



# INCOME AND EXPENDITURE ACCOUNT FOR THE PERIOD 1st July - 31st March 2024 (9 Month Accounting Period)

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## **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 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 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 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 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 specific 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 accreditation 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 1<sup>st</sup> 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 1<sup>st</sup> July 2023 and the 31<sup>st</sup> 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:

- o Providing high quality mediation services
- o Promoting and raising awareness of our services
- o Developing and supporting our people
- o Ensuring financial viability
- o Providing skills and know-how around conflict resolution
- o Developing best practice and strong mediation outcomes
- o 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 31<sup>st</sup> 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 re-tendering 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 EXECUTIVE'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 transferring 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.

**Mediation Plus**  
**Chief Executive's annual report**  
**For the Period 1st July 2023 - 31st March 2024 - Cont'd**

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 strategic 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, Time2Talk 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, Time2Talk intergenerational mediation)

Signed on behalf of the charity's trustees:

Signed J.M. Daniels

Date 13/09/24

Signed B. Hey

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
<b><u>Receipts</u></b>				
Grants for Mediation:				
Donations:	Donations	500	3,873	4,373
	Grants	156,842		156,842
	Family Mediation		34,599	34,599
	One off Cases	550		550
Grants	Other Mediation income		4,170	4,170
	Training		6,047	6,047
	Interest Received		3,113	3,113
Other Income:				
TOTAL RECEIPTS		157,892	51,802	209,695
<b><u>Payments</u></b>				
Charity Management & Administration				
Charity Running Costs				
Employee Costs				
Other Running Costs				
Self Employed Personnel				
TOTAL PAYMENTS				
Net surplus/(deficit)				
Fund balances b/f at				
Fund balances c/f at				

<u>Notes</u>				
6	1,245	15,204	16,449	
7	106	20,826	20,932	
8	46,618	101,702	148,320	
9	179	4,312	4,490	
10	1,643	15,900	17,543	
	49,791	157,943	207,734	

1/7/23	(19,972)	225,488	205,517
31/3/24	88,130	119,347	207,477

## Mediation Plus

### Statement of Assets & Liabilities

as at

31st March 2024

	Notes	Total
<b>Current assets</b>		
Cash at bank and in hand	@ 31/03/2024	223,880
Debtors	11	(14,342)
		<u>209,537</u>
<b>Current liabilities</b>		
Other Creditors	12	(2,060)
<b>Net current assets</b>		<u><u>207,477</u></u>
<b>Balance b/f</b>		205,517
<b>Net surplus/(deficit)</b>		<u><u>1,961</u></u>
		<u><u>207,477</u></u>
<b>Represented by:</b>		
Unrestricted Funds		119,347
Restricted Funds		88,130
		<u><u>207,477</u></u>

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

Barbara Molog

Co- Chair of Trustees

Signed:



19/09/24

Jennifer Daniels

Co- Chair of Trustees

Signed:



13/09/24

Ian Saunders

Treasurer

Signed:



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
	<b>£15,204</b>	<b>£1,245</b>	<b>£16,449</b>

**7 Charity Running Costs**

Accounting Software
Cleaning
Databases
IT Support
Insurance
Mobile Phones
Phones
Postage
Print Supplies
Refreshments
Stationary
Supplies
Video Conferencing
Website

Unrestricted	Restricted	Total
£450		£450
£942		£942
£3,356		£3,356
£5,852		£5,852
£1,767		£1,767
£468	£76	£544
£1,329		£1,329
£83		£83
£247		£247
£232	£30	£263
£68		£68
£44		£44
£504		£504
£5,484		£5,484
<b>£20,826</b>	<b>£106</b>	<b>£20,932</b>

**8 Employee Costs**

HMRC - NI Employee
HMRC - NI Employer
HMRC - PAYE
Net Salaries
Payroll Costs
Pensions - Nest Employee
Pensions - Nest Employer

Unrestricted	Restricted	Total
£5,280		£5,280
£4,694		£4,694
£13,812		£13,812
£69,354	£46,618	£115,973
£362		£362
£3,644		£3,644
£4,555		£4,555
<b>£101,702</b>	<b>£46,618</b>	<b>£148,320</b>

**9 Other Running Costs**

Gifts/Outings
IT Equipment
Misc Expenditure
OCN Costs
Office Equipment
Publicity & Adverts
Recruitment
Training Received

Unrestricted	Restricted	Total
£308	£3	£311
£15		£15
£38		£38
£1,157		£1,157
£56	£176	£232
£514		£514
£115		£115
£2,110		£2,110
<b>£4,312</b>	<b>£179</b>	<b>£4,490</b>

**10 Self Employed Personnel**

Caseworkers
Family Mediators
Mediators
Trainers & Assessors

Unrestricted	Restricted	Total
£2,165	£1,643	£3,808
£10,380		£10,380
£1,278		£1,278
£2,078		£2,078
<b>£15,900</b>	<b>£1,643</b>	<b>£17,543</b>

**11 Debtors**

Customers
Prepayments & Accrued Income

£15,660
(30,002)
<u>(14,342)</u>

**12 Creditors**

Accruals & Deferred Income
Payroll Liabilities

(2,143)
£83
<u>(2,060)</u>

## **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 section 130 of the Charities Act
  - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Acthave 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.



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

Dated: 7/10/2024