

Mediation Buckinghamshire
(A Company Limited by Guarantee)

Trustees' Annual Report including Directors Report
for the year ending 31 March 2024

LEGAL AND ADMINISTRATIVE INFORMATION

Registered Charity: No 1093803

Company Registration: No 04443326

Registered Office: Des Box, East Richardson Street,
High Wycombe, Buckinghamshire HP11 2GG

Independent Examiner: Positive Community Finance Ltd,
7 Scholars Rise, Stokenchurch, Buckinghamshire HP14 3FL

Trustees' Annual Report for the year ended 31st March 2024

The Trustees present their annual report and financial statements 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 financial statements and comply with the Charity's constitution, the Charities Act 2011 and “Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)” (effective 1 January 2019).

Overview of our service

Mediation Buckinghamshire (“MB”) was launched in 1997 as a community mediation service helping the residents of the High Wycombe District resolve neighbourhood conflict that can take over lives, damage health & well-being and erode confidence in the community. Strong local support over the last 27 years has allowed us to expand our service and we now offer mediation & conflict resolution services to individuals, families and organisations across the Thames Valley region (Buckinghamshire, Milton Keynes, Berkshire and Oxfordshire) free of charge and without discrimination.

We are a charity, governed by the Charity Commission, with an active Board of Trustees and headquarters in central High Wycombe. Our staff comprises 6 professional office-based staff and a Chief Executive Officer (CEO). We work through 40 trained mediator-volunteers from many backgrounds who live locally and who have a precious set of skills, knowledge and understanding that are our greatest resource. They work in pairs, in keeping with our ethos of collaborative working, and have embraced hybrid working practices dependent upon client needs. This hybrid model also helps us meet our commitment to the Mediators Green Pledge and to keep our work easily accessible, cost-effective and sustainable.

This last year has been marked by a focused push to build partnerships, improve accessibility and raise awareness. We cannot reach everyone, but we can adapt to reach more people, in new ways. This has led to a notable increase in our referral numbers; we have more than doubled our case load in 12 months to a total of 477 cases. To manage this increased case load:

- We have started the process of creating an upgraded and bespoke case management system and have been working closely with our referrers to ensure that this meets their needs for a user-friendly Referrer Portal;
- In August 2023, we moved upstairs at DesBox to a larger office with a separate room that can be used for meetings, workshops and training;
- We have set up 5 regional mediator-volunteer hubs to ensure better communication and allow for more feedback and open channels of communication between volunteers, as well as creating a stronger local community presence.

We continue to work closely with our loyal network of local referrers to develop our business model and ensure that we can address their evolving needs. For instance, referrer feedback in 2023/24 has encouraged us to:

- investigate the use of a geographically neutral working name that better reflects our range of services and wider reach across the Thames Valley (TV). Following advice from Community Impact Bucks, and a consultative process with referrers and volunteers over several months, the trustees agreed to change our working name to “**Alternatives To Conflict**” starting from April 2024. This modification will be rolled out in accordance with our legal and governance responsibilities, and our branding and marketing strategy. For instance, we intend to re-design our website to reflect this new working name, as well as to better market the range of conflict resolution services that we now offer across the TV; and
- investigate an increased offering to include workshops and training focused on facilitating challenging conversations and empowering people to handle conflict better in the future; for instance, in situations of parental-offspring conflict and between colleagues in the workplace.

We are committed to raising awareness of our services to ensure that they are accessible to all those residents in need. In 2023/24, we took part in 62 community events, including Thames Valley Police roadshows, Red Kite Networking sessions, a workshop to Slough Housing anti-social behaviour officers and volunteer events at Bucks New University to promote our volunteer ask.

For many years, MB’s income to pay for its core running costs came primarily from local authority and housing association annual Service Level Agreements (SLAs). We have worked hard to raise funds from local charities & trusts to support our inter-generational work, especially our work with children and young people, and additional housing associations to address neighbourhood disputes where at least one party is a housing association tenant. In March 2024 we won a tender put out by the TV Police and Crime Commissioner to use mediation to tackle anti-social behaviour to residents across Berkshire, Buckinghamshire, Oxfordshire and Milton Keynes. As the authorised provider of The TV Anti-Social Behaviour (ASB) Mediation Service, the Police and Crime Commissioner will provide us with annual funding of £60,000 for a period of 3 years (April 2024 – March 2027). There is an option to extend the service at the end of the period by up to two years.

“We are delighted to have been awarded this opportunity to continue our important work with Thames Valley Police in the prevention of escalation of anti-social behaviour throughout the region. Clashes involving noise, parking, pets and boundaries often lead to challenging and offensive behaviours that can cause significant distress to those involved and divert police resources away from preventing serious crimes. We look forward to developing our partnership with the Office of the PCC and working with Thames Valley Police, with the shared objective of reducing the impact of anti-social behaviours to create healthier and more resilient communities.”

Phyllida Middlemiss, Chair of Trustees

However, we are not complacent and are aware of the need to attract more core funding, increase unrestricted income and widen our income streams so that we can increase access to our services including taking self-referrals from individual members of the community and meeting increases in cost of living, in particular rent and fuel bills. We remain committed to mediating civil and/or workplace mediations, using community mediators who are additionally trained in this specialised area of work and who do not charge for their time or expertise.

Our November 2023 AGM was a celebration of all that we had achieved in the preceding year and was well attended by over 50 referrers and supporters including the Deputy Lord Lieutenant, Mayor, County Councillors and Senior Police Officers: a panel, comprising members of local action groups such as New Meaning, Mama Bee and Wycombe Youth Action and a representative of the TV Police, shared their lived experiences on the topic, “Early Intervention and Prevention”; a MB volunteer talked about the positive impact of our Room to Talk work with Children and Young People; and awards were handed out to MB volunteers who had mediated over 40 cases in the last year as recognition of the value of their work to the local community.

Mission, Values, and Goals

In carrying out our services, our staff, volunteers and trustees are committed to MB’s mission, values and goals.

Mission

Our mission is to use dialogue and mediation to manage and resolve conflict in the community and to build healthy and resilient relationships.

Values

Our values are central to the work that we carry out across the TV community.

- Respect
- Empathy
- Inclusion
- Authenticity; and
- Empowerment

Goals

At MB, our goals are to:

Combat and Prevent Anti-Social Behaviour: We collaborate with partners to introduce early interventions and innovative solutions, addressing disruptive behaviour in communities and neighbourhoods before it escalates.

Champion Vulnerable Groups: We prioritize the well-being of children, young people, and families, working to mitigate the detrimental effects of conflict on their lives.

Strengthen Community Resilience: We equip individuals with essential conflict management skills, fostering open communication and understanding to build more connected, resilient communities.

Enhance Mental Health and Wellbeing: Through conflict resolution, we help individuals and communities achieve greater peace of mind, reducing stress and improving mental health and wellbeing.

Foster Inclusivity and Representation: We strive to ensure that our services are accessible and inclusive, reflecting the rich diversity of the communities we serve.

Promote Harmonious Living: By supporting residents in resolving disputes, we cultivate peaceful, respectful and harmonious relationships within families and neighbourhoods

To achieve our goals, we will: provide a conflict resolution service that is accessible to all residents of Buckinghamshire and the Thames Valley region; engage dedicated and skilled volunteers who are representative of the communities we live in and who receive appropriate training and supervision; work in partnership with others; be accessible to all; be sustainable; commit to best practice; be flexible and open to change; and raise awareness of the negative impacts conflict has on people's lives and the benefits that our conflict resolution services can have in creating healthier and more resilient communities.

Activities

MB works through a team of dedicated volunteers from many backgrounds, trained to use active listening and non-judgemental communication skills to help others manage and resolve conflict. We do not give advice or opinions. Our role is to enable people to determine for themselves what they would like to do to resolve a dispute, and to work with them on an independent, confidential and voluntary basis to create options and find solutions that work for them. This could entail a joint mediation meeting leading to a written agreement, individual conflict support or signposting to appropriate third-party agencies.

Our conflict support service is appropriate where only one party engages with our service, or where parties need time before a joint meeting to understand a situation differently, reconsider their role in the conflict and/or to manage their responses differently in the future. In 2023, we recruited 8 new volunteers who have been trained specifically in conflict support. We continually update our signposting resources which can offer additional opportunities for support, where appropriate. For instance, signposting to bereavement charities may help address loneliness and social isolation, both of which can be an underlying cause of conflict in the community. Following referrer feedback, we propose to extend our activities to include workshops and training on how to have challenging conversations and how to manage conflict better whether at home, in the community or the workplace.

We have 2 experienced safeguarding leads who are the first point of contact unless there is an immediate significant risk of harm in which case staff/volunteers will report directly to the relevant authority. We make parties aware that, whilst we provide a confidential service in terms

of the content of a conversation, we have an over-riding duty of care to report any safeguarding concerns which represent a significant risk of harm to themselves or others. Records are kept on all safeguarding concerns and are followed up with authorities.

We offer our services on a hybrid basis with most single party meetings on zoom and most joint meetings face to face. Nonetheless, we run a client focused and flexible service and are always open to making reasonable adjustments to our hybrid practices according to individual client needs and the nature of the case.

We intend to set up monthly Room to Talk surgeries for those volunteers who undertake some of these more complex cases and want an addition place to discuss and gain support. We also intend to look into fundraising for a part time volunteer manager post to: assess our volunteer model; ensure that we take care of and manage our volunteers in accordance with our policies and procedures; and ensure that, that as we grow, the volunteer experience we offer is of a high professional standard and satisfies the needs of volunteers, as well as of our partners and clients.

In 2023/24, MB referrals originated from a range of stakeholders across the TV including: Charitable Housing Associations; TV Police; Local Authorities; Family Support Services (social care); Educational Providers such as schools and universities; Citizens Advice Bureaux; HR Departments; and self-referrals from neighbours, parents and carers. We are proud of our varied case load and the range of our referrers:

- In 2023/24, approximately 68% of the 477 total cases received related to unwelcome and anti-social behaviours involving neighbours. Communication, noise, parking and boundaries were the key triggers.
- In 2023/24, 78 referrals (16.5 % of 477 total cases) related to families, children & young people. These referrals are supported through our 'Room to Talk' Project and wider inter-generational work. They offer a safe space for family members to explain to us what is going on for them and to work through, in confidence, how they would like things to be.

We use mediator-volunteers and staff who have particular training and experience in dealing with those that are identified as more vulnerable, feel that no one is listening and may find it difficult to express themselves.

Issues addressed include:

- existing tension within a family and a risk that a young person is thinking of leaving home, or maybe have already left on bad terms;
 - breakdown in communication concerning access to children by parents, grandparents or carers following a divorce or family separation.
- In 2023/24, we received 76 self-referrals (16% of 477 total cases) from people who contact us directly rather than through a third-party agency.

- We also provide workplace mediation services on a fee-paying basis to help local companies and organisations resolve disagreements where there's a strain or breakdown in working relationships between two or more colleagues, or in a team. In 2023/24, we set up a working group of volunteers to carry out market research with local business, solicitors and schools and come up with a targeted strategy for MB workplace mediation including re-engagement with previous workplace referrers such as local councils and housing associations.

Throughout 2023/24, we have used training, workshops, outreach and social media to develop our referral numbers, either by nurturing and strengthening existing partnerships or by forging new relationships, particularly in those areas where numbers of referrals are lower:

- We provided training to approx. 150 police officers, raising awareness of our anti-social behaviour related work and ensuring that they know how, when, and what to refer to MB
- We have met with existing and potential referrers to discuss how we can support those living in independent living schemes and elder person's accommodation
- We attended the TVP Annual Conference and the Bucks Safeguarding Conference
- We are in discussions with the Bucks Social Services Director of Transformation regarding working in partnership to provide early intervention and prevention
- We met with Bucks University Accommodation and Mental Health Officers to discuss the potential of providing conflict management skills to students.

MB is aware of current UK government initiatives to increase the use of mediation as a mandatory alternative to commercial litigation. We continue to keep a watching brief on the debate around such proposals and its potential impact upon our service. To this end, we continue to chair a Community Mediation Alliance consisting of other community mediation charities on the understanding that we are stronger together and that our collaborative ethos will serve us well in the future. We intend to run some joint training sessions in mental health and mediation and are looking to setting up a community mediation conference in the future. We have also attended online meetings set up by the civil mediation council relating to community mediation and are aware that they are looking into work on standard setting in the future, which we may wish to engage with and seek to influence.

Performance and Achievements

MB measures its support to the community in the number of referrals received (whether from a third party agency or self-referred by a local resident), and in the feedback given by people who have used our services, whether as referrers or as clients. MB's organisational approach to quality and feedback is one of *continuous improvement* and *learning for the long-term* with responsibility for quality, feedback, learning and continuous improvement resting with our trustees. Their leadership and oversight ensure that we maintain consistent, safe policies, procedures and practices that are regularly reviewed and updated to remain relevant and effective.

We are aware of our duty to maintain accurate, up-to-date information and feedback from referrers and clients. After each case, each party is asked for feedback on our service using anonymous client feedback forms and separate online satisfaction surveys. Information received is shared with trustees and stakeholders to highlight learning opportunities and areas of improvement. Informal verbal feedback from clients is also captured in their case folder. If given consent by clients, we will share feedback with mediator-volunteers and referrers. We also use an online link and a 6 monthly telephone survey to measure the impact of our work on health & wellbeing (basing our questions on the well-known Warwick & Edinburgh mental wellbeing scales).

Additionally, in 2023/24, we carried out the following surveys:

- A survey of 168 Thames Valley Police (TVP) officers to gather information on the impact of their referrals:
 - In 84% of referrals, there was no further contact from either one or both parties;
 - 86% of clients were less likely to contact other agencies whilst engaged in mediation or conflict support with MB, thereby reducing the time TVP spends having to respond.
- A Health and Wellbeing Impact survey of 50 clients, which demonstrated:
 - 100% said that they felt listened to & heard.
 - 100% said they felt more confident in dealing with the situation.
 - 100% said they felt able & safe to participate in meetings.
 - 98% felt they had gained a better understanding of the situation.
 - 76% felt that their wellbeing had improved.
 - 71% felt better able to make decisions.

Such feedback helps us to continue to develop and improve our service to ensure it remains relevant, accessible and of value to our local community. It is integral to our service delivery and development.

Finally, MB has an effective and efficient process for handling, managing, and resolving complaints to the client's satisfaction. It is overseen and led by the trustees and periodically reviewed and improved. The policy is: i) informal complaints are taken seriously and dealt with immediately, ii) formal complaints are fully investigated by the CEO who, where necessary, will appoint an independent investigator and, iii) if the complainer is not satisfied with the outcome

of the investigation, they have the right to appeal. All appeals are heard by senior members of staff and/or the trustees.

Performance

Our referral numbers for 2023/24 have nearly doubled on the previous year.

In 2023/24:

- A total of 477 cases were received
- MB led 84 joint meetings with 70 (83%) reaching agreement and 14 (17%) agreeing to disagree well
- Our mediators contributed at least 2580 voluntary hours of service
- We reached approx. 1,454 people
- We took part in 62 community engagement events, connecting to approx. 2000 people across the Thames Valley
- We delivered 15 training events, workshops & surgeries.

Overview of MB Cases by Referrer/Type

Case by Referrer/Type	2023/24	2022/23
Housing associations	47	35
Police	272	124
Room to Talk: local authority/social services/youth orgs.	78	22
Self-Referrals	76	60
Civil and Workplace	3	1
Other (CAB)	1	7
Total cases received	477	249

Achievements

Our focus in 2023/24 has been on building partnerships, improving accessibility and raising awareness of our service across the Thames Valley. Specific achievements include:

- Reviewing our organisational structure and, as an outcome, recruiting and putting in place the following posts:
 - Case Work Officer in August 2023 (part time)
 - Room to Talk Project worker in December 23 (part time)
- Given the growth of referrals, projects and staff, moving to a larger unit upstairs at DesBox, High Wycombe. Our new unit has a separate room that can be used for meetings,

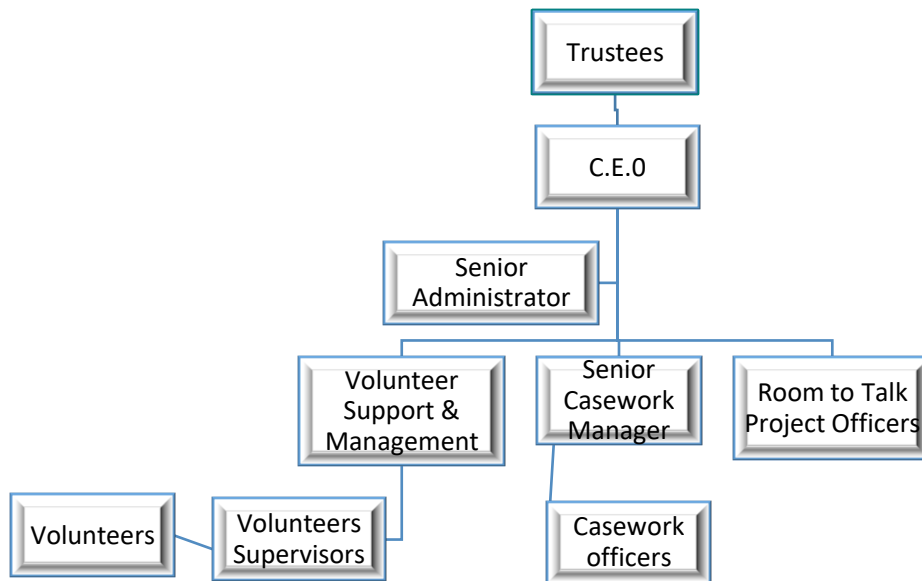
workshops and training. Our rent is higher than previously but represents good value for the increased space. We are aware that we will need to fund raise for core costs and increase our reserves to cover the rent, and higher fuel costs, in our new premises;

- Ongoing review of charity governance and operations, including updating and/or creating over 40 policies and procedures such as Data Protection; Anti-Bribery; Risk Management; Safeguarding; Equality, Diversity and Inclusion; Lone Working; Complaints; and Social Media;
- Recruitment and training of new volunteers, specifically in conflict support;
- Ongoing review of volunteer practices, including setting up of 5 volunteer hubs across the Thames Valley. The hubs are focused on sharing knowledge and learning from cases in a confidential and supportive manner as well as creating a stronger local community presence;
- Continued implementation of a volunteer Reflective Supervision Practice for our volunteers;
- Continued work with Essential Mediation Solutions to train all of our volunteers, including 8 new volunteers, in conflict support;
- Winning a 3 year contract with Thames Valley Police to provide their Thames Valley Anti-Social Behaviour Mediation Service (April 2024 – March 2027). There is an option to extend the service at the end of the period by up to two years;
- Following referrer feedback, advice from Community Impact Bucks, and consultation with referrers, staff and volunteers, deciding to change our trading name to “Alternatives to Conflict” (April 2024);
- Responding to the growing demand from families, children and young people to our services;
- Implementing our Brand and Communications policy to improve accessibility and raise awareness of our services, including using social media on a regular basis;
- Provided training to our existing partners and referrers;
- Investing time into building new partnerships and awareness-raising to improve our presence and our accessibility across the Thames Valley.

Structure, Governance and Management

MB is an incorporated company (limited by guarantee) and is a registered charity. It is run by a committed team of trustees, staff and volunteers, all of whom are passionate about making a difference in the community through facilitating difficult conversations and creating opportunities for people to move forwards and start again on a new footing.

The structure is as set out below:



MB Trustees/Directors

The directors of the charitable company are its trustees for the purposes of charity law and throughout the report are collectively referred to as trustees. All directors of the charity are members.

MB is led by a Board of Trustees which meets 6 times a year to discuss MB governance, strategy and organisation. The Board currently consists of 4 trustees drawn from education, legal, business or I.T. backgrounds. The trustees believe that sound risk management is integral to both good management and good governance practice and that risk management should form an integral part of MB's decision-making and be incorporated within strategic and operational planning. Risk assessment will be conducted on all new activities and projects to ensure they are in line with MB's objectives and mission. Any risks or opportunities arising will be identified, analysed and reported at an appropriate level.

Each trustee is a qualified mediator and conflict coach. All are long-term MB volunteers and also take part in outreach work on behalf the charity as ambassadors and promoters of the charity and its services.

The trustees who held office as at March 31 2024, and were directors as well as trustees on the dates that the report was approved, are as follows: Phyllida Middlemiss (Chair), Andy Kenward (Treasurer), Lin Instone (Secretary), Tony Kaye. There were no trustee appointments or retirements during the course of the year.

MB Staff

The day-to-day operational side of MB is headed up by a professional CEO. She has extensive experience at senior director level in both national and international charities. She is also a qualified and experienced trainer and manages regular team meetings with a culture of mutual support and encouragement.

MB employs 6 service staff:

- A full-time senior case work manager who has worked for MB for 17 years with extensive skills in case work and management of the service.
- Caseworker officers, who are experienced in case management and in the MB triage process explained above.
- ‘Room to Talk’ staff, who have appropriate qualifications and experience in working with, and supporting, vulnerable adults and young people experiencing conflict.
- A senior administrator, who has overall responsibility for reporting. He has a local authority background and hands on experience of developing and delivering reporting and financial requirements.

Our client and community facing services are managed as follows:

- Upon receiving referrals and cases, a transparent and accountable *triage approach* is applied by our caseworkers who use our specialist case management system to manage the client facing process. Our caseworkers effectively manage the time from point of referral to case closed.
- Once triaged, the caseload is distributed amongst the mediator volunteers based on the particular skills required for the case, their geographic location and availability. Once assigned to mediators, robust support/management systems are in place to ensure that meetings are professional, safe & effective for all, including completion of appropriate paperwork and follow up.
- The senior caseworker manager is responsible for overseeing all casework from end to end and works closely with caseworkers on a daily basis to review cases, discuss new referrals and manage resources. She is available to volunteers and clients as and when needed.

MB Mediator-Volunteers

MB adopts the co-mediation model. This means that mediator-volunteers work in pairs on all services that MB provides, with usually a highly experienced mediator-volunteer being paired with a less experienced volunteer, so supervising each other. MB is committed to the co-mediation model as this provides the best support to community clients and mediator-volunteers

alike and is superior to the sole-mediator model from a safeguarding, risk management, supervision and mediator volunteer-support perspective.

In 2023/24, our mediator-volunteers were: Andreea, Andy, Annie, Antony, Aylene, Belinda, Catherine, Charlotte, Eileen, Emma H, Emma R, Eve, Grant, Helen, Jane, Janet, Jeremy, John, Kayode, Kevin, Lin, Linda, Lynda, Lynne, Margaret, Madelaina, Maddie, Matt, Mishal, Oliver, Pally, Phyllida, Rachel, Rita, Sandy, Sue, Susie, Suzi, Tony and Vinnie.

MB Mediator Supervisors

As of 31 March 2024, Rita (lead supervisor), Antony and Janet were our Mediator Supervisors. All provide their services to MB free of charge. MB's supervision and support systems adhere to best practice.

Feedback received

We have received the following feedback from long-standing referrers, new partners and TV residents who have used our mediation and conflict support services this last year:

Referrer and Partner Feedback

"Thanks again. The Mediation Bucks intervention and support actions make a genuine difference and have successfully concluded a good few cases for me".

"Mediation Bucks are an exceptional and caring mediation provider - one of the few providers who offer and achieve effective mediations with co-mediators. You also carry out many mediations for local people in need. Keep up the good work"

"Thank you for your updates and service. I really appreciate the help and support you have offered and are providing".

Community Feedback

"I would like to express my immense gratitude to your team for the support and time I have been given".

"I am very glad I reach out and used your services, the sessions were very helpful at a much needed time".

"It was a pleasure to meet Andreea and Kayode a few weeks ago and for us to be able to tell our side of the story - please do thank them from us for their time.

"Thank you both so very very much! I am feeling very emotional but much more positive about the future and can't thank you both enough in helping me to move forward out of what has been a very dark place".

Public Benefit

We believe that it is everybody's right to live peacefully within their communities. The stress that is caused by disputes is real and should not be underestimated. As demonstrated by the referral rates and feedback above, our clients and referrers tell us that mediation and conflict support are

effective ways of resolving disputes and, as such, provides a public benefit to the residents of Buckinghamshire and the Thames Valley.

Furthermore, the Trustees hereby confirm that they have complied with the duty of Section 4 of the Charities Act 2006 to have due regard to the guidance issued by the Charity Commission on public benefit. Our charitable purpose within the meaning of the Act is enshrined within its objects as stated above.

Financial Review

The financial statements below reflect the MB activities outlined above and have been drawn up to comply with the Statement of Recommended Practice for Charities.

In 2023/24 there was an overall increase in total funds held of £7,014 from 2022/23. Within this total, unrestricted funds increased by £2,771. The overall funds available to the charity are sufficient to enable it to continue to carry out its stated objectives.

Principal Funding Sources

Mediation Buckinghamshire works in partnership with its principal funders including local authorities, housing associations and the police. In 2023/24, MB had service level agreements with:

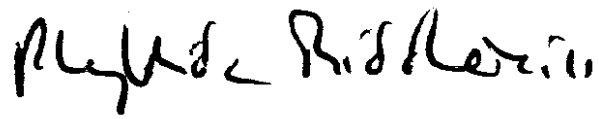
- Fairhive Housing
- Red Kite Community Housing
- South Oxfordshire and Vale of White Horse Community Safety Partnership
- Milton Keynes Council –Housing
- Slough Council –Housing.

In addition, the charity undertakes workplace mediation, civil mediation and mediation of disputes involving residents of Paradigm Housing, for which it gets paid on a case-by-case basis.

Furthermore, in 2023/24 MB received grants from:

- Thames Valley Police
- Heart of Bucks
- Red Kite Spring Board
- Lottery Community Fund
- Mobbs Memorial Trust
- Buckinghamshire Council
- Rothschild Foundation
- Charles Hayward

Signed on behalf of the trustees,

A handwritten signature in black ink, appearing to read 'Phyllida Middlemiss', written in a cursive style.

Phyllida Middlemiss

Dated: 12 November 2024

Chair of Trustees, Mediation Buckinghamshire

Statement of Financial Activities (including Income and Expenditure Account)

for the year ended 31 March 2024

	Note	Unrestricted funds	2023/24 Restricted funds	Total funds
		£	£	£
Income and endowments:				
Voluntary income	2	26,575	37,055	63,630
Activities for generating funds		91,125	-	91,125
Investment income (Bank interest)		-	-	-
Total income and endowments		117,700	37,055	154,755
Expenditure on:				
Costs of charitable activities	3	114,929	32,812	147,741
Total resources expended		114,929	32,812	147,741
Net movement in funds		2,771	4,243	7,014
Total funds brought forward		9,504	15,996	25,500
Total funds carried forward		12,275	20,239	32,514

All income and expenditure is derived from continuing activities.

for the year ended 31 March 2023

		2022/23		
	Note	Unrestricted funds	Restricted funds	Total funds
		£	£	£
Income and endowments:				
Voluntary income	2	7,500	28,126	35,626
Activities for generating funds		36,425	-	36,425
Investment income (Bank interest)		22	-	22
Total income and endowments		<u>43,947</u>	<u>28,126</u>	<u>72,073</u>
Expenditure on:				
Costs of charitable activities	3	80,487	27,348	107,835
Total resources expended		<u>80,487</u>	<u>27,348</u>	<u>107,835</u>
Net movement in funds		(36,540)	778	(35,762)
Total funds brought forward		<u>46,044</u>	<u>15,218</u>	<u>61,262</u>
Total funds carried forward		<u>9,504</u>	<u>15,996</u>	<u>25,500</u>

All income and expenditure is derived from continuing activities.

Balance Sheet

at 31 March 2024

	Note	2024		2023	
		£	£	£	£
Tangible fixed assets:					
Tangible assets	5		-		-
Current assets:					
Debtors	6	7,710		5,088	
Capital work in progress		4,277			
Bank accounts		28,713		54,359	
Total current assets		<u>40,700</u>		<u>59,447</u>	
Creditors:					
Amounts due within one year	7	<u>8,185</u>		<u>33,948</u>	
Net current assets			<u>32,515</u>		<u>25,449</u>
Total assets less current liabilities			<u>32,515</u>		<u>25,499</u>
Net assets			<u>32,515</u>		<u>25,499</u>
Capital funds:					
Unrestricted funds			12,276		9,504
Restricted funds	8		20,239		15,995
Total funds			<u>32,515</u>		<u>25,499</u>

For the year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476. The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of the accounts.

These financial statements have been prepared in accordance with the special provisions relating to the small companies' regime within Part 15 of the Companies Act 2006.

Approved by the trustees,



Andy Kenward

Treasurer

Dated: 12 November 2024

Notes to the Accounts

These annexed notes form part of the Financial Statements

Note

1 Accounting policies

The Financial Reporting Standard applicable in the UK and Republic of Ireland (“FRS 102”) and the Charities SORP “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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

The financial statements are prepared on a going concern basis under the historical convention (modified to include certain items at fair value). The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years unless otherwise stated.

Incoming resources

All incoming resources are included in the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computers:	25% per annum of cost
Fixtures and Fittings:	25 % per annum of acquisition cost

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees for particular purposes.

Note

- 1 ctd. 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 cost 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.

Pension costs

The company contributes to a defined contribution pension scheme and the pension charge represents the amounts payable to the fund in respect of the year.

Reserves policy

The Charity aims to hold reserves in unrestricted funds sufficient to meet statutory redundancy obligations to staff and other contractual liabilities.

2	Income	2023/24		2022/23	
		Unrestricted funds	Restricted funds	Unrestricted funds	Restricted funds
		£	£	£	£
	Voluntary income:				
	Grants and donations	26,575	37,055	7,500	28,126
	Activities for generating funds				
	Mediation services	91,125	-	36,425	-
	Investment income:				
	Bank interest	-	-	22	-
	Total income	117,700	37,055	43,947	28,126

Note

3	Cost of charitable activities	2023/24		2022/23	
		Unrestricted funds	Restricted funds	Unrestricted funds	Restricted funds
		£	£	£	£
	Payroll and pension costs	86,281	19,180	58,204	20,074
	Mediators' expenses and venue hire	1,282	940	1,243	39
	Premises (rent and utilities)	15,469	3,404	9,127	734
	Insurance (premises and professional indemnity)	460	103	427	25
	Office costs (IT, phone, publicity, copying and consumables)	7,136	2,257	5,475	1,241
	Training	165	3,100	1,815	4,490
	Supervision	-	-	-	-
	Depreciation	-	-	-	-
	Independent examination & Accountancy Fees	1,125	-	450	-
	Trustee expenses	-	-	-	-
	Repairs, renewals and small equipment	1,091	3,289	2,476	540
	Corporate expenses	1,920	538	1,269	206
	Total costs	114,929	32,811	80,486	27,349

Small inconsistencies with the income and expenditure statement are due to rounding.

There was no remuneration for Trustees in the year. There are no related party transactions to report.

Note

4 Staff costs

The average number of persons employed by the company, including directors, during the year was as follows:

	2023/24	2022/23
Office administration (full time equivalent)	3.47	3.38
	£	£
Salaries	101,505	75,536
Employers NI	2,800	1,829
Pensions	1,155	914
Total	<u>105,460</u>	<u>78,279</u>

5 Tangible fixed assets

	£		£
Cost:		Cost:	
At 1 April 2024	4,101	At 1 April 2023	4,101
Additions/disposals	0	Additions/disposal	0
At 31 March 2024	<u>4,101</u>	At 31 March 2023	<u>4,101</u>
Depreciation:		Depreciation:	
At 1 April 2024	4,101	At 1 April 2023	4,101
Charge for the year	0	Charge for the year	0
At 31 March 2024	<u>4,101</u>	At 31 March 2023	<u>4,101</u>
Net book value:		Net book value:	
At 1 April 2024	<u>0</u>	At 1 April 2023	<u>0</u>

Note

6 Debtors and prepayments

Amounts falling due within one year:	2024	2023
	£	£
Deposit with landlord	1,210	770
Prepayments and accrued income	2,100	943
Trade Debtors	4,400	3,375
	<u>7,710</u>	<u>5,088</u>

7 Creditors

Amounts falling due within one year:	2024	2023
	£	£
Accruals and deferred income	-	33,948
Trade Creditors	5,577	-
PAYE and pension	2,268	-
Other Creditors	341	-
	<u>8,186</u>	<u>33,948</u>

8 Restricted funds

	Fund £	Income £	Spend £	Transfe £	Fund c/f £
Children & young people	14,636	19,449	21,240	-	12,845
Social media	1,360	-	438	-	922
Casework coordinator	-	7,986	5,660	-	2,326
Volunteer training	-	6,600	2,454	-	4,146
Office Move	-	2,520	2,520	-	-
Room Hire	-	500	500	-	-
Totals	<u>15,996</u>	<u>37,055</u>	<u>32,812</u>	<u>0</u>	<u>20,239</u>

Note

9 Financial Commitments

	2024	2023
	£	£
Office lease with 3 month break clause	3,630	2,310
	<hr/>	<hr/>
	3,630	2,310

Net incoming resources for the year

This is stated after charging

	2024	2023
	£	£
Independent Examination Fee	480	450
Other Accountancy Services	495	-
	<hr/>	<hr/>
	975	450

10 Trustee Expenses

No trustees claimed expenses relating to their role as a Trustees

Independent Examiner's Report to the Trustees of Mediation Buckinghamshire

I report to the charity trustees on my examination of the accounts of Mediation Buckinghamshire ('the Company') for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the 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 material matters have come to my attention in connection which gives me cause to believe that:

- accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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.



Lee Mathers MIAB, MCIOF (Cert)

Positive Community Finance Ltd
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11th November 2024

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Mediation Bucks is the operating name of
Mediation Buckinghamshire

Registered Charity No 1093803
Company Registration No 04443326