



# BRIGHTON & HOVE

## Independent Mediation Service

### Annual Report and Accounts to 31 March 2012

#### Legal and Administrative Information

<b>Principal Address</b>	Lower Ground Floor Ecclesden Grove Hill Brighton BN2 9NG
<b>Charity No</b>	1036021
<b>Trustees</b>	Justin Spray (Chair) Carol Biddlecombe Peter Castleton Chris El-Shabba Mark Green Sue Regi Susy Taylor
<b>Manager</b>	Jennifer Warren
<b>Bankers</b>	Lloyds TSB plc Preston Circus Brighton BN1 4JQ
<b>Examiner</b>	Steve Early Strategic Accounting Services 79 Cissbury Crescent Saltdean Brighton BN2 8RH

## **Introduction from Chairperson of Management Committee**

Another year of incredible achievement for BHIMS, with 109 referrals resulting in improvement in 71% of cases mediated.

But that is only half the story, as the challenging financial and funding situation has been a constant issue for us in trying to keep our service operating and sustainable. It is only through the careful management and unstinting devotion of the staff that the charity survived to continue to offer its valuable services to our community.

We set out this year with plans to generate new income sources and it is testament to the dedication of volunteers and staff that our work place mediation offering was successfully set up and is now starting to flourish, bringing a valuable new source of funding and providing access to our services to a whole new group of people.

Finally I want to thank all those who have continued to support our work, whether that be through generously giving their time and energy to the charity or through providing financial assistance.

A handwritten signature in black ink that reads "Justin Spray". The signature is written in a cursive, slightly slanted style.

**Justin Spray**  
Chair of Management Committee

## Our Services

Brighton & Hove Independent Mediation Service has delivered mediated solutions to local residents for almost 20 years. Mediation works to reduce anti-social behaviour and disharmony in people's homes and neighbourhoods by providing sustainable solutions that are an effective alternative to more formal costly remedies. Resolving conflict reduces stress levels of those affected by the disputes, and in turn improves the health and well being of the communities.

### Neighbourhood Mediation

Neighbour mediation is a way of resolving disputes between those who live in the same locality or neighbourhood. Disputes may involve issues such as noise, communication breakdown, anti-social behaviour, boundary problems and lifestyle differences, amongst other things. Mediation is not about deciding who is right or wrong, nor about what should or should not have happened in the past. Its main aim is to find some way of improving the present situation.

### Intergenerational Mediation

**Time2Talk** helps people to talk and listen to each other, and work towards better communication and understanding. Like other forms of mediation, **Time2Talk** is a staged process, voluntarily entered into, in which young people and their families are empowered to talk and resolve family difficulties. This service is nondirective, impartial, and confidential (subject to child protection requirements) and helps people to talk and listen to each other, and work towards better communication and understanding.

### Workplace Mediation

Following on from an 'Awards for All' grant to provide training for a core group of 12 mediators to be accredited to mediate in the workplace, we have been offering this new service across our area of benefit. Mediation in the workplace can lead to reduced stress, improved working relationships and more effective teamwork. Workplace mediation will be delivered to organisations within the voluntary and community sector and the business sector – any income received for workplace mediation will help to fund the provision of mediation to the local communities.

## Our Mediators

The key to the success of our service is that mediation is delivered via a team of around 50 professionally trained volunteers to members of their own community. We believe that it is vital that communities develop their skills to help resolve their own conflicts and that conflict resolution is truly effective when the change comes from within the community. They come from all walks of life, professional backgrounds and demographics, and bring their wealth of experience and knowledge to their role as mediators.

Our mediators have continued to be supported by our Community Development Coordinator and we have provided them with further training and development opportunities – such as the workplace training mentioned above – and regular opportunities to meet and share best practice. We work to the **European Code of Conduct for Mediators** professional standards and seek to empower the people we work with to take mediation skills into their everyday life so they are able to avoid or resolve their own conflicts.

## **Training**

Training in mediation and conflict resolution skills for outside agencies and organisations is an area of potential growth, and we have begun discussions with our colleagues at our neighbouring community mediation service – Mediation Plus – about developing a programme of accredited training as they have recently become a registered training centre with the Open College Network.

## **Funding**

Our organisation has continued to deliver our full range of services during this period on a tiny budget – with total income falling from £63,086.00 in the previous year to just £39,535.00 in this - thanks to the continued efforts of our central office team, mediators and Trustees.

Our Core funding continues to include a community grant from Brighton & Hove City Council, Service Level Agreements from Local Authority Housing, Lewes District Housing and many of the Social Housing landlords in the City and a donation from Sussex Police. We also received a grant from the Comic Relief Community Fund via the Sussex Community Foundation to continue the support and development of our last group of new community mediators.

## **Mediation Case Referrals**

We accepted 109 referrals during the year. Just under half of our cases in the last year (46 % compared with 48% in previous year) were referred from Local Authority Housing and 15% from other local Housing Associations (compared with 22% in previous year). Self referrals made up 18% of our cases, with the remainder came from various sources including social services, Sussex Police, Environmental Health and the University of Brighton. Thirty-one percent (same %age as 2010-11) remained at referral stage as at least one party did not want to engage with mediation, and in 6% of cases one party withdrew after mediation commenced.

Case referrals once again came from across the entire Brighton & Hove City Council area, with the greatest number of cases being located in Hollingbury, Moulsecoomb, Portslade, Queens Park and Whitehawk ward areas. Our busiest months for referrals were May, August, November and March, each accounting for more than 10% each of the total annual caseload.

## **Disputes**

The majority of referrals continue to come under the heading of 'Anti-social behaviour', which can include anything from noise to serious cases of harassment and verbal abuse issues. Often the close proximity of people with marked lifestyle differences that have escalated due to lack of communication and misunderstanding are at the root of these issues, especially where those people have very little choice over where they live or who they live next too. We have also dealt with cases involving boundaries between properties, trees, parking and between private landlords and tenants.

## **Mediation Outcomes**

Of the cases that went on to mediation, 71% of clients reached agreement or reported a significant improvement in their situation. Another 10% were able to resolve their issues themselves after referral without requiring visits from our mediators. We strongly believe that being able to talk through issues with clients and being able to offer them some support around communication with the party they are in dispute with is of great benefit in itself, as this statistic illustrates.

**Brighton & Hove Independent Mediation Service**  
**Accounting Statement (Receipts and Payments Basis)**

for the year ending 31st March 2011

	2011			2010
	Unrestricte Funds	Restricted Funds	Total Funds	Total Funds
<b><u>Receipts</u></b>				
Donations	1269		1269	2004
Grants: Sussex Police	4000	0	4000	1500
Henry Smith Foundation	0		0	2500
Big Lottery Fund	0	6371	6371	0
Lloyds TSB Foundation for England & Wales	0	15500	15500	0
Brighton and Hove City Council	6000		6000	0
Housing Association service contracts (2010-11)	25125		25125	17710
Service contracts in advance (2011-12)	4500		4500	0
Other/miscellaneous income	305		305	80
Bank Interest	16		16	23
<b>Total Receipts</b>	<b>41215</b>	<b>21871</b>	<b>63086</b>	<b>23817</b>
<b><u>Payments</u></b>				
<b><u>Staff and Volunteer costs</u></b>				
Salaries and National Insurance	30810	10669	41479	39167
Training	0	2155	2155	463
Staff expenses and travel	31	65	96	91
Volunteer expenses	10	345	355	212
CRB checks	0	0	0	110
Recruitment	0	0	0	215
<b><u>Office costs</u></b>				
Telephone	486	167	653	699
Printing and stationery	47	50	97	266

Publicity and marketing	1	935	936	257
Postage	285	138	423	30
Subscriptions	123	0	123	0
Insurance	344	202	546	546
Equipment and servicing/repairs	0	73	73	23
Room hire	26	49	75	69
Rates	0	66	66	0
Refreshments	87	24	111	109
Sundry expenses	27	9	36	23
Replacement of Office Equipment	102	25	127	0
<b>Professional costs</b>				
Accountancy and payroll fees	573	191	764	675
Professional fees	225	9	234	47
Fundraising costs	0	0	0	87
Management committee expenses	14	0	14	69
<b>Total Payments</b>	<b>33192</b>	<b>15171</b>	<b>48363</b>	43159
<b>Receipts less payments</b>	<b>8023</b>	<b>6700</b>	<b>14723</b>	-19342
Cash Fund Balances brought forward	192	9983	10175	29517
Cash Fund Balances this year end	8215	16683	24898	10175

## **Statement of Assets and Liabilities**

as at 31st March 2011

	2011	2010
<b>Cash Funds</b>		
Deposit account	1740	5736
Current Account	23148	4413
Petty Cash	10	26
	<b><u>24898</u></b>	<b><u>10175</u></b>
<b>Reserves</b>		
Unrestricted fund	8215	192
Restricted funds	16684	9983
	<b><u>24898</u></b>	<b><u>10175</u></b>
<b><u>Balances of restricted funds as at 31 March 2011</u></b>		<u>2010</u>
Sussex Community Foundation	0	500
Big Lottery Fund/Awards for All	6371	0
Lloyds TSB grant	10313	9483
	<b><u>16684</u></b>	<b><u>9983</u></b>

### **Assets retained for charities own use(at cost)**

	2011	2010	2009	2008	2007	2006	2005	2004
Laptop Computer and accessories								1579
Desktop computer	0	0	0	0	0	422	500	
Printer	100							

### **Monetary Liabilities**

As at the balance sheet date , 31st March 2011, the following amounts were owed by the charity.

1) To HMRC for paye/National insurance deductions outstanding at 31 March 2011.

This is payable from the Unrestricted fund and the Lloyds TSB restricted fund.

£2,014

Total:

£2,014

## Notes to the accounts

1. Trustee's Remuneration: No trustees , or people connected to trustees, received any remuneration for any work carried out to the charity, in this accounting period.
2. Taxation: The trust is a registered charity and under section 505(1) of the Income & Corporation Taxes Act 1988 is exempt from taxation on its charitable activities.
3. Trustee's expenses: No Trustees claimed expenses during the year for travel etc, (2010-nil)  
Expenses of £13.83 were incurred on refreshments for management Committee meetings. ( 2009 £15.34)
4. Income in advance: The following income has been received in advance for the year 2011/12, before 31st March 2011, and is included in the income figure in the Receipts and payments account.  
Housing Associations £4,500
5. Independent Examination fees: Fees paid to the Independent Examiner included in these accounts total £480

Signed by trustee on behalf of all trustees

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Name

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date of approval

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## **Brighton and Hove Independent Mediation Service**

### **Independent Examiner's Report to the trustees on the accounts ended 31 March 2011**

I report on the Receipts and Payments accounts of the Trust 'Brighton & Hove Independent Mediation Service' for the year ended 31 March 2011, which are set out on pages 1-3 .

#### **Respective responsibilities of the trustees and examiner**

As the Charity's Trustees you are responsible for the preparation of the accounts: you consider that the audit requirement under section 43(2) of the Charities Act 1993 (the Act) does not apply, and that there is no requirement in the governing document of the Charity for the conducting of an audit, and that an independent examination is needed.

It is my responsibility to:

- 1) Examine the accounts (under section 43(3)(a) of the 1993 Act)
- 2) To follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 43(7)(b) of the 1993 Act), and;
- 3) 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 Commissioners. 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 item or disclosures in the accounts and seeking explanations from you as Trustees concerning such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an opinion 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**

Subject to the limitations upon the scope of our work as detailed above, 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 41 of the 1993 Act; and to
  - prepare accounts which accord with the accounting records and 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.

Steven Early FCCA  
Strategic Accounting Services  
Chartered Certified Accountants  
79 Cissbury Crescent  
Saltdean  
East Sussex  
BN2 8RH

Date: