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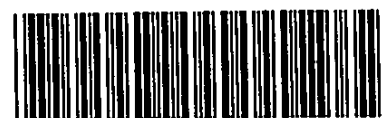
Charity Registration No. 1120238

Company Registration No 5706715 (England and Wales)

**LAMBETH MEDIATION SERVICE**  
**TRUSTEES' REPORT AND UNAUDITED ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2013**

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# LAMBETH MEDIATION SERVICE

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	Mark Stiebel - (Chairman) Liz Urben Pauline Anguin
<b>Managing Director</b>	Maria Veerapen (Joined October 2012 - Resigned November 2013)
<b>Secretary</b>	Catriona Robertson (Resigned 29 April 2013)
<b>Charity number</b>	1120238
<b>Company number</b>	5706715
<b>Principal address</b>	1 Barrhill Road London SW2 4RJ United Kingdom
<b>Registered office</b>	1 Barrhill Road London SW2 4RJ United Kingdom
<b>Independent examiner</b>	Leroy Reid & Co 299 Northborough Road Norbury SW16 4TR
<b>Bankers</b>	CAF Bank Ltd 25 Kings Hill Avenue West Mailing Kent ME19 4JQ

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# **LAMBETH MEDIATION SERVICE**

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# **LAMBETH MEDIATION SERVICE**

## **TRUSTEES' REPORT**

### **FOR THE YEAR ENDED 31 MARCH 2013**

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The Trustees of Lambeth Mediation Service, ( hereafter referred to as " the Charity ") present their report and the financial statements of the Charity for the year ended 31st March 2013

The accounts have been prepared in accordance with the accounting policies set out in note 1 and comply with the Companies Act 2006 and the Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in March 2005

#### **Structure, governance and management**

The organisation is a charitable company, incorporated on the 13th February 2006 as a private company limited by guarantee with no share capital according to its Memorandum and Articles of Association. It became a registered charity on the 23rd February 2007 by the Charity Commission (England and Wales)

The Trustees who served during the year are,

Mark Stiebel - (Chairman)

Catriona Robertson

(Resigned 29 April 2013)

Liz Urban

Pauline Anguin

Appointment of trustees is governed by the Trust Deed of the Charity. The Board of Trustees is authorised to appoint new trustees to fill vacancies arising through resignation or death of an existing trustee. All new trustees are inducted by both the Chair and the Managing Director with a pack containing the organisation's Constitution, the business plan, the previous year's annual report and a copy of the Charity Commission leaflet "The Essential Trustee: What You Need to Know".

Lambeth Mediation Service has a Management Committee of up to fifteen members who meet regularly and are responsible for the strategic direction and policy of the Charity. At present the committee has eight members from a variety of professional backgrounds relevant to the work of the Charity.

A scheme of delegation is in place and day to day responsibility for the provision of the service rests with the central management team headed by the Managing Director. The Managing Director has overall operational accountability for LMS to the Management Committee. They are responsible for defining and implementing strategy and with the Management Committee, developing new projects for the service. They have joint responsibility with the Management Committee for obtaining the funds necessary for the service to continue. Reporting directly to the Managing Director is the Service Co-ordinator who is responsible for day to day operational service delivery, staff, volunteer recruitment and support.

The administrative officer and caseworker carry out the work in conjunction with the Service Co-ordinator on a daily basis.

#### **Risk management and risk relating to service delivery**

During 2012-13, the activities of the Charity have been at a level at which it has been possible for the Trustees to oversee everything being done. In so doing, due caution was exercised in decision making as well as ensuring proper risk assessment and management procedures were in place for service delivery as well as financial viability.

#### **Safeguarding of assets**

The Management Committee is also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The assets of the Charity, which includes computers, printers and office furniture are adequately insured.

#### **Precautionary policies in relation to risk**

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# **LAMBETH MEDIATION SERVICE**

## **TRUSTEES' REPORT (CONTINUED)**

### **FOR THE YEAR ENDED 31 MARCH 2013**

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The Charity holds Professional Indemnity and Employer's Liability Insurance to cover any claims on mediators and staff arising from service delivery. A backup system is in place for the purpose of retrieving clients' details in case of loss or damage to computers. Measures are in place for dealing with emergencies such as an outbreak of fire and the Charity has in force a Health and Safety policy.

#### **Objectives and activities**

To promote for the public benefit, predominantly but not exclusively in the London Borough of Lambeth and with a view to preservation of public order, the provision of services directed towards mediation and conciliation between persons, organisations and groups who are involved in dispute or inter-personal conflict where that dispute or conflict results from or may lead to acts of nuisance, vandalism, racial abuse or breach of peace.

To advance the education of the public, especially in the London Borough of Lambeth, in methods of such mediation and conciliation and in particular, the nature and causes of such dispute and means of managing it.

The policy of the Charity continues to be to seek additional finance and support to continue to run the organisation and to provide mediation and conflict resolution services.

Volunteers enable mediation services to be delivered, by acting as visitors, mediators and facilitators.

Our updated strategic plan continues to provide the context and focus of our activities and defines our strategic objectives as,

#### **(1) Sustainability**

We continue to move toward a model of funding that allows us to plan for the long-term and provides for a sustainable organisation contributing to conflict resolution and social cohesion in the London Borough of Lambeth. This will give us the platform to achieve our vision and mission. By sustainability we mean generating income from our own activities to make us less reliant on trusts and other grant givers, and also improving the planning, capacity and governance of the organisation.

#### **(2) Role and reputation**

We aim to position ourselves as voluntary sector consultants of conflict prevention and resolution and the first choice of individuals, statutory bodies and other organisations in the Borough requiring community conflict resolution skills.

#### **(3) Building peace in the community**

We aim to contribute to the wellbeing of the community by empowering community members to resolve conflicts peacefully and to diversify our services where we have a core competence and there is an evidenced need.

### **Achievements and performance**

#### **Restorative Justice**

One major new development for the Charity was in extending our services in community conflict resolution to include Restorative Justice. Lambeth was selected for a new two-year pilot project by the Ministry of Justice to develop Neighbourhood Justice Panels for 'low-level' crime and anti-social behaviour. The pilot project was developed in partnership with Lambeth Council's Community Safety Department and Lambeth Living, both of whom fund the project.

# **LAMBETH MEDIATION SERVICE**

## **TRUSTEES' REPORT (CONTINUED)**

### **FOR THE YEAR ENDED 31 MARCH 2013**

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This enables the local Metropolitan Police, Community Safety, the Housing department and other service providers to refer cases to the Charity. We then facilitate Neighbourhood Justice Panels, bringing together the victim and the perpetrator, together with other agencies involved in the dispute, to discuss the impact of the behaviour, repair damage through restorative approaches and thus allow both parties to move on.

To assist the development of the project, a new Service Co-ordinator was recruited in June 2012 to lead our work in both Community Mediation and Restorative Justice. A number of existing volunteer mediators were trained in Restorative Justice to facilitate Neighbourhood Justice Panels.

Since the project's inception from October 2012 to March 2013, the Charity received 27 case referrals for Neighbourhood Justice Panels.

#### **Community Mediation**

Mediation cases continued to be delivered predominantly by our volunteers and in the last financial year we dealt with 74 cases and 156 clients. Of these 72% of the referrals came from Lambeth Living with the majority of the remainder received from registered social landlords in the borough. The main cause of dispute was the same as the previous year—Noise, which formed 82% of our cases.

We continued to expand our skills and delivered different types of mediation on a paid and charitable basis. This has included running conflict surgeries for tenants in each of the Lambeth Living Housing Area. We have delivered a number of workshops to organisations using techniques such as appreciative enquiry as well as delivering conflict resolution training to various organisations, including schools.

#### **Financial review**

The total income of the Charity, generated from all sources amounted to £96,679 (2012 - £111,597) and report a deficit of £2,481 compared to a deficit of £7,882 in 2012. There were reserves of £134,345 (2012 - £136,826) to be carried forward.

The Management Committee has examined the Charity's requirements for reserves in the light of the main risks to the organisation. It has established a policy whereby 3 months of reserves exist at all times.

Further funding will be essential to prevent subsequent depletion of reserves and to enable the service to continue. Going forward, we will need to supplement grant income by providing services for a fee.

At present the Trustees believe the financial position of the organisation to be reasonably satisfactory, however the Trustees consider the build up of reserves to be of primary importance for the sustainability of the organisation and are concerned about the status of its grant from the London Borough of Lambeth. The organisation is seeking funding on a project by project basis and will continue to review its commitment to projects in the light of prospective funding every 3 months.

Under the governing charity constitution, the Trustees have the power to make any investments which they see fit. The Trustees have considered the most appropriate policy for investing funds, and have decided to maintain funds in an interest-bearing account. The average returns on Charity Aid Foundation accounts show 2%.

#### **Disclosure of information to independent examiner**

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the independent examination, but of which the examiner is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the examiners are aware of such information.

## **LAMBETH MEDIATION SERVICE**

### **TRUSTEES' REPORT (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2013**

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#### **Independent examiner**

A resolution proposing that Leroy Reid & Co be reappointed as the independent examiner of the company will be put to the members at the next Annual General Meeting

On behalf of the management board



**Mark Stiebel Esq**  
**Chairman**

**Dated** 13 January 2014

# LAMBETH MEDIATION SERVICE

## INDEPENDENT EXAMINER'S REPORT

### TO THE OF LAMBETH MEDIATION SERVICE

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We have examined the financial statements on pages 9 to 14 for the year ended 31st March 2013 which have been prepared under the accounting policies set out on pages 9

#### Respective responsibilities of and examiner

As the Charity's Trustees, you are responsible for the preparation of the accounts, you consider that the audit requirements of Section 43 (2) of the Charities Act 1993 (the Act) do not apply, and that an independent examination is needed. It is our responsibility to examine the accounts under section 43(3) a of the Act and to state, on the basis of procedures specified in the General Directions of the Charity Commissioners under Section 43(7)(b) of the Act, whether particular matters have come to our attention

Having satisfied ourselves that the charity is not subject to audit under company law and is eligible for independent examination, it is our responsibility to

- (i) examine the accounts under section 145 of the 2011 Act,
- (ii) to follow the procedures laid down in the general 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 our attention

#### Basis of independent examiner's report

Our 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 the examination, no matter has come to our attention

- (a) which gives us reasonable cause to believe that in any material respect the requirements
  - (i) to keep accounting records in accordance with section 386 of the Companies Act 2006, and
  - (ii) to prepare accounts which accord with the accounting records, comply with the accounting requirements of 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice Accounting and Reporting by Charities,
- (b) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached



Leroy Reid & Co  
Chartered Certified Accountant and Statutory Auditors  
299 Northborough Road  
London  
SW16 4TR

Dated: 16/1/2014



# LAMBETH MEDIATION SERVICE

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2013

	Notes	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
<b>Incoming resources from generated funds</b>					
Donations and legacies	2	19,421	-	19,421	15,527
Investment income	3	228	-	228	190
		19,649	-	19,649	15,717
Incoming resources from charitable activities	4	35,880	41,150	77,030	95,880
<b>Total incoming resources</b>		<b>55,529</b>	<b>41,150</b>	<b>96,679</b>	<b>111,597</b>
<b>Resources expended</b>					
<b>Charitable activities</b>					
Community, Peer Mediation and Cohesion		8,255	29,378	37,633	72,684
Fundraising and Sustainability		16,597	612	17,209	23,694
Restorative Justice		25,041	1,431	26,472	8,430
Overheads		-	12,591	12,591	10,496
<b>Total charitable expenditure</b>		<b>49,893</b>	<b>44,012</b>	<b>93,905</b>	<b>115,304</b>
Governance costs		5,255	-	5,255	4,175
<b>Total resources expended</b>		<b>55,148</b>	<b>44,012</b>	<b>99,160</b>	<b>119,479</b>
<b>Net incoming/(outgoing) resources before transfers</b>		<b>381</b>	<b>(2,862)</b>	<b>(2,481)</b>	<b>(7,882)</b>
Gross transfers between funds		(2,862)	2,862	-	-
<b>Net expenditure for the year/ Net movement in funds</b>		<b>(2,481)</b>	<b>-</b>	<b>(2,481)</b>	<b>(7,882)</b>
Fund balances at 1 April 2012		136,826	-	136,826	144,708
<b>Fund balances at 31 March 2013</b>		<b>134,345</b>	<b>-</b>	<b>134,345</b>	<b>136,826</b>

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006

None of the Charity's activities were acquired or discounted during the period

There were no recognised gains or losses for 2012 or 2013 other than those included in the Statement of Financial Activities

The notes on pages 9 to 14 form part of these accounts

# LAMBETH MEDIATION SERVICE

## BALANCE SHEET

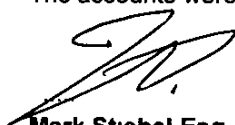
AS AT 31 MARCH 2013

	Notes	2013 £	£	2012 £	£
<b>Fixed assets</b>					
Tangible assets	9		366		548
<b>Current assets</b>					
Debtors	10	34,215		60,500	
Cash at bank and in hand		117,961		84,250	
		<u>152,176</u>		<u>144,750</u>	
<b>Creditors' amounts falling due within one year</b>	11	<u>(18,197)</u>		<u>(8,472)</u>	
<b>Net current assets</b>			<u>133,979</u>		<u>136,278</u>
<b>Total assets less current liabilities</b>			<u><u>134,345</u></u>		<u><u>136,826</u></u>
<b>Income funds</b>					
Unrestricted funds			<u>134,345</u>		<u>136,826</u>
			<u><u>134,345</u></u>		<u><u>136,826</u></u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2013. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these accounts.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

The accounts were approved by the Board on 13 January 2014

  
**Mark Stiebel Esq**  
 Chairman

Company Registration No 5706715

The notes on pages 9 to 14 form part of these accounts

# LAMBETH MEDIATION SERVICE

## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31 MARCH 2013

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#### 1 Accounting policies

##### 1.1 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 Companies Act 2006

##### 1.2 Incoming resources

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income

Voluntary income and donations are included in incoming resources when they are receivable, except when the donors specify that they must be used in future accounting periods or donors' conditions have not been fulfilled, then the income is deferred. The income for fundraising ventures is shown gross, with the associated costs included in fundraising costs

Grants, where entitlement is not conditional on the delivery of a specific performance by the Charity, are recognised when the charity becomes unconditionally entitled to the grant

Donated assets are included at the value to the Charity where these can be quantified

##### 1.3 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to the strategic management of the Charity

##### 1.4 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

Computer Software	33 33% reducing balance
Computer Hardware	33 33% reducing balance
Office Equipment	33 33% reducing balance

# LAMBETH MEDIATION SERVICE

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2013

### 2 Donations and legacies

	2013 £	2012 £
Donations and gifts	<u>19,421</u>	<u>15,527</u>
<b>Donations and gifts</b>		
Unrestricted funds		
Donations	271	77
Housing Association	-	15,450
London & Quadrant	13,450	-
Workplace Mediation	5,700	-
	<u>19,421</u>	<u>15,527</u>

### 3 Investment income

	2013 £	2012 £
Interest receivable	<u>228</u>	<u>190</u>

### 4 Incoming resources from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
Grants Receivable	<u>35,880</u>	<u>41,150</u>	<u>77,030</u>	<u>95,880</u>
Included within income relating to grants receivable are the following grants				
London Borough of Lambeth			35,880	35,880
The Monument Trust			-	60,000
Trusthouse charitable foundation			9,400	-
Community safety division			20,000	-
Lambeth Living Conflict Surgeries			6,750	-
Restorative Justice Panel			5,000	-
			<u>77,030</u>	<u>95,880</u>

# LAMBETH MEDIATION SERVICE

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2013

### 5 Total resources expended

	Staff costs £	Depreciation £	Other costs £	Total 2013 £	Total 2012 £
<b>Charitable activities</b>					
<u>Community, Peer Mediation and Cohesion</u>					
Activities undertaken directly	35,753	-	1,880	37,633	72,684
<u>Fundraising and Sustainability</u>					
Activities undertaken directly	16,597	-	612	17,209	23,694
<u>Restorative Justice</u>					
Activities undertaken directly	25,041	-	1,431	26,472	8,430
<u>Overheads</u>					
Activities undertaken directly	-	-	12,591	12,591	10,496
	<b>77,391</b>	<b>-</b>	<b>16,514</b>	<b>93,905</b>	<b>115,304</b>
<b>Governance costs</b>	<b>-</b>	<b>182</b>	<b>5,073</b>	<b>5,255</b>	<b>4,175</b>
	<b>77,391</b>	<b>182</b>	<b>21,587</b>	<b>99,160</b>	<b>119,479</b>

Governance costs includes payments to the examiners of £1,020 (2012 £1,012) for examination fees

# LAMBETH MEDIATION SERVICE

## NOTES TO THE ACCOUNTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2013

#### 6 Activities undertaken directly

	2013 £	2012 £
Other costs relating to community,peer mediation and cohesion comprise		
Recruitment	136	140
Marketing	-	17
Volunteer expenses	170	530
Volunteer gift	108	10
Volunteer training	-	1,989
Volunteers events	157	557
Room hire	105	1,011
Conflict surgery	1,204	-
	<b>1,880</b>	<b>4,254</b>
Other costs relating to fundraising and sustainability comprise		
Course development	612	280
Marketing	-	935
	<b>612</b>	<b>1,215</b>
Other costs relating to restorative justice comprise		
Course delivery	43	-
Travel	318	-
Volunteer expenses	15	-
Stationery	439	-
Supervision and training	8	-
Conference	155	-
Refreshment	52	-
Equipment	224	-
Postage	77	-
Legal and professional	100	-
	<b>1,431</b>	<b>-</b>
Other costs relating to overheads comprise		
AGM,annual report and leaflets	-	1,383
Office rental	3,600	2,924
Postage	476	432
Printing and stationery	715	387
Telephone	1,596	1,814
IT computer maintenance	699	1,592
Travel and subsistence	753	703
Membership	1,205	190
Sundry expenses	525	288

# LAMBETH MEDIATION SERVICE

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2013

### 6 Activities undertaken directly (continued)

Insurance	840	783
Refreshment	250	-
Publicity	325	-
Workplace Mediation	1,607	-
	<b>12,591</b>	<b>10,496</b>

### 7 Governance costs

	2013 £	2012 £
Other governance costs comprise		
Legal and professional	497	518
Others	-	3
Book-Keeper	3,537	2,333
Independent examiners fees	1,012	1,012
Bank charges	27	37
	<b>5,073</b>	<b>3,903</b>

### 8 Employees

#### Number of employees

The average monthly number of employees during the year was

	2013 Number	2012 Number
Direct charitable work	5	6
Management and administration	1	1
	<b>6</b>	<b>7</b>

#### Employment costs

	2013 £	2012 £
Wages and salaries	71,173	90,721
Social security costs	6,218	8,618
	<b>77,391</b>	<b>99,339</b>

There were no employees whose annual remuneration was £60,000 or more

# LAMBETH MEDIATION SERVICE

## NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2013

### 9 Tangible fixed assets

	Computer Software	Computer Hardware	Office Equipment	Total
	£	£	£	£
<b>Cost</b>				
At 1 April 2012 and at 31 March 2013	563	7,578	375	8,516
<b>Depreciation</b>				
At 1 April 2012	542	7,059	367	7,968
Charge for the year	7	172	3	182
<b>At 31 March 2013</b>	<b>549</b>	<b>7,231</b>	<b>370</b>	<b>8,150</b>
<b>Net book value</b>				
At 31 March 2013	14	347	5	366
At 31 March 2012	21	519	8	548

### 10 Debtors

	2013 £	2012 £
Trade debtors	34,215	60,500

### 11 Creditors amounts falling due within one year

	2013 £	2012 £
Taxes and social security costs	7,460	4,534
Other creditors	1,275	2,926
Accruals	1,012	1,012
Deferred income	8,450	-
	<b>18,197</b>	<b>8,472</b>



## LAMBETH MEDIATION SERVICE

### NOTES TO THE ACCOUNTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2013**

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**12 Analysis of net assets between funds**

	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total £</b>
Fund balances at 31 March 2013 are represented by			
Tangible fixed assets	366	-	<b>366</b>
Current assets	152,176	-	<b>152,176</b>
Creditors amounts falling due within one year	(18,197)	-	<b>(18,197)</b>
	<u>134,345</u>	<u>-</u>	<u><b>134,345</b></u>