

BRISTOL FAMILY MEDIATION



30TH ANNIVERSARY

ANNUAL REPORT 2008-2009

community mediate



BRISTOL FAMILY MEDIATION

Our Aims & Values

Bristol Family Mediation is a not-for-profit organisation which exists to assist families experiencing the practical consequences of separation and/or divorce.

The primary task of BFM is to provide mediation for adults whose relationship has broken down and who wish to use mediation in order to make decisions or resolve disputes regarding property, finance and child issues.

In fulfilling this task the service aims to:

- Enable parties to reach their own joint decisions
- Encourage parents to place the needs and wishes of their children at the heart of the decision making process
- Provide mediation at a cost which is both reasonable and affordable
- Offer a service that is available and accessible to all.

Patrons

Jack Aspinwall

Dame Margaret Booth DBE

Lord Carey of Clifton

Mrs Stella Clarke JP, DL

Rt Hon Baroness Corston

Her Honour Judge Counsell

Dr Steven Cretney

Lord Dean of Harptree PC

Sir Richard Gaskell

The Right Reverend
Mike Hill, Bishop of Bristol

Sir John Kingman

Rt Hon Dawn Primarolo MP

Rt. Hon. Lord Waldegrave

The Honourable
Mr Justice Waterhouse

Sir Jerry Wiggin

Members

Auriol Ashley

Nora Quas

Della Symons

Judith Taylor

Mary Wilkins

Hilary Woodward

Daphne Norbury

David Burrows

Prof Gwynn Davis

Jim Lawson

James Myatt

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Board of Directors

Directors

John Westcott, **Chairman** Kay Begg
Oliver Early, **Treasurer** Kate Bertram
Susan Camplin Elaine Laken
Thelma Fisher



John Westcott

John Westcott, chairman of BFM, has been a trustee since 1982. A family lawyer, now retired, when in practice in Bristol he was a member of the Law Society's Family Law

Committee, a fellow of the International Academy of Matrimonial Lawyers, and a past President of Bristol Law Society. He also practiced as a lawyer mediator with the Family Mediators Association (FMA)



Sue Camplin

Sue Camplin has been involved with BFM for about fifteen years. As a qualified social worker, she has primarily brought social welfare aspects to decision making. Currently, she is an independent trainer and social work supervisor.



Trevor Simpson

Trevor is CAFCASS Service Manager for the Avon area and was formerly a Senior Family Court Welfare Officer (from 1996). Originally the Avon Probation Service representative when that body provided funding to BFM, Trevor has remained as a co-opted director since 1998. He is particularly interested in the strategic direction of BFM. Because of links to CAFCASS work, Trevor wants to see the role of BFM around courts clearly developed.



Kate Bertram

Originally a Probation Officer after various gaps Kate worked in the Family Courts in Gloucester and Swindon. She trained as a mediator in 1997 and worked in Gloucester and Swindon. Kate retired a few years ago but kept contact with the Gloucester service particularly, and also worked in the Gloucestershire Library service. Kate is married and has three adult children.



Elaine Laken

Elaine Laken, OBE, (Barrister) is a former Clerk to the Justices for North Avon, Bath & Wansdyke & Mendip Courts. She worked in HMCS from 1974 to 2008. During that time she worked in family courts as a legal advisor, involved in training of family magistrates, legal advisors and family court professionals. Member of President's Interdisciplinary Committee until the formation of the Family Justice Council. Member of the FJC from 2004 to 2008.

Co-Opted

Trevor Simpson, **CAFCASS**
Louisa McLaughlan, **Staff Representative**
Ian Bloxham, **Company Secretary and Manager**

Oliver Early is an associate solicitor at Veale Wasbrough where he has been for over 10 years since qualifying. Specialising in family law he is head of the family law team and a member of the Law Society Family Law Panel and Resolution (formerly the Solicitors Family Law Association). This is his second year as Treasurer of the Service.



Oliver Early

Kay Begg, a founder member of BFM, Kay for a short time shared the post of Co-ordinator of the Service before concentrating on mediating. She continued as a mediator and supervisor until retiring in November 2002. She became Vice Chairman and Acting Chairman of NFM over a 6 year period and she played an active part in founding the UK College of Family Mediators, of which she was a Governor and Vice Chairman for 3 years. She was awarded an OBE in 2000.



Kay Begg

From social work, marital counselling and university teaching, Thelma Fisher's involvement with family mediation began in 1981. She became the first co-ordinator of the Swindon FMS, moved in 1989 to the post of director of NFM and then, on retirement in 1999 to the chair of the UK College of Family Mediators until 2003. She came to the Board of the BFMS in 2006 after moving to Somerset from Cambridge where she was trustee to the Cambridge FMS. She has written or contributed to several books about mediation including, with Hilary Woodward, "Divorce for Dummies".



Thelma Fisher

Ian started as Manager and Company Secretary in April 2005. His previous career was as an accountant in the NHS (rising to NHS Trust Director of Finance), before working for the Department of Health in developing primary healthcare regionally. He has worked with and served on several NHS Boards in different capacities.



Ian Bloxham

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Bristol Family Mediation Annual Report 2008/09

Thirty years old and still going

“..Our first objective was to get mediation established as an accepted part of the family justice system.”

We are celebrating thirty years of family mediation in Bristol this year, mildly astonished that we have survived this long bearing mind the regular crises we have encountered along the way. As I am retiring from the chair and also from the Board at the A.G.M., I am going to look back to consider how successful we have been in achieving the two main objectives that we set ourselves at the very beginning and on which we have been working during all my time with the Bristol service, which goes back to 1982.

Our first objective was to get mediation established as an accepted part of the family justice system (this has meant regularly explaining exactly what mediation is) and the second objective, as time went on, was to ensure that we could deliver a cost effective local mediation service. This involved the gradual, and sometimes painful process, of moving from what Professor Gwynn Davis described as ‘the voluntary sector ethos’ to running a viable business.

In the early days, we were having to explain why mediation (or conciliation as it was initially called) could be an acceptable alternative to contested matrimonial proceedings. Mediation had to be distinguished first from reconciliation and also from arbitration until eventually mediation, with legal aid made available for it, was established in Part III of the Family Law Act 1996. More recently in the Court of Appeal case of Rothwell v. Rothwell (2009)1 FLR 388 a mediated agreement made at by the parties was upheld by the Court. Yet reports of that case disclosed that, although the Court of Appeal offers an Alternative

Dispute Resolution scheme it has had a very low take up. That may well be because parties who have got that far in contested proceedings are too entrenched to consider mediation but it also seems likely that the benefits of mediation are still not fully understood.

In fact the latest Family Division President’s Guidance on the Private Law Programme to be followed by the courts suggests to me that the need to explain exactly what mediation offers is as important as ever it was. In the section covering mediation, the Cafcas officer dealing with a particular case, at the first hearing, is required, with the assistance of any mediator, to seek to conciliate with the parties. I am told that ‘conciliation’ in this context means trying to persuade the parties to see if some of the issues

between them can be agreed informally and then brought back to the court for an order to be made.

Unless the parties are referred to a mediator, this process will necessarily be controlled by the Cafcas officer and, because it arises out of the first hearing and is therefore ‘in the shadow’ of the court, the same reluctance experienced with the Court of Appeal scheme may be encountered. What significantly distinguishes mediation from this conciliation process is that, in mediation, it is the parties themselves who are nominally in control and are negotiating an agreement with the help of a mediator. Also our preference is for the mediation to happen not ‘in the shadow of the court’ but, ideally, even before court proceedings have started. It appears to me that we still need to make



John Westcott, Chairman

mediate communicate

known this significantly different feature of mediation, not least because we believe that an agreement made by the parties themselves, as opposed to an agreement made for them by the court either by adjudication or following conciliation, has a better chance of working.

It is in our efforts to achieve the second objective, the effective delivery of mediation by a local mediation service such as ours that we have encountered persistent difficulty, to put it mildly. Our Annual Reports have recorded four occasions when our service very nearly had to close because of a financial difficulty all of which, with the exception of one occasion when a grant from the Probation Service was discontinued, were caused by legal aid late payments or unilateral reductions in contract payments. It seems that these problems still continue as the hourly fee rate in our current Legal Services Commission contract has not been increased for five years during which time our

expenditure has steadily increased. For a not-for-profit service such as ours which must cover expenditure with income, you don't need a Robert Peston to tell you that this situation, if it continues, is bound to lead, sooner or later, to disaster.

The fairly recent setting up of our consortium of four local services has allowed us to achieve a level of financial security as deficits in some areas can be set off by surpluses in others but we have seen other single local mediation services going down like ninepins. Whilst lip service continues to be paid to the need for a nationwide mediation provision, the powers that be appear to be doing very little to achieve it. So, whilst after thirty years we may be able to congratulate ourselves that mediation has now become an established part of the family justice system, its delivery is still far from being secure.

John Westcott

What is Mediation?

Mediation enables couples whose relationship has broken down to make decisions on property, finance and child issues.

Mediation is a constructive, face-to-face process. It aims to improve communication, reduce bitterness and benefit children who may be affected by their parents separation or divorce. It encourages joint decision making as opposed to having a decision imposed by the court.

Mediation seeks practical agreements that are fair and workable. 70% of mediations result in some level of agreement or significant progress.

Agreement through mediation can cost much less than using solicitors and/or the court, particularly where there are contentious issues.

Mediation (together with help from a solicitor) can be provided free to those who qualify under the Legal Services Commission's financial criteria.



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Group Managers Report

“The outlook for the year ahead looks similar to this year, with breakeven and survival being the highest priority.”

This has been a year of consolidation and adjustment for our group of 4 services, as we came to terms with the new fee rates from the LSC and worked hard at making each service viable financially. Overall as a group our financial outturn was a great improvement on last year, resulting in a deficit of £1440 compared to a deficit of £20298 in 2007/08.

In Bristol we benefited from the cost reductions put into effect in the summer of 2008 and an upturn in mediation referrals and work – indeed possibly one of our best years ever with 127 closed mediation cases in the year. This resulted in an outturn of £29757 deficit for the year (although compared to £22277 deficit in 2007/08, most of the last 6 months were close to breakeven). Fee income did reduce, however.

In Gloucestershire we have worked at steadily increasing referrals for mediation, and have been fortunate to recruit a new and experienced mediator, Rosie MacGregor. The child counselling service, CiNCH, still has a fragile funding base, but we were again fortunate to win grant funding from Gloucestershire County Council for 2 and a half years from October 2008.

In Gwent we have seen a continued and strong flow of work, and they have worked hard despite losing a mediator in the Autumn of 2008. We were worried at one point in the year we might have to seek new premises in Newport (when NCH Cymru were disposing of the building), but we were grateful to the new owner who offered us a new lease for 3 years.

In West Wales, referrals and mediation work has grown. We lost the services of a mediator, Jackie Chivers, in September 2008, but the service has worked hard to compensate for this. We were successful in being awarded an LSC grant for mediator training, and recruited Christine Devney.

In our first full year of operations as a group

of 4 services, our combined work statistics are worth further mention. Overall we had 2597 client enquiries/referrals; we undertook 1266 assessments (or PMIs); and we completed 493 mediations! This probably makes us one of the largest NfP family mediation services in the country. Publicly funded mediation work has increased slightly over last year, which may be sad reflection of general economic conditions and the recession – however the same financial environment has meant that we have done more child only cases and less Finance and All Issues cases (which has reduced our fee income).

So, for the first time in 3 years we have remained the same size organisation, with reasonably healthy levels of referrals, and near-breakeven financial outturn and no significant reduction in reserves. This was achieved in an environment where many family mediation services have been experiencing difficulties and several having to close. In that context, and that of the general economic climate, I think we have done reasonably well. The benefits of our larger group have also been felt in training and staffing cover, where we have been able to organise in-house training days for both mediators and administration staff, and we have been able to cover staff absence from within the group.

The outlook for the year ahead looks similar to this year, with breakeven and survival being highest priority. I think we are now stronger as a group to survive the years ahead than we might have expected to if we were 4 separate services, and perhaps that is some justification for what we have been doing since 2006.

Finally I would like once again to offer my heartfelt thanks to all our staff and Trustees for all their commitment and hard work this year – this really is always a collective effort.

Strangely, this now seems a good place to be looking back at the origins of BFM 30 years ago! Long may it continue.



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Our Chair, John Westcott, has declared this to be his last year with us, so I would like to record our deepest gratitude for all his work and commitment for the cause of mediation

and BFM over the years, on behalf of all of us. We will miss you John, and wish you the very best for the future.

Ian Bloxham

Bristol Staff

Ian Bloxham Manager of BFM and Group Manager of the 3 services as a whole. Company Secretary. LSC representative for the Service. NFM regional representative for Wales and the West, and NFM Treasurer.

Carol Walton Client Co-ordinator/LSC returns. Senior Administrator.

Louisa McLaughlan Administrator

Janice Suffolk Finance Administrator

Trevor Morkham PPC, supervisor for Tony Lewis, Mairi Frith, Hilary Woodward, Jackie Chivers

Mairi Frith Mediator: Child, P and F, AIM and direct consultation with children work.

Tony Lewis Mediator: child, P and F, AIM and direct consultation with children work.

Hilary Woodward Mediator: child, P and F, AIM and direct consultation with children work.

Jackie Chivers Mediator: child, P and F, AIM and direct consultation with children work.

All staff are line managed by Ian Bloxham who is accountable to and managed by the Board and Chairman of BFM. Mediators are supervised in their practice by Trevor Morkham, supported by Mairi Frith.

Managers Report

This year has seen an increase in referrals and mediation work done, and with 127 closed cases is one of our best years ever. With that representing something like a 33% increase over last year, our financial outlook for the year ahead has improved. The savings we made in the summer of 2008 also helped, and our financial performance for the last 6 months of the year was very close to breakeven. The overall position for Bristol at year-end was a deficit of £29757 (compared to the deficit of £22277 in 2007/08 an increase, but fee income did also fall).

We have kept our fee-rates unchanged for the 2nd year running, and I would like to think we continue to offer the best quality and best value family mediation service around. We have had a stable year for staffing with no changes to report, and also no complaints!

We continue to work with Cafcass and our partner family mediation services on the pre-Court assessment pilot. It was running all year, but sometimes struggled to sustain high numbers of attendees and resulting mediations. The scheme is currently suspended and under review by us all, pending analysis of the impact of changes within Cafcass and the Court processes.

30 years ago in 1979 the first operational family mediation service in the country was established, here in Bristol. We were originally called Bristol Courts Family Conciliation Service (BCFCS) – 30 years on BFM is still alive and kicking. We are all grateful to everyone who has had a part in our story, including our founders, Trustees past and present, staff past and present, and friends and partners around Bristol. We have

**Bristol Activity
Apr-Mar 2009**

**Referrals
588** (inc Enqs)
**No. of clients
1127**

**Willingness
Tests
298
No. of
clients
601**

**Other
Referrals
301
No. of
clients
526**

**PMI's
Publically
funded cases
216
Privately
funded cases
62
Total: 278
No. of clients
465**

**Mediations
Child Issues
49
Property &
Finance
20
All Issues:
58
Total: 127
Publicly
Funded
51
Mixed Funded:
45
Privately
Funded:
31
Total:
127
Total
Mediation
Sessions:
210**

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organised a 30th anniversary reception with our AGM this year to celebrate the first 30 years.

Finally I would like to thank all our staff for their terrific efforts and work this year. Well done, in a difficult but landmark year!

Ian Bloxham

Our Mediators in Bristol

Tony Lewis worked for some years as a Probation Officer in London before moving to Somerset as a Divorce Court Welfare Officer. He later ran the Somerset Mediation Service and continued to work for Somerset as a Mediator. He joined this Service in 1998 and combines mediation with work for Relate as a counsellor.



Tony Lewis

Jackie worked with local schools, youth organisations and NCH Cymru's domestic and sexual abuse counselling service as a children and young persons' counsellor. She trained as a mediator in 2004 with West Wales Mediation and continues working two days a week for the West Wales service. In 2006 she began doing a further day a week with BFM.



Jackie Chivers

Mairi Frith worked for many years as a social worker for the local authority specialising in work with children and families and she still undertakes some work as an independent social worker for a fostering agency from time to time. She qualified as a mediator in 1999 and has been working for Bristol family Mediation since that time.



Mairi Frith

Hilary specialised as a family lawyer for over twenty years until June 2003. She trained as a mediator with NFM in 1993, and has worked part-time with BFM ever since, currently two days per week. She also works as a research associate two days per week on a project with Cardiff and Bristol Universities, examining the experience of separating cohabitants. She is the co-author with Thelma Fisher of *Divorce for Dummies*, published in 2004, and is the Treasurer and a Governor of the UK College of Family Mediators.



Hilary Woodward

Having come to mediation via a career with firstly the Probation Service and then Child & Family Guidance, Trevor has over 20 years experience as a family mediator behind him.



*Trevor Morkham
Practice Supervisor*

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Gwent Staff

Jonathan Price	Manager, PPC and Mediator: child, P and F, AIM and direct consultation with children work. LSC representative for the Service.
Rose Maddock	Secretary.
Linda Hughes	Secretary.
Rachel Parry	Client co-ordinator/LSC returns
Trevor Morkham	PPC: child, P and F, AIM and direct consultation with children work.
Simon Cook	Mediator: child, P and F, AIM and direct consultation with children work.
Nicky Powell	Mediator: child, P and F, AIM and direct consultation with children work.
Patricia Lowe	Sessional Mediator: child, P and F, AIM and direct consultation with children work.
Soraya Begum	Domestic.

All staff are line managed by Jonathan Price who is line managed by Ian Bloxham, Manager at Bristol Family Mediation. Mediators are supervised in their practice by Trevor Morkham.

Managers Report

This has been another busy year, with 2000 clients referred, 1188 clients seen in assessment, and 186 mediations completed. So we have increased our workload with a reduction in mediator capacity.

We sadly lost the services of Janet Daniel and Gill Rees this year, and wish them the best for the future.

We were fortunate to be able to sign a new lease for our Newport office this year, even

though the ownership of the building changed hands. We are grateful not to have had to undergo the upheaval and cost of moving and converting new offices.

In other respects not too much has changed, and we look forward to many years of business, and the new LSC Contract in 2010.

Jonathan Price

**Gwent Activity
Apr-Mar 2009**

**Referrals
1000** (inc Enqs)
**No. of clients
2000**

**Willingness
Tests
953
No. of
clients
1906**

**Other
Referrals
44
No. of
clients
88**

**PMI's
Publically
funded cases
438
Privately
funded cases
156
Total: 594
No. of clients
1188**

**Mediations
Child Issues
66
Property &
Finance
42
All Issues:
78
Total: 186
Publicly
Funded
105
Mixed Funded:
60
Privately
Funded:
21
Total:
186
Total
Mediation
Sessions:
305**

Our Mediators in Gwent

Jonathan Price is the Manager at Gwent Mediation and is also a professional Practice Consultant and Mediator. He has a professional background in family law and social work, and has been a qualified mediator since 1996.



Jonathan Price

Simon is a qualified Social Worker; a trained Relate Counsellor and has a background of working with single homeless people in Oxford and Central London for over ten years. He trained as a Family Mediator in 2000 and has worked for Gwent Mediation since then. He also works for Mediation Herefordshire and is a trained Special Educational Needs Mediator.



Simon Cook

Nicki is a qualified Social Worker and has worked mainly in the Supported Housing Voluntary Sector. Nicki trained as a Family Mediator in 2000 and has worked for Gwent Mediation since that date.



Nicki Powell

Patricia is a qualified solicitor and has practiced family law in Cardiff, Newport and Hong Kong. She trained as a Family Mediator in 2000 and has worked for Gwent Mediation since that date. She is also a trained Special Educational Needs Mediator.



Patricia Lowe

Having come to mediation via a career with firstly the Probation Service and then Child & Family Guidance, Trevor has over 20 years experience as a family mediator behind him.



*Trevor Morkham
Practice Supervisor*

West Wales Mediation Staff

Kerry Passalacqua Manager, Mediator, AIM, P & F, Child only. SEN Mediator. Direct consultation with children. LSC representative for the Service.

Louise Blaxhill Client co-ordinator/ LSC returns.

Jackie Chivers Mediator, P & F, AIM, Child, Direct consultation with children work. Also works for BFM Bristol.

Patricia Jones Client Co-ordinator (Cover)

Lesley Lanman PPC, Mediator, P & F, AIM, Child, Direct consultation with children work. Supervisor for Kerry Passalacqua.

Andrew Davies Mediator, P & F, AIM, Child, Direct consultation with children work.

Philippa Frost PPC, Supervisor for Lesley Lanman, Andrew Davies and Jackie Chivers.

Christine Devney Trainee Mediator

Owain Taylor Trainee Mediator

All staff are line managed by Kerry Passalacqua who is line managed by Ian Bloxham, Manager at Bristol Family Mediation. Mediators are supervised in their practice by Philippa Frost, except Kerry Passalacqua, who is supervised by Lesley Lanman.

Managers Report

We have had a marked increase in referrals this year and work continues to flow in with our average of 65-75 referrals per month, our conversion rate continues to be high.

We are still working with three mediators which means that our case loads remain extremely high. We have had the welcome addition of a trainee mediator who has been working with us for the last year.

Christine Devney joined our service in Septmeber of last year as a trainee mediator.

Christine has lived and worked in Melbourne Australia since the early 1980,s, originally a Welsh girl, Christine has returned to the Uk to live as well as to develop her career in Mediation.

Christine trained as a Mediator with Relationships Australia in 2006, she then went on to pursue her Masters in Conflict Resolution and completed core units in Mediation and Dispute resolution.

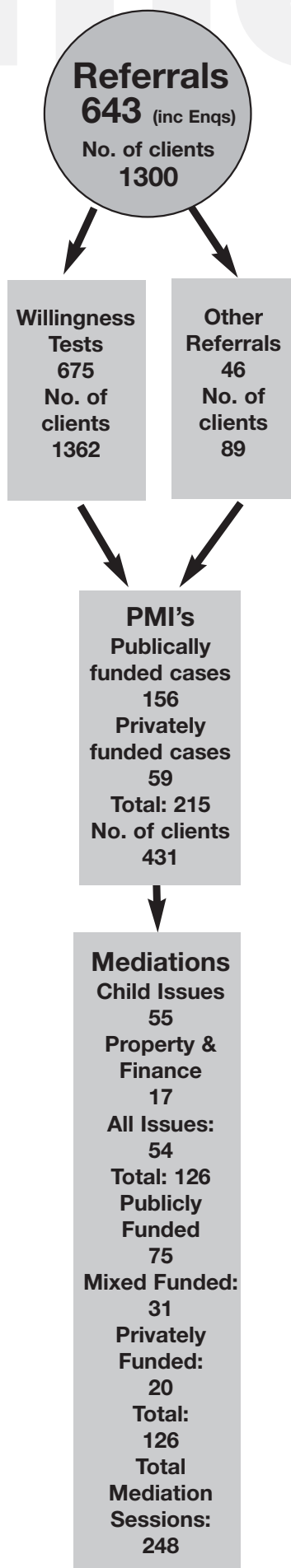
Christine completed the AITCP in January 2009 and is currently working on her competence assessment portfolio which hopefully will be complete by early 2010.

We were grateful of a training grant made available from the LSC , this grant has enabled us as a service to offer Christine ongoing supervision, observation as well as the ability to bring Christine into our team as a valued, highly skilled mediator. We, ourselves have already learnt a lot from Christine, it is hoped that Christine will be employed in the near future as the much needed 4th member of our West Wales service. Christine is also working with Trisha Lowe within the Gwent service one day per week.

We also have another Australian/ Welsh mediator, Owain Taylor, working with us. Owain has a wealth of mediation experience within the District Attorney's office in Australia as is a qualified family/ workplace/community mediator. O w a i n in spending time within the West Wales service at present observing. Owain recently completed the legal module of the AITCP and is now qualified to practice as a mediator in the UK, he is currently contemplating beginning his portfolio.

Lesley Lanman and myself completed the Workplace mediation conversion course

**West Wales Activity
Apr-Mar 2009**



earlier this year. We hope as a service to be able to utilise these new skills in the near future by expanding our service to be able to offer workplace mediation.

We offer mediation in all West Wales areas at present with the new Area of Masteg bringing in new business and added referrals from solicitors that are new to the service.

We maintain a very strong link with the Family Justice Council, I chair and attend this meeting every Eight weeks, Phillip Frost is also now on this council which means that mediation has an even louder voice. We have a very good working relationship with the local Circuit Judges and are currently working on several court overseen cases. The introduction of the CAFCASS Contact Activity Programme is slowly filtering through, It has been useful to point out to the FJC that our Intake meetings are free!!!

As a service we have observed quite a sharp rise in Domestic Violence cases as well as Child protection cases, this creates an ongoing challenge to the service to be

vigilant and also to be mindful of current child protection referral guidance which is ever changing.

We see the service as doing very well at present, with the LSC owing us some money for once. We continue to be thankful to BFM for allowing us to continue in the profession that we are skilled at. It has been worrying times for the country, we are no exception, we are grateful to be moving forward into 2010 within a healthy growing organisation. I would like to thank all the staff within the West Wales Service for their ongoing dedication and enthusiasm. I would like to mention Louise Blaxhill and Patricia Jones, the Client co-ordinators for their help and faultless dedication without whom the service could not function. .

Lastly, thanks to BFM for our ongoing pay cheques!

Kerry Passalacqua

Our Mediators in West Wales

Kerry worked for some years as a children's counsellor within a Child and Adolescent Psychiatric Unit and Secure Unit. She later worked as a social worker within a Community Mental Health Team with adults with mental health issues.

Kerry joined NCH in 2000 as a trainee mediator and has worked as a qualified mediator since 2001 for West Wales Service. Kerry was appointed in August 2006 as Manager of the West Wales Service.



Kerry Passalacqua

Andrew has worked as a family mediator for the last seven years and currently works for West Wales Mediation (formerly Family Mediation NCH Cymru). He also serves as a Church Minister in the Swansea area.



Andrew Davies

Lesley arrived at mediation via a varied career. Working first as a therapist with young men in a secure unit. Later running her own business, managing a Citizens Advice Bureau and working for Social Services with the Mental Health Team. Since 2000 she has worked as a mediator firstly with NCH Cymru where she also had the role of Co-ordinator of the West Wales Mediation service. In 2006 she returned from a six month break to work for Bristol Family Mediation in West Wales. She now works as a mediator and as a Practice Supervisor. She qualified as a counsellor at Swansea University in 1997 and works privately with individuals and couples.



Lesley Lanman

Gloucestershire Mediation Staff

Stephanie Liebbrandt Manager, Mediator, AIM, P&F, Child only. Direct consultation with children. LSC representative for the Service.

Alison Pritchard Mediator, AIM, P&F, Child only. Direct consultation with children.

Rosie MacGregor Mediator, AIM, P&F, Child only. Direct consultation with children.

Wendy Bryan Administrator/ LSC returns

Mairi Frith PPC, Supervisor for Stephanie Liebbrandt and Alison Pritchard

CiNCH STAFF

Fi Morris Child Counsellor

Angie Beard Child Counsellor

Janice Watkins Child Counsellor

All staff are lined managed by Stephanie Liebbrandt who is lined managed by Ian Bloxham, Manager at Bristol Family Mediation. Mediators are supervised in their practice by Mairi Frith.

Managers Report

This year we have concentrated on marketing and at looking at other avenues for our services. Alison Pritchard and I have undertaken Workplace Mediation training and are hoping to make progress in this area of work in the coming year. Our Community Mediation practice continues to grow slowly as our reputation expands.

Our core work remains family work and this year we have been joined by another mediator Rosie MacGregor, who returns to mediation after a break. She has extensive prior experience working in Hampshire and Surrey.

Referrals for family work have been quite consistent but recent meeting with CAFCASS should see referrals increasing as they encourage people to try mediation instead of using the court system. Also we are beginning to receive referrals where the court has directed parents to seek mediation.

These are difficult times for some people in Gloucestershire with high local unemployment and as yet no recovery in the housing market. We feel it is even more imperative that if there is a relationship breakdown that they find their way to us in order that we can minimise their costs and

offer them empathetic support in making the best contact and financial decisions possible.

Our aim in the coming year will be to continue to offer the best service possible and to raise the profile of mediation locally for family, community and workplace mediation.

Stephanie Liebbrandt

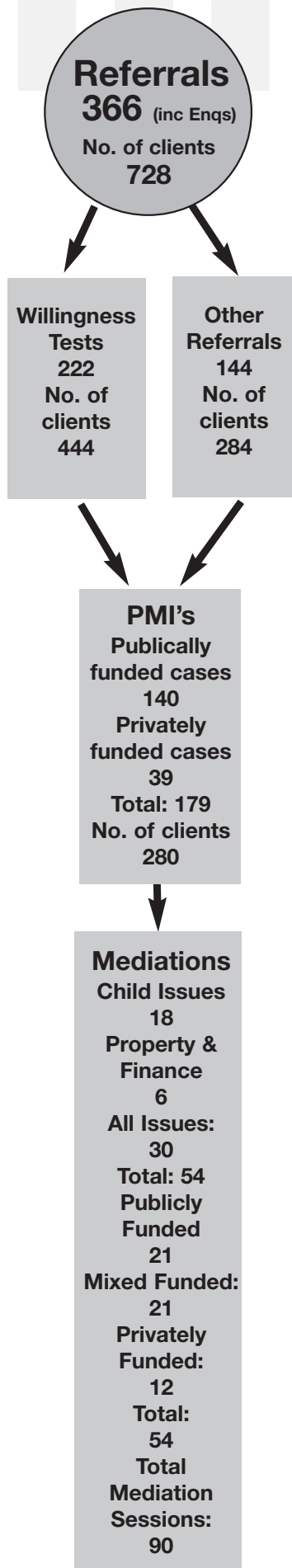
CiNCH

It has been a very dispiriting year for CiNCH with funding issues overshadowing the excellent work achieved by the Child Counsellors.

We have a long waiting list of children in difficulties over separation issues. We are told that our service is the only one in Gloucestershire that specifically helps children with these issues. CiNCH is held in high regard amongst the professionals from health, education and Social Services who refer to us.

Trustee Kate Bertram now leads a Steering Group dedicated to furthering the aims of CiNCH and seeking funding to secure the future of the current services and in time expanding the service to younger children.

**Glos. Activity Apr-
Mar 2009**



We are also hoping to raise funds for new carpeting and furniture to adapt another counselling room for older children.

Although the situation for CiNCH is so uncertain at the moment there is a determination to find a way to keep the service going. We have begun to look at charging fees rather than lose the service altogether. This would be against all of the founding principles of CiNCH but feedback from parents and referrers broadly supports

the view that the service must survive.

We collect feedback from both parents and children who have used the service. This is how we know what a good job the counsellors are doing. We can see the difference in the children from their first visit to the last. I wish the funding bodies could see this for themselves as I am sure the money would then come rolling in.

Stephanie Liebbrandt

Our Mediators in Gloucestershire

Stephanie Leibbrandt owned and ran a pre school nursery and was a foster carer whilst her own children were young. She later worked for the Probation Service where she still has some involvement. Before qualifying as a mediator in 2003 she worked in youth services organising Family Group Conferences for young offenders. Since 2003 she has worked for Gloucestershire Mediation as a family mediator and also mediates in homelessness and neighbour issues.



Stephanie Liebbrandt

Alison Pritchard qualified as a mediator in 2007 and has since had experience in working with both Bristol and Gloucestershire services. Her background is in business and in mentoring students with learning difficulties.



Alison Pritchard

Rosie MacGregor qualified as a mediator in 2000, and practiced in Hampshire and Surrey for over 5 years. Previously Rosie worked as an actress, and in advertising and market research.



Rosie MacGregor

Treasurers Report

This year has seen the first full year of operations for us as a group of 4 mediation services and child counselling (CiNCH). Our outturn overall as a group has been a deficit of £1440, which is close to breakeven and is considerably smaller than our deficit last year of £20298. In fact this small deficit is only 0.3% of total income for the year. We finished the year with reserves of £59157, compared to £60597 for 2007/08.

This seems to be a reasonably good result for the year, when the general economic conditions are taken into account. Many mediation services around the country are experiencing losses and several have closed in the last 6 months. We have reduced our losses of last year, come close to breakeven, and protected our reserves, whilst at the same time increasing our work and achieving a record high number of mediations.

Bristol's loss increased slightly, to £29757. Most of this was incurred in the first 6 months of the year – we reduced staff costs last summer and improved efficiency, and this showed better financial performance in the second half of the year. Other factors however were a reduction in fee income (perhaps due to the recession, housing market, etc., and the impact on mediation case-mix for more child cases and less all issues) and possibly a need to revisit the management cost recharge across the group this year. The good news is that mediation work was up by 33%.

Gloucestershire finished with a deficit of £4344, and CiNCH a surplus of £1701 – a net deficit of £2643. This seems quite a

reasonable result for a service which is still being rebuilt and which has the capacity to do so much more. It is pleasing to see CiNCH surviving, but its finances are fragile in the medium to longer term unless we successfully obtain more funding sources.

Gwent made a surplus of £21377, which is excellent in a year when they lost a mediator and briefly had to consider moving to new premises. There were some non-recurring factors which might indicate that the surplus may not be so high next year.

West Wales also made a surplus of £9713, again excellent results for a service down to 3 mediators for half the year.

So overall it has been a tough year, but the service has survived and adapted to conditions, and is in better shape than last year. The savings made in Bristol in the summer of 2008 should improve the outlook for 2009/10. There are still some serious issues to be tackled however; the need to make a better operating surplus and improve reserves, the need to expand demand and referrals in all areas (but especially Bristol and Gloucestershire), the need to put CiNCH onto a more secure financial footing, and the need to adapt to an increasingly hostile financial environment/recession. We also have to face retendering for our LSC Contract in 2010.

Oliver Early

“The savings made in Bristol in the summer of 2008 should improve the outlook for 2009/10.”



Oliver Early, Treasurer

Statement of Financial Activities

and income and expenditure account for the year ended 31 March 2009

	Unrestricted		Restricted	Total Funds	Total Funds
	General	Designated	Funds	2009	2008
	Funds	Funds			
Incoming resources					
Incoming resources from generated funds:					
<i>Voluntary Income</i>					
Donations	20,497	19,025	-	39,522	34,258
<i>Activities for generating funds</i>	-	-	-	-	-
<i>Investment income</i>	2,003	-	-	2,003	1,605
Incoming Resources from charitable activities:					
Grants and contracts	385,736	-	-	385,736	349,448
Private fee paying clients	58,194	-	-	58,194	63,872
Total	<u>466,430</u>	<u>- 19,025</u>	<u>=</u>	<u>485,455</u>	<u>449,183</u>
Resources expended					
Charitable Activities:					
Cost of Mediation	470,609	-	-	470,609	449,089
Governance Costs	16,286	-	-	16,286	20,392
Other resources expended	-	-	-	-	-
Total	<u>486,895</u>	<u>-</u>	<u>=</u>	<u>486,895</u>	<u>469,481</u>
Net incoming/(outgoing) resources before transfers					
	(20,465)	19,025	-	(1,440)	(20,298)
Transfers between funds	10,000	(10,000)	-	-	-
Net income/(expenditure) for the year	<u>(10,465)</u>	<u>(9,025)</u>	<u>=</u>	<u>(1,440)</u>	<u>20,298</u>
Net movements in funds	(10,465)	(9,025)	-	(1,440)	20,298
Funds balances brought forwards	10,596	50,000	-	60,597	80,895
Prior year adjustment	-	-	-	-	-
Funds balances carried forwards	<u>131</u>	<u>59,025</u>	<u>=</u>	<u>59,157</u>	<u>60,597</u>

Balance Sheet

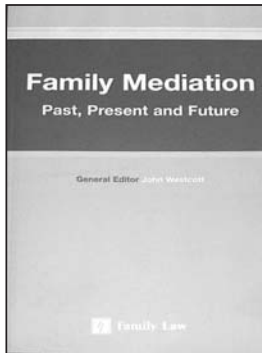
as at 31 March 2009

	2009	2008
Fixed assets		
Intangible assets	-	-
Tangible assets	2,000	4,399
Investments	-	-
Total Fixed Assets	2,000	4,399
Current assets		
Stocks	-	-
Debtors	43,865	40,861
Cash at bank and in hand	44,068	63,978
Total Current Assets	87,933	104,839
Creditors: amounts falling due within one year		
	(30,776)	(48,642)
Net current assets	57,157	56,197
Total assets less current liabilities	59,157	60,596
Net Assets	<u>59,157</u>	<u>60,596</u>
Funds		
Income and expenditure account	-	-
Unrestricted income funds:		
General fund	131	10,596
Closure Fund	40,000	40,000
Restricted income funds:		
Earmarked Donations	19,025	10,000
Total funds	<u>59,157</u>	<u>60,596</u>

SCHEDULE TO THE INCOME & EXPENDITURE ACCOUNT Analysis by Division

	Bristol 2009	WstWales 2009	Gwent 2009	Glos. 2009	CiNCH 2009	Total 2009	Total 2008
Income							
LSC	70764	105343	168204	41425	0	385736	328684
Private paying client fees	27690	11504	13578	5057	364	58193	63872
Donations	5000	0	0	16534	14025	35559	34258
Sundry income	2405	85	104	3373	0	5967	22369
Total Income	105859	116932	181886	66389	14389	485455	449183
Expenditure							
Employee Costs	123516	84957	123915	45111	12688	390187	356496
Premises costs	21598	9270	11545	19035	0	61448	71804
General administrative expenses	18936	3742	6685	3370	0	32733	38282
Legal & professional costs	1956	130	260	181	0	2527	2899
Management service recharge	-30390	9120	18234	3036	0	0	0
Total Expenditure	135616	107219	160639	70733	12688	486895	469481
Net Surplus/(Deficit)	-29757	9713	21247	-4344	1701	-1440	-20298

The directors are satisfied that the company is entitled to exemption under section 249A(2) of the Companies Act 1985 and that no member or members have requested an audit pursuant to section 249B(2) of the Act
The directors acknowledge their responsibilities for: (i) ensuring that the company keeps proper accounting records which comply with Section 221 of the Companies Act 1985; and (ii) preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of Section 226 of the Companies Act 1985, and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to the company. The accounts have been prepared in accordance with the special provisions relating to small companies within Part VII of the Companies Act 1985.



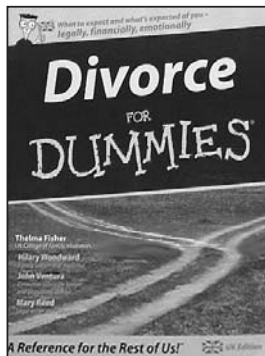
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