



# **MEDIATION SURREY CIO**

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31 MARCH 2024

Charity number: 1184469

# MEDIATION SURREY CIO

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## REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

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### FOR THE YEAR ENDED 31 MARCH 2024

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**Trustees**

C Iley, Chair  
C S Day  
E Steeples (resigned 5 January 2024)  
A E Coleman  
M Huggett (resigned 16 October 2023)  
E Walker (resigned 16 October 2023)  
S Tizard (resigned 16 October 2023)  
P A Beddoes (appointed 16 October 2023)  
H E Kearon (appointed 16 October 2023)

**Charity registered number** 1184469

**Principal office**

Woking United Reformed Church  
White Rose Lane  
Woking  
Surrey  
GU22 7HA

**Accountants**

Menzies LLP  
Chartered Accountants  
Magna House  
18-32 London Road  
Staines-Upon-Thames  
TW18 4BP

**Independent Examiner**

Janice Matthews  
Menzies LLP  
2nd Floor  
Magna House  
18-32 London Road  
Staines-Upon-Thames  
TW18 4BP

The Trustees present their annual report together with the financial statements of the Mediation Surrey CIO for the year 1 April 2023 to 31 March 2024.

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## Chair Comments

I would like to start by extending a sincere thank you to everyone who has generously given of their time and expertise to the charity over the last year. Your contributions have been instrumental in allowing us to continue our vital work, creating positive change for individuals and families throughout Surrey.

As we look back on another year of service at Mediation Surrey, I am immensely proud of the progress we have made and the commitment we have shown to the community. Since our formation in 2019, we have been dedicated to advancing the peaceful resolution of conflict, promoting good citizenship, and strengthening interpersonal relationships across Surrey.

## Maintaining Quality and Accountability

We act with integrity to ensure that our values and culture underpin all our activities. Our vision is to promote community well-being and social purpose through dialogue and cooperation. By offering a service that is transparent and accountable, we ensure that our funders and clients trust in the work we do. This commitment to transparency is a cornerstone of our approach, as we strive to meet the needs of those who rely on our services.

## Looking to the Future

As we seek to diversify and grow, we will continue to depend on the collaboration of our incredible volunteers, support team, and trustees. Together, we will build a stronger, more resilient charity, one that is accessible to more residents across Surrey. Our shared goal is to ensure that mediation remains an accessible, high-quality resource for those who need it most.

I am excited about the opportunities ahead for Mediation Surrey and confident that, with your continued support, we will continue to make a significant impact in the lives of individuals, families, and communities across our region.

Thank you

Signed by:

Chris Hey

15-Oct-2024

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CHAIR



## Our History

Mediation Surrey was established in 2019-2020 through the merger of five local mediation charities: Mid Surrey Mediation Service, Mediation North Surrey, West Surrey Mediation Service, Mediation First and East Surrey Community Mediation. This unification allowed us to pool our strengths and offer a more comprehensive service to the people of Surrey.

A key part of our work is our partnership with the Office of the Police and Crime Commissioner (OPCC), supporting their mission to improve community safety, particularly in cases of antisocial behaviour. Our focus is on helping individuals, families, organisations, public authorities, and groups involved in disputes or interpersonal conflicts. We do so in a non-judgmental, confidential, and solution-focused manner.

Since our formation, it has been our mission to reduce conflict and its damaging effects on Surrey residents. Through our efforts, we have empowered communities to build trust, and encouraged dialogue as a tool for healing and restoring relationships.

## Our Mission Statement

“Mediation Surrey aims to bring people together, through building improved resilience, communication and understanding, to help them cope with, prevent or resolve disputes.”

## Our Vision Statement

- Purpose:** To use our resources as effectively as possible to minimise the mental, physical and social impact of disputes and interpersonal conflict.
- Organisation:** To establish Mediation Surrey as an independent charity, with multiple sources of funding and referrals, that offers a diversified range of services with the flexibility to match the most relevant service to the need.
- Culture:** A commitment to consistent improvement that is based on shared Values of good and open communication, teamwork, initiative and enthusiasm. This encompasses the need to promote and deliver our services in a cost effective, reliable and secure manner and the flexibility and creativity to embrace new ideas and respond to the changing requirements of our clients and stakeholders.
- We are positive and proactive, prepared to identify problems and issues and be part of the solution.
  - We work as a team to leverage the different skills and experiences in the organisation
  - We recognise the importance of process, policies and procedures to deliver services efficiently while protecting and enhancing the reputation of the organisation.
  - We listen to our mediators, clients and our stakeholders and have procedures in place to receive feedback and ideas which we use to adapt, improve or expand our services.

## Commitment to Our Mission

Our mission remains as vital today as when we first started: to provide high-quality, personalized mediation services, free at the point of use to all Surrey residents. Our work is not just about resolving conflict but about building stronger, more resilient communities. Every mediation we conduct, every conversation we facilitate, reinforces our core values of integrity, cooperation, and understanding.

Mediation Surrey is dedicated to transforming conflict into collaboration, guided by our mission and vision. We are committed to making a positive impact on our community through strategic resource deployment and a culture of continuous improvement.

## Policies and Objectives

The summary of the purposes of the CIO as set out in its governing document are as follows:

- a) To promote and provide for the public benefit, predominantly but not exclusively in the county of Surrey, the provision of mediation, coaching, conciliation, dispute resolution, reconciliation and resilience services as between persons, organisations, authorities, family members or groups involved or likely to be involved in dispute or interpersonal conflict, including but not limited to any situation where that dispute or conflict results from or may lead to acts of violence, nuisance, vandalism, racial abuse, sexual abuse, unlawful activity or breakdown of public order.
- b) To advance to the public benefit the education of the public in the purposes, techniques and processes of such mediation, coaching, conciliation, dispute resolution, reconciliation and resilience and, in particular, the understanding of the nature and causes of any such disputes or conflicts and of all means of managing them for purposes of peaceful resolution in the interests of good citizenship and interpersonal relationships.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

## Our Services

We currently offer three free services: Community Mediation, Community Support Coaching, Intergenerational Mediation, and Family Mediation as a paid service. Our approach is to provide high-quality, impartial, and confidential support to those in conflict. Our services are designed to benefit the public through mediation, coaching, and dispute resolution.

### Our Mediation Services



Community  
Mediation



Family  
Mediation



Intergenerational  
Mediation



Support  
Coaching

### Main activities undertaken to further the Charity's purposes for the public benefit

#### Community Mediation

Our community mediation service provides a process for dealing with community harm and anti-social behaviour in a way that allows everyone to be heard and to reach resolution that is realistic and acceptable to all.

#### Family Mediation

Our family mediation service offers lower-cost mediation to couples going through separation, to resolve issues around their children and property where there is a dispute and to support joint decision-making.

#### Intergenerational mediation (IG)

Our intergenerational service has a proven track record of working within families who are experiencing difficulties, to build better communication between them. The service supports young people from the age 12 years and their parents or carers to help repair relationships or to resolve a specific issue affecting families.

#### Support Coaching

Our support coaching service for victims of anti-social behaviour builds confidence, skills and strategies for victims to deal with the situations and fears they face. It helps them cope and focus on other areas of their life, to find a way of reducing the impact conflict has on their lives.



## Our Team

### Trustees

Our trustees play a crucial role in guiding the organisation's strategic direction and ensuring that we remain true to our mission of providing effective and compassionate mediation services. Each trustee brings valuable expertise and a deep commitment to fostering positive conflict resolution within our community.

Together, our trustees bring diverse skills and perspectives to Mediation Surrey, ensuring strong leadership and governance. Their dedication helps us achieve our goals and uphold our commitment to resolving conflicts and building a more harmonious community.

Our Board of Trustees are volunteers and give significant time to the direction, running and development of the organisation.

### Operational Team

Our Coordinators manage all enquiries ensuring that we effectively allocate mediators and/or coaches depending upon the situation. Each member of our team brings a wealth of expertise and a shared commitment to delivering exceptional mediation support and community engagement.

Mandy Hargreaves our Director of Services oversees the day-to-day operations, ensuring that our services run smoothly and efficiently. Mandy's attention to detail and commitment to operational excellence help maintain the high standards we are known for.

### Volunteers

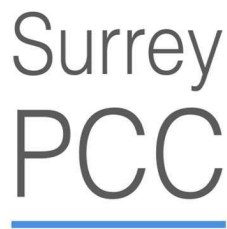
Our services are built on a primarily volunteer workforce. We currently have around 55 trained volunteers who are able to give the necessary time and skills to resolve low level conflicts before they escalate. This avoids additional unnecessary calls on police (and other public services') time and frees the frontline to deal with other priorities.

The charity would not exist without the volunteer mediators and coaches who are the backbone of the service. It is important to recognise their outstanding contribution to building public trust in Mediation Surrey.

Their dedication and skills contribute significantly to our ability to provide high-quality mediation and coaching services to our community. We are grateful for their commitment and enthusiasm in helping us achieve our mission.

## Partners and Funders

We work in partnership with the Office of the Police and Crime Commissioner (OPCC), Local Borough Councils and Housing Associations as part of their mission to improve safety in the face of antisocial behaviour. We are focused on supporting people, organisations, public authorities and family members in a confidential, non-judgmental, solution-focused way.



## Case Study

This case study highlights the success of mediation in resolving a complex conflict between multiple parties. Faced with escalating tensions and the potential for lengthy legal battles, both parties opted to pursue mediation, which ultimately resulted in a mutually beneficial resolution. By exploring the key factors that contributed to its success, we gain insight into how mediation can transform conflict into an opportunity for positive outcomes.

### Topic: Mediation Referral for Parking Dispute

A recent referral to Mediation Surrey involved a parking dispute among several neighbours. Here are the key details:

#### 1. The Situation

- **Background:** The dispute arose between several neighbours in a small, secluded part of a larger estate. All five households had parking spaces assigned to them many years ago. However, tensions escalated when two residents fell out over the allocated parking.
- **Failed Resolution Attempts:** Despite efforts by the five households to resolve the issue among themselves, they were unsuccessful. The residents became entrenched in their views, leading to arguments and communication breakdowns.
- **Involvement of Housing Provider:** Seeking a solution, the residents engaged with the housing provider. Unfortunately, the housing provider couldn't resolve the issue or move it forward.
- **Referral to Mediation:** Permission was sought to refer the case to Mediation Surrey, and the referral was accepted. Mediators were allocated, and the mediation process began.

#### 2. Challenging Mediation Process

- **Lengthy and Fraught Process:** The mediation process between the five residents and the housing provider proved lengthy and time-consuming. At times, tensions ran high, especially when the housing provider attempted to impose a new parking system on the wider estate.
- **Wider Negotiation:** The issue of wider estate parking became a negotiation point. Mediators, staff, and the community trustee collaborated to find a resolution and move the mediation forward.

#### 3. Successful Resolution

- **Five-Party Mediation Meeting:** In August 2023, a crucial five-party mediation meeting took place with the housing provider. During this meeting, an agreement was reached.
- **Two Viable Options:** Mediation facilitated two viable options for the residents. The housing provider agreed to implement both options, with a trial period to determine the best approach.

#### **4. Impact of Volunteer Mediators**

This case exemplifies the impact of volunteer mediators. Their dedication and commitment allowed for a successful resolution. Without their involvement, cases like this could drift without conclusion, potentially leading to costly legal processes for housing providers.

## Testimonials

Our commitment to resolving disputes and enhancing communication has positively impacted many lives. Below, you'll find testimonials from individuals who have experienced the benefits of our mediation services first-hand. Their stories highlight the effectiveness, support, and positive outcomes that Mediation Surrey strives to provide every day.

*'I would like to express my thanks and admiration to the mediators who did a terrific job in the mediation meeting and went to a lot of effort.'*

*'The availability of the mediation process at no cost is greatly appreciated and it's heartening to know that it is available to all. You have been very kind and thoughtful, thank you.'*

*'You have given me my strength back, so I feel back in control again. You have been amazing. Thank you.'*

*'I am extremely grateful to both mediators for their time and support. They both listened and helped me unpack my emotions to focus on key thoughts to share with my daughter. In the final meeting they also helped us look to the future and think about how my daughter and I need to communicate.'*

*'I believe that Mediation Surrey have worked in a way that has brought an awareness to the complexities to our case which up until now has felt splintered and impossible especially with the school.'*

*'I feel helped massively as I feel that things are finally being done. I'm really grateful to both you for all the techniques and to the team. You have ALL been so supportive. Thank you'*

*'Been amazing, really wonderful, the mediators were great. Really helped.'*

## Main Achievements of the Charity

Mediation Surrey has made significant strides in resolving disputes and fostering harmony within the community. Our dedicated team of mediators and volunteers have successfully handled a substantial number of cases across various services, including community mediation, intergenerational mediation, and support coaching.

- Community Mediation: 176 cases
- Support Coaching: 201 cases
- Intergenerational Mediation (IG): 22 cases (Note: IG was closed for a period during 2023-24, resulting in a lower number of referrals)
- Family Mediation: 220 cases

Total Referrals: 619

These numbers reflect our ongoing commitment to resolving disputes and supporting individuals through challenging times. Each case represents a step towards building a more harmonious and understanding community.

## Volunteer Activities and Events

Our volunteers are the heart and soul of our organization. Their dedication and enthusiasm drive our mission forward, making a tangible difference in the lives of those we serve. Our volunteers have participated in various activities and events, showcasing their invaluable contributions and the vibrant community spirit they help foster.

From training sessions to celebratory gatherings, these events not only enhance the skills and knowledge of our volunteers but also strengthen the bonds within our team.

### Current Volunteer Status:

- We currently have 54 active volunteers across all three free services.

### Volunteer Week Celebration:

- Mediation Surrey celebrated Volunteer Week with staff and volunteers at the Guildford Institute on June 7th, 2023.

### Training and Development:

- **Volunteer Coaches Training:** Held on September 26th, 2023, with nine coaches attending. The session, delivered by John Gray & Kay Young, focused on 'Enhancing well-being through coaching' and was well-received.
- **Volunteer Talk:** An online talk titled 'Order out of Chaos' was presented by Scott Walker.
- **Personality Disorder Training:** Conducted in person and very well attended.
- **Virtual Training Sessions:**
  - Dave Walker provided a talk on alternative ways to mediate.

- Surrey Police's hate crime unit conducted an overview of hate crime.
- Helen Curtis, a barrister, conducted a 'Back to Basics' session.

#### **Volunteer Events:**

- Christmas Get-Together: Held on December 11th and well-attended.
- Coaching Volunteers: Two sessions were conducted by our paid coaches on alternative methods of coaching.

#### **Awards and Recognition:**

- In the autumn of last year, Mediation Surrey was awarded a Tackling ASB (Anti-Social Behaviour) award from the Surrey ASB and Community Harm Reduction Partnership for the entire team's efforts in tackling anti social behaviour.

## What's planned for 24/25

As we enter the next phase of our growth as a charity, we recognize the need to adapt and diversify. While we continue to develop and enhance our four services, we are also exploring new income streams to ensure the long-term sustainability of our work. Our aim is to remain a proactive, consistent, and reliable service with a strong reputation for achieving successful outcomes.

### Trustees:

- Recruit a Governance and Marketing Trustee to strengthen our leadership team.
- Trustees are encouraged to engage in continuous professional development to stay updated on best practices and regulatory changes. This includes participating in additional workshops, webinars, and training sessions as needed.

### Volunteers:

- **Existing Volunteers:** Increase engagement with existing volunteers through regular communication, feedback sessions, and recognition programs.
- **New Volunteers:** Recruit new volunteers with specific skills, training, and experience, particularly in intergenerational and family mediation.
- **Training:** Identify training needs and source additional workshops and webinars to enhance the skills and knowledge of our volunteers.

### Our Operational Team:

- **Professional Development:** Implement training programmes to enhance the skills and knowledge of our staff. Encourage continuous learning by providing access to relevant courses and certifications
- **Team working:** Organize regular team-building events to foster a sense of community and collaboration among staff members. This includes social gatherings, team outings, and collaborative projects.
- **Feedback Mechanisms:** Establish robust feedback mechanisms to ensure staff feel heard and valued. Regular check-ins and surveys will help us understand their needs and address any concerns promptly.
- **Process Improvement:** Continuously review and improve our processes, policies, and procedures to enhance operational efficiency and service delivery.
- **Technology Integration:** Invest where possible in technology and tools that streamline workflows and improve communication and collaboration within the team.



### Cases:

- Find ways to increase the uptake of cases by engaging participants so that they choose to continue to mediation and not drop out of the process at various stages
- Develop better strategies to connect with and support our clients, engaging participants of all ages, including younger and older individuals in the most appropriate way

### Partners:

- Increase visibility with partners and provide training on the types of cases they can refer to Mediation Surrey.
- Engage with partners to provide feedback, demonstrate the value of our services, and maintain or increase funding levels.

## Financial Review

### a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

### b. Reserves policy

Mediation Surrey’s target level of reserves is informed by:

- Its forecasts for levels of income for the current and future years, considering the reliability of each source of income and the prospects for developing new income sources.
- Its forecasts for expenditure for the current and future years based on planned activity.
- Its analysis of any future needs, opportunities, commitments or risks, where future income alone is likely to fall short of the amount of the anticipated costs.
- Its assessment, on the best evidence reasonably available, of the likelihood of a shortfall arising which means that reserves are necessary, and the potential consequences for the charity of not being able to make up the shortfall.
- It's strategy for an orderly closure in the event of an unplanned shutdown and insolvency.

At a board meeting in July 2023, it was decided, in view of the normalisation of operations after COVID, to reduce the target amount based on this information and using the rationale above, from nine months’ to five months’ worth of expenses for the foreseeable future.

The following funds were designated from unrestricted reserves:

Funding shortfall/Redundancy/winding up costs:	£95,000 (5 months of annual budgeted expense of £228,000 for 23/24)
New Projects	£0
Total designated unrestricted reserves	£95,000
Total restricted reserves	£7,071
Total designated and restricted reserves	£102,071

**c. Review of the charity's financial position**

The Charity's income was increased despite pressures on public sector partners. 2023-4 income was 41% higher than the previous year. With rising inflation during the financial year and investment in developed services, expenses were increased by 26%; a considerably lower percentage increase than that of the income. The deficit over the year of £4k is considerably less than the 2022-23 deficit of £21k. With total available funds of £190k, the Charity finished the year in a strong financial position.

**d. Principal risks**

The main risks faced by the charity identified in are risk review are:

- Challenge in demonstrating the effectiveness of services to share with referrers/funders and to further promote services.
- Lack of diversity in funding sources.
- Risk of breach of obligations under DPA and GDPR;
- Over-dependence on small company which builds and maintains our case management system.

Steps are being taken by the Board to address these key risks in 2024.

**e. Principal funding**

The charity receives a significant proportion of its annual funding via a grant from the Office of the Police and Crime Commissioner in Surrey.

Family mediation income is derived from payment from users of the service.

Funding is also received via grants from local borough councils in Surrey, housing associations such as Raven Housing Trust.

**Structure, governance, and management****Constitution**

Mediation Surrey CIO is a registered charity, number 1184469, and is constituted under a Trust deed.

**Methods of appointment or election of Trustees**

The constitution of the charity provides that vacancies may be filled by a simple majority decision of the members of the charity at an AGM or by a simple majority of the trustees of the charity.

All prospective trustees are interviewed by at least 2 trustees prior to being proposed for election.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Signed by:  
 15-Oct-2024  
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 Chris Iley

**CHAIR**

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# MEDIATION SURREY CIO

**MENZIES**  
BRIGHTER THINKING

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## INDEPENDENT EXAMINER'S REPORT

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### Independent examiner's report to the Trustees of Mediation Surrey CIO ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2024.

### Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

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

### Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts 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 accounts to be reached.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed:   
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Janice Matthews FCA

Dated: 16-Oct-2024

### Menzies LLP

Chartered Accountants  
Magna House  
18-32 London Road  
Staines-Upon-Thames  
TW18 4BP

# MEDIATION SURREY CIO

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
<b>Income from:</b>					
Donations and legacies	3	20,000	155,540	175,540	124,940
Charitable activities	4	-	30,966	30,966	23,334
Investments	5	-	3,919	3,919	1,169
<b>Total income</b>		<b>20,000</b>	<b>190,425</b>	<b>210,425</b>	<b>149,443</b>
<b>Expenditure on:</b>					
Charitable activities	6	12,929	201,526	214,455	170,847
<b>Total expenditure</b>		<b>12,929</b>	<b>201,526</b>	<b>214,455</b>	<b>170,847</b>
<b>Net income/(expenditure)</b>		<b>7,071</b>	<b>(11,101)</b>	<b>(4,030)</b>	<b>(21,404)</b>
Transfers between funds	13	(598)	598	-	-
<b>Net movement in funds</b>		<b>6,473</b>	<b>(10,503)</b>	<b>(4,030)</b>	<b>(21,404)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		598	193,188	193,786	215,190
Net movement in funds		6,473	(10,503)	(4,030)	(21,404)
<b>Total funds carried forward</b>		<b>7,071</b>	<b>182,685</b>	<b>189,756</b>	<b>193,786</b>

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

The notes on pages 5 to 13 form part of these financial statements.

MEDIATION SURREY CIO

BALANCE SHEET  
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
<b>Current assets</b>			
Debtors	11	1,515	1,203
Cash at bank and in hand		200,497	198,391
		202,012	199,594
Creditors: amounts falling due within one year	12	(12,256)	(5,808)
<b>Net current assets</b>		189,756	193,786
<b>Total net assets</b>		189,756	193,786
<b>Charity funds</b>			
Restricted funds	13	7,071	598
Unrestricted funds	13	182,685	193,188
<b>Total funds</b>		189,756	193,786

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Signed by:  
  
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**C Iley**  
Chair

Date: 15-Oct-2024

The notes on pages 5 to 13 form part of these financial statements.

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# MEDIATION SURREY CIO

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

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### 1. General information

Mediation Surrey CIO is a Charitable incorporated organisation that has been registered since 17th July 2019. It offers community mediation, family mediation, intergenerational mediation and anti social behaviour support coaching services in the county of Surrey. See page 1 for all reference and administrative details of the charity.

### 2. Accounting policies

#### 2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and 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 Charities SORP (FRS 102) published in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Mediation Surrey CIO meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

#### 2.2 Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

#### 2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

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# MEDIATION SURREY CIO

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

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### 2. Accounting policies (continued)

#### 2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

#### 2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

#### 2.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

#### 2.7 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

#### 2.8 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

#### 2.9 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.



# MEDIATION SURREY CIO

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

2. Accounting policies (continued)

2.10 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Donations	20,000	155,540	175,540	124,940
Total 2023	-	124,940	124,940	

4. Income from charitable activities

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from charitable activities	30,966	30,966	23,334
Total 2023	23,334	23,334	

MEDIATION SURREY CIO

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

5. Interest receivable

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Interest receivable	3,919	3,919	1,169
Total 2023	1,169	1,169	

6. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total 2024 £	Total 2023 £
Direct costs	12,929	201,526	214,455	170,847
Total 2023	-	170,847	170,847	

7. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	Total funds 2023 £
Direct costs	50,457	163,998	214,455	170,847
Total 2023	25,314	145,533	170,847	

# MEDIATION SURREY CIO

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

### 7. Analysis of expenditure by activities (continued)

#### Analysis of support costs

	<b>Activities 2024 £</b>	<b>Total funds 2024 £</b>	<b>Total funds 2023 £</b>
Staff costs	129,170	<b>129,170</b>	112,446
Advertising	1,740	<b>1,740</b>	1,811
IT costs	10,206	<b>10,206</b>	10,951
Subscriptions	933	<b>933</b>	874
Telephone	2,683	<b>2,683</b>	2,438
Printing, postage and stationery	275	<b>275</b>	112
Entertainment	534	<b>534</b>	711
Interpretation fees	-	-	490
Room hire	660	<b>660</b>	416
Website costs	545	<b>545</b>	545
Insurance	1,016	<b>1,016</b>	1,265
Other professional services	2,120	<b>2,120</b>	2,790
Audit & Accountancy	8,298	<b>8,298</b>	8,297
Travel and accommodation	943	<b>943</b>	697
Bank charges	129	<b>129</b>	144
Miscellaneous expenses	4,746	<b>4,746</b>	1,546
	<b>163,998</b>	<b>163,998</b>	145,533
<i>Total 2023</i>	<i>145,533</i>	<i>145,533</i>	

### 8. Independent examiner's remuneration

	<b>2024 £</b>	<b>2023 £</b>
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	<b>1,890</b>	1,750

MEDIATION SURREY CIO

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

9. Staff costs

	2024 £	2023 £
Wages and salaries	142,926	108,893
Social security costs	5,407	2,439
Contribution to defined contribution pension schemes	1,949	1,114
	<u>150,282</u>	<u>112,446</u>

The average number of persons employed by the Charity during the year was as follows:

2024 No.	2023 No.
<u>8</u>	<u>7</u>

No employee received remuneration amounting to more than £60,000 in either year.

During the year, 1 individual made up key management personnel and received remuneration of £36,075 (2023 - £34,673).

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no Trustee expenses have been incurred (2023 - £NIL).

11. Debtors

	2024 £	2023 £
<b>Due within one year</b>		
Trade debtors	787	475
Prepayments and accrued income	728	728
	<u>1,515</u>	<u>1,203</u>

# MEDIATION SURREY CIO

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

### 12. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	7,860	1,742
Other creditors	46	46
Accruals and deferred income	4,350	4,020
	<u>12,256</u>	<u>5,808</u>

### 13. Statement of funds

#### Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Redundancies/ wind up cost	<u>140,000</u>	<u>-</u>	<u>-</u>	<u>(45,000)</u>	<u>95,000</u>
<b>General funds</b>					
General Funds	<u>53,188</u>	<u>190,425</u>	<u>(201,526)</u>	<u>45,598</u>	<u>87,685</u>
<b>Total Unrestricted funds</b>	<u>193,188</u>	<u>190,425</u>	<u>(201,526)</u>	<u>598</u>	<u>182,685</u>
<b>Restricted funds</b>					
University Project	598	-	-	(598)	-
IG	-	20,000	(12,929)	-	7,071
	<u>598</u>	<u>20,000</u>	<u>(12,929)</u>	<u>(598)</u>	<u>7,071</u>
<b>Total of funds</b>	<u>193,786</u>	<u>210,425</u>	<u>(214,455)</u>	<u>-</u>	<u>189,756</u>

MEDIATION SURREY CIO

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

13. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>				
<b>Designated funds</b>				
Redundancies/ wind up cost	140,000	-	-	140,000
<b>General funds</b>				
General Funds	74,592	149,443	(170,847)	53,188
<b>Total Unrestricted funds</b>	214,592	149,443	(170,847)	193,188
<b>Restricted funds</b>				
University Project	598	-	-	598
<b>Total of funds</b>	215,190	149,443	(170,847)	193,786

Each Designated fund relates to the following:

**Redundancies/ wind up cost:** Funds designated specifically for redundancies.

Each Restricted fund relates to the following:

**University Project:** funding specifically given to provide mediation to Guildford University students.

**IG:** Funding specifically for the delivery of intergenerational mediation.

MEDIATION SURREY CIO

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

14. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Current assets	7,071	194,941	202,012
Creditors due within one year	-	(12,256)	(12,256)
<b>Total</b>	<b>7,071</b>	<b>182,685</b>	<b>189,756</b>

Analysis of net assets between funds - prior period

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Current assets	598	198,996	199,594
Creditors due within one year	-	(5,808)	(5,808)
<b>Total</b>	<b>598</b>	<b>193,188</b>	<b>193,786</b>

15. Related party transactions

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2024.

## ADDENDUM TO MEDIATION SURREY ANNUAL REPORT

### YEAR ENDED 31 MARCH 2024

13<sup>th</sup> November 2024

It has come to our attention that there were inaccuracies in our recently published 2024 Annual Report, specifically within the **Partners and Funders** section. We are committed to providing transparent and accurate information, and we apologize for any confusion this may have caused. Please see the corrections below:

#### 1. Removal of Partners and Funders

The following organizations were listed in error as Partners/Funders in the 2024 Annual Report and are no longer active Mediation Surrey Partners/Funders:

- Rosebery
- Woking Borough Council
- Community Foundation for Surrey
- Greenoak Community Focus

#### 2. Addition of Omitted Partners and Funders

The following active Partners/Funders were inadvertently omitted from the 2024 Annual Report:

- Surrey Heath Borough Council
- Mount Green Housing Association

We confirm their status as active Mediation Surrey Partners/Funders.

We remain committed to maintaining the accuracy of our records and appreciate your understanding. Should you have any questions or require further clarification, please do not hesitate to reach out.

Thank you for your continued support.

Kind regards,

Board Of Mediation Surrey