



# Trustees' Annual Report for the period

		Period start date			Period end date		
		1st	April	2019			
From					To	31 <sup>st</sup>	March 2020

## Section A Reference and administration details

<b>Charity name</b>	Ealing Mediation Service
<b>Other names charity is known by</b>	EMS
<b>Registered charity number (if any)</b>	1169518
<b>Charity's principal address</b>	Greenford Community Centre 170 Oldfield Lane South Greenford <b>Postcode</b> UB6 9JS

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Simeon Gann	Chair		
2	Joanne Bennett	Treasurer		
3	Marion Hardy			
4	Munawar Sheikh			
5	Samantha Stotland			
6	Caroline Hayward			
7	David Lines			
8	Emma Neilson			
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20				

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

**Names and addresses of advisers (Optional information)**

Type of adviser	Name	Address

**Name of chief executive or names of senior staff members (Optional information)**

Angela Dodwell, Service Coordinator

## Section B Structure, governance and management

**Description of the charity's trusts**

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation (CIO)
Trustee selection methods	Following open application in response to advertisement, by trustees through interview, confirmed by members

**Additional governance issues (Optional information)**

## Section C Objectives and activities

**Summary of the objects of the charity set out in its governing document**

Ealing Mediation Service aims to promote for the public benefit, mainly in Ealing and neighbouring boroughs, the provision of mediation, conciliation, or reconciliation services between people in the community, where they are involved or likely to become involved in dispute or interpersonal conflict. We aim to avoid such disputes or conflict leading to acts of violence, nuisance, vandalism, unlawful activity, abuse related to race, sex or disability, anti-social behaviour, or breakdown of public order.

We also aim to advance the education of the public, in the purposes and methods of mediation, conciliation or reconciliation and, in particular, the understanding of the nature and causes of any such disputes or conflicts and of all means of managing them for purposes of peaceful resolution in the interests of good citizenship.

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

We provide mediation information and independent, impartial, confidential, and voluntary community mediation casework to local residents to improve communication and behaviours as a means of managing conflict and increasing community cohesion.

Beyond community mediation, we have completed our John Lyon's Charity funded peer mediation in schools project, providing training and supervision to local primary schools in Ealing.

We are a member of the National Council for Voluntary Organisations, and the Ealing Community Network. We continue to be an active member of London Community Mediation Council (LCMC), attending and contributing to the effective management of its bi-monthly meetings and adhering to its quality standards. We remain an invited core member of Ealing's Community MARAC (Multi-Agency Risk Assessment Committee) which we attend on a monthly basis to review approaches to anti-social behaviour cases and contribute towards the work of the Safer Ealing Partnership.

We have undertaken promotional activities, including providing promotional materials and attending community events across Ealing borough, including training and working with young people from 'The Challenge' National Citizenship Scheme to raise awareness of the benefits of community mediation.

We deliver mediation awareness training workshops to a range of local partners, including the voluntary sector, Ealing Police (Safer Neighbourhood Teams), Ealing Council and officers from Registered Social Landlords. We have continued developing our good relationship with referrers and developing strong partnerships with them. We have successfully continued our efforts to develop limited partnership work in neighbouring boroughs and with new Registered Social Landlords.

We train, develop, and supervise our pool of diverse, valued volunteer community mediators. As part of our consideration of recruitment, retention, and commitment of mediators we acknowledge National Volunteers' Week and continue to use our advanced training programme aimed at up-skilling our volunteers to take on more challenging mediations.

In planning these activities, the Trustees confirm that they have had due regard to the Charity Commission's guidance on public benefit and are happy that the charities activities all conform to the guidance.

### Summary of the main achievements of the charity during the year

In the year to March 2020, we have assisted 171 new clients: 133 self-referrals, 16 referred by Ealing Council, 12 by Ealing Police, 2 by Registered Social Landlords (RSLs), 2 by the NHS and 6 by other borough Councils. In questionnaires with feedback from 41 clients and 32 referrers, 71 (98.6%) individuals positively indicated that community mediation aids the reduction of anti-social behaviour levels. Of those surveyed, 72 (98.6%) positively indicated that it improves (or potentially improves) the overall quality of life for residents.

We have organised 51 mediation appointments of which 20 were unfortunately cancelled by parties. Of the 31 mediation appointments held, 21 were single party sessions and 10 joint sessions. 100% of the single party sessions resulted in agreements and 80% of the joint sessions resulted in agreements. In addition, we organised 81 telephone appointments. We have closed off 58 enquiries which didn't proceed to a community mediation case/session but there was direct engagement between EMS and the client/referrer. Of these, 50 indicated some positive benefit from our involvement.

Training and working with 13 local teenage volunteers aged 16/17 from The Challenge resulted in engagement with residents of the borough. 18 members of the public in postcode areas W5 and W13 completed questionnaires and 16 (89%) positively indicated that community mediation aids the reduction of anti-social behaviour levels and improves (or potentially improves) the overall quality of life for residents.

We have engaged with the community by visiting local groups, health and community centres and by handing out posters and leaflets. An annual publicity newsletter was prepared and sent out to all local councillors and MPs. This year, we have increased our engagement with RSLs including awareness, receiving one off grants and an agreement to undertake cases referred to us on a case by case basis.

Our John Lyon's Charity funded work in primary schools was completed in 2019/20, resulting in over 90 Year 4 & 5 pupils being trained as peer mediators across 6 schools. This will have knock-on benefits for over 200 staff and over 2000 pupils. The feedback from the pupils shows that the training builds conflict management skills as well as self-esteem, confidence, and leadership. The feedback from the school staff shows that the children gain confidence and the project fits with their PHSE agenda and allows the children to feel part of positive promotion of emotional well-being.

Further development has taken place on our IT strategy including hardware replacement and renegotiation of our telecommunications contracts to reduce costs and improve efficiency.

As a member of London Community Mediation Council, we have contributed to its work by monitoring finances, raising awareness through the organisation and delivery of the LCMC annual London Mediators' Day event in October 2019. Additionally, we continue to positively contribute towards the work of the Ealing Community Multi-Agency Risk Assessment Committee (ECMARAC) both through referrals and attendance.

As part of continuing good governance, EMS has adopted NCVO's Charity Ethical Principles, namely: beneficiaries first, integrity, openness and right to be safe. We have committed to explicitly demonstrate these principles in our practice, policies, procedures, and communications.

Due to funding cuts, trustees were forced to make staff redundant. EMS will undergo a transformation to a volunteer led service. A part-time

Service Coordinator has been appointed and mediators and trustees have worked together to design a new service and the new process for case planning.

At the end of the year, face-to-face mediation was curtailed as a result of the Covid-19 pandemic. Alternative ways of providing mediation and assistance to members of the public were being discussed along with the training and referral implications for the service.

## Section E

## Financial review

### Brief statement of the charity's policy on reserves

The charity's policy on reserves is to retain sufficient unrestricted funds to discharge all liabilities in the event of restructuring or orderly winding up. During the year reserves were applied to make redundancy payments to members of staff as a consequence of restructuring. As EMS now has only one member of staff, the amount of reserves required has fallen. EMS retained sufficient reserves at the year end to discharge all known liabilities.

### Details of any funds materially in deficit

### Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The principal sources of funds were a quarterly grant from Ealing Council, a grant from Pathways, payments for services provided to other London boroughs and social housing providers, and donations.

Expenditure consisted of operating costs necessary to provide mediation services and restructuring costs. The majority of the charity's operating expenditure was on staff, training and development, mediator supervision and accommodation. Restructuring costs consisted of redundancy payments to staff. Including redundancy, 85% of total expenditure was on staff costs.

## Section F

## Other optional information

**Section G****Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

<b>Signature(s)</b>	<i>Simeon Gann</i>	
<b>Full name(s)</b>	Simeon Gann	
<b>Position (eg Secretary, Chair, etc)</b>	Chair	
<b>Date</b>	04/01/2021	



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name		No (if any)		CC16a
EALING MEDIATION SERVICE		1169518		
Receipts and payments accounts				
For the period from	Period start date	To	Period end date	
	1 April 2019		31 March 2020	

CC16a

## Section A Receipts and payments

	Unrestricted funds to the nearest	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
LB Ealing Direct Grant	37,895	-	-	37,895	19,238
LB Ealing Additional Grants	-	-	-	-	30,000
RSLs	5,687	-	-	5,687	4,604
Other London Boroughs	7,292	-	-	7,292	3,471
Donations (incl Gift Aided Donations)	1,073	-	-	1,073	183
Training	300	-	-	300	300
The Challenge	-	-	-	-	10
Trusts	-	500	-	500	515
John Lyons	-	-	-	-	13,000
Pathways & Comic Relief	-	5,000	-	5,000	10,000
Bank Interest	61	-	-	61	64
<b>Sub total (Gross income for AR)</b>	<b>52,309</b>	<b>5,500</b>	<b>-</b>	<b>57,809</b>	<b>81,383</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>52,309</b>	<b>5,500</b>	<b>-</b>	<b>57,809</b>	<b>81,383</b>
<b>A3 Payments</b>					
Salaries incl oncosts	76,861	4,342	-	81,203	57,550
Expenses: Volunteer, client, mediator	1,098	150	-	1,249	2,161
Supervision for mediators	766	755	-	1,521	1,962
Room hire	38	-	-	38	-
Rent	3,640	705	-	4,345	3,555
Communications and equipment	2,220	683	-	2,903	5,886
T and D: Staff and volunteers, workshops, confs	473	359	-	832	1,909
Publicity, stationery, printing	318	159	-	477	982
Subs, one-off costs: NCVO LCMC RJC payroll, insur	1,981	40	-	2,021	2,171
Interpreters/translators/translations	297	-	-	297	136
External Consultancy (e.g. Peer Mediation Project)	-	1,200	-	1,200	17,090
<b>Sub total</b>	<b>87,692</b>	<b>8,394</b>	<b>-</b>	<b>96,086</b>	<b>93,403</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>87,692</b>	<b>8,394</b>	<b>-</b>	<b>96,086</b>	<b>93,403</b>
<b>Net of receipts/(payments)</b>	<b>(35,383)</b>	<b>(2,894)</b>	<b>-</b>	<b>(38,277)</b>	<b>(12,020)</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>45,810</b>	<b>3,685</b>	<b>-</b>	<b>49,495</b>	<b>61,515</b>
<b>Cash funds this year end</b>	<b>10,427</b>	<b>792</b>	<b>-</b>	<b>11,218</b>	<b>49,495</b>



## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest	Restricted funds to nearest	Endowment funds to nearest
<b>B1 Cash funds</b>	HSBC Accounts	10,380	792	-
	Petty Cash	47	-	-
		-	-	-
	<b>Total cash funds</b>	10,427	792	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest	Restricted funds to nearest	Endowment funds to nearest
	<b>Details</b>			
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
	<b>Details</b>	Fund to which	Cost (optional)	Current value
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-
	<b>Details</b>	Fund to which	Cost (optional)	Current value
<b>B4 Assets retained for the charity's own use</b>			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
	<b>Details</b>	Fund to which	Amount due	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
	<i>J Bennett</i> J Bennett (Jan 7, 2021 17:56 GMT)	Joanne Bennett	31/10/2020	



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Name	Dates acted if not for whole year

**Names and addresses of advisers (Optional information)**

Type of adviser	Name	Address

**Name of chief executive or names of senior staff members (Optional information)**

Angela Dodwell, Service Coordinator

## Section B Structure, governance and management

**Description of the charity's trusts**

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Service Coordinator has been appointed and mediators and trustees have worked together to design a new service and the new process for case planning.

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## Section E

## Financial review

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### Details of any funds materially in deficit

### Further financial review details (Optional information)

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- the charity's principal sources of funds (including any fundraising);
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## Section F

## Other optional information

**Section G****Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

<b>Signature(s)</b>	<i>Simeon Gann</i>	
<b>Full name(s)</b>	Simeon Gann	
<b>Position (eg Secretary, Chair, etc)</b>	Chair	
<b>Date</b>	04/01/2021	





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name		No (if any)		CC16a
EALING MEDIATION SERVICE		1169518		
Receipts and payments accounts				
For the period from	Period start date	To	Period end date	
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CC16a

## Section A Receipts and payments

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Training	300	-	-	300	300
The Challenge	-	-	-	-	10
Trusts	-	500	-	500	515
John Lyons	-	-	-	-	13,000
Pathways & Comic Relief	-	5,000	-	5,000	10,000
Bank Interest	61	-	-	61	64
<b>Sub total (Gross income for AR)</b>	<b>52,309</b>	<b>5,500</b>	<b>-</b>	<b>57,809</b>	<b>81,383</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>52,309</b>	<b>5,500</b>	<b>-</b>	<b>57,809</b>	<b>81,383</b>
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<b>Sub total</b>	<b>87,692</b>	<b>8,394</b>	<b>-</b>	<b>96,086</b>	<b>93,403</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>87,692</b>	<b>8,394</b>	<b>-</b>	<b>96,086</b>	<b>93,403</b>
<b>Net of receipts/(payments)</b>	<b>(35,383)</b>	<b>(2,894)</b>	<b>-</b>	<b>(38,277)</b>	<b>(12,020)</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>45,810</b>	<b>3,685</b>	<b>-</b>	<b>49,495</b>	<b>61,515</b>
<b>Cash funds this year end</b>	<b>10,427</b>	<b>792</b>	<b>-</b>	<b>11,218</b>	<b>49,495</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest	Restricted funds to nearest	Endowment funds to nearest
<b>B1 Cash funds</b>	HSBC Accounts	10,380	792	-
	Petty Cash	47	-	-
		-	-	-
	<b>Total cash funds</b>	10,427	792	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest	Restricted funds to nearest	Endowment funds to nearest
	<b>Details</b>			
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
	<b>Details</b>	Fund to which	Cost (optional)	Current value
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-
	<b>Details</b>	Fund to which	Cost (optional)	Current value
<b>B4 Assets retained for the charity's own use</b>			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
	<b>Details</b>	Fund to which	Amount due	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name		Date of approval
	<i>J Bennett</i> J Bennett (Jan 7, 2021 17:56 GMT)	Joanne Bennett		31/10/2020