

**What a success** - involving eight local schools, The Watford Peer Network Conference

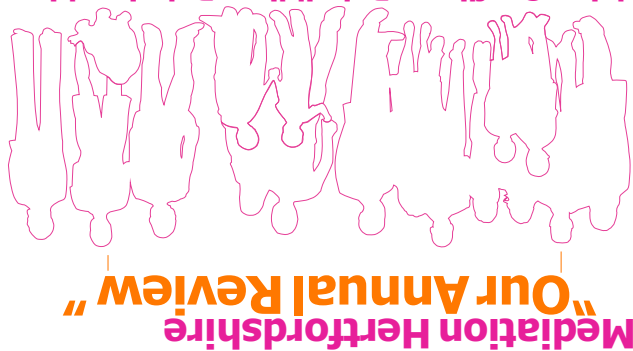


- ◆ Hertfordshire County Council invited Maria to speak at a seminar for Head Teachers as part of a safeguarding conference.
- ◆ Our 'Let's Talk' event launched our Workplace Mediation Service, attracting delegates from across Hertfordshire.
- ◆ The Watford Peer Network Conference involved children and teachers from eight local schools.
- ◆ County Councillors supported our work through their Locality Budgets.
- ◆ We were able to offer our mediators opportunities for further training and development, including an OCN accredited course on Workplace Mediation.

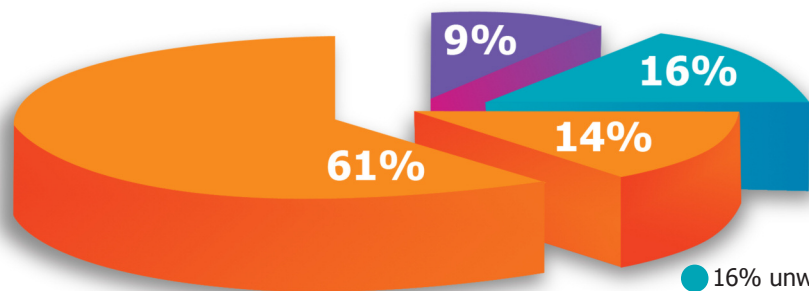
### Highlights of the Year

# 2010-11 mediation Hertfordshire Annual Review

Resolving Conflict + Rebuilding Relationships



## Mediation Works



## 75% Success Rate!

*In 2010-2011, Mediation Herts received 111 referrals and enquiries and of these, 103 became active cases. We closed 119 cases during this period.*

- 61% of cases showed improvement with 14% of cases resolved following initial intervention
- 16% unwilling to proceed beyond initial meeting
- 9% no change

## Moving on

The Trustees and staff would like to take this opportunity to thank everyone involved with Mediation Hertfordshire for the time they have given to the service. To those who have left us this year, we hope that the skills and knowledge learned while involved with us will be of great value to their future endeavours.

Trustees - Alissa Ede & Sujo Akoni  
 Mediators - Martin Harrington, Penny Bennetts, Maame Djan, Elaine Mercer  
 Peer Mediation Project Worker - Jan de Vyott

## Farewell to Julia Smith

Earlier this year we received some very sad news that one of our very experienced mediators, Julia Smith, had died suddenly and unexpectedly. Julia had been involved in mediation for many years and had been a great champion of underprivileged and marginalised groups. She had worked with the Metropolitan Police and other statutory agencies to tackle issues around knife and gun crime and the growth of gang culture. At Julia's funeral, many tributes were paid to her commitment, enthusiasm and sheer professionalism. She is missed sorely by her family and as a member of our team.



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Mediation Hertfordshire is a non profit making company, with charitable objectives registered as an Industrial & Provident Society No. 28695R



## Chair's Report

I took over as Chairman of the Board of Mediation Hertfordshire at the end of the year under review. I pay particular tribute to John Gunner who stood down after three years as Chairman. I am delighted to

report that he is still very active as Vice-Chairman and as a volunteer mediator. We also welcome Stephen Lambert and Arran Elkeles who joined the Board at last year's AGM and Duncan Jarrett, Tom Presland and Clive Webb who have been co-opted onto the Board. We also provided training for trustees under the 'Building Better Boards' initiative.

We ran a very successful Peer Mediation project which was supplemented by a grant of £5,750 from the Locality Budget of County Councillors, which also covered case referrals from different parts of the county. We piloted a workplace mediation project which included a familiarisation and training day for potential clients and this has since borne fruit with what we hope will be the first of many referrals. The pilot was run by Michele Wheeler who has since taken on a temporary role to help us to secure funding for this and other projects.

Of course, we could not offer additional services without having trained volunteers to deliver them and I am happy to report that we have a strong team of trained workplace mediators. We started to map out a more structured career path for volunteer mediators and I hope that we shall be able to offer a structure with a greater focus on continuous professional development. We are also conscious of the need to improve communications both internally and externally and we shall be working hard on this as we move forward.

Finally, I would like to thank the staff and volunteers who have all made a great contribution to our success. I am only too aware of the difficulties we shall face in maintaining or increasing our income, in order to provide a wide range of services to our communities as we move forward. However, I am confident the Mediation Hertfordshire will continue to deliver quality services in the future.

*Ray Anderson*

## Manager's Report

Reflecting back on the year allows time to think about the successes and challenges which our service has faced. This year has been one of adjustment to new realities, coupled with real worries about the future of this vital service in terms of funding and sustainability.

Starting with the good news, the Peer Mediation Project under Jan de Vyott's leadership had a huge take-up amongst Watford schools, culminating in a very successful Peer Network Event. Eight different groups came together at Cassiobury Infants School to join in training workshops, listen to each others' experiences and learn

new skills. The feedback was overwhelmingly positive. It is hoped that funding can be found to run the event again in 2012.

We also trained several mediators in Workplace Mediation Skills as we are seeing an increase in referrals for this type of dispute and consider this a key area for development. Four mediators successfully completed the course and were involved in the 'Let's Talk' launch event, held at Felden Lodge, Hemel Hempstead. This attracted delegates from a diverse background, all of whom benefitted from finding out more about dealing with workplace conflict.

This year also saw a strengthening of links with regional tenant groups and referral agencies. We provided training courses for their staff which helped to raise the profile of the benefits of mediation.

Our funding challenges are real, with cuts being made to two of our projects. The schools mediation project funding was stopped at the end of July 2010 and the peer mediation work has been wound down as the result of reduced resources available from Hertfordshire County Council. Our core funders, Dacorum Borough and St Albans District Councils, continue to support our work for which we are grateful.

The staff and mediator team has remained very stable and my thanks go to all of them for their willingness and commitment. They continue to serve our clients, helping them to deal with difficult issues and making a real difference to the quality of their lives.

*Maria Kraithman*

## Financial Information

### ◆ MEDIATION HERTFORDSHIRE LIMITED ◆ ◆ INCOME & EXPENDITURE ACCOUNT ◆ ◆ FOR THE YEAR ENDED 31ST MARCH 2011 ◆

<b>INCOME</b>	<b>£2011</b>	<b>£2010</b>
Grants and Earned Income	85,286	83,089
Interest Receivable	398	580
Donations	710	525
	<b>86,394</b>	<b>84,194</b>

<b>EXPENDITURE</b>		
Society Expenses	87,128	82,273
Legal and Professional Fees	1,985	2,977
Depreciation	-	-
	<b>89,113</b>	<b>85,250</b>

**(DEFICIT) SURPLUS FOR THE YEAR** (2,719) (1,056)

<b>GENERAL RESERVE</b>		
Brought Forward	56,784	57,840
Surplus/(Deficit) For The Year	(2,719)	(1,056)

Balance Carried Forward **54,065 56,784**

*A copy of Mediation Hertfordshire's full audited accounts is available on request.*

