



Annual Report 2010/2011

"Courage is what it takes to stand up and speak. Courage is also what it takes to sit down and listen"

Winston Churchill

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Celebrating 18 years of conflict resolution

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Names have been changed in all case studies to protect the confidentiality of clients, mediators and anger management practitioners.



UNITE is a member of the Civil Mediation Council and adheres to the European Code of Conduct for Mediators



Chair's Report

2010/2011 has been significantly challenging for UNITE, but despite the very difficult economic situation, UNITE ended the year having been able to retain all members of staff and with a small financial surplus. An enormous amount of work and expertise have gone into achieving business objectives and maintaining revenue streams. The staff have all contributed to making savings and cutting back expenditure, making considerable personal sacrifices to achieve this result. The Board was delighted that contracts were renewed for this year and to know that service level agreement commitments have been met. This has provided a temporary financial cushion with which to meet the next financial year and continued pressures.

Membership of UNITE's Board again changed during the year. We were delighted to welcome Roger Shimmin, who joined us in January. Roger has important expertise and knowledge of Local Authority children's services and has already been very helpful to the organisation advising on the requirements on voluntary agencies to safeguard children and vulnerable adults. The Board itself has continued its commitment to strong governance and to regularly review its effectiveness. I would like to thank all Directors/Trustees who continue to give their time, energy and commitment to UNITE and are a great support to me as Chair.

The Board was very pleased to hear that UNITE achieved the IIP re-accreditation this year and to receive a glowing report on how the organisation was performing. The Inspector did suggest however that the mission statement be reviewed to reflect the changes in the economic climate and recent changes in Government. She felt that "the mission statement should provide a clearer future direction for the organisation, e.g. diversifying for the organisation to succeed and be in existence to provide its excellent services in the future."

The Board recognises that the economic situation is very turbulent for everyone and UNITE is anticipating continued challenges in the year ahead. Stakeholders, particularly local authorities, have to make efficiency savings and one way of doing this is to end external contracts. This is likely to result in some significant changes to the way in which UNITE operates and even what type of mediation services it undertakes. In the year ahead the Board will take forward the suggestion of the IIP inspector and review the mission statement and charitable objects to ensure that UNITE is fit and able to face the future challenges.

On behalf of the Board I would like to once again acknowledge and thank the members, Chief Executive, staff and volunteers for their hard work, loyalty and commitment, without which UNITE would not continue to thrive and succeed in this very competitive environment. We are particularly grateful for the hard work and commitment of the Chief Executive, Helen Lowrie, who despite all the challenges, remains positive and enthusiastic to ensure that UNITE continues to be an excellent and successful organisation.

Jenny Shepherd
Chair



Chief Executive Officer's Report

The 2010/2011 Annual Report showcases this year's operational activities, including challenges and successes. A number of case studies have been included this year, which put UNITE's alternative dispute resolution work into context and highlight the positive and sustainable outcomes that the work can achieve.

The Chair has already alluded to some of the good work undertaken by the team and she has also highlighted the funding challenges we faced at the beginning of 2010/2011. Because of the difficult economic climate, there were delays in re-securing contracts as public bodies worked to re-profile their budgets in the light of Government spending cuts and we are also likely to see a future reduction in core funding. We are therefore facing our greatest fundraising test to date as we enter the 2011/2012 financial year. A team member branded the task ahead of us as a 'Funding Marathon' and this term fully captures the tenacity, personal investment and patience that has been required, and will be needed in the future, to meet the objective of securing new or replacement income in order to cover the financial losses that we envisage.

It is indeed a small wonder that we have managed to achieve our objectives and we have a financial surplus at the year-end that thus far has enabled us to avoid redundancies. Throughout 2010/2011, income generation activities, such as completing tenders and cost reduction exercises, were prioritised alongside maintaining high standards of customer service. The directors, staff and volunteers have come up with creative cost savings initiatives, the majority of which were implemented as part of the Funding Marathon. Examples include reducing office space, maximising human resources by increasing lone working, staff taking unpaid leave or working unpaid additional hours in essential areas such as mediation and bid writing, all of which increased capacity without increasing costs. In the longer term, some of these saving strategies are not sustainable, however, in the short term they were agreed and were pivotal to the achievement of our fundraising objective. I cannot emphasise how much I appreciate the team's dedication and flexibility in the pursuit of this goal and also how grateful and proud I am of the end of year result that we achieved together.

With regard to service delivery, community and intra-family mediation continued to be core activities running alongside growth areas such as neighbourhood agreements and anger management training for young people. The 2010/2011 statistics show significant increases in demand across all of those services. For example, community mediation enquiries went from 552 in 2009/2010 to 647, intra-family increased from 101 in 2010/2011 to 187 and anger management rose from 56 in 2010/2011 to 111. Current customers are also showing an increased interest in the 'Gold Standard' dedicated mediator service and in anger management training for their staff. We also believe there will be increased interest in paying for services on a case-by-case arrangement, as organisations look to manage their cash flow and reduce upfront grant/service payments. In light of this, we plan to revisit our business model and staffing structure to ensure that we are fit and able to meet the changing

needs of our customers and we aim to secure funding to assist with this transition process. Our priority will be to provide training and support to staff and volunteers as we adapt to new ways of working, such as new ways of using IT in our service delivery. We will ensure that we continue to consult with stakeholders throughout the review process. In addition, we aim to mirror this year's success by continuing the Funding Marathon approach into 2011/2012.

Other organisational operational activities include the development of the Environmental Action Plan, which contains an allotment project and health and well-being events for staff and volunteers. It is intended that this work will continue and develop in the coming year; it is also hoped that UNITE can link up with a couple of environmental and social projects in Romania.

None of the financial and statistical results outlined in this report could have been achieved without the loyalty, drive and determination of the whole team, and also the very important support, advice and guidance of the Board of Directors who continue to provide outstanding governance.

Helen Lowrie
Chief Executive Officer

Acknowledgements

Core Funding

Coast & Country Housing
District of Easington Council
Erimus Housing
Gateshead Supporting People
Gentoo Sunderland
Hambleton Community Safety
Partnership
Hartlepool Borough Council
Housing Hartlepool
Middlesbrough Council

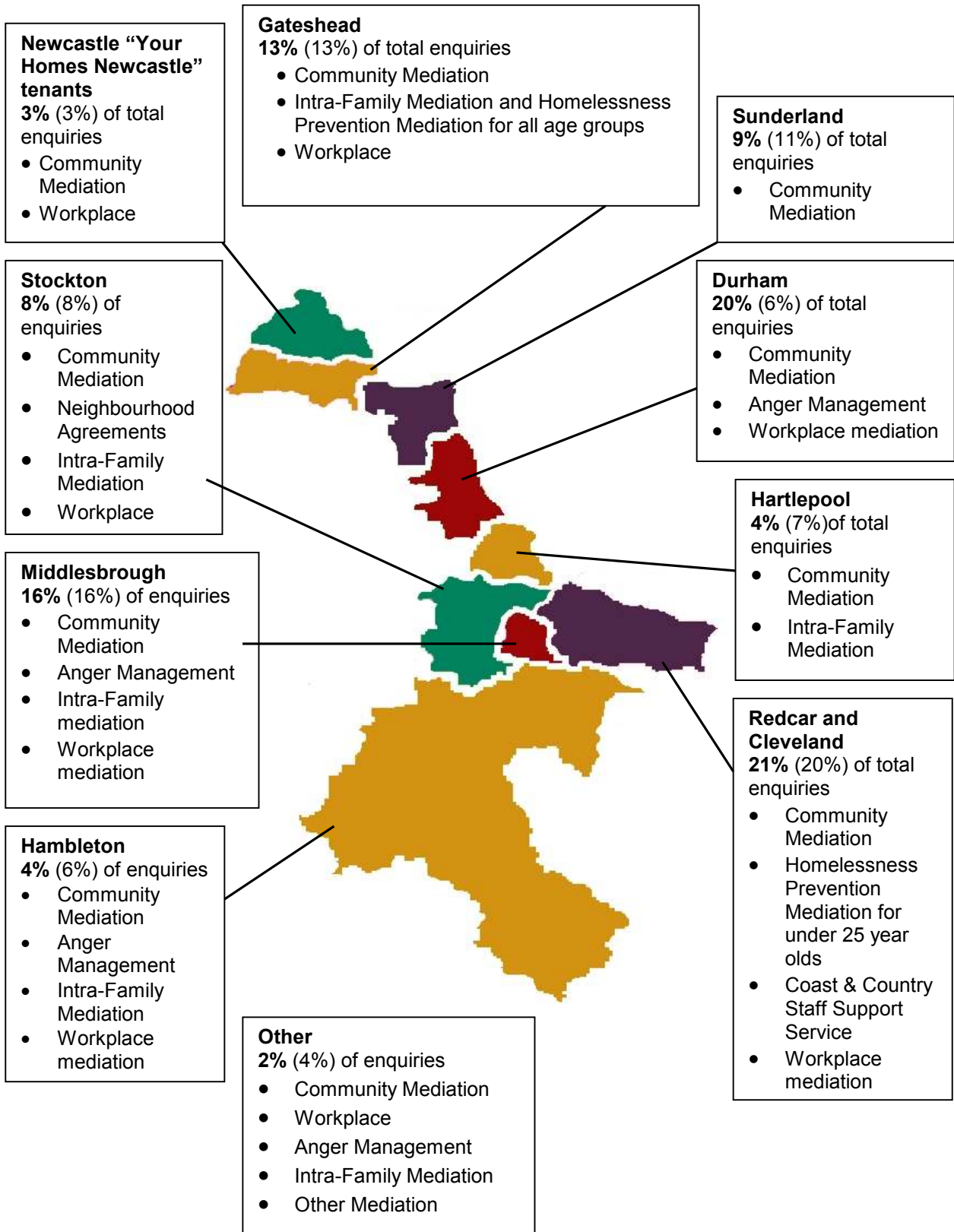
Redcar & Cleveland Borough Council
Redcar & Cleveland Partnership
The Safe Durham Partnership
South Tyneside Metropolitan Borough
Council
Stockton-on-Tees Borough Council
Sunderland City Council
Tristar Homes
Your Homes Newcastle

Partnerships and Other Support

7KS
Accent Foundation
Anderson Barrowcliff LLP
Awards For All
BDC Office Machines
Business Link
Cleveland Police
Connexions – Redcar & Cleveland
Cranfield Trust
Sue Deehan
Durham Police
Endeavour
Envisage

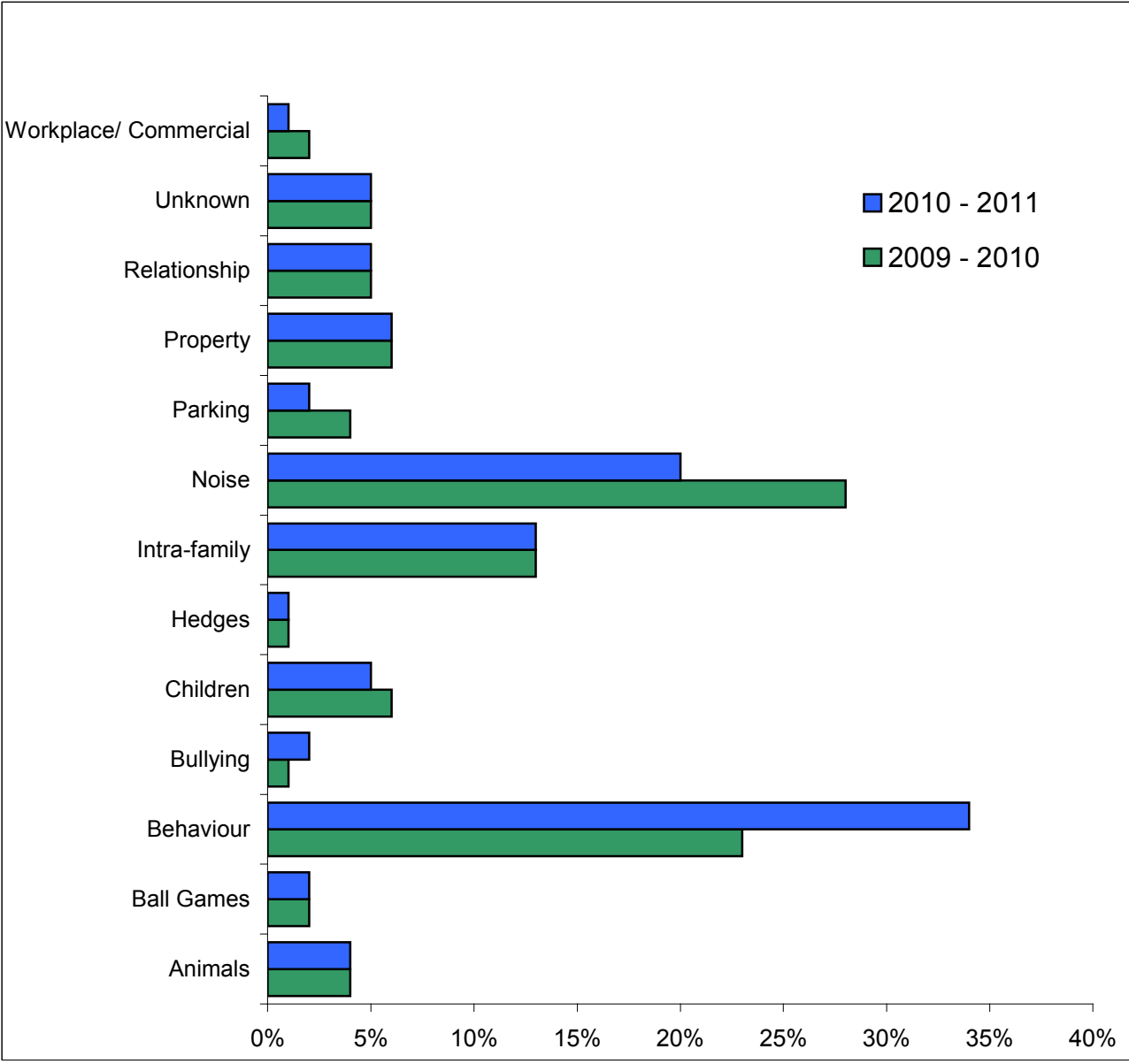
HSBC
Mental Health Matters
Middlesbrough College
Helen Moody
MVDA
Northumbria Police
North Yorkshire Police
Safer Gateshead Partnership
Safer Hartlepool Partnership
Southlands Centre
Tees Valley Housing
Tindles LLP
West Lothian Council

UNITE Service Level Agreements, Projects and Source of Enquiries 2010/2011
 (Compared to the previous financial year of 2009/2010 percentages in brackets)



Presenting Issues for Enquiries to UNITE 2010/2011
 (Compared to the previous financial year 2009/2010)

This Chart shows the presenting issues for Enquiries to UNITE in the financial year 2010/11.



Community Mediation

Coast & Country Dedicated Mediator Service

This service is offered to all Coast & Country tenants in the Redcar and Cleveland, East Cleveland, Redcar, Grangetown & Spencerbeck areas.

UNITE is delighted to report that the first year of the Dedicated Mediator service has been very successful. 95 cases were referred to UNITE. Overall, 76% of the referrals received had a positive outcome; 37% of cases went to a face-to-face meeting, in 25% of cases, the mediator visited clients, who then stated that the situation had improved and in 13% of cases, the clients worked with the mediator to help improve the situation for the future. In total, 369 people benefitted from using the mediation service.

Community Mediation case study

Susan had been Treasurer at a local Community Centre for many years on a voluntary basis, and although she had been happy in the role, she needed to leave for personal reasons. After leaving, accusations and rumours about Susan began circulating.

The referral from the Anti-Social Behaviour Team stated that issues were affecting the whole community. People were taking sides, and threats of assault were also being made. The Police had been involved, but found no evidence that anything illegal had taken place and no charges had been made. When the mediator, Linda, contacted the referrer to advise the case was beginning, she was told that many of the parties involved were contacting the Senior Anti-Social Behaviour Officer on an almost daily basis.

Linda visited Susan to hear her views on the issues and discovered Susan's main concern was about a letter she had received, which had been signed by all the Community Centre Committee, in which she was accused of taking money from the Community Centre finances. Susan said she had once regarded many of her colleagues at the Centre as long time good friends, but now she wanted nothing more to do with any of them. All she wanted was an apology for the letter and an acknowledgment that she had not taken any money. Susan was reluctant to meet with the other people. However, after some gentle persuasion by Linda and agreement that Susan's husband could attend in a supporting role, Susan agreed to come to a meeting chaired by Linda and another mediator.

Linda then visited the other eight people that Susan said were involved and heard what they had to say about their issues. Some felt that Susan had been spreading rumours about them and one person stated Susan's husband had threatened him. However, everybody involved agreed to go to the meeting.

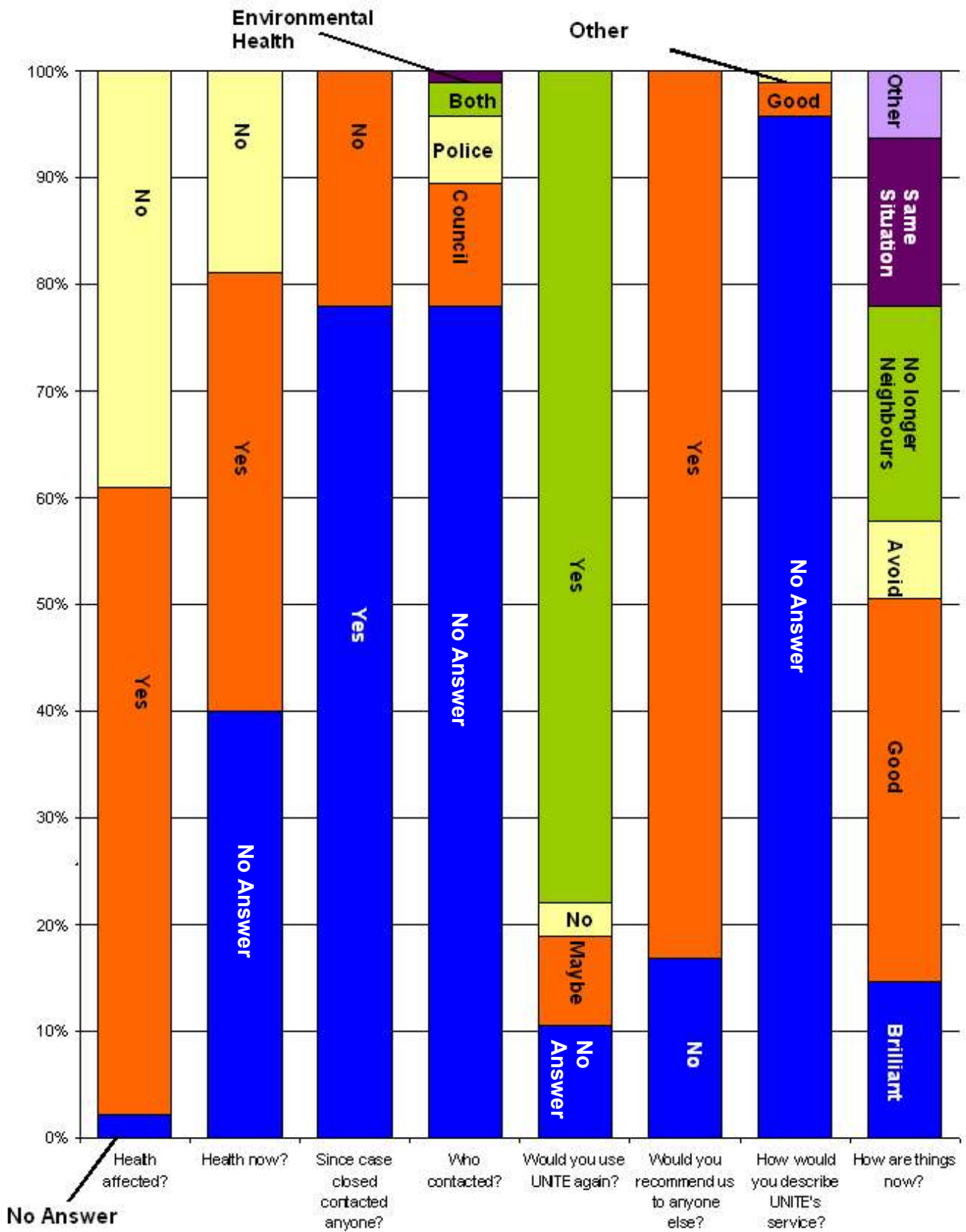
At the start of the meeting, the mediators, Linda and Gary, gave each person a chance to say how they felt and what their issues were. Everybody expressed a lot of hurt and anger over what had happened and some people were quite agitated. However, as the meeting went on, people began to hear things they had not previously been aware of and it became apparent that a lot of the issues had been caused by people not directly involved in the dispute, either by not passing on information, or by not being clear about their intentions.

It quickly became clear there had been a misunderstanding about the money and that no one in the room now felt Susan had taken anything. Although Susan was comforted knowing this, she still felt let down that people could think this of her in the first place and this did not excuse the letter that had been sent. After some discussion all agreed that the letter had been written in the heat of the moment and had been very badly worded. Everyone then turned to the issue of the rumour-mongering and it soon became clear that third parties not directly involved were responsible for this. At this point Susan's husband apologised for making threats to

one person, saying he had never meant them to be carried out, he had just been extremely upset on his wife's behalf. His apology was acknowledged and accepted.

The meeting finished with some people hugging each other. Everyone felt the meeting had cleared up a lot of misconceptions, and that through time old friendships could be re-kindled.

Community Follow Ups
(Carried out six months after a case is closed)



Mediation Client Feedback

83% of UNITE's community clients were positive about the service. Here are some of their comments:

"I thought the service was excellent. The mediators were brilliant and I felt really at ease"

"This has provided the safe environment I needed to discuss the issues involved in the dispute"

"Helped resolve any underlying problems before getting out of hand"

"Was very quick and helpful and our mediator was very nice"

"Much better to sit down together and discuss issues with an impartial third party"

"Found it very easy to understand the process. Mediation helped us all understand each other. Very pleased"

"Really confident we can move on!"

Neighbourhood Agreements

The essence of Neighbourhood Agreements is to provide a vehicle for a formalised arrangement between residents and those responsible for delivering local services. Such agreements offer ways of making resource allocation and target setting more transparent and of making service providers more accountable to service users. Neighbourhood Agreements have been developed on a multi-agency approach as part of a wider programme of neighbourhood regeneration.

UNITE is uniquely placed to deliver a Neighbourhood Agreement service because of its eighteen year history of successful community conflict resolution. UNITE staff and volunteers are trained to work with householders and agencies to effectively gather views and opinions and to encourage them to take ownership of the Neighbourhood Agreements.

The objectives for a Neighbourhood Agreement are to:

- Reassure customers and residents that local concerns around anti-social behaviour and nuisance behaviour will be addressed.
- Present a statement of desirable or positive behaviour and what it means to be a good neighbour.
- Promote a shared set of community standards and expectations around behaviour and to highlight the rights and responsibilities of customers and residents (including children and young people), landlords and other service providers.
- Contribute to the sustainability of community and regeneration initiatives.
- Contribute to wider anti-social behaviour strategies and empower residents so they are better able to work cooperatively with landlords and other agencies in addressing concerns.

Neighbourhood Agreements have been developed or are in progress in several areas of Stockton and Durham. Although the same process of interviews, questionnaires and group meetings is followed, each Neighbourhood Agreement is unique, addressing local issues that range from street lighting, fly tipping and anti-social behaviour to dogs, activities for young people and the need for a residents group. UNITE has worked on estates with single landlords and also in neighbourhoods with a mix of private and social landlords and owner occupied properties.

Once the Agreement is in place, UNITE carries out a six-monthly evaluation and the information gathered is taken to a Scrutiny Panel. The Scrutiny Panel discusses the progress made on the Agreement and what, if anything, needs to be implemented to ensure continued progress.

Intra-Family/Homelessness Prevention Mediation

UNITE has continued to successfully deliver an intra-family/homelessness prevention mediation service in Gateshead, Middlesbrough, Hambleton and Redcar & Cleveland during 2010/2011. 2010/2011 saw an 87% increase in enquiries for UNITE's intra-family mediation service, compared to 2009/2010 (187 enquiries in 2010/2011 compared to 101 enquiries in 2009/2010). UNITE also saw that new referrers were beginning to access the service. The majority of referrals throughout 2010/2011 originated from Children's Services, who saw this as a practical, workable and positive option for parents/carers to pursue when struggling to manage their relationship with their son or daughter. The young people referred to UNITE may be at risk of homelessness due to the breakdown of their family relationships. UNITE work closely with referrers and other statutory and non-statutory agencies to help prevent youth homelessness.

Intra-family mediation equips families with the confidence and skills to manage challenging issues that arise as young people make the transition from adolescence to adulthood. Intra-family mediators often work with young people who are experiencing educational difficulties, substance misuse or mental health issues and work with the family as to how these issues have a wider effect on the family and subsequent relationships.

UNITE carries out comprehensive risk assessments for all cases referred for intra-family mediation to ensure the needs of young people and their families are met, in line with the organisation's Safeguarding Children, Young People and Vulnerable Adults Policy and associated procedures. UNITE comply with the Local Safeguarding Children's Board (LSCB) Child Protection Procedures as well as the local protection of vulnerable adults procedures. All staff and volunteers receive twice-yearly refresher training concerning updates to the policy and procedures and to ensure legislative and best practice standards are met. In addition, practitioners receive training on safeguarding issues such as domestic violence, self harm, suicide prevention, mental health awareness and substance misuse.

UNITE fully engages in multi agency information sharing practice in the boroughs the services operates in. UNITE regularly attends multi-agency meetings concerning families referred to UNITE (including TAF and CAF meetings). Mediators may also be asked to provide reports highlighting progress to date in interventions.

Intra-Family/Homeless Prevention Mediation Case Study

Sally, aged 16, was referred by a local charity working with vulnerable children and young people. Sally and her mum, Carol, regularly argued about things like Sally's attendance at college and who she was "hanging around with". Carol thought Sally was taking risks with her drinking and sexual behaviour. The arguments sometimes resulted in Sally staying out at night and this added to Carol's serious concerns about Sally's emotional, physical and sexual well-being. Sally stated she wanted to move out of the family home.



Sally felt she was grown up enough to make her own decisions. She wanted to do well at college but felt that she did not have to turn up for all her classes to achieve this. Sally felt as if her mum was waiting for her to fail so that she could say "I told you so". Carol stated she only wanted the best for Sally.

Michelle, one of UNITE's experienced intra-family mediators, met with Sally and Carol at the family home. Michelle ensured both Sally and Carol had time with her to privately share their issues and then spent some time preparing them for a joint family meeting and exploring with each of them what they wanted from mediation and how this could be achieved.

Michelle facilitated three family mediation meetings with Sally and Carol in a local Children's Centre. Throughout these sessions issues were openly aired and both Sally and Carol were given plenty of opportunity to respond to what they heard from one another. Michelle got Sally and Carol to think how the future would be if their relationship did not change and encouraged them to consider options that could help them improve their relationship. In the first meeting Carol and Sally wrote up an agreement in their own words and in further meetings, their progress was reviewed and new agreement points were added.

Sally eventually secured supported housing, but they still experienced issues affecting their relationship. At the request of the supported housing provider, UNITE continued to work with Sally and Carol to help them build their relationship. They still go through positive and negative phases, but through mediation they are gaining a better understanding of each other's issues than if they were to discuss matters just between themselves.

Anger Management Training

Other examples of UNITE's experience of working with children and young people during 2010/2011 include:

- One-to-one anger management programmes in a variety of settings (e.g. schools)
- Group anger management programmes in primary schools
- Group anger management programmes in youth service facilities (e.g. Connexions)

Having successfully completed the pilot in Hambleton, North Yorkshire, the contract was renewed for a further 10 cases in Hambleton, with referrals being received from agencies such as Thirsk School and the Youth Justice Service.

Following the success of the project in Hambleton, UNITE's Anger Management Training Service was contracted for Durham, where a need for such a service had been identified for young people at risk of entering the criminal justice system. This

service employed a UNITE Practitioner dedicated to working in County Durham during term time, delivering up to 6 sessions to each of the 26 clients referred to the service. UNITE ensured that the practitioner was given ongoing support, supervision and training and met UNITE's standards with respect to safeguarding, confidentiality, risk assessments, health and safety and quality.

Anger Management Case Study

Steven was referred through the Youth Offending Service for Anger Management Training. He had been in trouble with the police for criminal damage, had a reputation for fighting and his school attendance was poor. The Anger Management Practitioner (AMP) held an initial contracting and assessment session. Steven said that in his family, it was normal to tackle conflict through anger and aggression and that he often punched walls. Steven acknowledged that he had anger issues but he wanted to be a good role model for his nieces with whom he had a close relationship.

During the sessions, Steven learnt that there were other ways that anger could be expressed and he was encouraged to try new strategies. He explored with the AMP how he could break the cycle of violence within the family and show his nieces alternative ways of dealing with issues.

In the final session, the AMP met with the school tutor who remarked on the difference in Steven's behaviour. By then he was regularly attending school and had embraced a positive attitude. Steven himself had enjoyed coming to the anger management sessions because he felt he had someone to talk to about his problems - he said that the biggest lesson he had learnt was how to calm down and become a better person.

Comments from Referrers

LMAPs rate the service very highly. Anger Management Training is an ideal tool for dealing with young people. I have no negative responses to the service UNITE has provided. My experience is that the service has been backed by all the agencies around the table.

Keith Davis, LMAPs

The service has been brilliant and we'll be really sad if it can't carry on. Melanie's [Anger Management Practitioner] communication has been really good on the cases I have referred to the service.

Rachel Lynch, YOS

It is an absolute necessity. We can't get Anger Management training anywhere else - it equips young people with techniques they can use now and for the rest of their lives.

Lindsey Bell, Referrer



Workplace Mediation

During 2010/2011, UNITE entered into an affiliation agreement with Stockton-based Alliance Psychological Services. UNITE and Alliance share similar values and this agreement to work together in a spirit of trust, equality, respectfulness, openness and fairness enables the two organisations to call upon one another's services in order to ensure that their respective clients can receive a service that is appropriate to their needs.

UNITE also launched its dedicated Workplace Mediation website: www.unite-mediationatwork.org and this has been the entry point for many of the enquiries about our workplace mediation services during the year.

Finally, UNITE added an Open College Network accredited training programme in Workplace Mediation Skills to the list of training courses we offer to other organisations.

Workplace Mediation Case Study

UNITE received a referral for two colleagues who at one time had also been friends, but had fallen out because of issues in the workplace. During the separate one-hour interviews with each party, the mediator heard how they both still liked and respected one another, but their different working styles had led to tensions between them, which were affecting their friendship. That afternoon the parties sat down together with the mediator in a joint meeting when they had an open and frank discussion about their differences. They left the meeting agreeing that they will now be able to move forward.

Both said afterwards that the mediation process had been beneficial and they both said that they wished they had had the chance to speak like this much sooner.

Training

UNITE has always been committed to the development of its own staff and volunteers and this is a key factor in UNITE's reputation for excellence in its service delivery. All mediators and anger management practitioners are required to attend regular top-up training sessions, covering topics such as Safeguarding, Personal Safety and Advanced Mediation Skills. A team of experienced mediators also undertook a 5-day training programme as Anger Management Practitioners with an experienced external trainer.

The organisation also prides itself on its 'nursery' approach to the development of young people who then go on to other work. Over the years, UNITE has worked closely with organisations such as ITEC North East and NECC and people have gone from placements within UNITE to work in local authorities or the armed

services. UNITE currently has two young people on placements within UNITE's Administration Team who are working towards an NVQ (level 2) in Business Administration. In addition to their NVQ work, they have been able to participate in other training opportunities offered by UNITE, including a 3-day Mediation Skills programme. It is for this kind of commitment to training and development that UNITE has been recognised by Investors In People since 2000.

UNITE has been an Open College Network (OCN) accredited training centre since 2002 and delivers a range of accredited interactive skills training programmes (see below).

All UNITE trainers are also practitioners and bring their wealth of experience to courses for the benefit of all learners (a trainee commented that he found seeing "the 'real world' examples" very useful). In 2010/2011, UNITE delivered:

- OCN accredited Mediation Skills training in Middlesbrough to 11 Family Intervention Project workers from a social housing group.
- A bespoke 3-day Constructive Conflict Management course for a local authority Drugs and Alcohol Team in Stockton. This course was also adapted for Family Intervention workers from Sunderland.
- A 1-day course to Mental Health Matters employees on Constructive Conflict Management of issues relating to recruitment and retention of clients with disabilities.
- A ½ day "Handling Difficult Conversations" to foster carers in Redcar & Cleveland
- OCN accredited Mediation Skills programme to trainees from West Lothian and neighbouring local authorities; this was the trainers' second trip to Scotland for this customer.
- A 1-day Anger Management course for Connexions staff, to enable them to pass on these skills to their young clients.

Short one to two day courses

Customer Service and Telephone Skills to those seeking work after long-term unemployment

Understanding the Needs of Victims to Neighbourhood Safety Officers

Working Well with Colleagues to Local Authority Staff

Communication, Facilitation and Collaborative Problem-solving skills to a group working with minority ethnic groups

Dealing constructively with their tenants' complaints and appeals to the board members of a housing company

Difficult conversations with customers to an organisation that offers grants and professional support

OCN accredited courses

Workplace Mediation skills	(Level 3)
Mediation Skills	(Level 3)
Supervision Skills	(Level 3)
Conflict Management	(Level 2 & 3)
Anger Management	(Level 2 & 3)

Feedback on UNITE's training

"I deal with teenagers, so this course was very helpful as there is nearly always a difficult situation cropping up"

Foster Carer attending "Handling Difficult Conversations"

"... very good and relevant to our job role ... Trainer has great knowledge and engages staff very well."

FIP worker on Constructive Conflict Management course

"Very intense, but enjoyable"

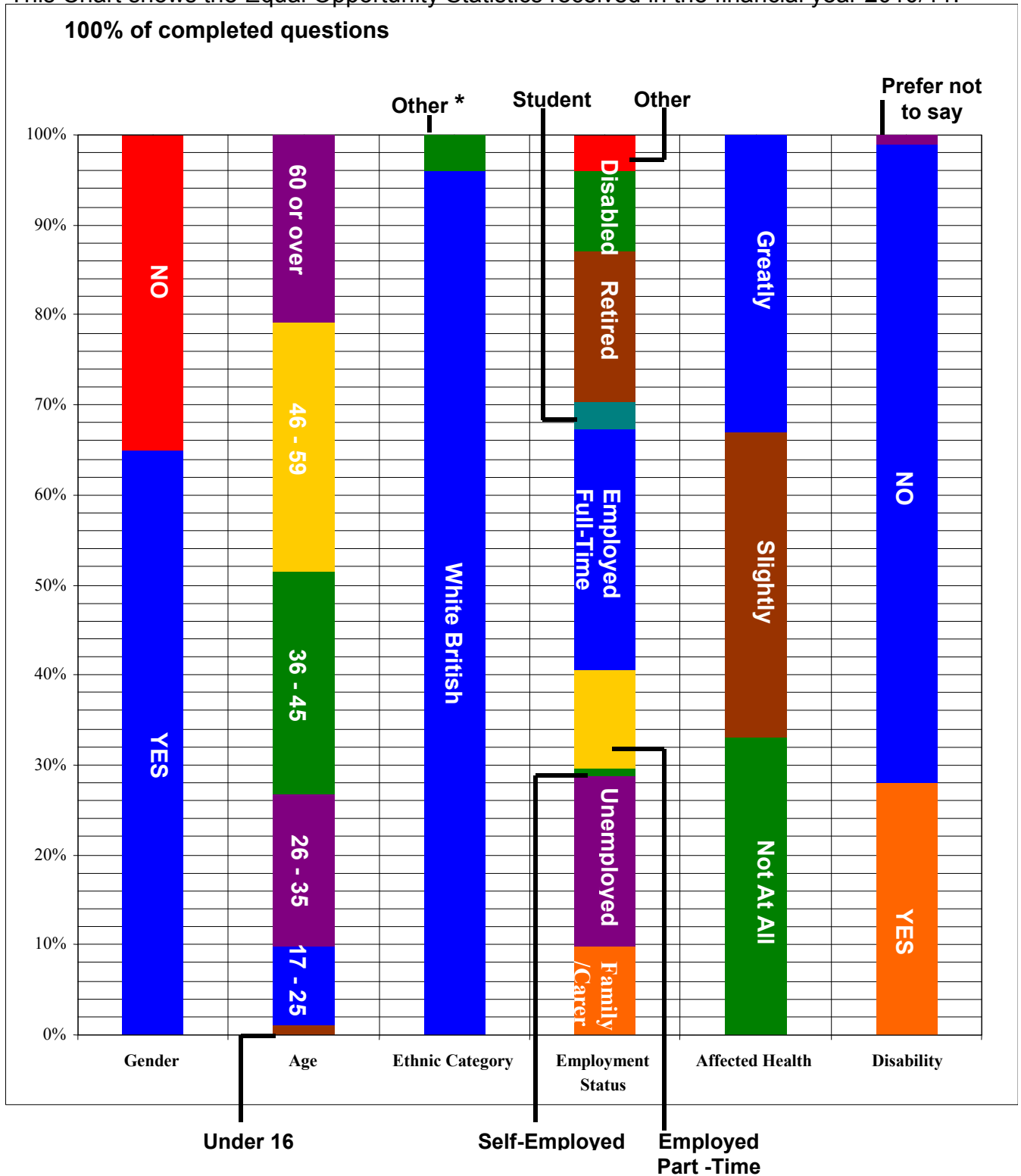
FIP worker on Constructive Conflict Management course

"Thanks to [trainer] for her perseverance ... and for her understanding of my needs. 10/10"

Delegate on Mediation Skills course.

UNITE Equal Opportunities monitoring 2010/2011

This Chart shows the Equal Opportunity Statistics received in the financial year 2010/11.



* Other includes: Arabic, Black or White African, Italian, Pakistani, Polish and any other ethnic background



UNITE Roles Staff

Melanie Baker	Development Officer, Supervisor, Mediator
Noelle Darwent	Projects Manager, Mediator
Paul Davison	Mediator, Staff Support Worker
Pauline Dowse	Administration Officer
Wendy Edmondson	Mediator
Paul Jarrold	Administration Officer
Jayne Gray	Development Officer, Staff Support Worker, Supervisor, Mediator
Lillian Howell	Staff Support Worker
Mike James	Development Officer, Mediator
Rachel Lofthouse	Supervisor, Mediator, Staff Support Worker
Helen Lowrie	Chief Executive Officer, Supervisor, Mediator
Lynn Millar	Development Officer, Mediator
Liana Nagy	Mediator
Lauren Pearsall	Resources Team Leader, Mediator
Megan Stocks	Administration and Finance Officer
Lewis Warriner	Administration Officer
Steve Winter	Development Officer, Mediator

Volunteer Mediators and Administration Assistants

Lucy Adamson	Yolanda Hughes	Jan Pooley
Najma Anwar	Humira Imtiaz	Edwin Reavley
Mamuna Ashraf	Paul Jarrold	Richard Robinson
Michelle Bartley-Williams	Clare Jeffrey	Gemma Scullion
Clare Butterfield	Amber McClarendon	Kristina Sedgwick
Sonia Chauhan	Louise Masters	Elizabeth Stephenson
Mouad Chemaou	Jim Millar	Stephen Twist
Elizabeth Clarkin	Helen Moody	Rebekah Watson
Pat Cook	Matildah Mvemve	Richard Westmorland
Sue Deehan	Liana Nagy	Jamie Wilson
Becki Fox	Clare Newsham	Matt Wootton
Lillian Howell	Rachel Peacock	Florence Yisa
	Adam Piatek	

Board of Directors (all volunteers)

Name	Position	Appointed
Jenny Shepherd	Chair	July 04
Clare Butterfield	Vice Chair	Sept 05
Stephen Twist	Company Secretary	Apr 02
Gillian Dobson	Treasurer	Aug 01
Angharad Davies	Director	Nov 09
Chris Fields	Director	Sept 08
Paul Frankland	Director	Nov 07
Margaret Kuby	Director	July 09
Linda Laidler	Director	Oct 03



Roger Shimmin
Henrietta Wallace

Director
Director

Feb 11
Aug 04

Members

Melanie Baker
Clare Butterfield
Sharon Dalton
Noelle Darwent
Paul Davison
Gillian Dobson
Wendy Edmondson
Chris Fields
Sally Forth
Paul Frankland

Jayne Gray
Lillian Howell
Mike James
Louise Harding
Paul Jarrold
Margaret Kuby
Linda Laidler
Rachel Lofthouse
Helen Lowrie
Lynn Millar

Lauren Pearsall
Jenny Shepherd
Megan Stocks
Heather Tisbury
Stephen Twist
Henrietta Wallace
Lewis Warriner
Richard Westmorland
Jean Westmorland
Steve Winter

Patron

Judge Michael Taylor

Auditors

Tindles LLP

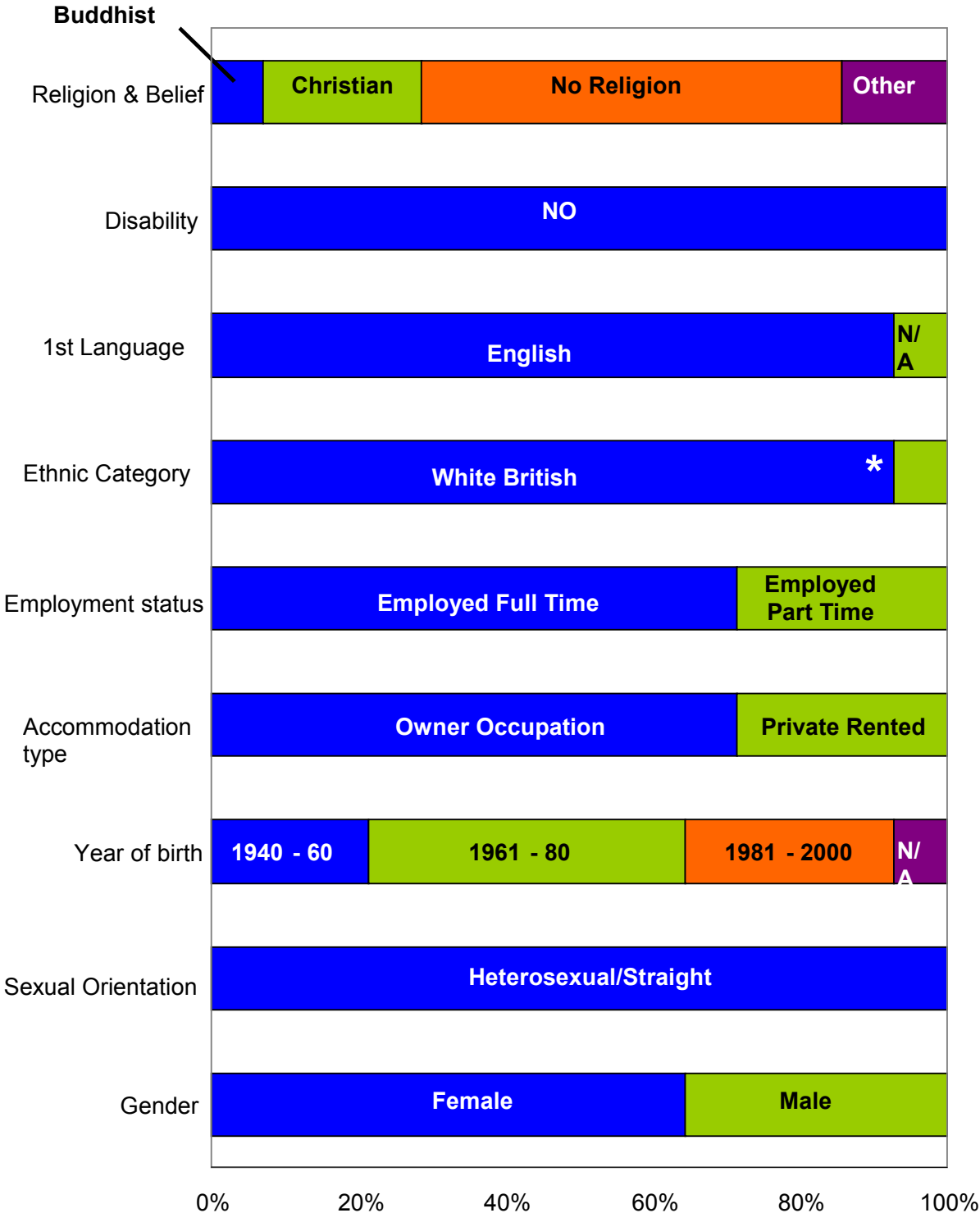
UNITE Staff and Volunteer Awards 2010/2011

Outstanding volunteer	David Himmelblau
Outstanding cross team working	Lynn Millar
Outstanding contribution and added value	Wendy Edmondson

UNITE Staff Equal Opportunities monitoring 2010/2011

This Chart shows the Staff Equal Opportunity Statistics for the financial year 2010/11.

100% of completed questions



* Includes: Any other ethnic group



Accounts

Report of the Trustees for the year ended 31 March 2011

The trustees present their report and accounts for the year ended 31 March 2011.

Activities

UNITE Limited's primary charitable activity is the provision of alternative dispute resolution, for example community mediation.

During 2010/11 UNITE Limited maintained its community and intra-family work through contracts with local authority departments, such as the homeless teams, and funding was secured to deliver training in mediation skills. Workplace services also continued to be provided. UNITE's Anger Management and Community services also began to be delivered in the Durham area.

Review of Business

The results for the year and financial position of the company are as shown in the annexed financial statements.

The charity has met its service level agreements and primarily operates in geographical areas of Teesside, Hambleton, Sunderland, Gateshead, Durham and Newcastle. It works with the local authorities, registered social landlords and community safety partnerships of these areas offering various forms of alternative dispute resolution including a consultancy training service.

Overall funding increased by £106,832 over the previous year and expenses increased by £23,704, which is mainly due to new contracts for example, Durham Anger Management and Community Mediation. The charity generated a surplus of £87,229 in the year compared with a surplus of £4,101 in the previous year.

The total reserves of the charity stand at £254,794. This is relatively high in order to protect against the likelihood of reduced funding referred to under Future Developments in the full audited financial statements. (Which can be obtained from the UNITE office)

Trustees

The Trustees who served during the year were as follows:

G L Dobson

S Twist

L Laidler

J Shepherd

C Butterfield

P Frankland

H Wallace

C Fields

Resigned 14 July 2011

M Kuby

A Davies

R Shimmin

Appointed 22 February 2011

The trustees holding office at 31 March 2011 did not hold any beneficial interest in the issued share capital of the company at 1 April 2010 (or date of appointment if later) or 31 March 2011.

Charitable Status

The company's registration with the Charity Commissioners is number 1048284 and it is governed by its memorandum and articles.

The charity provides trained staff and volunteers to mediate between parties in order to rebuild communication and to bring the parties to an agreement. The mediators act without prejudice and without making judgements. It is an objective process.

Anger management training is in high demand and the organisation is committed to meeting this demand and to establishing itself as an expert in the field.

UNITE Limited also generates revenue from initiatives funded through charitable trusts and grants.

Statement of Trustees responsibilities

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity SORP;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors

The auditors, Tindle's LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

The financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

The full Accounts for UNITE Limited 2010 – 2011 are available from UNITE Limited's registered office.

Statement of Financial Activities for the year ended 31 March 2011

	2011 Total funds £	2010 Total funds £
INCOMING RESOURCES		
Incoming resources from generated funds		
Voluntary income	17,721	5,411
Investment income	371	361
Incoming resources from charitable activities		
Training and Mediation Services	<u>418,032</u>	<u>323,520</u>
Total incoming resources	436,124	329,292
 RESOURCES EXPENDED		
Charitable activities		
Training and Mediation Services	264,538	240,766
Governance costs	<u>84,357</u>	<u>84,425</u>
Total resources expended	348,895	325,191
 NET INCOMING RESOURCES		
	87,229	4,101
 RECONCILIATION OF FUNDS		
Total funds brought forward	<u>172,922</u>	<u>168,821</u>
TOTAL FUNDS CARRIED FORWARD	<u>260,151</u>	<u>172,922</u>

Balance sheet as at 31 March 2011

	2011 Total funds £	2010 Total funds £
FIXED ASSETS		
Tangible assets	7,061	7,216
CURRENT ASSETS		
Debtors	56,934	112,729
Cash at bank and in hand	<u>280,226</u>	<u>226,611</u>
	337,160	339,340
CREDITORS		
Amounts falling due within one year	(84,070)	(173,634)
	<u>253,090</u>	<u>165,706</u>
NET CURRENT ASSETS		
	<u>253,090</u>	<u>165,706</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	260,151	172,922
	<u>260,151</u>	<u>172,922</u>
NET ASSETS	<u>260,151</u>	<u>172,922</u>
FUNDS		
Unrestricted funds	254,794	172,922
Restricted funds	<u>5,357</u>	<u>-</u>
TOTAL FUNDS	<u>260,151</u>	<u>172,922</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).