



Annual Report 2018-19

Resolving conflict and
rebuilding relationships

www.mediationherts.org.uk
Tel: 01442 268044

How We Work

Mediation Hertfordshire's success lies in our ability to resolve conflict and rebuild relationships. We are a not for profit organisation offering an independent and impartial lifeline to those experiencing conflict in the community, within a family, in a school or in a workplace environment. Our team of more than 40 fully trained mediators come from a wide ranging background of experience. They help us to deliver a professional, skilled mediation service all year round. We also provide bespoke mediation training programmes to partners, schools, universities and other client facing organisations.



COMMUNITY



CONFLICT COACHING



FAMILY



WORKPLACE



SCHOOL



TRAINING

Our Partners

We would like to thank the following organisations and funders for supporting our work this year.



Hertfordshire County Council; National Lottery Awards for All; Dacorum Borough Council; Hemel Hempstead Business Ambassadors; Welwyn and Hatfield Borough Council; Dacorum Deputy Heads Cluster Group; St Albans District Council; Dacorum Family Services; University of Hertfordshire; The Hertfordshire Police & Crime Commissioner's Action Fund; Clarion (formally Affinity Sutton); Central & NW London NHS Foundation Trust; Settle (formally North Herts Homes); The Litchfield Trust; Paradigm Housing; #1 Will Fund; Thrive Homes; Hightown; Watford Community Housing; Relate—London NW & Hertfordshire; Hertfordshire Community Foundation.

Chair's Report

Another year passes and we have a further year of great success to report to you. It is with considerable pleasure that I can say the entire team continue to deliver our core values; enabling us to thrive as an organisation and meet the challenging and ever-changing demands for our service.

In considering what to highlight this year I thought it would be helpful to explore the basics of our organisation and share with you our simple vision and mission as described in our business plan;

Vision & Mission

Mediation Hertfordshire – Delivering independent conflict resolution to our communities

It is our **vision** to provide a professional and effective conflict resolution service to our community by our community, primarily free to users and accessible to all.

Our **mission** is to deliver this through a sustainable and ethical organisation that is resilient to the fiscal and environmental challenges of our times – an organisation that is not for profit, adds social value to the community and works with partners to develop and deliver its services.

The way in which we deliver these services will reflect our **values** of being professional, confidential and consistent, with the overall aim of improving quality of life.

I believe that this Vision and Mission is core to our success. Our Communities are diverse and vibrant. The service we are offering is designed to reflect these communities. We all know that change is ever present and we at Mediation Hertfordshire are able to adapt to these changes by offering a range of services that complement the world around us.

The **vision** to provide a professional and effective conflict resolution service to our community **by our community** holds true today as much as it did 21 years ago when we started. We are always looking for members of our community, who are accredited mediators, to help and volunteer their services. It is most exciting that our CEO in her report identifies that our volunteer group continues to thrive and grow. Despite a significant growth in demand for our services we continue to provide a service that attracts much praise and recognition. If you are interested in joining us, please do not hesitate to call us, as we would be delighted to discuss how you can help.

Our **mission** is to deliver the **vision** through a sustainable and ethical organisation that is resilient to the fiscal and environmental challenges of our times. I must conclude with a huge thank you to all the **resilient** team of staff and volunteers who continue to give valuable help and support to our community to achieve the fabulous sustainable success that our CEO Victoria details in her report overleaf. Thank you.



Duncan Jarrett OBE
Chair

Comment



COMMUNITY

🗣️🗣️ The mediation team made me feel welcome, safe and I was able to talk freely about my issues. 🗣️🗣️



CONFLICT COACHING

🗣️🗣️ It was helpful to look at things differently and have help when my ex-partner didn't want to engage. 🗣️🗣️



FAMILY

🗣️🗣️ An extremely helpful, even though difficult session. It was handled tactfully and sensitively to both myself and ex-partner. Thank you. 🗣️🗣️



WORKPLACE

🗣️🗣️ Very straightforward process. Would use mediation again. 🗣️🗣️



SCHOOL

🗣️🗣️ Your training engaged and excited our children. Great delivery and really equipped the group with skills that will benefit them and the school. 🗣️🗣️



TRAINING

🗣️🗣️ You delivered fantastic conflict resolution training, to our frontline dedicated employment specialists. 🗣️🗣️



CEO's Report

This Annual Review is published upon the 21st AGM of Mediation Hertfordshire. A special birthday that underlines the professionalism and governance of the Organisation throughout the years and which gives us an opportunity to reflect on the last 12 months.

It is a pleasure to be able to report on the new funding that has been achieved, the number of schools to whom we have delivered conflict resolution training and perhaps most crucially, the increase in the number of cases that have been referred to us. This year has seen us focus on wellbeing, delivering training to the NHS as well as establishing important new partnerships across Hertfordshire, to include Welwyn and Hatfield Borough Council. We have also added to our volunteer group, recruiting nine new volunteer mediators in the past 12 months.

With the privilege of a bird's eye view of the Organisation, the values that have underlined and sustained it over the years are clear and to my mind those values can be defined as moral courage, persistence and creativity.

Creativity on an individual level occurs when mediators help parties find their own solutions to conflict that is often overlain with emotional nuance. This requires serious creativity. Creativity that is imbued with sensitivity, intelligence and kindness. On an organisational level creativity can be seen when we draft tenders, encourage more digital engagement or tailor our school's programme to ensure that it can still be delivered within the tight remit of a busy school curriculum.

But creativity is not just about listening to needs and reacting to change. It's also about being the change that we as champions of community mediation want to see. Creating and supporting an environment where people who are experiencing conflict are informed about their options and have choice about how their conflict is resolved.

To thrive for 21 years also requires persistence. Working in the attritional field of conflict resolution, persistence at Mediation Hertfordshire is defined by individual volunteers and staff who make up the whole. I regularly listen to our caseworkers and how they persist with getting disputes to the joint meeting stage, working to reassure clients, often re-organising joint meetings again and again when nerves or difficult lives have got the better of parties to a dispute. I also think of our volunteer mediators who turn up for an initial meeting at the home of a client, only to find that no one answers the front door; and they'll ring the office and say, "Well, I'm free again on Thursday, shall we try and set this up again?" It's that persistence that makes all the difference.

Finally, there is moral courage just in the act of volunteering itself. Working in conflict situations is not without risk and I am thinking mainly about the emotional risk of entering the maelstrom of lives affected by conflict. Even with safety procedures, office support and supervision following a difficult case, our volunteers need bravery and empathy to be able to offer their professional service for the benefit of others.

And that is community mediation. It's not about competing with commercial providers or challenging legal systems. It is about providing choice for individuals and raising awareness of all the different avenues that exist to resolve disputes. And most importantly, making that choice accessible. It is about the kindness of strangers showing the values of creativity, persistence and moral courage to those experiencing the pain of conflict.

My heartfelt thanks to our staff, volunteers, trustees and all those who fund and support us. 2020 is Hertfordshire's Year of Culture and I hope that the 'story' of Mediation Hertfordshire will continue to inspire us all.



Victoria Harris LL.M.
CEO

Accounts for 2018/19

Mediation Hertfordshire Limited

Income and Expenditure Account for the year ending 31st March 2019

	2018/9	2017/8
INCOME	£	£
Grants and Earned Income	112,504	87,056
Interest Receivable	344	150
Donations	410	440
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	113,258	87,646

EXPENDITURE

Society Expenses	106,603	83,772
Legal and Professional Fees	1,475	1,455
Loss on Disposal of Fixed Assets	-	-
Depreciation	2,710	1,571
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	110,788	86,798

(DEFICIT) SURPLUS FOR THE YEAR

	2,470	848
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GENERAL RESERVE

Total assets less current liabilities

67,158

64,688

Treasurer's Report

Mediation Hertfordshire is a registered society under the Co-operative and Community Benefits Societies Act 2014, registered with charitable objectives - registration number 28695R. Our charitable objectives are the promotion, facilitation and provision of mediation and other conflict resolution services.

Mediation Hertfordshire is governed by the Rules of the Society, by the Board of Management, who receive no remuneration for their services other than reasonable expenses. Operationally, the organisation is managed by the CEO who reports to the Board of Management. There are two additional part time workers employed by the organisation.

Financial systems are in place to manage income and expenditure on a regular basis. Information is reviewed at quarterly Board Meetings and accounts are audited annually by external auditors. Annual returns and accounts are also filed with the Financial Conduct Authority which is the regulatory body for Co-operative and Community Benefit Societies. The results of the financial year 2018-2019 are detailed in this Review.

2018-2019 was notable for the increase in income which rose from £87,646 to £113,258 reflecting increased demand for our service and new contracts. A corresponding increase in expenditure meant that a small surplus was achieved overall, in line with not for profit objectives. The increased expenditure was due to a rise in staff costs and room hire costs arising from the increased number of mediation interventions that were carried out. Costs are always under review.

Reserves are stable and reflect careful financial management over the organisation's 21-year history, making Mediation Hertfordshire resilient to future challenges as well as able to fulfil its contractual obligations in the event of hard times.

The success of recent times has not led to complacency and as we reflect on the past financial year, future contracts are already under discussion. The diversification of services over its history and the tenacious work of trustees, staff and volunteers both past and present, ensure that Mediation Hertfordshire remains well placed to continue to serve the Hertfordshire community.



Fernando da Franca Leal
Treasurer

Our Impact in 2018/19

1 Queen's Award for Voluntary Service,
The MBE for volunteer groups

146 mediation cases

43 volunteer mediators supported
the Hertfordshire community

15 schools benefited from
peer mediation training

20 CPD and external awareness
training courses delivered

219 children trained in conflict
resolution skills



Mediation Hertfordshire
3 Halsey Drive, Gadebridge, Hemel Hempstead HP1 3SE

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No: 28695R



Supporting
Hertfordshire
2020
Year of Culture