mediator.

During the year we:

- Received 267 case referrals:
 - 226 Child Issues
 - 23 All Issues
 - 18 Property and finance.

The service is focussed on supporting people who have a moderate income and pay and those on low income or benefits and we can provide legal aid assistance through our Legal Aid contract.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Youth Mediation

This service works with schools to develop and support peer mediation schemes where pupils are actively engaged in conflict resolution. Due to Covid-19 the schools we worked with closed down following government guidelines and our staff member was furloughed. However, in October schools reopened and she was able to resume training and provide mediation support. During the year we:

- Trained 16 Peer Mediators in Bacon's College
- Supported Charter School East Dulwich students.

Community Mediation

This service continued to work in-person out of the office, following strict government guidelines, as much of the work is in community locations which are not easily mediated via video. During the year we:

- Dealt with a number of case referrals from City of London with whom we have a two-year contract.
- Mediated two larger community group cases, handled by three community facilitators. These cases supported 60 people in one group and 90 in the other. The age of the participants in a case is from 17 years to 60plus years old.
- Mediated for private landlords and tenants, dealing with a range of disputes including anti-social behaviour, boundaries, children, cultural differences, harassment, lifestyle differences, noise, parking, pets, rubbish, and shared facilities or spaces.

This service received a grant from the London Community Foundation to provide a 'Helpline' for people experiencing conflict due to the new circumstances Covid-19 forced upon neighbours. The service received enquiries from 78 individuals who would not otherwise have been referred to Calm.

Training Delivery

This was Calm Mediation's twelfth year as an approved Open College Network London (OCNL) training centre. Our 'Direct Claims Status' allows us to moderate our courses internally throughout the year with only an annual external moderation required – an indication of our standards and robust processes.

During the year we:

- Trained 12 people in community mediation skills to OCN-accredited level.
- Inducted new mediators to enable them to contribute their skills to the community through Calm.
- Delivered mediation awareness training to six housing organisations.
- Delivered 95 hours of CPD mediation or RJ-related training to our own body of volunteers.

We extend our thanks to all staff, practitioners and volunteers, funders, commissioners and supporters for their invaluable contributions and support in 2020-2021.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Plans for the future

Our focus is now on capitalising on last year's merger to strengthen the broader range of services that Calm Mediation provides.

The work we did during the latter part of 2020/21 to develop a clear Vision and set of Values provided the starting point for a tranche of work to build a strategic development plan for Calm. Our aim is to set each of our services on a sustainable path for growth so that we can make available our services to more of London's communities. Although this is no mean feat for an organisation of our size, with the involvement of our resourceful and creative staff, trustees and volunteers, our plans are beginning to take shape. We look forward to reporting on these in due course.

With the pan-London restorative justice service now in its third year, funded by the London Victim & Witness Service from MOPAC (Mayor's Office for Policing and Crime), the focus this year is on partnership working across the 32 London boroughs to support more victims of crime.

Calm Mediation is receiving more group community cases with multiple participants, and this will be piloted using Community Facilitators providing facilitated conversations in-situ and impromptu between a diverse group of people, e.g. park users, shop keepers and local residents in conflict. This is a new flexible approach to mediating in the community. We are looking forward to developing our practitioners' experiences in different mediation methods.

We will be launching our workplace provision this year after amalgamating the casework that both Calm Mediation and Southwark Mediation Centre receive into one department. The service is registered with the Civil Mediation Council and provides the mediators trained in Workplace the benefit of individual registration at a reduced price. The workplace mediators will be consulted as part of our Vision, Values and Strategy process.

The Family Mediation service is being expanded to bring in additional qualified family mediator contractors so we can improve community access to this valuable support for divorcing couples.

To ensure cohesive aims, objectives, and identity for the new merged service we will be revamping the website to be effective, efficient, and exciting to promote all our service provisions.

Financial review

Income for the year-ending 31st March 2021 was £470,474 and expenditure was £467,243 making a surplus of £3,231. At the end of the financial year Calm Mediation's reserves are £159,059. This maintains four months' operating costs, within the parameters of the Charity Commission's guidance on reserves.

In addition to the income it receives from contracts for services, the Charity benefits from a number of grants under the terms of which the use of funds is restricted to certain activities. During the year these were as follows: -

Our Restorative Justice (RJ) contract continued to provide an important element of our income, amounting to 46% of our income in the period, and we expect this to continue at a similar level in the current year. The contract is in its third year with the possibility of extension of a fourth year to March 2023.

The Board of Trustees would like to thank all the funders that supported Calm Mediation in 2020-21, enabling the organisation to continue providing conflict resolution services to the community.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
TRUSTEES' REPORT (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2021

Reserves Policy

The Trustee board regularly review the adequacy of reserves to ensure ongoing continuity of operations. The policy is to maintain at least three months reserves to ensure cover for the prospect of redundancies and pre-payment settlements.

The current reserves are four months operating costs, which is within our reserves policy. This reduction from six months is due to our merger with SMC which has increased our staff to income ratio.

Risk Management

The Board of Trustees is attentive to all strategic and operational areas where the charity is at risk.

They are aware of the Director's exertions to find funding necessary to ensure solvency. In addition, the organisation provides insurance for public liability, employee liability, volunteers' personal risk during the mediation process and Calm Mediation's exposure to client litigation. Staff and volunteers are provided with training to mitigate personal risk.

Debts and Guarantees

The Trustees declare that as at the date of the statement of assets and liabilities, the charity has no outstanding debts which are secured by an express charge on any of the assets of the charity and has no potential liability outstanding from any guarantee provided by the charity except operating leases as stated in note 16 of these financial statements.

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



C Pickard (Chair)

Trustee

Dated: 18/11/21

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF CALM MEDIATION**

I report to the trustees on my examination of the financial statements of Calm Mediation (the Charity) for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the Charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the Charity's financial statements carried out under section 145 of 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.

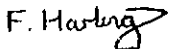
Independent examiner's statement

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 ACCA, 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 130 of the 2011 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



F. Harling ACCA
Ward Williams

Bay Lodge
36 Harefield Road
Uxbridge
UB8 1PH

Dated: 18/11/2021

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021**

		2021	2020
	Notes	£	£
<u>Income and endowments from:</u>			
Donations and legacies	2	123	52,205
Charitable activities	3	458,407	324,138
Investments	4	52	147
Other income	5	11,892	-
		<u>470,474</u>	<u>376,490</u>
<u>Expenditure on:</u>			
Expenditure on Raising funds	6	25,083	25,068
		<u>442,160</u>	<u>309,275</u>
Charitable activities	7	442,160	309,275
		<u>467,243</u>	<u>334,343</u>
Total resources expended		<u>467,243</u>	<u>334,343</u>
Net income for the year/ Net movement in funds		3,231	42,147
Fund balances at 1 April 2020		155,828	113,681
Fund balances at 31 March 2021		<u><u>159,059</u></u>	<u><u>155,828</u></u>


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

All income and expenditure derive from continuing activities.

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
BALANCE SHEET
AS AT 31 MARCH 2021

		2021		2020	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	11		6,353		1,297
Current assets					
Debtors	12	145,710		81,670	
Cash at bank and in hand		140,524		125,641	
		<u>286,234</u>		<u>207,311</u>	
Creditors: amounts falling due within one year	13	(133,528)		(52,780)	
Net current assets			152,706		154,531
Total assets less current liabilities			<u>159,059</u>		<u>155,828</u>
Income funds					
Unrestricted funds			159,059		155,828
			<u>159,059</u>		<u>155,828</u>

The financial statements were approved by the Trustees on 18/11/21



 C Pickard (Chair)
 Trustee

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1 Accounting policies

Charity information

Calm Mediation was set up in 1995, and has changed status to a Charitable Incorporated Organisation (CIO) which was granted by the Charity Commissioners on 22 June 2015. The registered CIO number is 1161807.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Charity's governing document, the Charities Act 2011 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 (FRS 102)" (published in October 2019). 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 have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. 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.

The Trustees can confirm that the current global Covid-19 pandemic has not had a significant impact on the finances of the charity, and it is not expected to have a significant impact on the 2021/22 budgets.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

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.

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.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

1 Accounting policies

(Continued)

Legacies are recognised on receipt or otherwise if the Charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Resources expended

Liabilities are recognised when either a constructive or legal obligation to transfer resources exists.

Costs of raising funds are those expenses related to the generation of voluntary, fundraising or investment income.

Expenditure relating to charitable activities includes expenditure directly attributable to the delivery of charitable activities.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	Straight Line over 5 years
Computers	Straight Line over 3-5 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the Charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 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. Bank overdrafts are shown within borrowings in current liabilities.

1.9 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.

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

1 Accounting policies

(Continued)

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.

Derecognition of financial liabilities

Financial liabilities are derecognised when the Charity's contractual obligations expire or are discharged or cancelled.

1.10 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.

1.11 Retirement benefits

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

1.12 Government grants

Government grants relate to Covid-19 support that was available and are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

2 Donations and legacies

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Donations and gifts	123	-	123	1,766
Grants - Big Lottery Fund	-	-	-	50,439
	<u>123</u>	<u>-</u>	<u>123</u>	<u>52,205</u>
For the year ended 31 March 2020	<u><u>1,766</u></u>	<u><u>50,439</u></u>		<u><u>52,205</u></u>

3 Charitable activities

	2021 £	2020 £
Services provided under contract	458,407	324,138
	<u>458,407</u>	<u>324,138</u>

4 Investments

	2021 £	2020 £
Interest receivable	52	147
	<u>52</u>	<u>147</u>

5 Other income

	2021 £	2020 £
Government grants re Covid-19 and job retention scheme	11,892	-
	<u>11,892</u>	<u>-</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

6 Expenditure on Raising funds

	2021	2020
	£	£
<u>Fundraising and publicity</u>		
Staging fundraising events	599	1,184
Staff costs	24,484	23,884
	<u>25,083</u>	<u>25,068</u>

7 Charitable activities

	2021	2020
	£	£
Staff costs	317,420	196,931
Depreciation and impairment	2,240	27
Staff recruitment costs	1,110	802
Learner registration	-	588
Interpreter costs	1,164	978
Service evaluation	-	7,300
Venue costs and refreshments	1,437	7,063
Volunteer training & expenses	1,061	3,634
Bad debts	1,633	-
Contracting	44,979	28,140
	<u>371,044</u>	<u>245,463</u>
Share of support costs (see note 8)	52,624	48,004
Share of governance costs (see note 8)	18,492	15,808
	<u>442,160</u>	<u>309,275</u>
Analysis by fund		
Unrestricted funds	442,160	259,757
Restricted funds	-	49,518
	<u>442,160</u>	<u>309,275</u>

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

8 Support costs	Support costs	Governance costs	2021	2020
	£	£	£	£
Staff costs	-	6,121	6,121	5,971
Rent and rates	20,871	-	20,871	21,277
Light and heat	1,255	-	1,255	1,201
Health & safety	323	-	323	-
Repairs, maintenance and cleaning	7,542	-	7,542	2,135
IT and data costs	6,743	-	6,743	11,144
Printing, postage, stationery & office	2,701	-	2,701	3,685
Telephone	6,817	-	6,817	2,728
Marketing and advertising	5,111	-	5,111	4,669
Bank charges	621	-	621	60
Travel and meetings	640	-	640	1,105
Legal and professional	-	4,068	4,068	5,002
Accountancy	-	5,364	5,364	3,313
Insurance	-	2,939	2,939	1,522
	<u>52,624</u>	<u>18,492</u>	<u>71,116</u>	<u>63,812</u>
Analysed between				
Charitable activities	<u>52,624</u>	<u>18,492</u>	<u>71,116</u>	<u>63,812</u>

Governance costs includes payments of £1,200 (2020: £1,200) to the independent examiner for an independent examination and accounts preparation.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the Charity during the year, other than the payments which are disclosed within Note 17.

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

10 Employees

Number of employees

The average monthly number employees during the year was:

	2021	2020
	Number	Number
Directors	1	1
Coordinators	8	6
	<u>9</u>	<u>7</u>

Employment costs

	2021	2020
	£	£
Wages and salaries	310,778	202,357
Social security costs	25,754	16,384
Other pension costs	11,493	8,045
	<u>348,025</u>	<u>226,786</u>

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

11 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2020	-	1,324	1,324
Additions	216	7,080	7,296
	<u>216</u>	<u>8,404</u>	<u>8,620</u>
At 31 March 2021	216	8,404	8,620
Depreciation			
At 1 April 2020	-	27	27
Depreciation charged in the year	29	2,211	2,240
	<u>29</u>	<u>2,238</u>	<u>2,267</u>
At 31 March 2021	29	2,238	2,267
Carrying amount			
At 31 March 2021	<u>187</u>	<u>6,166</u>	<u>6,353</u>
At 31 March 2020	<u>-</u>	<u>1,297</u>	<u>1,297</u>

**CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

12 Debtors	2021	2020
Amounts falling due within one year:	£	£
Trade debtors	106,526	48,266
Other debtors	3,364	4,116
Prepayments and accrued income	35,820	29,288
	<u>145,710</u>	<u>81,670</u>

13 Creditors: amounts falling due within one year	2021	2020
Notes	£	£
Other taxation and social security	56,205	20,711
Deferred income	58,382	1,875
Trade creditors	6,333	14,408
Other creditors	229	-
Accruals	12,379	15,786
	<u>133,528</u>	<u>52,780</u>

14 Deferred income	2021	2020
	£	£
Southern Housing Group	1,875	1,875
The Charter School East	798	-
Bacon's College	1,167	-
Ark All Saint's Academy	752	-
London Borough of Bromley	27,000	-
Mr Chris Wake	530	-
Violence Intervention Project	1,350	-
Victims Fund	18,910	-
London & Quadrant Housing Trust	6,000	-
	<u>58,382</u>	<u>1,875</u>

The above deferred income wholly relates to services to be carried out in 2021/2.

15 Retirement benefit schemes

Defined contribution schemes

The Charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

The charge to the SOFA in respect of the defined contribution scheme was £11,493 (2020 - £8,045).

CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

16 Operating lease commitments

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:

	2021	2020
	£	£
Within one year	22,948	-
Between two and five years	39,331	-
	<u>62,279</u>	<u>-</u>

The operating leases represent leases of telephone equipment from third parties and rent of premises. The leases are negotiated over terms of 5 years and rentals are fixed for 5 years. All leases include a provision for five-yearly upward rent reviews according to prevailing market conditions. There are no options in place for either party to extend the lease terms.

17 Related party transactions

During the year payments of £1,775 (2020: £1,400) were made to Tracey Adamson, a Trustee of the Charity, for services provided to the Charity. These payments were made on an arms length commercial basis for services separate from the Trustee role performed, and they were authorised by the other Trustees as necessary.

As noted within the Trustees report on pages 1-10, the Charity merged with another Charity called The Neighbour Dispute Mediation Scheme Limited (Southwark Mediation Centre) during the year, with the operations of that Charity being absorbed into Calm Mediation. As part of this process two Trustees of Southwark Mediation Centre were appointed during the year as Trustees of Calm Mediation.

During the year income of £10,277 (2020: £415) was received from Southwark Mediation Centre for services provided, after deduction of a £468 (2020: £nil) bad debt. Costs of £Nil (2020: £4,813) were incurred regarding services provided by Southwark Mediation Centre to the Charity. As at the year-end £5,049 was owed by Southwark Mediation Centre (2020: £4,250 was owed to Southwark Mediation Centre).

18 Controlling party

The charity is controlled by the trustees.