

2017-18

mediation Hertfordshire Annual Review



COMMUNITY



CONFLICT
COACHING



FAMILY



TRAINING



WORKPLACE



SCHOOL

Our Chairman's Report

What a year it has been for Mediation Hertfordshire. We were truly honoured and exceptionally pleased to receive The Queen's Award for Voluntary Service, and we are proud to display the logo for this award on this year's AGM report.

The office team and our volunteers have worked tirelessly to enable us to become the first community mediation team to achieve such an award and I extend my personal thanks to everybody for their dedication and hard work.

What is mediation and what is Mediation Hertfordshire are questions I am frequently asked. Mediation is many things to many people. It is not arbitration, it is not compulsory and it is not litigation.

However, often our work may be linked to all of these issues. Mediation Hertfordshire is committed to providing a service to the community of Hertfordshire, which is usually free at the point of contact, working to explore solutions to all disputes. Mediation is different to negotiation, primarily due to the independence and neutrality of the mediators and the process that they adopt to seek an agreement that is acceptable to all parties.

Much of my working life was spent as a 'negotiator' but I have learnt that there is a fundamental difference. Often negotiators are required to take a position for a particular side - for example, current Brexit negotiators from both sides will be representing points from the UK or from the EU. I recently read an article saying that the UK lacked experienced negotiators to help the Brexit process - I wonder if that was true, but more importantly, was it really negotiators that were required?

Mediation Hertfordshire is primarily focussed on community, peer, family and workplace mediation. It has a vibrant and exciting agenda that is forward thinking, always looking to develop and broaden its range of offerings. One example is considering how it might assist at a 'grass roots' level of sports mediation.

Mediation Hertfordshire has an exceptional team of volunteers who are dedicated to providing a best in class service, and we were able to recognise their work earlier this year at our wonderful 20th Anniversary celebration by presenting certificates of appreciation. If you are reading this and thinking how you might be able to become involved with this incredible team we would love to hear from you. We are always pleased to hear from volunteers with a broad range of skills such as commissioning, procurement, marketing and, of course, mediation. Please contact us for an informal chat about how you could help and become a valued member of our team.

Finally, I finish where I started. I could not be more proud of the public recognition we have received for our work. The award however is just the beginning - it energises and invigorates us to build on our success and continue to serve our community.



Duncan Jarrett OBE



Chief Executive's Report

Five years ago I began my time with Mediation Hertfordshire and coming from the private sector I was immediately humbled by working with our volunteers for whom service was its own reward. Being notified in June this year that we had been honoured with The Queen's Award for Voluntary Service was a defining moment, not just in this year but in the history of our organisation. Recognition from the highest level of the work of our volunteers past and present is very special.

2018 also marks the 20th year of our community mediation service. This milestone saw the implementation of a number of changes to include; improved evaluation techniques, a new website, a promotional video and a more active social media presence than ever before. Perhaps not surprisingly this contributed to a significant increase in the demand for our service.

As the Annual Review reveals, in 2016-2017 we undertook 84 mediation cases, in 2017-2018 that figure almost doubled to 155 cases and the current projection is that for 2018-2019 our volunteers will have carried out 189 mediation cases. Our volunteer mediator resource is greater than ever before and we are privileged to have 47 volunteers working with us, enabling us to meet this increased demand.

The successes of this year do not insulate us from the challenge to be sustainable. Collaborative working between the voluntary, public and private sectors can benefit all those in need of our service and this approach has been recognised in the recently published Government's Civil Society Strategy. Mediation Hertfordshire is uniquely placed to work in partnership with all sectors to deliver upon our objective to provide conflict resolution services free at the point of need.

As the current guardians of Mediation Hertfordshire, we have a duty to protect this valuable service. To thrive we need to continue to evolve our practices, collaborate widely and embrace the benefits that technology has to offer. The voluntary sector needs to be better at valuing the benefit of its service and sharing that information with those who fund us or who may become funders. We need to continue to identify new streams of funding and build upon existing ones.

It is wonderful that more people are benefiting from conflict resolution services because anyone who has experienced conflict will know the effect that conflict can have on our physical and mental wellbeing. All of us will have some insight into the cost to individuals, families and communities of conflict going unresolved. But it does raise the question why the huge rise and why now? I firmly believe that we are at the start of a cultural shift towards alternative dispute resolution. One of my learned volunteers recently said to me that history will judge this time as an era where we had so much knowledge and used so little of it. At Mediation Hertfordshire we are determined to be part of the shift towards a more peaceful world where people know how to avoid disputes and how to manage them when they arise.

My sincere thanks to all those who fund us; to our dedicated office team Jackie, Della and Michele for your hard work and support and to all our Trustees and Volunteers for your steadfast commitment to helping the Hertfordshire community.



Victoria Harris

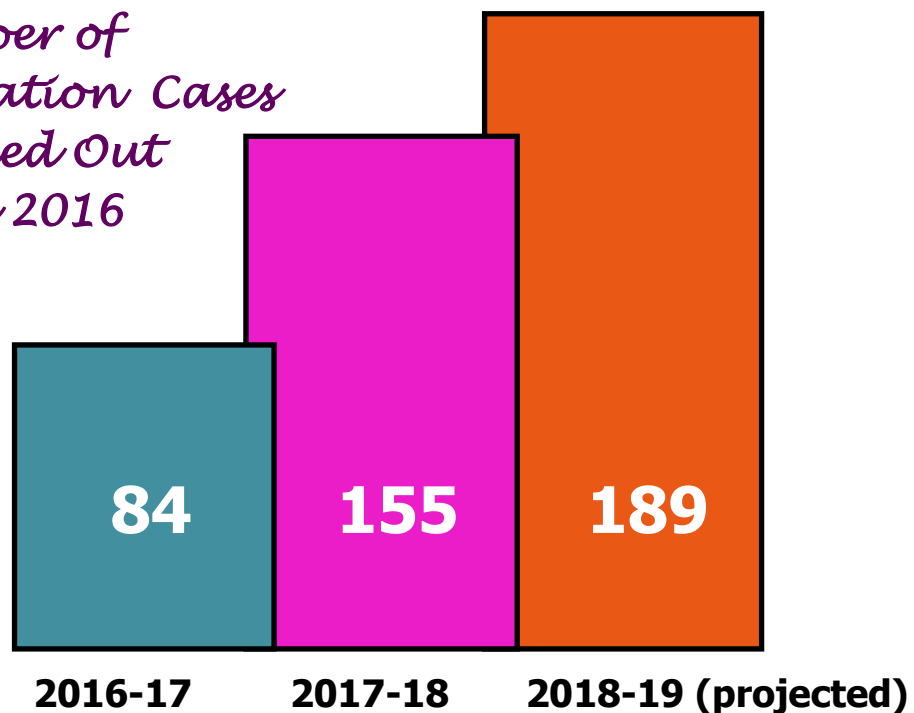


Highlights of the Year 2017–2018

- Mediation Hertfordshire is honoured with The Queen's Award for Voluntary Service 2018.
- We celebrated our 20th Anniversary with volunteers and supporters at Shendish Manor.
- Our new website and promotional video went live, featuring our six service areas and self referring tools.
- The demand for our services increased as we conducted 155 mediations, almost doubling the number of cases carried out in the previous year.



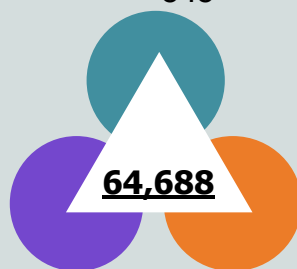
*Number of
Mediation Cases
Carried Out
Since 2016*



**MEDIATION HERTFORDSHIRE LIMITED
INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31ST MARCH 2017**

	2018	2017
	£	£
INCOME		
Grants and Earned Income	87,056	99,485
Interest Receivable	150	290
Donations	440	572
	<u>87,646</u>	<u>100,347</u>
EXPENDITURE		
Society Expenses	83,772	79,783
Legal and Professional Fees	1,455	1,367
Loss on Disposal of Fixed Assets	-	90
Depreciation	1,571	823
	<u>86,798</u>	<u>82,063</u>
(DEFICIT) SURPLUS FOR THE YEAR	848	18,284

GENERAL RESERVE
Total assets less current liabilities

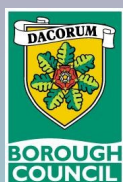


64,688

63,840

Partners

It would not be possible to continue our valuable work within the community without the support of our partners.
Thank you for your support.



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Mediation Hertfordshire is a registered society under the Co-operative and Community Benefit Societies Act 2014 No:28695R