

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



CALM MEDIATION
(CHARITABLE INCORPORATED ORGANISATION)
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	J Martin	
	T Adamson	
	R Strang	
	A Dunlop	(Appointed 21 July 2020)
	C Pickard (Chair)	(Appointed 21 July 2020)
	B Adeloye	(Appointed 15 October 2020)
	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 UB8 1PH	

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

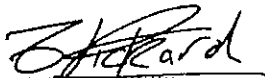
The Board of Trustees is attentive to all strategic and operational areas where the charity is at risk.

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.

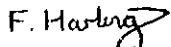
Independent examiner's statement

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	-
		<hr/>	<hr/>
Total income		470,474	376,490
		<hr/>	<hr/>
<u>Expenditure on:</u>			
Expenditure on Raising funds	6	25,083	25,068
		<hr/>	<hr/>
Charitable activities	7	442,160	309,275
		<hr/>	<hr/>
Total resources expended		467,243	334,343
		<hr/>	<hr/>
Net income for the year/ Net movement in funds		3,231	42,147
		<hr/>	<hr/>
Fund balances at 1 April 2020		155,828	113,681
		<hr/>	<hr/>
Fund balances at 31 March 2021		159,059	155,828
		<hr/> <hr/>	<hr/> <hr/>


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	<u>(133,528)</u>		<u>(52,780)</u>	
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
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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
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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>1,766</u>	<u>50,439</u>		<u>52,205</u>

3 Charitable activities

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

4 Investments

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

5 Other income

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

CALM MEDIATION
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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
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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 Number	2020 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			
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			
Carrying amount			
At 31 March 2021	187	6,166	6,353
	<u>187</u>	<u>6,166</u>	<u>6,353</u>
At 31 March 2020	-	1,297	1,297
	<u>-</u>	<u>1,297</u>	<u>1,297</u>

CALM MEDIATION
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
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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
	£	£
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
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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.