

CROYDON COMMUNITY MEDIATION



Annual Report

for the year to
31st March 2008



Report of the Trustees
and Financial Statements
for the year ended 31st March 2008

Company Information

TRUSTEES

Graham Owen - Chair
Gilly Gajdatsy – Treasurer
Barbara Ottaway – Company Secretary
Joyce Howson – Minutes Secretary
Emanuel Dada
Benjamin Opoku

STAFF

Dorothy McEwan – Service Manager
Pamela Flouch – Administrative Caseworker

BANKERS

Cafcash Limited
POBox 289
West Mailing, Kent, ME19 4TA

The Cooperative Bank plc
POBox 101
1 Balloon Street
Manchester, M60 4EP

AUDITORS

The Kings Mill Partnerships
75 Park Lane
Croydon, Surrey, CR9 1XS

ADDRESS

First floor
29-33 Church Street
Croydon, Surrey
CRO 1RH

020 8255 2463

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office@croydonmediation.org.uk
www.croydonmediation.org.uk

Company Registration Number 3973287
Charity Registration Number 1088222



Chair's Report

Graham Owen

CCM Trustee and Assistant Director of Housing, Croydon Council

We enter our ninth year of operation in good health. Our service manager, Dot McEwan, has been in post for one year and has been working hard to improve the service we provide. My thanks go to her and to our service administrator, Pam Flouch, for their efforts.

Recently Doris Amenoyah, casework co-ordinator, left the service after being successful in gaining a new position. We wish her well for the future and thank her for her contribution to the success of MEDYP and to CCM as a whole.

Each year we experience changes on the Board of Trustees. I am very pleased to welcome Greg Davies and Debby Burrows to the Board. Both have valuable experience and will strengthen the governance of the service.

The current Board now have a broad range of skills and knowledge to manage CCM's future.

A small organisation like CCM relies on the contributions of volunteers to get things done. Without this support, the core work of mediation would be more difficult to achieve. I would like, therefore, to recognise the continued contribution of Irene and Darren through their help in the office and with our publicity and IT support and to thank them for the time and effort they give to the service.

We look ahead to the coming year with confidence in responding to the calls for help from the residents of Croydon. I am sure that the service will respond as it has in the past to meet the challenge successfully.

Service Manager's Report



Dorothy McEwan
CCM Service Manager

Service Manager's Report

This, my first year at Croydon Community Mediation as Service Manager, has been an interesting and busy year for me, getting to know the mediators, Trustees, referral agents and client groups.

Through lack of funding we have had to make some changes through the year; most notably closing the MedYP project. Unfortunately a bid made to the Tudor Trust prior to my arrival was unsuccessful and the project ran out of funding. Having been a very successful part of the service provision MedYP has been missed. However, without the necessary funding resources, we cannot afford to accommodate all the work we would like to be involved in.

Nevertheless by the end of the financial year 2007/08 we had managed to streamline the Service so that we ended the year with a very small surplus. Given the rising costs of running any business this was very pleasing and should stand us in good stead to sustain the core practice of neighbour dispute mediation for the present.

Since my arrival, I have been most impressed by the expertise and dedication of the volunteer mediators, Trustees and staff. All have welcomed me with great generosity and freely given of their time and tremendous skills to make my first year with CCM the success it has been.

During the year Doris, our Case Co-ordinator, has left to go on to pastures new. We were sad to see her go and miss her cheerful presence in the office. However, she has gone on to bigger – and, for her, better – things which will progress her career. She is remaining as a volunteer mediator which is pleasing and, I think, shows the impact that working in this valuable area of community service has on those who become involved.

As I joined the Service so did a new Administrative Assistant, Pamela Flouch. With Doris' departure Pamela has taken over the role of Administrative Caseworker and has become a mainstay of the office. Pamela, like myself, has benefited from the dedication of all our volunteers in learning the office procedures and mediation practices.

Mediation Cases

Referrals were steady throughout the financial year with a heartening number of cases going to Joint Meeting and successful resolution. Our working relationships with Tenancy and Housing Officers has been steadily improving and so we are slowly seeing an increase in cases coming to us at an earlier stage of the dispute. This greatly assists the client group in reaching resolution as there is less chance of dispute issues having become entrenched and so less resistance to discussion and agreement of ways forward for their neighbour relationships.

Training

Throughout this year we have been working with Parentline Plus doing workshops in some of the schools in New Addington. Our part of the workload has been to present workshops on emotional communication to students with behavioural issues. We carried out 4 workshops per term and managed to assist three schools in New Addington, two primary and one secondary school. This work now comes to an end, yet again because the funding that Parentline Plus had for doing this work has now run out and is not likely to be replaced. We hope that the schools have found our input useful and may use us again in this, or other, capacities should the opportunity – and funding – arise.

Within the Service itself, we have just completed the first round of training since I took up post. This was necessary as caseload is increasing and, despite retaining all our existing mediators, we are starting to struggle to maintain the high standards of performance we set ourselves. I am very happy to welcome the new mediators into our Service and know that they will quickly gain the necessary expertise and, with the help of their colleagues, become a valuable asset to the community of Croydon.

Publicity

This has been a steady year where publicity is concerned. I have carried out a number of awareness raising presentations with Tenancy Officers, ASB Officers, women's groups, the Local Education Authority and individual Police and Housing Officers. We planted a tree in Croydon Parish Churchyard to celebrate both the retirement of the outgoing manager and our 10th Anniversary as a community mediation service. Darren, yet again, was available to take photographs of the ceremony. These are to be offered both to the Council for publicising our anniversary in their in-house newsletter and to the press for more general interest in the community at large.

The future

Having spent the greater part of the past year settling into the Service, and looking to improve the effectiveness and cost efficiency of our core neighbour practice, I am starting to look towards other directions we can take to help in the community.

With an awareness of the large proportion of young people in Croydon, and having now done some work in various schools, I am starting to look out for opportunities to widen our provision into the parent/school dispute arena. I believe there is great need of a mediation service in the Croydon area to assist schools in resolving the difficult dispute situations which are encountered when the schools' and parent's needs clash with each other. Should funding become available in this area then we shall quickly train some of our mediators in this work. This will enable us to offer a good strong mediation provision very quickly.

Working with young people is still of great interest to us. I have some experience with provision of mediation within both schools and in the wider community working with disaffected youths. If funding becomes available this is another very worthwhile area of work we shall explore; particularly given Croydon's current difficulties with gangs.

Yet again we will be limited by funding and availability of resources. Until a clear and sustainable path for the future presents itself we will continue to improve and enhance our core practice to enable us to move forward in the neighbour dispute resolution arena assisting where we can in the community to make it as good a place to live peacefully and happily as it deserves to be.

My first year with the Service has been exciting, exhausting and hugely rewarding. I have thoroughly enjoyed being involved with so many people of such great dedication and determination. The rich fabric and great diversity of the population of Croydon has given me great pleasure throughout the year and I expect to continue enjoying, and working to help in, this diverse and interesting part of the country.

Dave Walker MBE

Guest Speaker at the AGM

Dave Walker has been a Community Mediator with Southwark Mediation Centre [SMC] for 22 years. He is also a Family Mediator. Dave has helped develop the Southwark Mediation Centre's work around issues of Anti-Social Behaviour and Hate Crimes which deals with a high volume of anti social behaviour. Dave is proud to be a resident of Southwark and proud he was one of the first Volunteer Community Mediators trained in 1986 at SMC where he is currently the Coordinator.

Dave regularly gives presentations, lectures and training on his work to law students, postgraduate mediation students, and has regularly been a guest speaker and presenter at Mediation UK national conferences.

He delivers training in Mediation Awareness and Communication Skills to those responsible for the reporting and recording of crime reduction from the Statutory, Voluntary sectors e.g. Police, Community Wardens, Housing personnel and Anti-social behaviour Unit and others.

Dave is a trainer and consultant in mediation, to those wanting to set up mediation services, in the UK and overseas, also for those wanting to use mediation in schools (Peer Mediation) to tackle conflict in the school environment. His work with Peer Mediators has been award-winning.

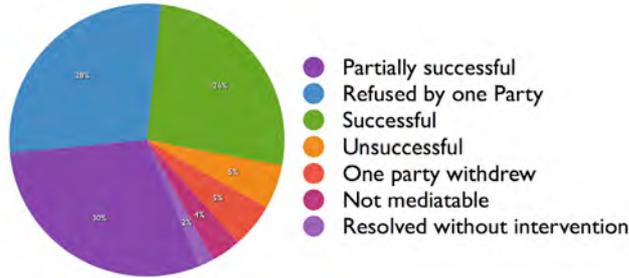
He is currently involved in the mentoring and study placement programmes to Post Doctoral Research Fellows from overseas interested in Hate Crime and Anti-Social Behaviour and the use of Teenage Mediators on conflicts in the community.

Service Delivery Statistics 2007-2008

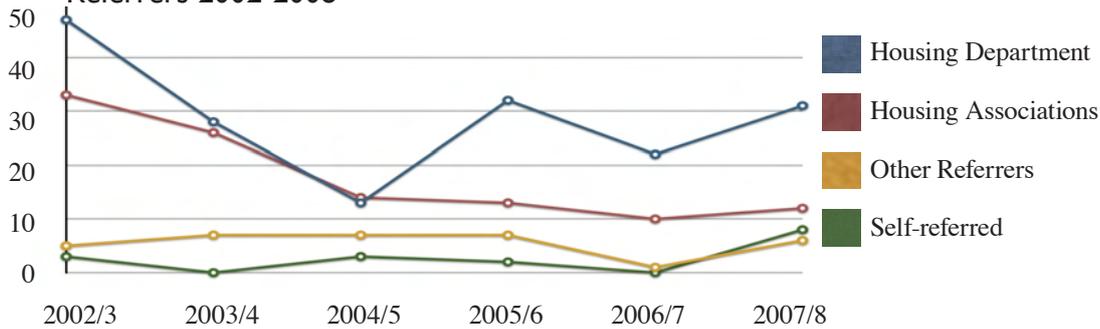
Service provision was steady throughout the year, with a slight increase in caseload becoming apparent in late February/early March 2008. Many clients still fail to see the potential benefit of mediation and, frustratingly, refuse to participate in the process. However, when clients take the opportunity to take part in the process the likelihood of a resolution is quite high. Of the 35 cases pursued to Joint/Shuttle meeting this year 43% were successful, 48% were partially successful and only 9% were unsuccessful.

Noise remains the biggest reason for neighbour disputes being referred to mediation. However both Anti-social behaviour and lifestyle disputes are beginning to show an increase in neighbours wishing to mediate a resolution.

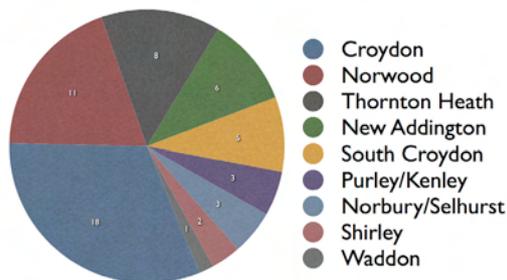
Outcomes



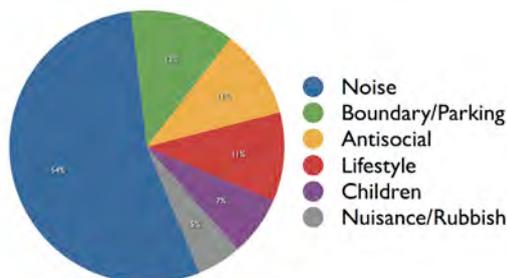
Referrers 2002-2008



Location of Cases



Types of Dispute 2006-2007





Treasurer's Report

Gilly Gajdatsy

CCM Trustee & Treasurer and Company Secretary

Income remained stable for 2007-08. However, by putting in place some housekeeping efficiencies, we managed to end the year with a slight underspend.

Given the difficult financial situation which occurred during the year, due to a lack of future funding for the MedYP project (now closed) and the unusually high expenditure in June 2007 when 2 managers' salaries were paid during the cross-over period, the underspend was better than projected.

Savings were made in 2007-08 on insurance, cleaning and supervision. Recent staff changes will further reduce the salaries bill, with effect from June 2008.

I have been monitoring income and expenditure regularly, and have discussed changes with both the Manager and Trustees. I feel that our finances are now more predictable and hope that plans to increase income with new projects will bring greater security in the year to come.

signed

Gilly Gajdatsy
Treasurer

Report of the Trustees

The Trustees, who are also Directors of the company for the purposes of the Companies Act, present their report together with the audited financial statements of the company for the year ended 31st March 2008.

Principle Activity

The Objects of Croydon Community Mediation

To promote for the public benefit, in the London Borough of Croydon and surrounding areas, with a view to the preservation of public order, the provision of services directed towards mediation, conciliation, reconciliation and reparation, between individuals, organisations or groups involved, or likely to be involved in, disputes or interpersonal conflict;

To advance the education of the public, in the London Borough of Croydon and surrounding areas, in the methods of mediation, conciliation, reconciliation, reparation, in the needs of victims and offenders for such services, and in the means of managing such services.

Trustees

The trustees of the charity during the year were as follows:

Barbara Ottaway
Graham Owen
Gilly Gajdatsy
Joyce Howson
Emmanuel Dada
Benjamin Opoku

The trustees are members of the company which is a company limited by guarantee, and has no share capital.

Reserves policy and risk management

During 2004/05, a detailed review of the charity's activities was carried out and the trustees planned a comprehensive strategy and business plan for the next 3 years, setting out the major objectives, opportunities, finance and resources available to the charity, and the risks to which it is exposed. The trustees aim to manage prudently and within budget. A reserve of £2000 is kept for exceptional circumstances. Should circumstances arise beyond capacity Croydon Council would be asked to consider further assistance.

Statement of Trustees' Responsibilities

Company law requires the directors to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing those financial statements the directors are required to:

- a. Select suitable accounting policies and apply them consistently;
- b. Make judgements and estimates that are reasonable and prudent;
- c. Prepare the financial statements on a going concern basis unless it is inappropriate to assume that the Company will continue in business.

Report of the Trustees *(continued)*

The directors are responsible for keeping proper accounting records which disclose, with reasonable accuracy at any time, the financial position of the company, and enable them to ensure that the financial statements comply with the Companies Act 1985.

So far as the directors are aware, there is no relevant audit information of which the company's auditors are unaware, and they have taken all of the steps necessary that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

In accordance with section 485 of the Companies Act 2006, a resolution will be put to the forthcoming Annual General Meeting that The Kings Mill Partnership, Chartered Accountants, be re-appointed as the Company's auditors for the ensuing year.

Small company exemption

Advantage is taken in preparing this report of the special exemptions applicable to small companies conferred by Part VII of the Companies Act 1985 and the Financial Reporting Standard for Smaller Entities.

Policies and procedures

CCM has a Projects & Finance sub-committee which consists of The Treasurer, the Chair, two further Trustees and the Servie Manager; all bring expertise. This sub-committee takes responsibility for future project planning and fundraising.

This, and previous, Annual Reports and documents are available on the website at www.croydonmediation.org.uk.

This report was approved by the Board on 12th May 2008.

Gilly Gajdatsy
Treasurer

Independent Auditors' Report

To the members of Croydon Community Mediation

We have audited the financial statements of Croydon Community Mediation for the year ended 31st March 2008 which comprise the Statement of Financial Activities, the Balance Sheet and related notes. These financial statements have been prepared in accordance with the accounting policies set out therein and the requirements of the Financial Reporting Standard for Smaller Entities.

This report is made solely to the charitable company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

The responsibilities of the trustees (who are also the directors of Croydon Community Mediation for the purposes of company law) for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK & Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the Trustees' Report is not consistent with the financial statements, if the charity has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees' remuneration and transactions with the company is not disclosed.

We read the Trustees' Report and consider the implications for our report if we become aware of apparent misstatement within it.

BASIS OF AUDIT OPINION

We conducted our audit in accordance with International Standards on Auditing (UK & Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit in order to obtain all the information and explanations which we considered necessary to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud, error or other irregularity. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

OPINION

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the charitable company's affairs as at 31st March 2008 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended; and
- the financial statements have been properly prepared in accordance with the Companies Act 1985.

Kings Mill Partnership
Chartered Accountants
75 Park Lane
Croydon
Surrey, CR9 1XS

27th June 2008

Statement of Financial Activities

For the year to 31st March 2008

	notes	Unrestricted Funds	Restricted Funds	2008 Total £	2007 Total £
INCOME AND EXPENDITURE					
INCOMING RESOURCES					
Grants Received	2	77,281	-	77,281	85,898
Social Housing Landlord Fees		-	-	-	3,150
Miscellaneous Fees and Donations		107	-	107	315
Gross Interest Received		594	-	594	746
		<u>77,982</u>	<u>-</u>	<u>77,982</u>	<u>90,109</u>
RESOURCES EXPENDED					
Direct Charitable Expenditure	3	75,624	6,562	82,186	89,783
Governance Costs	3	998	-	998	967
		<u>76,622</u>	<u>6,562</u>	<u>83,184</u>	<u>90,750</u>
TOTAL RESOURCES EXPENDED					
NET INCOMING RESOURCES		1,360	(6,562)	(5,202)	(641)
Balance brought forward at 1 April 2007		4,858	6,562	11,420	12,061
Balance carried forward at 31 March 2008		<u>6,218</u>	<u>0</u>	<u>6,218</u>	<u>11,420</u>

Balance Sheet

At 31st March 2008

	notes	2008		2007	
		£	£	£	£
Fixed Assets					
Tangible assets	5		1,560		2,081
Current Assets					
Debtors	6	2,000		2,000	
Cash at Bank and in Hand		5,436		9,412	
		<u>7,436</u>		<u>11,412</u>	
Creditors					
amounts falling due within 1 year	7	<u>2,778</u>		<u>2,073</u>	
Net current assets			<u>4,658</u>		<u>9,339</u>
Total assets less current liabilities			<u>6,218</u>		<u>11,420</u>
Income Funds					
Unrestricted Funds	9		6,218		4,858
Restricted Funds	10		-		6,562
Total Funds			<u>6,218</u>		<u>11,420</u>

These financial statements are prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

The financial statements were approved by the Board on 12th May 2008 and signed on its behalf by:

Graham Owen Gilly Gajdatsy
Chair Treasurer and Company Secretary

Notes to the Financial Statements

For the year to 31st March 2008

1. Accounting Policies

Basis of Accounting

The financial statements have been prepared under the historical cost convention and follow the recommendations in Accounting and reporting by Charities: Statement of Recommended Practice issued in October 2005.

The company has taken advantage of the exemption from preparing a cash flow statement conferred by Financial Reporting Standard No.1 on the grounds that it qualifies as a small company under the Companies Act 1985.

Income

Income are recognised in full in the Statement of Financial activities in the year in which they are received.

Depreciation

Depreciation of fixed assets is calculated to write off their cost or valuation less any residual value over their estimated useful lives as follows:

Furniture and Equipment - 25% on written down value
Computer Equipment - 25% on written down value

2. Income

	Unrestricted Funds	Restricted Funds	2008 Total £	2007 Total £
Croydon Council Grant	13,100	-	13,100	13,000
Croydon Housing Dept. Funding	59,017	-	59,017	58,398
Parentline Plus	4,014	--	4,014	-
Hyde Housing	750	-	750	-
RSL Fees	400	-	400	14,500
	<u>77,281</u>	<u>-</u>	<u>77,281</u>	<u>85,898</u>

Notes to the Financial Statements (continued)

For the year to 31st March 2008

3. Expenditure

Direct Charitable Expenditure			2008	2007
	Unrestricted Funds	Restricted Funds	Total £	Total £
Staff Costs	59,604	6,562	66,166	64,849
Mediators Training & Supervision	323	-	323	3,083
Insurance & Subscriptions to Membership	1,521	-	1,521	2,651
Office Volunteers Expenditure	306	-	306	894
Premises Costs	10,180	-	10,180	9,774
Printing, Postage, Stationery & Telephone	281	-	281	3,824
Mediation Expenses	-	-	-	188
Legal & Professional Fees	378	-	378	-
Publicity & Fundraising	513	-	513	1,228
Bank Charges	35	-	35	-
General Expenses	407	-	407	753
Repairs & Maintenance	1,120	-	1,120	1,390
Depreciation	520	-	520	682
Payroll & Bookkeeping	436	-	436	467
Total Direct Charitable Expenditure	75,624	6,562	82,186	89,783

Governance Costs			2008	2007
	Unrestricted Funds	Restricted Funds	Total £	Total £
Annual General Meeting	253	-	253	262
Auditor's Remuneration	745	-	745	705
	998	-	998	967

4. Staff Costs

			2008	2007
	Unrestricted Funds	Restricted Funds	Total £	Total £
Wages & Salaries	46,551	6,562	53,113	53,928
Employers National Insurance	4,602	-	4,602	4,751
Pension Costs	8,451	-	8,451	6,170
	59,604	6,562	66,166	64,849

There were no employees earning £50,000 or more during the year.

	2008	2007
The average number of employees during the year was:	3	3

Notes to the Financial Statements (continued)

For the year to 31st March 2008

5. Tangible Fixed Assets

	Furniture & Equipment	Computer Equipment	Total
Cost			
At 1st April 2007	1,842	2,335	4,177
Additions	-	-	-
At 31st March 2008	1,842	2,335	4,177
Depreciation			
At 1st April 2007	763	1,333	2,096
Charge for year	270	251	521
At 31st March 2008	1,033	1,584	2,617
Net Book Value			
As at 31st March 2008	809	752	1,561
As at 31st March 2007	1,079	1,002	2,081

6. Debtors

	2008	2007
Prepayments	2,000	2,000
	<u>2,000</u>	<u>2,300</u>

7. Creditors

Amounts falling due within one year	2008	2007
Other Creditors	2,778	2,073
	<u>2,778</u>	<u>2,073</u>

8. Status

Croydon Community Mediation is a company limited by guarantee and has no share capital. In the event of the company being wound up, the liability of each member is limited to £1.

Notes to the Financial Statements (continued)

For the year to 31st March 2008

9. Unrestricted Funds

	Balance 1 April 07	Movement in Resources		Balance 31 March 08
		Incoming	Outgoing	
Unrestricted Funds	4,858	77,982	76,622	6,218

10. Restricted Funds

	Balance 1 April 07	Movement in Resources		Balance 31 March 08
		Incoming	Outgoing	
Mediation for Young People	6,562	-	6,562	-

11. Analysis of Net Assets between Funds

	Fixed Assets	Net Current Assets	Total
Unrestricted Funds	1,560	4,658	6,218
Restricted Funds MEDYP	-	-	-
	1,560	4,658	6,218



Sheila, Greta, Barbara, Gilly, Dot, Joyce and Graham at the tree planting ceremony in honour of 10 years of community mediation in Croydon, and for our recently retired manager Françoise Grimshaw.

Photo Darren Pullman