

Luton Mediation

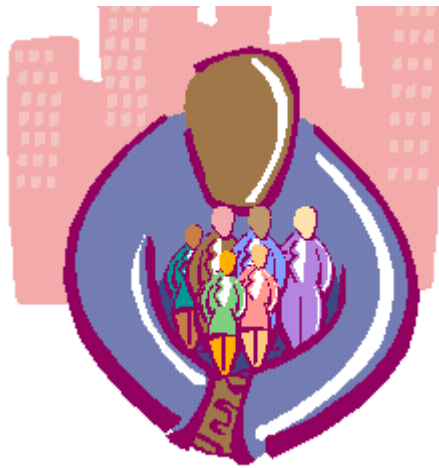
15 New Bedford Road

Luton

LU1 1SA

Email: info@lutonmediation.co.uk

(Reg. Charity No: 1025520)



Twenty Ninth Annual Report

2021-2022

Working with

Luton Borough Council

(including tenancy enforcement, environment protection))

Safer Luton Partnership

Bedfordshire Police

Housing Associations

Chairpersons Welcome

Luton Mediation continues to provide a valuable service to residents of Luton in resolving conflicts in spite of shrinking budgets and competitive demands for the work.

Debbie and Lorna have strived to maintain the high quality service that Luton Mediation has become synonymous with. I want to thank them personally for their commitment and loyalty to the organisation, especially when we are trying really hard to maintain and deliver a service with shrinking resources.

We are thankful for each and every one of our volunteers and appreciate the time that they give in enabling the service to support many local people to resolve conflicts and retain a better quality of life.

The year ahead will be challenging in the current climate and we will endeavour to secure ongoing funds to keep the service in existence. We are indebted to those who have already funded the work and hope that others will see the benefits of the service and want to be a part of it.

It is a pleasure to be associated with the organisation both as the Vice Chair and the Staff Liaison Officer.

Joan Bailey

Service Report

2021 - 2022 has again proven to be both a busy and challenging year.

We have had 294 enquiries into the office of which 92 cases were full cases.

We were fortunate to be funded by LLAL and have continued to work closely & Build relationships with other organisations.

Unfortunately, we have lost our funding for the next year(2022-2023) and we continue to work hard sourcing other avenues of income.

We continue to use our volunteer mediators for cases within Luton Borough.

The 92 cases that were opened directly impacted the lives of over 250 people, which is a huge amount.

Mediation continues to be an effective and positive way to resolve issues and changes the lives of people affected.

Our mediators continue to work hard and support the service.

We have had some complex and challenging cases and we are very grateful for their Continued support.

Debbie Gibbons

Total Enquiries to the service = 294 (202 signposted/no further action)

Casework : 92 Cases Opened

TOTAL	Self Referrals	LBC Housing	Tenancy Enforcement	Community Safety	Housing Associations	Central Beds	Police	Environmental Protection
92	48	3	3	4	21	4	8	1

Case Analysis

ASB	25
Hate Crime	2
Noise	26
Parking	24
Harassment	4
Rubbish	8
Boundaries	3

Referrals by ethnicity

White British	28
White European	10
Pakistani	18
Bangladeshi	8
Caribbean	4
Black African	4
Black Other	2
Mixed Heritage	4
Indian	3
Asian Other	4
Traveller/Gypsy	1
Other	2
Unknown/prefer not to say	4

16

Disability

Yes	No	Unknown Prefer not to say
24	63	5

AGE	
17-24	3
25-34	12
35-49	31
50-64	40
65+	2
Unknown	4

Gender

Male	Female	Other
38	52	2

What did our clients think of us?

Service Evaluation forms are sent to all clients who met with mediators In 2021-2022 we had 19 replies

1. Booking the appointment .

<i>Very satisfied</i>	<i>Fairly Satisfied</i>	<i>Undecided</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
89%	10%	0%	0%	1%

2. How well did we keep you informed of progress?

<i>Very well</i>	<i>Fairly Well</i>	<i>Undecided</i>	<i>Fairly poorly</i>	<i>Very poorly</i>
93%	6%	0%	0%	1%

3. How do you feel the mediators treated you?

<i>Fairly</i>	<i>Undecided</i>	<i>Unfairly</i>
95%	4%	1%

4. How well do you think the mediators listened to you?

<i>Very well</i>	<i>Fairly Well</i>	<i>Undecided</i>	<i>Fairly Poorly</i>	<i>Very Poorly</i>
91%	8%	0%	0%	1%

5. How well did the mediators explain the mediation process?

<i>Very well</i>	<i>Fairly well</i>	<i>Undecided</i>	<i>Fairly Poorly</i>	<i>Very Poorly</i>
94%	5%	0%	0%	1%

6. Case Outcome

<i>Better</i>	<i>Same</i>	<i>Worse</i>
86%	13%	1%

7. Would you try mediation again or recommend us to someone else?

<i>Definitely</i>	<i>Likely</i>	<i>Undecided</i>	<i>Unlikely to</i>	<i>Definitely not</i>
71%	15%	13%	0%	1%

WHO'S WHO

MANAGEMENT COMMITTEE

<i>Joan Bailey</i>	<i>Chairperson</i>
<i>Norah Kitimbo</i>	<i>Vice chairperson</i>
<i>Rajab Ali</i>	<i>Treasurer</i>
<i>Kerryann Spencer</i>	<i>Secretary</i>
<i>Joan Bailey</i>	<i>Staff Liaison</i>
<i>Kerryann Spencer</i>	<i>Mediator Rep</i>
<i>Summara Khurshid</i>	<i>LBC rep</i>

OFFICE STAFF

<i>Lorna Chandler</i>	<i>Senior Caseworker</i>
<i>Debbie Gibbons</i>	<i>Manager</i>

LUTON MEDIATION

Registered Charity Number 1025520

TRUSTEES REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st MARCH 2022

LUTON MEDIATION

Registered Charity Number 1025520

Report of the Trustees

The trustees present their report and financial statements for the year ended March 31st, 2022

Administrative details

Name: Luton Mediation

Registered Charity Number: 1025520

Principal Office: Community House, 15 New Bedford Road, Luton, LU1 1SA

Management Committee

Joan Bailey (Chair)

Rajab Ali (Vice Chair)

Norah Kitimbo (Treasurer)

Kerryann Spencer (Secretary)

Governance and Management

The governing instrument is the constitution, which was adopted 18th March 1993, amended 14th November 2006. Management is through a board of trustees called "Management Committee" (MC) of up to a maximum of eight, nominated by members and elected at the AGM.

Management Meetings are held quarterly.

Objectives

Our charitable objectives are to promote for the public benefit in the Borough of Luton; and upon specific request, when resources will allow, the surrounding area; with a view to the preservation of public order. The provision of services directed towards mediation and conciliation between persons, organisations and groups who are involved in dispute or interpersonal conflict where that dispute or conflict results from or may lead to acts of nuisance, vandalism, breach of the peace or hate crime. To educate the public in the Borough of Luton about the methods of mediation and conciliation, the nature and causes of dispute and ways of managing it.

Public Benefit Statement

In setting objectives and planning activities the Trustees have considered the Charity Commission guidance on public benefit.

Main Activities

Luton Mediation aims to resolve disputes by using trained mediators to negotiate agreement between disputing parties. Our focus is to offer a mediation service for neighbour disputes.

Review of the Year

We have received 92 referrals this year. Many cases have been more complex than previous years. The Covid 19 pandemic is still impacting people's lives.

The types of neighbourhood Issues we have dealt with include, Anti-social behaviour, racial harassment, noise nuisance and parking.

Reserves

The level of unrestricted reserves on 31st March 2022 was £47,469. It is the trustees view that it is prudent to ensure that there are enough reserves to cover 3 months operating costs.

Approved by the trustees and signed on its behalf by:

Trustee: 

Trustee: *Rajab Ali*

Date: 20/9/22

Independent Examiner's Report to the Trustees of Luton Mediation

I report on the accounts of Luton Mediation for the year ending 31st March 2022 which are set out on pages 4 - 8.

Respective Responsibilities of Trustees

As Trustees you are responsible for the preparation of the accounts. You consider that an audit is not required for this year under section 144 of the Charities Act 2011 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))
- To state whether 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. The examination of Luton Mediation's accounts 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 trustees concerning such matters. The procedures undertaken do not provide all the evidence 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 or have not been met:

(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 comply with the accounting requirements of the Charities Act

(2) To which, in my opinion, attention should be drawn in order to enable proper understanding of the accounts to be reached.

Signed *JEHunter*

Date 05.09.22

Joanne Hunter
27 Bengeo Mews
Bengeo Street
Hertford
SG14 3TL

LUTON MEDIATION

Registered Charity Number 1025520

STATEMENT OF FINANCIAL ACIVITIES FOR THE YEAR ENDING 31 MARCH 2022

		2022	2021
	Notes	Total funds unrestricted	Total Funds unrestricted
		£	£
Income			
Income from charitable activities Mediation and advice services	1	37,459	43,752
Investment Income	2	14	163
Total Income		<u>37,473</u>	<u>43,915</u>
Expenditure			
Expenditure on charitable activities	3	39,173	46,913
Total expenditure		<u>39,173</u>	<u>46,913</u>
Net Income/(Expenditure) and net movement in funds for the year		(1,700)	(2,998)
Reconciliation of Funds			
Total Funds brought forward on 1 st April 2021		53,244	57,999
Total Funds carried forward on 31 st March 2022		47,469	53,244

LUTON MEDIATION

Registered Charity Number 1025520

BALANCE SHEET AS AT 31 MARCH 2022

	2022	2021
	£	£
Fixed Assets		
Tangible Assets	190	1718
Current Assets		
Debtors	3,989	3,000
Cash at hand and in bank	47,279	56,244
Total	<u>51,458</u>	<u>56,244</u>
Liabilities		
Creditors falling due within one year	4,179	4,718
Net current assets	47,279	51,526
Total net assets	<u>47,469</u>	<u>57,799</u>
Funds of the Charity		
Unrestricted Income Funds	47,469	53,244

Approved by the Trustees

Signed on their behalf by:

Trustee: *J Bailey*

Trustee: *Rajab Ali*

Date: 20/9/22

LUTON MEDIATION

Registered Charity Number 1025520

NOTES TO THE ACCOUNTS FOR THE YEAR ENDING 31 MARCH 2022

ACCOUNTING POLICIES

Basis of this preparation

These accounts have been prepared in accordance with the statement of recommended practice in accordance with the financial reporting standards applicable in the UK and Republic of Ireland (FRS 102)

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated.

- a. **Reconciliation with previous generally accepted accounting practice:** In preparing the accounts the trustees have considered whether in applying the accounting policies required by the Charities SORP 102 the statement of comparative items was required. No restatements were required.
- b. **Fund Accounting:** The charity's unrestricted funds which the charity may use for its purpose at its discretion. The charity's restricted funds are those where the donor has imposed restrictions on the use of funds which are legally binding.
- c. **Income:** All income is recognised for when the charity has entitlement, it is probable that the income will be received, and the amount can be measured reliably
- d. **Expenditure:** Is recognised once there is a legal or constructive obligation to make payment to a third party. It is probable that settlement will be required, and the obligation can be measured reliably.
- e. **Support Costs:** Include central functions that assist the work of the charity but do not directly undertake charitable activities. These have been allocated between governance costs and other support. Governance costs are the costs associated with general running of the charity as opposed to costs associated with fundraising or charitable activity.
- f. **Tangible fixed assets and depreciation:** Assets costing £500 or more are included at their historical cost and are depreciated over their estimated useful life. IT equipment at 33.3% Furniture & other equipment at 25%

LUTON MEDIATION

Registered Charity Number 1025520

NOTES TO THE ACCOUNTS FOR THE YEAR ENDING 31 MARCH 2022

	2022	2021
	Unrestricted Funds	Unrestricted Funds
Income from charitable activities	£	£
Grant- LLAL	26,358	27,255
Mediation Advice fees	11,016	16,497
	<u>37,374</u>	<u>43,792</u>
1. Investment Income	£	£
Bank Interest	163	163
2. Analysis of expenditure on charitable activities, mediation and advice services		
Salaries	20,700	20,800
Travel	97	0
Training	0	0
Premises	2,100	3,800
Communications	1,800	2,125
General Administration	866	823
Meetings & Conferences	25	7
IT / Software	2,500	2,282
Insurance	837	833
Governance Costs	3,500	3,900
Support Costs	8,848	12,343
Total	<u>39,173</u>	<u>46,913</u>

3. Staff Costs	2022	2021
Wages and Salaries	30,296	30,300
National Insurance costs	1,740	1,843
Total	<u>32,036</u>	<u>32,143</u>

No Employees received employee benefits for the reporting period of more than £60,000 (200: nil)

The average monthly number of employees during the year:

	2022	2021
Total Employees	2	2

4. Debtors: amounts falling due within one year

	2022	2021
Debtors	989	1,460
Prepayments and accrued income	nil	nil
	<u>989</u>	<u>1,460</u>

5. Creditors: amounts falling due within one year

	2022	2021
Accrued Expenses	nil	nil

6. Trustees.

None of the trustees received reimbursement of expenses or any other benefits in the year under review (2019: nil)

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