MEDIATION PLUS

England & Wales · Charity number 1202295

Details

Status	Registered
Legal form	CIO
Registered	2023-03-13
Register	View on the Charity Commission register

Contact

Address	Robsack Centre Bodiam Drive St. Leonards-On-Sea East Sussex TN38 9TW
Phone	01424446808
Email	admin@mediation-plus.org.uk
Website	www.mediation-plus.org.uk

Activities

Objects: TO PROMOTE FOR THE PUBLIC BENEFIT IN THE AREA OF EAST SUSSEX, AND ELSEWHERE, WITH A VIEW TO THE PRESERVATION OF PUBLIC ORDER, THE PROVISION OF AFFORDABLE, QUALITY SERVICES DIRECTED TOWARDS MEDIATION AND CONCILIATION BETWEEN PERSONS, ORGANISATIONS AND GROUPS WHO ARE INVOLVED IN DISPUTES OR INTERPERSONAL CONFLICTS WHERE THAT DISPUTE OR CONFLICT RESULTS FROM OR MAY LEAD TO ACTS OF NUISANCE, VANDALISM, RACIAL ABUSE OR BREACH OF THE PEACE;TO PROVIDE ASSISTANCE THROUGH CONCILIATION FOR COUPLES AND FAMILIES IN DISPUTE OR DIFFICULTY WHOSE RELATIONSHIPS APPEAR TO BE BREAKING DOWN, AND WHERE SUCH RELATIONSHIPS HAVE ALREADY BROKEN DOWN, TO SUPPORT AND HELP IN THE SETTLEMENT OF DIFFERENCES OR POTENTIAL DIFFERENCESTO ADVANCE THE EDUCATION OF THE PUBLIC IN METHODS OF MEDIATION AND OTHER RESTORATIVE PRACTICES AND IN PARTICULAR THE NATURE AND CAUSES OF SUCH DISPUTES AND MEANS OF MANAGING THEM.

Activities: Mediation Plus provides conflict resolution services to those living in East Sussex and elsewhere, to reduce the impact conflict has on individuals, families and communities. This is achieved using restorative approaches, primarily mediation, one to one support and training. Our services are independent, impartial and non judgmental and participation is voluntary.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training
- **Who:** Children/young People, The General Public/mankind

Geography

- East Sussex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£263,930	£276,824	-	-
2024-03-31	£209,695	£207,734	-	-

Trustees

Name	Role	Appointed
Jennifer Mary Daniels	Chair	2023-01-25
Barbara Molog		2023-01-12
Caroline Adcock		2023-01-12
Catherine Nash		2023-01-25
Ian Saunders		2023-01-12
MARY LAVINIA LOCKE		2023-01-12
Patrick Farmer		2023-01-25
Susanna Rynehart		2023-01-25

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MEDIATION PLUS

England & Wales - Charity number 1202295

Accounts

TRUSTEE REPORT AND ANNUAL ACCOUNTS

1st April 2024 - 31 March 2025

Charity Registration Number 1202295

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1 TRUSTEES' REPORT

1.1 REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name
Mediation Plus

Registered Charity Number
1202295

Charity's Principal Address
Robsack Centre, Bodiam Drive, St Leonards on Sea, East Sussex, TN38 9TW

Board of Trustees

Name	*Commencement*		*Office (if any)*
Barbara Molog	21st February 2023		Co-Chair
Jennifer Daniels	21st February 2023		Co-Chair
Ian Saunders	21st February 2023		Treasurer
Caroline Adcock	21st February 2023		
Catherine Nash	21st February 2023		
Kendal Wells	21st February 2023	retired July 2024	
Mary Locke	21st February 2023		
Patrick Farmer	21st February 2023		
Susanna Rynehart	21st February 2023		

Chief Executive
Alice Matthews

Clerk to the Board of Trustees
Becky Sperring

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

Independent Examiner
Andrew Hillsdon FCA, A C Hillsdon Accountancy, 33 Ashley Green, East Hanningfield, Essex CM3 8AY

1.2 STRUCTURE, GOVERNANCE AND MANAGEMENT

Charity Structure and Governing Documents

a) Mediation Plus is a Charitable Incorporated Organisation (CIO).

b) The Charity began trading on 1st July 2023, following the merger of Mediation+ and Hastings and Rother Mediation Service.

c) The CIO constitution is dated 21st February 2023.

d) Mediation Plus is an independent partner of the Sussex Mediation Alliance, in collaboration with Brighton and Hove Independent Mediation Service.

e) The Board of Trustees regularly carry our skills audits and review the number of Trustees; their length of service and requirements set out in the charity's constitution. We strive to recruit Trustees from a broad range of backgrounds, in an open and fair manner. Vacancies are advertised on our website and social media channels, as well as through word of mouth and direct approaches to those who may be able to support the charity with specific skills or expertise. Applicants are interviewed and invited to observe a board meeting before any election, and we are in the process of developing an induction plan to ensure any new members are well supported.

1 **TRUSTEES' REPORT continued**

1.3 OBJECTIVES AND ACTIVITIES

Charitable objectives

Purpose of the charity as set out in the Mediation Plus constitution dated 21st February 2023.
(I) To promote for the public benefit in the area of East Sussex, and elsewhere, with a view to the preservation of public order, the provision of affordable, quality services directed towards mediation and conciliation between persons, organisations and groups who are involved in disputes or interpersonal conflicts where that dispute or conflict results from or may lead to acts of nuisance, vandalism, racial abuse or breach of the peace.

(II) To provide assistance through conciliation for couples and families in dispute or difficulty whose relationships appear to be breaking down, and where such relationships have already broken down, to support and help in the settlement of differences or potential differences.

(III) To advance the education of the public in methods of mediation and other restorative practices and in particular the nature and causes of such disputes and means of managing them.

Main activities undertaken

a) Family Mediation: Mediation between adults going through separation or divorce to resolve disputes and support joint decision-making.

b) Time2Talk Mediation: Supporting young people of the age 11-18 years and their parents or carers to help repair relationships or to resolve a specific issue affecting families.

c) Neighbourhood Mediation: Helping neighbours and communities to resolve issues and restore lines of communication where there is conflict.

d) One-to-One Support: Listening support, also known as 'conflict coaching', aimed at helping people to manage difficult situations and to find a way of reducing the impact conflict has on their lives.

e) Workplace Mediation: A low-cost, effective solution to resolving disputes between managers and staff, or colleagues, to improve team relationships, and performance, and to retain skilled staff.

f) Bespoke Mediation: Mediation tailored to individual needs. This could include mediation between adult relatives, young peers, elders or between a local business and a customer.

g) Training: Delivery of a Level 3 Award in Understanding Mediation and bespoke courses and workshops in conflict management and intergenerational mediation.

Public Benefit Guidance

All Mediation Plus trustees have regard to the Charity Commission's guidance on public benefit.

Grant making

Mediation Plus is not a grant making organisation.

Social Investment

Mediation Plus does not access social investment to achieve its social purposes.

Volunteers

Mediation Plus works closely with volunteers to deliver services. Between 1st April 2024 and 31st March 2025 the charity worked with 60 volunteer mediators, each contributing a minimum of 10 hours per month of their time in mediation, training, and supervision.

Strategic Plan

2025 - 2026 will mark the second year of our 2024-2027 Strategic Plan, with a focus on maintaining high quality mediation services, shaped by best practice and delivered by well supported staff and volunteers. We will be investing resources into marketing our Family Mediation, Training and Workplace Mediation to build on our income generating work streams, which support our financial viability. We will be engaging partners across our Neighbourhood and Intergenerational programme areas, to ensure our services reach those most in need at the earliest possibility.

1 **TRUSTEES' REPORT continued**

1.4 **ACHIEVEMENTS AND PERFORMANCE**

	1 Apr 24 - 31 Mar 25	1 Jul 23 - 31 Mar 24
Neighbourhood mediation referrals	130	116
Conflict coaching (individual support) cases	57	35
Intergenerational mediation referrals	40	67
Family mediation MIAMs	229	325
Family mediation joint meetings	97	70
Workplace mediation cases	9	6
Bespoke mediation cases	6	6

Neighbourhood Mediation and Conflict Coaching: Delivered across East and West Sussex (excluding Lewes), supporting local residents impacted by neighbourhood disputes by trained, skilled volunteer mediators. Referrals were received from Sussex Police, Housing Associations including Southern Housing, Clarion, Eastbourne Homes, Saxon Weald and Worthing Homes, District and Borough Councils and as self referrals. The process supports people in conflict to understand each other and find their own solutions. Neighbourhood mediators listen and facilitate safe conversations with people in the same community around a wide range of disputes including noise, parking, anti-social behaviour, gardens and the use of outside space.

Mediation is cost-effective and avoids long legal battles or formal procedures. Our mediators help you identify needs, clarify issues, and negotiate practical solutions. Mediation is voluntary, and the parties make the decisions.

Time2Talk Intergenerational Mediation: Covering East Sussex only (including Lewes), our case coordinators and volunteer mediators help children/young people and their parents/carers to talk and listen to each other, and work towards better communication and understanding. One third of our referrals were self referrals from parents / carers who had been signposted to Time2Talk or had heard about us through word of mouth with the remaining two thirds coming from ESCC Children's Services, local schools and third sector agencies. These cases included mental health issues for young people and parents/carers, estrangement, school absenteeism, anti social behaviour and communication issues.

Family Mediation: Sussex-wide, our low cost mediation service is delivered by professional, qualified family mediators. This is a structured process in which a mediator helps families who are going though separation or divorce, settle disputes and make joint decisions about the issues which need to be resolved. Our conversion rate for this programme is particularly high, meaning we support a large number of people who see us for their initial meeting (MIAM) to then take part in joint mediation, where they can speak to one another in a facilitated meeting to reach mutually agreed-upon solutions while minimising the need for lengthy and costly legal proceedings. This process can be used to address a wide range of family-related issues, including property, finance and child-related matters.

Workplace and Bespoke Mediation: Sussex wide mediation for anyone experiencing conflict outside our core programmes. We are able to provide support through our experienced volunteer mediators and out network of self employed mediators, who have a wealth of expertise.

Training: We have continued to deliver our OCN accredited Level 3 Award in Understanding Mediation to our volunteers, those working for other community mediation services and independent learners. As well as helping us to maintain a pool of volunteer mediators, this programme helps equip people to resolve conflict at home, in their workplace and community, promoting and raising awareness of conflict resolution tools.

1.5 **FINANCIAL REVIEW**

A review of the charity's financial position is given in the Treasurer's Report on page 7.

The trustees have assessed the charity's financial position, future funding prospects and level of reserves and have no reason to believe that the charity will not continue as a going concern for the foreseeable future.

1 **TRUSTEES' REPORT continued**

1.6 **CHAIR'S REPORT**

This has been the first full year of operation for our newly merged charity, Mediation Plus, and I am pleased to report that we have successfully streamlined our services across East Sussex. Our dedicated staff continue to operate from both our Hailsham and Hastings offices, and we have effectively integrated our teams of volunteer mediators to serve the entire county.

In April 2024, following the closure of West Sussex Mediation Service, we welcomed their staff to Mediation Plus and extended invitations to their volunteer mediators to join our own volunteer team. This has enabled us to expand our reach to include West Sussex. The Board is deeply grateful to our CEO, Alice Matthews, and the Leadership Team for their exceptional dedication and effort in smoothly incorporating these staff and volunteers into our organisation.

I am also pleased to report that our finances have remained stable over the past year, with healthy reserves maintained. While we have not been immune to the funding uncertainties that many charities are currently facing, our careful oversight of available funding opportunities, along with the security of our core funding, has allowed us to navigate these challenges successfully.

Mediation Plus continues to provide Neighbourhood Mediation through contracts with Housing Associations across East and West Sussex. We also maintain our Intergenerational Mediation services, supporting families with young people typically aged between 11 and 18. However, due to the financial constraints associated with delivering Family Mediation under Legal Aid, we have had to make the difficult decision to offer Family Mediation services on a private, fee-paying basis only. Although this was not a decision taken lightly, the Board takes some reassurance in knowing there are several alternative providers available to deliver Legal Aid-supported mediation.

We also continue our close collaboration with Brighton & Hove Independent Mediation Service (BHIMS), working together as the Sussex Mediation Alliance to deliver mediation services funded by the Sussex Police & Crime Commissioner. This vital area of our work focuses on helping individuals find constructive solutions to conflict, thereby preventing more serious issues such as crime and homelessness.

Looking ahead, the Board is aware that Sussex is currently under review for Devolution, a process which may have implications for our funding and partnership arrangements. The Board is actively monitoring this evolving situation to ensure that we are well positioned to adapt to the changes that Devolution is likely to bring.

As we conclude this busy year, the Board would like to express its sincere appreciation to our CEO, Alice Matthews, and Finance and Volunteer Manager, Becky Sperring, for their strong and effective leadership in guiding the charity forward. We also extend our heartfelt thanks to all our staff for their unwavering commitment to delivering high-quality mediation services to the community. Both my co-chair, Barbara Molog, and I would like to thank our fellow Trustees for their valued advice and support throughout the year. Most importantly, we wish to recognise and thank our volunteer mediators across East and West Sussex, who so generously give their time and expertise to ensure mediation services are available to those who need them most. Together, we continue to make a meaningful difference.

Jenny Daniels
Co Chair

2 **TREASURER'S REPORT**

1. Introduction

This report provides an overview of the financial performance of Mediation Plus for the period from 1 April 2024 to 31 March 2025. It includes details on income, expenditures, and the overall financial health of the organisation. The information is based on our financial records and aims to ensure transparency and accountability to our donors, stakeholders, and board members.

2. Financial Summary

2.1. Income:

During the period from 1 April 2024 to 31 March 2025, Mediation Plus generated total income of £263,930. The income is largely received from Grants and Donations from a range of funders. Total income is recorded as £190,225 of Restricted funds and £73,705 of Unrestricted funds.

2.2. Expenditure:

Mediation Plus incurred total expenditures of £276,824 during the same period. The running costs include Employee costs, Administration and other Charity running costs as well as costs for Self Employed Personnel.

2.3. Net Surplus/Deficit:

For the period from 1 April 2024 to 31 March 2025, Mediation Plus had a net deficit of £12,894 which is in line with expectations and is covered by accumulated reserves.

3. Financial Position

As of 31 March 2025, the charity's financial position is as follows:

Bank Balance: £173,433

Reserves: £194,583

Represented by:

Unrestricted Funds £53,033

Restricted Funds £141,550

These reserves are held to ensure the charity's sustainability and to cover any unforeseen expenses. The Charity has a reserves policy in place that ensures that main operations can continue for a period of at least 6 months. This equates to £140,000 being 6 months of the Mediation Plus expenditure based on this set of Accounts.

4. Conclusion

Mediation Plus remains financially stable, and we continue to work closely with our stakeholders and donors to maintain strong sources of funding. This is crucial to providing the support and achieving the positive outcomes that our service users rely on. Good financial planning has been essential in ensuring a successful first period of operating as a merged charity. I believe we have established a solid foundation from which to build and evolve the charity further, positioning Mediation Plus for continued growth and impact.

Ian Saunders
Treasurer

3 CHIEF EXECUTIVE'S REPORT

2024/2025 has been a year of continued growth, after our merger in 2023/24, as Mediation Plus extended its reach into West Sussex, following the closure of West Sussex Mediation Service (WSMS). This was a necessary step to ensure equal access to conflict resolution services across the Sussex Mediation Alliance and maintenance of our existing shared contracts. This change, supported by volunteers, staff and Trustees, gave us the opportunity to welcome the WSMS Case Coordinators, Tina Skilton and Diane Whelan and 20 mediators based in and around West Sussex who had previously supported WSMS, enabling us to provide an uninterrupted service from 1st April 2024. This work was supported by WSMS Trustees who worked hard to manage the transition and sad closure of their charity. Since expanding, we have built relationships with the district and borough councils across West Sussex as well Registered Social Landlords covering the area and have seen our neighbourhood mediation and conflict coaching numbers increase as a direct result of this move. We have continued to work with Brighton and Hove Independent Mediation Service, our Sussex Mediation Alliance partner, allowing us to co-deliver on Sussex wide contracts.

We have not extended our Time2Talk Intergenerational Mediation Service into West Sussex. Instead, we have focused on maintaining our current funding levels, through grants and donations and building new referral routes. In addition, our Time2Talk Team have lead on strengthening our safeguarding policies and procedures and increasing the knowledge of all volunteers, staff and trustees, including the introduction of our new volunteer newsletter which features a safeguarding update in each issue.

This year has also seen significant change within our Family Mediation Team. In July 2024 we made the difficult decision to decline the newly awarded Legal Aid Agency contract as delivering government funded family mediation was no longer viable on the rates provided, which remianed unchanged for 15 years. Our renewed focus is now on providing cost effective mediation locally, through low-cost service fees.

The charity continues to work with an incredible, dedicated team of employees who support our volunteers, and work directly with service users and partners as the face of our charity. During the financial year we have said goodbye to Karen Bramham, as she retired from her Family Mediation Admin role, Sarah McEvoy Peall (Senior Neighbourhood Case Coordinator) as she embarks on a new challenge and Khadija Khan, who leaves us as an employee but continues to support us as an Internal Quality Assessor in our Training Team. As well as Tina and Diane from WSMS, we have also welcomed Lesley Adams as Senior Neighbourhood Coordinator and Nicola Hodson as Training Administrator.

As always, I would like to conclude my report by thanking all the volunteers supporting Mediation Plus. Our volunteer mediators have enabled us to support over 220 neighbourhood, intergenerational and bespoke cases giving up a huge amount of their time to mediate and offer one to one interventions following our co-mediation model, as well as attending essential training, information sessions and peer supervision to ensure high practice standards. They are our greatest asset and we would not be able to achieve our mission as a charity without them. We are also blessed to have an engaged and proactive Board of Trustees supporting the governance and strategic direction of our charity who give their time and expertise for free. Thank you all.

Alice Matthews

Chief Executive

4 **STATEMENT OF FINANCIAL ACTIVITIES**

For the year ended 31st March 2025

	Notes	Unrestricted funds	Restricted Funds	Total Funds 12 months ended 31 March 2025	Total Funds 9 months ended 31 March 2024
		£	£	£	£
Incoming resources					
Donations and grants	*2*	3,634	190,225	**193,859**	161,215
Charitable activities	*3*	65,392	-	**65,392**	45,367
Investment income	*4*	4,679	-	**4,679**	3,113
Total income		73,705	190,225	**263,930**	209,695
Resources expended					
Charitable activities	*5*	160,036	116,788	**276,824**	207,734
Total Expenses		160,036	116,788	**276,824**	207,734
Net income/(expenditure) for the year/ net movement in funds		**- 86,331**	**73,437**	**- 12,894**	1,961
Funds brought forward as previously stated		119,347	88,130	207,477	205,516
Prior period adjustment (see below)		20,017	- 20,017	-	-
Funds brought forward restated		139,364	68,113	207,477	
Funds carried forward	*10*	**53,033**	**141,550**	**194,583**	207,477

Prior period adjustment

Following a review of the basis of allocation of charity management, administration and running costs, a decision was taken to increase the proportion of costs allocated to restricted funds in order to more accurately reflect the utilisation of resources. The revised allocations have been reflected in the current year numbers and the prior period fund balances have been restated on the same revised basis.

5 **BALANCE SHEET**

As at 31st March 2025

	Notes	At 31 March 2025 £	2024 £
Current assets			
Debtors	*7*	**39,183**	- 14,343
Cash at bank and in hand		**173,433**	223,880
		212,616	209,537
Current liabilities			
Creditors	*8*	**18,033**	2,060
		18,033	2,060
Net current assets and total assets less current liabilities		**194,583**	207,477
RESERVES	*10*		
Unrestricted funds	*10*	**53,033**	139,364
Restricted funds	*10*	**141,550**	68,113
		194,583	207,477

The accounts were approved by the Trustees on 29 October 2025

Barbara Molog
Co- Chair of Trustees
Signed:

Jenny Daniels
Co- Chair of Trustees
Signed:

Ian Saunders
Treasurer
Signed:

6 NOTES TO THE ACCOUNTS

6.1 Accounting Policies

a. **Basis of preparation**

The accounts have been prepared under the historical cost convention.

The accounts have been prepared in accordance with applicable accounting standards, the Statement of Recommended Practice, "Accounting and Reporting by Charities" (FRS102)(effective 1 January 2019) and the Charities Act 2011.

Mediation Plus is a charitable incorporated organisation, registered in England and is a public benefit entity.

b. **Income**

Income is recognised on a receivable basis and is reported gross of related expenditure, where entitlement is confirmed, the amount is virtually certain and there is adequate probability of receipt.

Income received in advance is deferred until entitlement to the income has arisen.

Income from charitable activities, including contracts, is recognised when earned.

The accounts reflect no amounts in respect of time provided by volunteers.

c. **Expenditure**

Expenditure is recognised on an accruals basis when a legal or constructive obligation exists and is reported gross of related income.

d. **Pensions**

Mediation Plus contributes to the NEST defined contribution scheme for employees. Contributions payable are expensed in the year in which they are incurred.

e. **Operating leases**

Operating lease rentals are expensed on a straight-line basis over the term of the lease.

6.2 Donations and grants

	Unrestricted funds 2025 £	Restricted Funds 2025 £	Total 2025 £	Total 2024 £
Donations	3,634	376	**4,010**	4,373
Grants	-	189,849	**189,849**	156,842
	3,634	190,225	**193,859**	161,215

6.3 Income from charitable activities

	Unrestricted funds 2025 £	Restricted Funds 2025 £	Total 2025 £	Total 2024 £
Family Mediation income	50,525	-	**50,525**	34,600
Other mediation income	8,522	-	**8,522**	4,720
Training income	6,345	-	**6,345**	6,047
	65,392	-	**65,392**	45,367

6.4 Investment income

	Unrestricted funds 2025 £	Restricted Funds 2025 £	Total 2025 £	Total 2024 £
Interest receivable	4,679	-	**4,679**	3,113
	4,679	-	**4,679**	3,113

6.5 Expenditure on charitable activities

	Unrestricted funds 2025 £	Restricted Funds 2025 £	Total 2025 £	Total 2024 £
Charity management and administration	12,188	10,529	**22,717**	16,449
Charity running costs	13,597	5,997	**19,594**	20,932
Employee costs	104,726	99,806	**204,532**	148,320
Other running costs	10,374	126	**10,500**	4,490
Self employed personnel	19,151	330	**19,481**	17,543
	160,036	116,788	**276,824**	207,734

6.6 **Employees**

	2025	2024
Number of employees	**Number**	**Number**
The average monthly number of part time employees during the year was:	**10**	10

Total staff costs	**2025**	**2024**
	£	**£**
Salaries	**189,944**	139,071
Social security costs	**7,711**	4,694
Employer pension contributions	**6,877**	4,555
	204,532	148,320

No employees received remuneration in excess of £60,000.

6.7 **Debtors**

	2025	2024
	£	**£**
Customer accounts receivable	**15,660**	15,660
Prepayments and accrued income	**23,523**	- 30,003
	39,183	- 14,343

6.8 **Creditors: amounts falling due within one year**

	2025	2024
	£	**£**
Accruals and deferred income	**14,383**	2,060
BHIMS (share of contracts)	**3,650**	-
	18,033	2,060

6.9 **Trustees**

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2024: none) other than reasonable expenses for travel to meetings. Two Trustees received reimbursed travel expenses totalling £148.

There were no related party transactions requiring disclosure in the year.

6.10 **Reserves**

To avoid closure, if funding difficulties arise, the Board of Trustees have set a 6-month financial reserves level to ensure that main operations can continue for this minimum period. It has been calculated that reserves of £140,000 would be needed to continue running for at least 6 months. The calculations are available upon request, but relate to salary/redundancy, rent, utilities and expenses.

The level of reserves are calculated and monitored during every Board meeting by the Treasurer in consultation with the Trustees and Chief Executive and this policy is reviewed yearly and whenever there are significant changes in staff, overheads or reserve levels.

7 *INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF MEDIATION PLUS CHARITABLE INCORPORATED ORGANISATION ("the CIO")*

I report to the Trustees on my examination of the accounts of the CIO for the year ended 31st March 2025.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

(i) examine the accounts under section 145 of the 2011 Act;

(ii) to follow the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and

(iii) to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect:

(i) the accounting records were not kept in accordance with section 130 of the 2011 Act; or

(ii) the accounts do not accord with the accounting records; or

(iii) 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 your attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Andrew Hillsdon

Andrew Hillsdon FCA
A C Hillsdon Accountancy
33 Ashley Green, East Hanningfield, Essex, CM3 8AY
Date: 29 October 2025

MEDIATION PLUS

England & Wales - Charity number 1202295

Accounts

INCOME AND EXPENDITURE ACCOUNT
FOR THE PERIOD 1st July - 31st March 2024

(9 Month Accounting Period)

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14.	Independent examiner's report

Mediation Plus

Trustees' annual report
For the Period 1st July 2023 - 31st March 2024

The trustees present their annual report and financial statements of the charity for the year ended 31st March 2024. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Charity's constitution, the Charities Act 2011 and the Statements of Recommended Practice published in 2008.

Full name:	Mediation Plus
Legal status:	Charitable Incorporated Organisation
Registered charity number:	1202295
Principal address:	Ground Floor, HCP Building, Chichester Road, St Leonards on Sea, East Sussex, TN38 9BG
Trustees:	Barbara Molog (Co-Chair) Jennifer Daniels (Co-Chair) Ian Saunders (Treasurer) Caroline Adcock Mary Locke Kendal Wells Catherine Nash Susanna Rynehart Patrick Farmer All Trustees were appointed 21st February 2023
Chief Executive	Alice Matthews
Clerk to the Board of Trustees	Becky Sperring
Bankers:	CAF Bank, West Malling
Independent examiner:	Mrs Laura Dawson, Finance Manager HVA, Jackson Hall, Portland Place, Hastings, E Sx, TN34 1QN.

Structure, Governance and Management

Charity Structure and Governing Documents

a) Mediation Plus is a Charitable Incorporated Organisation (CIO).

b) The Charity began trading on 1st July 2023, following the merger of Mediation + and Hastings and Rother Mediation Service.

c) The CIO constitution is dated 21st February 2023.

d) Mediation Plus is an independent partner of the Sussex Mediation Alliance, in collaboration with Brighton and Hove Independent Mediation Service.

Objectives and Activities

Charitable Objectives
Purpose of the charity as set out in the Mediation Plus constitution dated 21st February 2023.

(I) To promote for the public benefit in the area of East Sussex, and elsewhere, with a view to the preservation of public order, the provision of affordable, quality services directed towards mediation and conciliation between persons, organisations and groups who are involved in disputes or interpersonal conflicts where that dispute or conflict results from or may lead to acts of nuisance, vandalism, racial abuse or breach of the peace.

(II) To provide assistance through conciliation for couples and families in dispute or difficulty whose relationships appear to be breaking down, and where such relationships have already broken down, to support and help in the settlement of differences or potential differences.

(III) To advance the eduation of the public in methods of mediation and other restorative practices and in particular the nature and causes of such disputes and means of managing them.

Main acitivites undertaken
a) Family Mediation: Mediation between adults going through separation or divorce to resolve disputes and support joint decision-making.
b) Time2Talk Mediation: Supporting young people of the age 8-18 years and their parents or carers to help repair relationships or to resolve a specific issue affecting families.
c) Neighbourhood Mediation: Helping neighbours and communities to resolve issues and restore lines of communication where there is conflict.
d) One-to-One Support: Listening support, also known as 'conflict coaching', aimed at helping people to manage difficult situations and to find a way of reducing the impact conflict has on their lives.
e) Workplace Mediation: A low-cost, effective solution to resolving disputes between managers and staff, or colleagues, to improve team relationships, and performance, and to retain skilled staff.
f) Bespoke Mediation: Mediation tailored to individual needs. This could include mediation between adult relatives, young peers, elders or between a local business and a customer.
g) Training: Delivery of a Level 3 Award in Understanding Mediation and bespoke courses and workshops in conflict management and intergenational mediation.

Public Benefit Guidance
All Mediation Plus trustees have regard to the Charity Commission's guidance on public benefit.

Grant making
Mediation Plus is not a grant making organisation.

Social Investment
Mediation Plus does not access social investment to achieve its social purposes.

Volunteers
Mediation Plus works closely with volunteers to deliver services. Between 1st July 2023 and 31st March 2024, the charity worked with 30 volunteer mediators, each contributing their time in mediation, training, and supervision.

Reserves policy
To avoid closure, if funding difficulties arise, the Board of Trustees have set a 6-month financial reserves level to ensure that main operations can continue for this minimum period. This equates to £140,000 based on this set of accounts.

ACHIEVEMENTS AND PERFORMANCE

This report covers the 9 month period from 1st July 2023, when the Mediation Plus merger completed. Below are our achievements for the full financial year as well as this 9 month period to support comparisons.

	1st April 23 - 31st March 24 (12 months)	1st July 23 - 31st March 24 (9 months)
Neighbourhood Mediation	116	89
Conflict Coaching	35	29
Intergenerational Mediation	67	51
Family Mediation MIAMs	325	240
Family Mediation Joint Meetings	70	56
Workplace Mediation	6	6
Bespoke Mediation	6	

Our teams in each of the delivery areas have worked hard to maintain delivery and to ensure we provide a service centred on best practice and the individual needs of those accessing our services. A big part of this work, outside of core casework, involves engaging with partners, providing regular briefings and workshops on when and how to refer. As part of our commitment to ensuring our mediators are well trained and supported, our caseworkers and Volunteer Lead have extended the Hastings and Rother Mediation Service information session model across East Sussex, providing opportunities for learning and relationship building within our pool of mediators.

Following the launch of our website, Mediation Plus has seen an increase in referrals for workplace and bespoke mediation, which we have delivered using speciflic mediators and trained volunteer mediators. This is an area we intend to build on in 2024/25 with promotion of this service.

We have continued to deliver our training programme, delivering two Level 3 Award in Understanding Mediation training courses, accredited by OCN London Region. Learners included new volunteers for Mediation Plus, private learners, and new volunteers for Brighton and Hove Independent Mediation Service, one of our Sussex Mediation Alliance partners. Following the course, learners were supported through the accrediation process with assessment and internal verification before submission to OCN. We have received positive feedback from all learners and have a 100% pass rate for all portfolios submitted.

In addition to our core mediation programmes, Mediation Plus has been working with East Sussex County Council and Brighton and Hove Independent Mediation Service to deliver conflict resolution support within the Homes 4 Ukraine project, this has included training, discussion groups, mediation and conflict coaching.

Mediation Plus

Chair's Annual Report

For the Period 1st July 2023 - 31st March 2024

On the 1st July 2023 Mediation Plus became operational as a newly merged charity bringing Hastings & Rother Mediation Service, based in Hastings, and Mediation +, based in Hailsham, together as one, more efficient, mediation service covering the whole of East Sussex. Between 1st July 2023 and the 31st March 2024 Mediation Plus has aligned all its internal processes, including an IT merge, and brought volunteer mediators and staff teams together to operate as one larger charity.

In October 2023 we celebrated the merger with an event at Manor Barn, Bexhill when we invited the deputy Lord Lieutenant of East Sussex to join our volunteers, staff, trustees, partners and friends to celebrate the launch of our merged charity. This event consolidated the new Mediation Plus and allowed us all to reflect on our achievements and our plans for the future.

Since then, the Trustees working together with the Leadership team, have developed a Strategy for the future which has now been shared with staff and volunteers. This Strategy sets out our organisational structure, our vision, our mission and our values for 2024 / 25 onwards and lists our priorities as follows:

- Providing high quality mediation services
- Promoting and raising awareness of our services
- Developing and supporting our people
- Ensuring financial viability
- Providing skills and know-how around conflict resolution
- Developing best practice and strong mediation outcomes
- Expanding the geographical remit of our service

I am delighted to report that our finances are in a sound position with nine months' reserves in hand which gives us the confidence to grow and to put our Strategy in place

We continue to be an active part of the Sussex Mediation Alliance and work closely with Brighton & Hove Independent Mediation Service (BHIMS). However, our partner in West Sussex has found it necessary to close their charity West Sussex Mediation Service (WSMS) despite considerable efforts to resolve their issues. Our CE Alice Matthews has been directly involved in supporting WSMS and at the closure on the 31st March 2024 Mediation Plus took over their remaining contracts and invited both their trained volunteer mediators and their employees to join Mediation Plus. This ongoing work enables Mediation Plus to provide services across the whole of both East and West Sussex.

Operationally, although we continue to provide Family Mediation, the Legal Aid contract, which is due for retendering in August 2024, does not cover the cost of providing the service. We are therefore assessing the viability of continuing to provide this service. The demand for the Time2Talk service for young people continues to grow and we are aware of the need to involve the views of young people in the development of this service. The demand for Neighbourhood Mediation is now increasing following a lull in referrals during the Covid lockdown and Mediation Plus has just secured a number of new contracts from housing associations. Our work with Ukrainian families, funded by ESCC, continues and we are working closely with partners in the Homes 4 Ukraine scheme to provide mediation and one to one support where needed. Mediation Plus has recently launched a new website which is accessible by the public and has hubs for our volunteers and trustees.

Although there have been a number of staff changes this year, our CE, Alice Matthews, and Finance and Volunteers Manager, Becky Sperring, have worked together effectively to steer our charity forward. The Trustees would like to thank our excellent leadership team for their hard work and commitment to the charity. The Trustees would also like to thank our staff in both Hastings and Hailsham offices for their sterling work to consolidate the merger and take the services forward. Finally, and most importantly, the Trustees would like to pay tribute to and thank all the volunteer mediators who give so freely of their time and expertise to provide a professional and essential service to the community.

Jennifer Daniels
Co-Chair Mediation Plus

Mediation Plus

Chief Executive's annual report

For the Period 1st July 2023 - 31st March 2024

CHIEF EXCUTIVE'S REPORT

This year, we successfully completed the merger of two flourishing mediation charities, Mediation + and Hastings and Rother Mediation Service, marking a significant milestone in our journey toward providing more comprehensive and unified mediation services. The merger was officially completed on 1st July 2023, when staff transferred into the new structure, and our new IT systems launched. This was the start of further change for our service with contract novation, and a new website launch. This strategic merger has enabled us to combine our resources, expertise and networks, enhancing our capacity to serve our communities more effectively. By integrating the strengths of both long-standing charities, we have broadened our reach and enriched our programme delivery, ensuring that individuals and families across East Sussex have better access to high-quality mediation and conflict resolution services. The merger has also streamlined our operations, allowing us to operate more efficiently and allocate our resources more strategically. We are excited about the future and the positive impact this merger has had on our ability to deliver on our mission. Many of our volunteers, trustees and partners joined us to celebrate this milestone in October with a fantastic event in Bexhill.

For the financial year 2023/24 we saw a slight drop in the number of neighbourhood referrals received compared to the year before, but maintained our referral numbers across intergenerational and family mediation. Our focus has been on bringing together our processes, amending our contracts to reflect our organisational change, and in making sure we have service level agreements and grant funding in place to ensure equal access to our services across East Sussex. We have also been realigning our mission, values and strategic priorities with a new plan, ready to be launched in 2024/25. We have continued to work with partners across East Sussex to deliver each of our programme areas including the Office of the Sussex Police Crime Commissioner and Sussex Police, East Sussex County Council, Eastbourne Borough Council, Wealden District Council, Rother District Council, Hastings Borough Council, Southern Housing, the National Lottery, Blagrave Trust, Chalk Cliff Trust, Francis and Eric Ford Trust and the Ministry of Justice Legal Aid Agency. During 2023/24 we have been working closely with our Sussex Mediation Alliance partners, Brighton and Hove Independent Mediation Service, and West Sussex Mediation Service (WSMS). This has involved providing interim management support to WSMS, and supporting the sad closure of the service. In 2024/25 we will be extending our geographical reach into West Sussex to ensure continuation of our shared contracts, supported by WSMS staff and volunteers who will be transfering to Mediation Plus.

On behalf of the staff team, I extend our heartfelt gratitude to our dedicated volunteer mediators, whose unwavering support and commitment have been instrumental to our success this year. Your selfless contributions have enabled us to reach more individuals and families in need of conflict resolution services. The countless hours you have devoted to listening, mediating, and guiding parties toward amicable solutions have not only resolved disputes but also transformed lives. Your expertise, empathy, and dedication embody the core values of our charity, and we are deeply appreciative of the difference you make every day. Thank you for your service and for being the backbone of our mediation efforts.

I would like to personally thank the staff team, who have seen significant change over the last 9 months, while remaining focused on their delivery areas. They have been incredibly supportive, patient and positive as we embed the newly merged service and have each played a role in creating a stronger, more robust team as part of our wider charity. Over the last 9 months our team has changed. March 2024 marked the retirement to Alison Rouncivell, who worked for Hastings and Rother Mediation Service, after 20 years of service, and we celebrated this with volunteers and staff, past and present. We also welcomed Suzanne Barwell and Emma Bell to our intergenerational mediation team, and a new administrator, Zofia Olszewska.

Finally, I would like to thank our Board of Trustees who have led Mediation Plus through significant change, dedicating time and energy completing due diligence and making sure the merger was in the best interests of the people we have here to serve. In addition to the merger, they have spent time shaping and reviewing our new straetgic plan which will take us into the year ahead.

Mediation Plus
Treasurer's annual report
For the Period 1st July 2023 - 31st March 2024

1.0 Introduction
This report provides an overview of the financial performance of Mediation Plus for the period from 1 July 2023 to 31 March 2024. It includes details on income, expenditures, and the overall financial health of the organisation. The information is based on our financial records and aims to ensure transparency and accountability to our donors, stakeholders, and board members.

2.0 Financial Summary

2.1. Income:
During the period from 1 July 2023 to 31 March 2024, Mediation Plus generated total income of £209,695. The income is largely received from Donations and Grants from a range of funders and these are recorded as £157,892 of Restricted funds and £51,802 of Unrestricted funds.

2.2. Expenditures:
Mediation Plus incurred total expenditures of £207,734 during the same period. The running costs include Employee costs, Administration and other Charity running costs as well as costs for Self Employed Personnel.

2.3. Net Surplus/Deficit:
For the period from 1 July 2023 to 31 March 2024, Mediation Plus had a net surplus of £1,961. This surplus will increase our reserves for future use in the coming months.

3.0 Financial Position
As of 31 March 2024, the charity's financial position is as follows:

Bank Balance: £223,880
Reserves: £207,477

Represented by:
Unrestricted Funds £119,347
Restricted Funds £88,130

These reserves are held to ensure the charity's sustainability and to cover any unforeseen expenses. The Charity have a reserves policy in place that ensures that main operations can continue for a period of at least 6 months. This equates to £140,000 being 6 months of the Mediation Plus expenditure based on this set of Accounts.

4. Conclusion
Mediation Plus remains financially stable, and we continue to work closely with our stakeholders and donors to maintain strong sources of funding. This is crucial to providing the support and achieving the positive outcomes that our service users rely on. Good financial planning has been essential in ensuring a successful first period of operating as a merged charity. I believe we have established a solid foundation from which to build and evolve the charity further, positioning Mediation Plus for continued growth and impact.

Submitted by: Ian Saunders
Treasurer, Mediation Plus - 31.07.2024

Mediation Plus
For the Period 1st July 2023 - 31st March 2024

Testimonials from the Website

"I can't thank you enough for what you have done and the professional approach. Throughout the process I was as confident that Mediation Plus remained non-judgemental".
(Local resident, neighbourhood mediation)

"Many thanks for your time and service. Family mediation has been very helpful and it has allowed me and my ex-partner to move forward in a positive manner"
(Family mediation client)

I cannot praise the team enough for the work they put in to helping my daughter and I get our relationship back on track after misunderstandings. They were structured in their approach and took the time with each party to ensure everyone was comfortable with the process and direction of mediation. So glad I reached out to the team. THANK YOU
(Local parent, Tine2Talk intergenerational mediation)

Mediation helped my family get back on track. We do have a way to go still but I feel we now have the tools to help. We wouldn't be where we are today without the support and kindness of the mediators, they are amazing.
(Local parent, Tine2Talk intergenerational mediation)

Signed on behalf of the charity's trustees:

Signed J.M. Daniels Date 13/09/24

Signed B Hroy Date 19/09/24

Mediation Plus

Receipts & Payment accounts

for the period

1st July 2023 to 31st March 2024

			Current Year		
			Restricted funds	Unrestricted funds	Total funds
Receipts					
Grants for Mediation:	Donations		500	3,873	4,373
	Grants		156,842		156,842
Donations:	Family Mediation			34,599	34,599
	One off Cases		550		550
Grants	Other Mediation income			4,170	4,170
	Training			6,047	6,047
Other Income:	Interest Received			3,113	3,113
TOTAL RECEIPTS			157,892	51,802	209,695
Payments		**Notes**			
Charity Management & Administration		6	1,245	15,204	16,449
Charity Running Costs		7	106	20,826	20,932
Employee Costs		8	46,618	101,702	148,320
Other Running Costs		9	179	4,312	4,490
Self Employed Personnel		10	1,643	15,900	17,543
TOTAL PAYMENTS			49,791	157,943	207,734
Net surplus/(deficit)			108,101	(106,141)	1,961
Fund balances b/f at	1/7/23		(19,972)	225,488	205,517
Fund balances c/f at	31/3/24		88,130	119,347	207,477

Mediation Plus

Statement of Assets & Liabilities

as at

31st March 2024

		Notes	Total
Current assets			
Cash at bank and in hand	@	31/03/2024	223,880
Debtors		11	(14,342)
			-
			209,537
Current liabilities			
Other Creditors		12	(2,060)
			-
Net current assets			207,477

Balance b/f	205,517
Net surplus/(deficit)	1,961
	207,477

Represented by:	
Unrestricted Funds	119,347
Restricted Funds	88,130
	207,477

The accounts were approved by the Trustees on 31st July 2024

Barbara Molog
Co- Chair of Trustees
Signed: BMolog 19/09/24

Jennifer Daniels
Co- Chair of Trustees
Signed: J.M. Daniels . 13/09/24 .

Ian Saunders
Treasurer
Signed: I.S 18/9/24 .

Mediation Plus

Notes to the accounts
for the year ended 31 March 2024

Basis of preparation
The accounts have been prepared under the historical cost convention.
The accounts have been prepared in accordance with applicable accounting standards, the Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in March 2005 and the Charities Act 2011.

1 Premises & staff
The Average monthly number of employees during the year was 10.

2 Trustees' remuneration
None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year other than reasonable expenses for travel to meetings.

3 Related party transactions
There were no related party transactions during the period.

4 Previous period comparison
There are no previous period figures as this is the first part year of trading for this organisation. Comparisons will be available from next year.

5 Glossary of terms
Restricted funds: These are funds given to the charity, subject to specific restrictions set by the donor, but still within the general objects of the charity.

Creditors: These are amounts owed by the charity, but not paid during the accounting period.

Debtors: These are amounts owed to the charity, but not received during the accounting period.

6 Charity Management & Administration	Unrestricted	Restricted	Total
Bank Charges	£45		£45
Maintenance	£138		£138
Professional Fees	£273		£273
Rates	£625		£625
Rent	£11,775		£11,775
Subscriptions	£331		£331
Travel - Self Employed Staff	£101	£341	£442
Travel - Staff	£1,429	£398	£1,827
Travel - Trustees	£221		£221
Travel - Volunteers		£314	£314
Venue Hire	£266	£192	£457
	£15,204	**£1,245**	**£16,449**

7 Charity Running Costs	Unrestricted	Restricted	Total
Accounting Software	£450		£450
Cleaning	£942		£942
Databases	£3,356		£3,356
IT Support	£5,852		£5,852
Insurance	£1,767		£1,767
Mobile Phones	£468	£76	£544
Phones	£1,329		£1,329
Postage	£83		£83
Print Supplies	£247		£247
Refreshments	£232	£30	£263
Stationary	£68		£68
Supplies	£44		£44
Video Conferencing	£504		£504
Website	£5,484		£5,484
	£20,826	**£106**	**£20,932**

8 Employee Costs	Unrestricted	Restricted	Total
HMRC - NI Employee	£5,280		£5,280
HMRC - NI Employer	£4,694		£4,694
HMRC - PAYE	£13,812		£13,812
Net Salaries	£69,354	£46,618	£115,973
Payroll Costs	£362		£362
Pensions - Nest Employee	£3,644		£3,644
Pensions - Nest Employer	£4,555		£4,555
	£101,702	**£46,618**	**£148,320**

9 Other Running Costs	Unrestricted	Restricted	Total
Gifts/Outings	£308	£3	£311
IT Equipment	£15		£15
Misc Expenditure	£38		£38
OCN Costs	£1,157		£1,157
Office Equipment	£56	£176	£232
Publicity & Adverts	£514		£514
Recruitment	£115		£115
Training Received	£2,110		£2,110
	£4,312	**£179**	**£4,490**

10 Self Employed Personnel	Unrestricted	Restricted	Total
Caseworkers	£2,165	£1,643	£3,808
Family Mediators	£10,380		£10,380
Mediators	£1,278		£1,278
Trainers & Assessors	£2,078		£2,078
	£15,900	**£1,643**	**£17,543**

11 Debtors	
Customers	£15,660
Prepayments & Accrued Income	(30,002)
	(14,342)

12 Creditors	
Accurals & Deferred Income	(2,143)
Payroll Liabilities	£83
	(2,060)

Independent Examiner's Report to the trustees of Mediation Plus

I report on the accounts of Mediation Plus for the period ended 31 March 2024 which are set out on pages 2-11.

Respective responsibilities of committee & examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act), and that an independent examination is needed.

It is my responsibility:

- to examine the accounts under section 145 of the Charities Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- to state whether particular matters have come to my attention

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the supporting documentation presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair" view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1) which gives me reasonable cause to believe that in any material respect the requirements:
   - to keep accounting records in accordance with section130 of the Charities Act
   - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act

   have not been met; or
2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

L Dawson.....

Laura Dawson
Finance Manager
Hastings Voluntary Action
Jackson Hall, Portland Place, Hastings, TN34 1QN

Dated: 7/10/2024