

Charity Registration No. 1161807

**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**

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

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

***FOR THE YEAR ENDED 31 MARCH 2022***

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## ***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**

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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)  
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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.

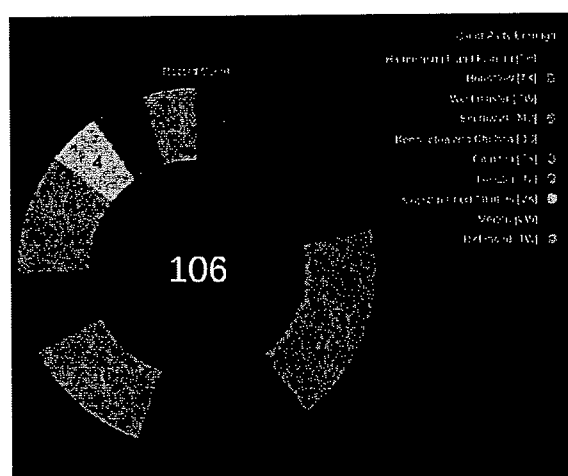
**Service Overviews: 2021-22**

**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.

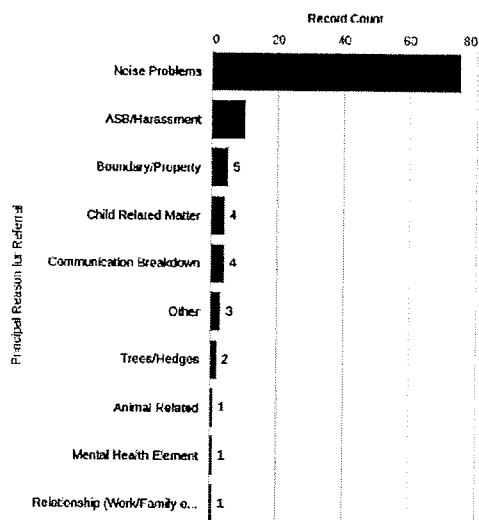
Our two Mediation Coordinators are responsible for running the service. This involves looking after our panel of 120 volunteer mediators (allocating and managing their casework and overseeing their training & development and consulting with our clients / referring agencies to meet their targets for positive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

How the year's cases are distributed across London:



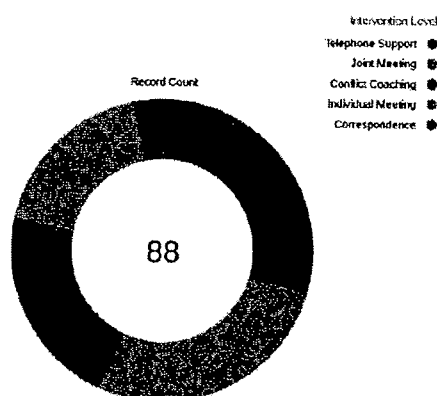
The type of disputes referred are listed below. Please note that the noise section may include children playing, general movement (e.g. exercising), slamming doors, musical instruments, CD player or television as examples. Principal reason for referrals in the year:

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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.**

Neighbour 1 (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



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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."

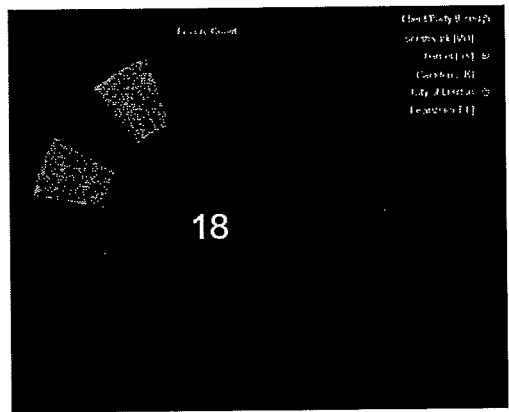
This mediation highlights that:

- 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.

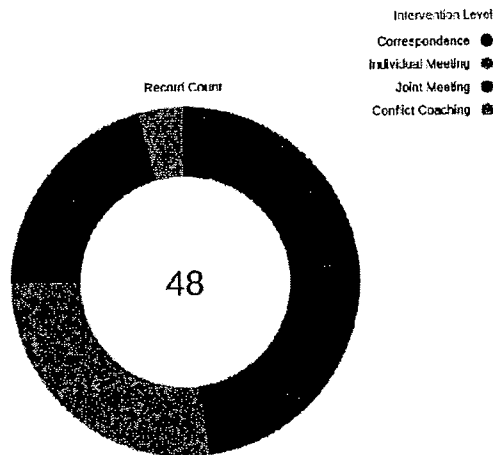
Community Mediation

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!"*

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.

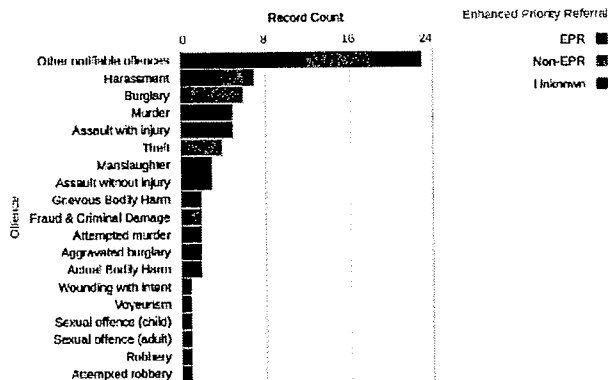
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Age Group

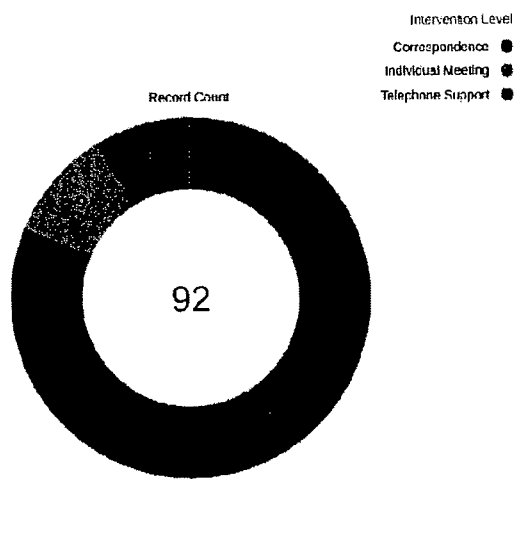
Age Group	Percentage
0-14	1.0%
15-24	1.0%
25-34	1.0%
35-44	1.0%
45-54	1.0%
55-64	1.0%

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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"

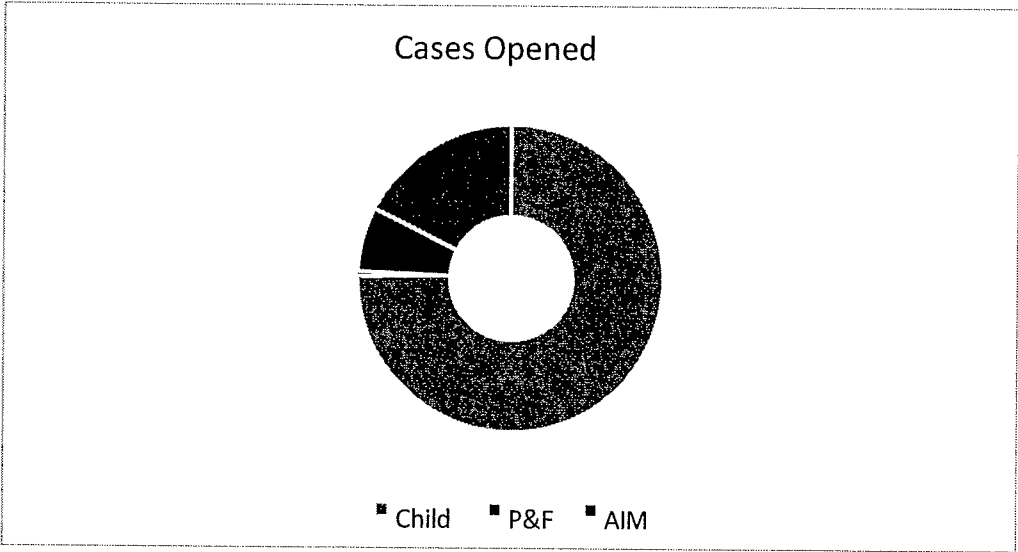
"Thank you so much for making the meeting happen. It was extremely emotional"

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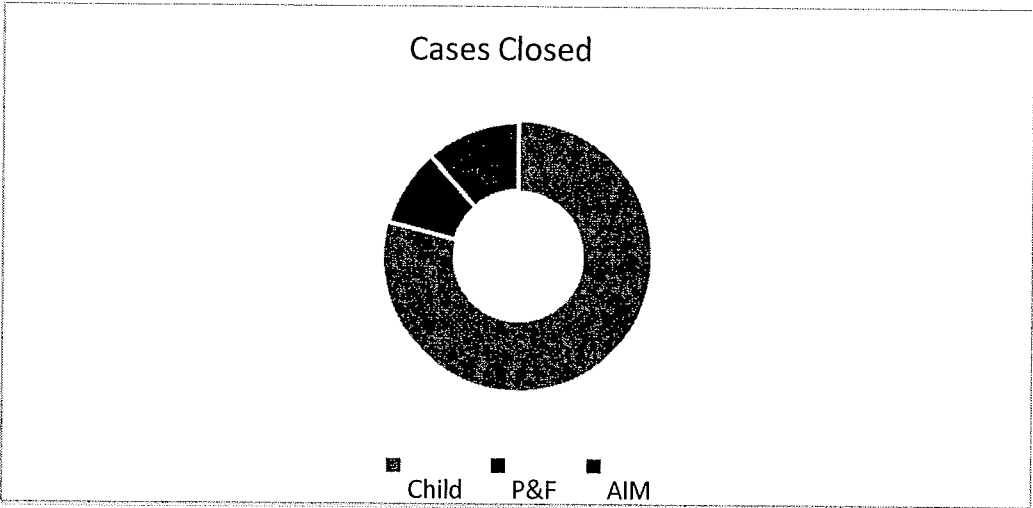
Family Mediation

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.

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**Family Case study**

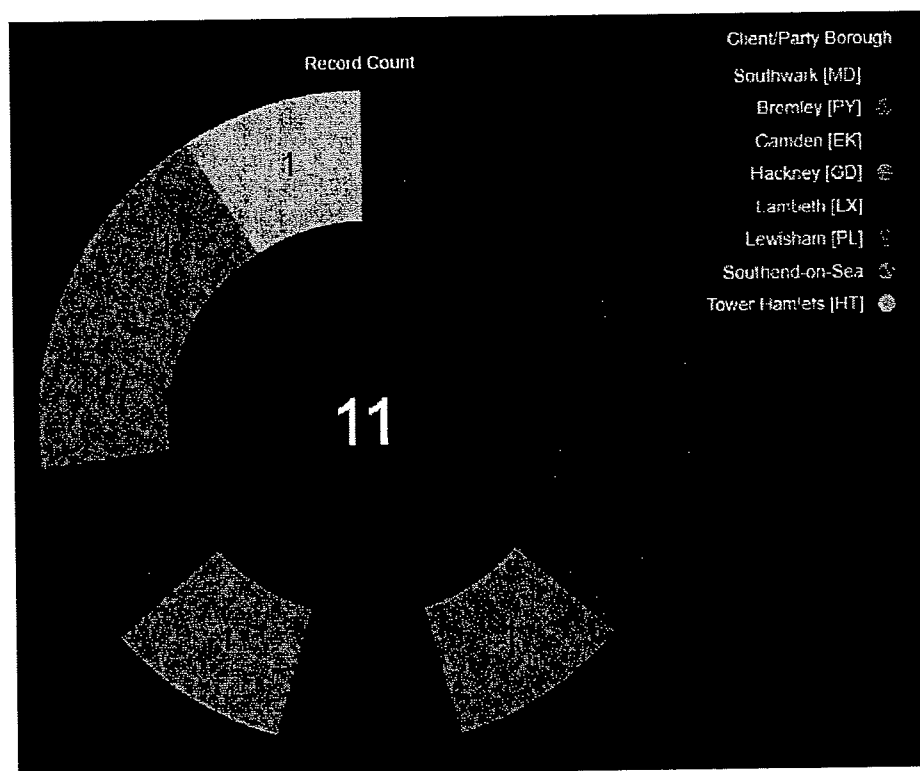
A teenage child was living with their mother but had almost no contact with her. Most contact was with his grandmother who lives nearby and his father lives with Grandmother. We provided mediation between mother and grandmother only as the father declined to be involved. Initial meetings (MIAMs) took 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:

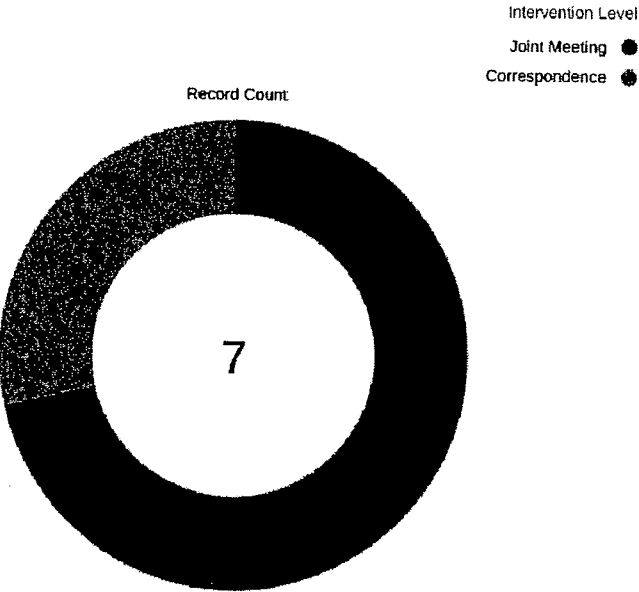
**Workplace case study:**

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.

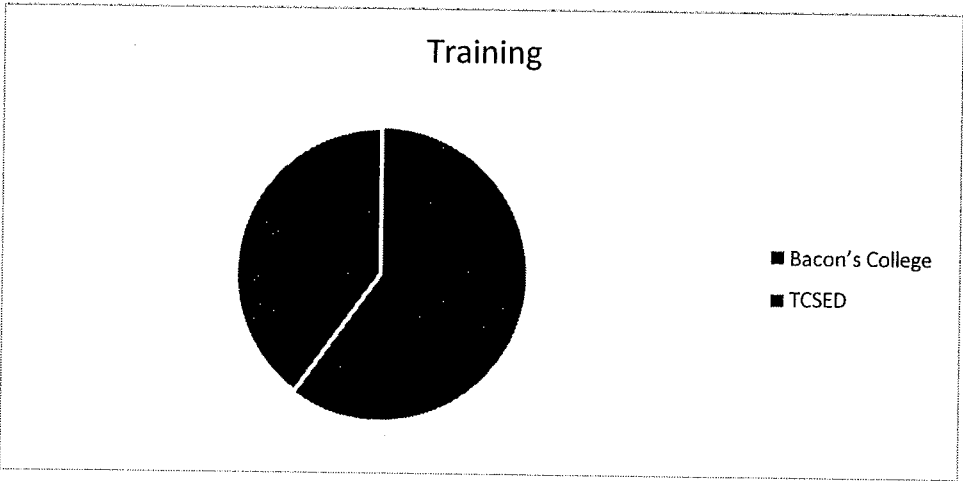
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FOR THE YEAR ENDED 31 MARCH 2022

Cases Closed in the Fiscal Year:



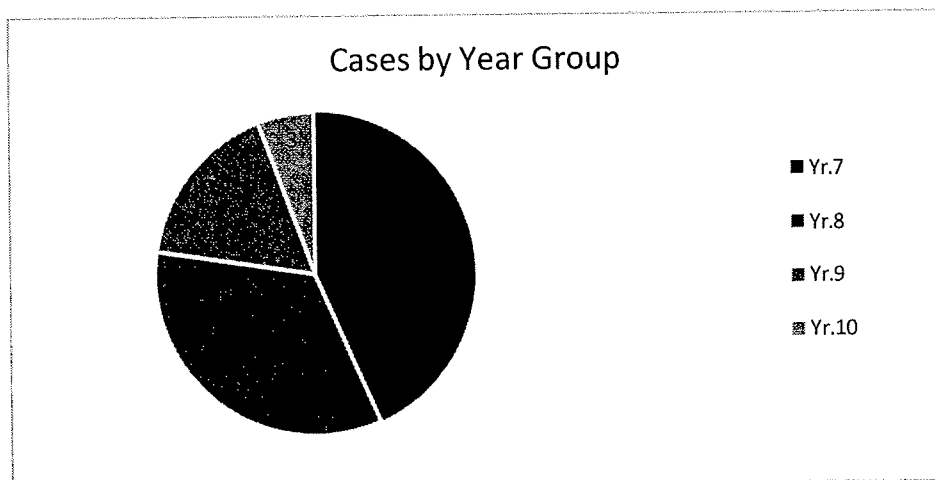
Peer / Youth Mediation

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.

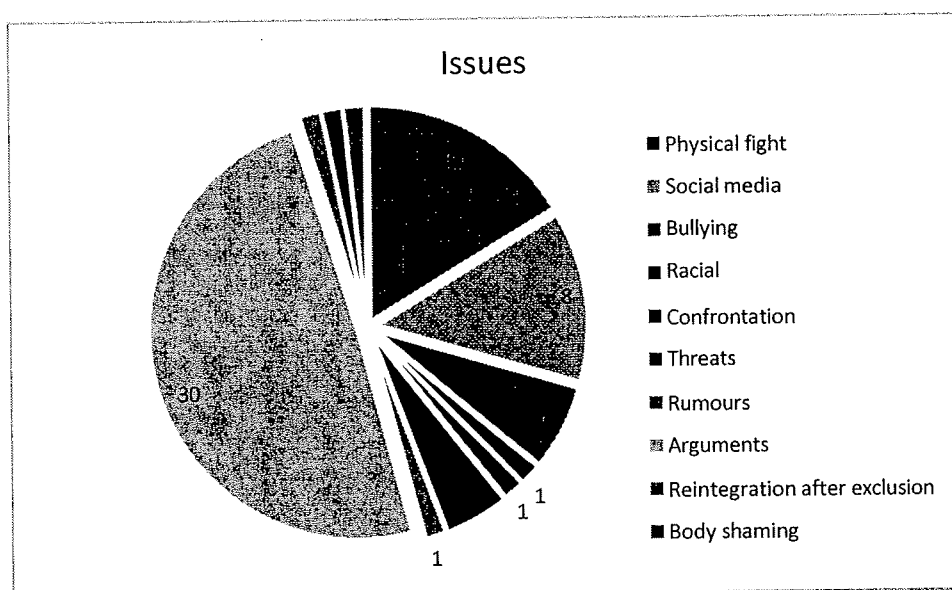


30 students were trained as mediators in October 2021.

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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.

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**Training Delivery**

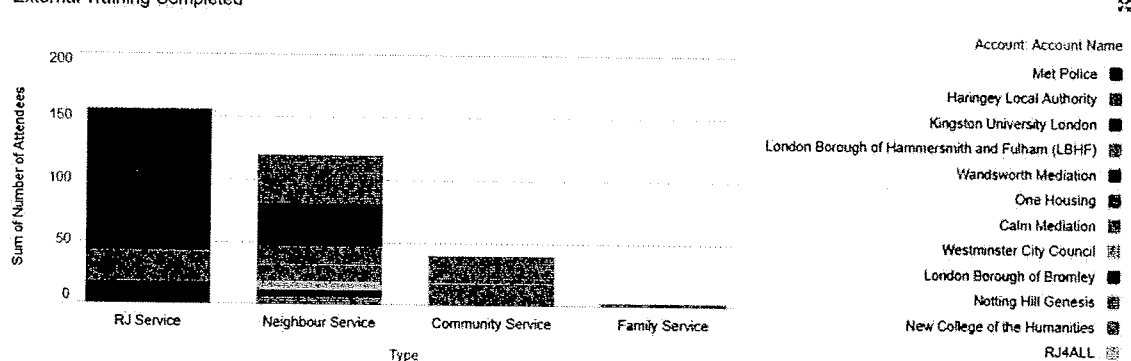
Our Training Department has a dual purpose in Calm Mediation: firstly in maintaining and developing our own community of volunteer mediators; and secondly in providing training to external organisations and individuals beyond our organisation who wish to enhance their own conflict resolution and restorative 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"*



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FOR THE YEAR ENDED 31 MARCH 2022**

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**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.

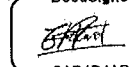
The Trustee board regularly review the adequacy of reserves to ensure ongoing continuity of operations. The policy is to maintain at least three months reserves to ensure cover for the prospect of redundancies and pre-payment settlements. The charity is currently operating in compliance with this policy.

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**

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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 ACCA  
Ward Williams

Bay Lodge  
36 Harefield Road  
Uxbridge  
Middlesex  
UB8 1PH

Dated: 30/01/2023

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

		Unrestricted funds	Restricted funds	Total 2022	Total 2021
	Notes	£	£	£	£
<b><u>Income and endowments from:</u></b>					
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
<b>Total income</b>		<u>500,897</u>	<u>37,820</u>	<u>538,717</u>	<u>470,474</u>
<b><u>Expenditure on:</u></b>					
Expenditure on Raising funds	6	28,251	-	28,251	25,083
Charitable activities	7	465,936	37,820	503,756	442,160
<b>Total resources expended</b>		<u>494,187</u>	<u>37,820</u>	<u>532,007</u>	<u>467,243</u>
<b>Net income for the year/ Net movement in funds</b>		6,710	-	6,710	3,231
Fund balances at 1 April 2021		<u>159,059</u>	-	<u>159,059</u>	<u>155,828</u>
<b>Fund balances at 31 March 2022</b>		<u><u>165,769</u></u>	<u><u>-</u></u>	<u><u>165,769</u></u>	<u><u>159,059</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 2022**

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

1/27/2023

The financial statements were approved by the Trustees on .....

DocuSigned by:



.....CAD1D46B1787413..

C Pickard (Chair)

Trustee

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

**FOR THE YEAR ENDED 31 MARCH 2022**

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

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Donations and gifts	256	123

**3 Charitable activities**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Services provided under contract	532,309	458,407
Analysis by fund		
Unrestricted funds	494,489	
Restricted funds	37,820	
	532,309	
<b>For the year ended 31 March 2021</b>		
Unrestricted funds		458,407

**4 Investments**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Interest receivable	18	52

**5 Other income**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
<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**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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>
<b>Analysis by fund</b>		
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**

	<b>Support costs</b>	<b>Governance costs</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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:

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

**Employment costs**

	<b>2022 £</b>	<b>2021 £</b>
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**

	<b>Fixtures and fittings £</b>	<b>Computers £</b>	<b>Total £</b>
<b>Cost</b>			
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>
<b>Depreciation</b>			
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>
<b>Carrying amount</b>			
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**

<b>12 Debtors</b>		<b>2022</b>	<b>2021</b>
		<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>			
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>
<b>13 Creditors: amounts falling due within one year</b>		<b>2022</b>	<b>2021</b>
	<b>Notes</b>	<b>£</b>	<b>£</b>
Other taxation and social security		26,098	56,205
Deferred income	<b>14</b>	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>
<b>14 Deferred income</b>		<b>2022</b>	<b>2021</b>
		<b>£</b>	<b>£</b>
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>

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:

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

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:

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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, Trustees 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.

<b>20 Cash generated from operations</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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
<b>Cash (absorbed by)/generated from operations</b>	<b>(8,045)</b>	<b>22,127</b>
<b>21 Analysis of changes in net funds</b>		
The Charity had no debt during the year.		

