

# CROYDON COMMUNITY MEDIATION



## Annual Report

for the year to  
31<sup>st</sup> March 2010





Report of the Trustees  
and Financial Statements  
for the year ended 31st March 2010

Company Information

**TRUSTEES**

Joyce Howson - Chair  
Gilly Gajdatsy – Treasurer  
Barbara Ottaway – Company Secretary  
Greta Sohoje  
Graham Owen  
Emanuel Dada  
Benjamin Opoku  
Deborah Burrows

**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**

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29-33 Church Street  
Croydon, Surrey  
CRO 1RH

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020 8255 2464

[office@croydonmediation.org.uk](mailto:office@croydonmediation.org.uk)  
[www.croydonmediation.org.uk](http://www.croydonmediation.org.uk)

Company Registration Number 3973287  
Charity Registration Number 1088222

# Chair's Report

**Joyce Howson**

*CCM Trustee*

The Annual General Meeting has been delayed due to the sudden and unexpected death of Dot McEwan. Her death has been a great blow to us all. Dot was a great colleague and a fantastic friend and I will miss her wit and wisdom. She worked energetically to solve our funding problems, and also worked extremely hard to raise the profile of the Service. I am grateful to the Trustees, the volunteers and especially Pam for rallying round and helping to keep the Service running whilst also coping with this personal loss.

CCM would be unable to function without the volunteers who freely give their time. Thanks to them, we have again been able to give invaluable service to help to solve the problems of the people of Croydon. Thanks to our volunteer mediator's knowledge and capability, CCM will once again be able to respond positively to the challenges of the coming year.

I would like to thank Graham for all his hard work as Chair and the invaluable service he has given to CCM. I am really grateful that he remained on the Board. He has been a fount of knowledge and inspiration to me: he is also an extremely tough act to follow.

I have enjoyed my first year as Chair of the Service, and look forward to serving CCM in the forthcoming year.

Following Dot's sad death on 25th April this year the following report has been compiled from reports she submitted to the Board of Trustees during the year.

Pamela Flouch

# Service Manager's Report

**Dorothy McEwan**  
*CCM Service Manager*

## **Finances**

Expenditure for 2009/10 was healthy and we have managed to make some savings throughout the year. Again concern about grants and future funding has been uppermost in our mind over the year. As at the end of March we are still waiting to hear from Croydon Council about our funding for the forthcoming and subsequent years.

## **Mediation cases**

The statistics to the end of the year are very pleasing for us. We managed to take in 123 referrals during the year, resulting in 81 new cases. Whilst this is an increase on previous years we still have not received the target number of referrals from Tenancy Officers.

However we are pleased to see a steady increase in the number of cases coming to us at an earlier stage of the dispute. This greatly assists in bringing the case to an early resolution before the dispute escalates.

I am very grateful to our mediators and very happy that they make time available for our work as and when they are needed. I am always impressed by the expertise, and dedication of the volunteer mediators, Trustees and staff. Thank you.

Thanks too to Jane, Sheila and Darren for a sterling job producing a really interesting newsletter. Also my thanks to Irene and Darren for IT support.

Without our dedicated team of volunteers we couldn't run the Service. Thank you to everyone for making CCM a successful organisation.

## **Publicity**

The Croydon Advertiser produced an article on our Service earlier this year and this resulted in several people expressing an interest in Mediation training. Over the year I have made presentations to Housing Associations and Tenancy officers. Publicity material was produced for inclusion in the Council's newsletters for both staff and residents to try to increase referral rates.

During August I was invited to give a presentation to some visiting students from the University of Tulsa, USA, who were spending the summer studying mediation with the University of Hertfordshire. The was a most enjoyable occasion resulting in our being approached by the Dean of Studies who is now interested in meeting with us in Croydon to discuss our assisting them in possibly developing a

small community provision themselves. This would be somewhere in inner London and I am hopeful we can look forward to some “partnership working” later in the year.

## **Training**

As we have had some difficult ASB cases involving victim/offender principles, I have decided to see if we can provide a 2 day “cross-over” training course for experienced mediators in victim/offender principles. This will of course depend on our funding situation.

Some of our more experienced mediators attended an Advanced Mediator training day in November which they found very useful.

Over the last year we have compiled a waiting list of potential trainees, many of these responding to the article in the local paper and some contacting us after viewing our website. We are now in the process of interviewing and selecting those wishing to start on the Basic Skills Mediation Training to be run later this year.

I am very excited by the high calibre of these applicants and the wealth and variety of experience they will bring to the service.

# **Bd Ss**

**Guest Speaker at the AGM**

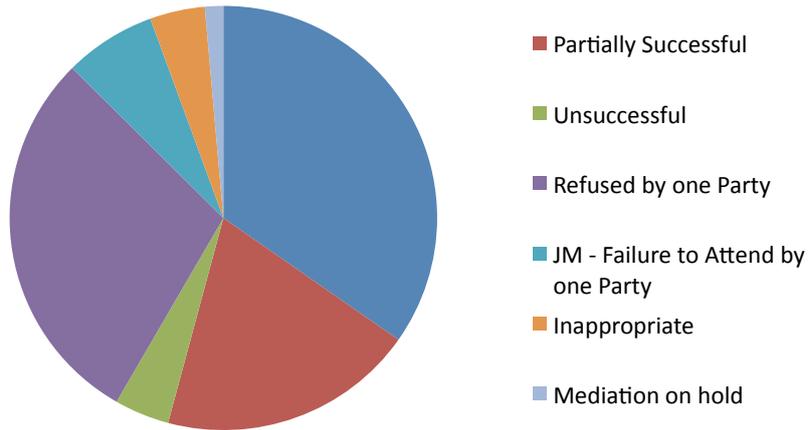
I lead

# Service Delivery Statistics 2009-2010

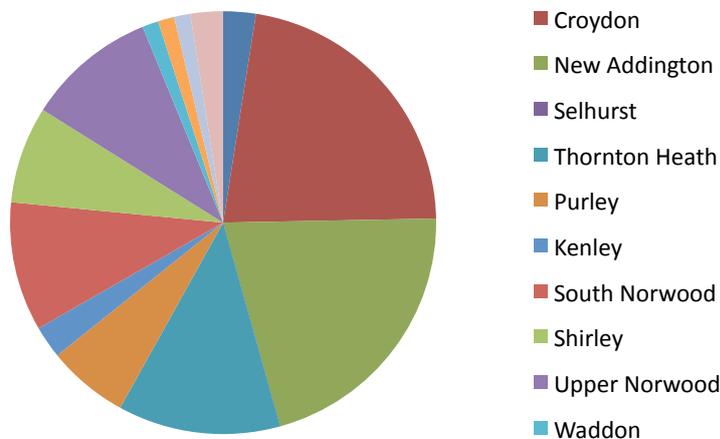
Service provision continued to be steady throughout the year. However it seems that while more people are beginning to understand the benefits of mediation, many still fail to see the potential benefits we can provide and continue refuse to participate in the process. When clients do take the opportunity we offer the likelihood of resolution remains high. Of the 34 cases pursued to Joint/ Shuttle meeting this year 47% were successful, 35% were partially successful and only 17% were unsuccessful.

Noise remains the biggest reason for neighbour disputes being referred to mediation. However disputes continue to be referred to us across the wide spectrum of neighbour issues with neighbours recognising the benefits of mediating resolution.

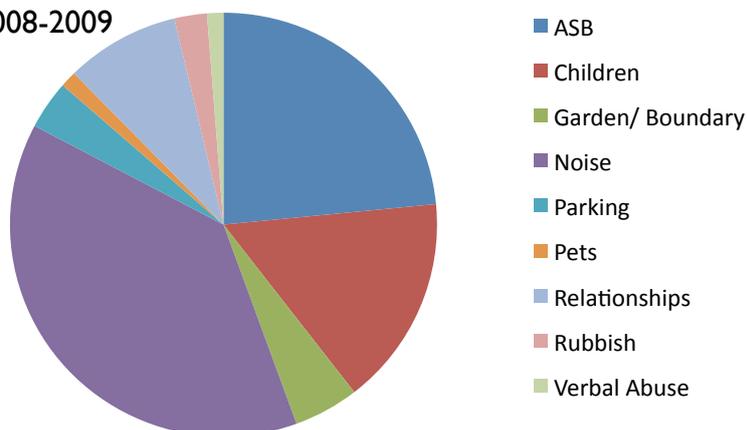
## Outcomes



## Location of Cases



## Types of Dispute 2008-2009



# Treasurer's Report

**Gilly Gajdatsy**

*CCM Trustee & Treasurer and Company Secretary*

Funding for 2009-10 was difficult to achieve, but once in place, enabled CCM to operate effectively and to achieve the objectives set out in our funding agreement and in our reserves policy. The reserves remain healthy.

Throughout the year, I discussed financial matters regularly with Dot, and am satisfied that the funding was used prudently, and that savings were made wherever possible.

The increased figure for salaries reflects pay increases and adjustments which put staff on the appropriate point on the salary scale.

Increased insurance costs reflect the fact that we did not pay commission in the previous year when all insurances were grouped together at a considerable saving.

Since we are now half way through the current financial year, I feel it is appropriate to update this report to reflect recent developments. Dot's death, and the change in Government, have required us to look carefully at our finances, both for the current year and for the longer term.

We learned in March 2010 that we would have funding for the year 2010-11. This is made up of £60,598 from the Adult Services and Housing Department, and £8,000 to cover our rent. The element of our funding which goes towards the cost of training and support has been reduced by £2,550.

The Trustees have appointed Pam Flouch as Acting Manager, and awarded her an honorarium to reflect her increased hours and responsibilities. Croydon Borough Council asked for a revised Budget, which Pam and I submitted in June, but at the date of writing ( July 2010 ) we do not have any information on funding beyond March 31st 2011.

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 31<sup>st</sup> March 2010.

### 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  
Deborah Burrows  
Greta Sohoye (appointed 14 July 2009)

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 2008/09, 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. This strategy is reviewed periodically and is to be continued for the next three years. The organisation now holds adequate reserves as indicated by both Companies House and the Charity Commission. The trustees monitor progress against the strategic objectives set out in the plan on a regular basis and review the business plan annually. As part of this process, the trustees will be aware that they need a risk management strategy which comprises:

An annual review of the risks which the charity may face;

The establishment of systems and procedures to mitigate those risks identified in the plan; and

The implementation of procedures designed to minimise any potential impact on the charity should any of those risks materialise.

## **Report of the Trustees** *(continued)*

### **Statement on Public Benefit**

The Trustees have paid due regard to the guidance on public benefit produced by the Charities Commission and are confident that the work of the charity meets all the criteria for public benefit.

### **Finances and future prospects**

Now that funding appears to be more secure, once the required top up funding is identified for future years, CCM is intending to look for other areas of mediation into which to move.

### **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.

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 2006.

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 (effective January 2007).

This report was approved by the Board on 10th May 2010.

Company Secretary

# **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 2010 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 (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. 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 2006. 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 judgements 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 2010 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 2006.

Derek Mitchell (Senior Statutory Auditor)  
for and on behalf of Kings Mill Partnership  
Chartered Accountants and Registered Auditors  
75 Park Lane  
Croydon  
Surrey, CR9 1XS

# Statement of Financial Activities

For the year to 31st March 2010

	notes	2010 Total £	2009 Total £
<b>INCOME AND EXPENDITURE</b>			
<b>INCOMING RESOURCES</b>			
Grants Received	2	83,138	80,020
Miscellaneous Fees and Donations		10	10
Gross Interest Received		26	421
		<u>83,174</u>	<u>80,451</u>
<b>RESOURCES EXPENDED</b>			
Direct Charitable Expenditure	3	75,749	69,580
Governance Costs	3	788	849
		<u>76,537</u>	<u>70,429</u>
<b>TOTAL RESOURCES EXPENDED</b>			
<b>NET INCOMING RESOURCES</b>		<u>6,637</u>	<u>10,022</u>
Balance brought forward at 1 April 2009		16,240	6,218
Balance carried forward at 31 March 2010		<u>22,877</u>	<u>16,240</u>

# Balance Sheet

At 31st March 2010

	notes	2010		2009	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible assets	<b>5</b>		990		1,217
<b>Current Assets</b>					
Debtors	<b>6</b>	2,485		2,000	
Cash at Bank and in Hand		20,612		14,072	
		<u>23,097</u>		<u>16,072</u>	
<b>Creditors</b>					
amounts falling due within 1 year	<b>7</b>	<u>1,210</u>		<u>1,049</u>	
<b>Net current assets</b>			<u>21,887</u>		<u>15,023</u>
<b>Total assets less current liabilities</b>			<u>22,877</u>		<u>16,240</u>
<b>Income Funds</b>					
Unrestricted Funds	<b>9</b>		<u>22,877</u>		<u>16,240</u>
<b>Total Funds</b>			<u>22,877</u>		<u>16,240</u>

These financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies (effective April 2008).

The financial statements were approved by the Board on 10th May 2010 and signed on its behalf by:

Gilly Gajdatsy  
Treasurer

# Notes to the Financial Statements

For the year to 31st March 2010

## 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 qualifies as a small company under the Companies Act 2006. The directors have elected to take advantage of the exemption under the FRSSE not to prepare a cash flow statement.

### 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

	<b>2010</b>	<b>2009</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Croydon Council Grant	13,100	13,100
Croydon Housing Dept. Funding	61,371	59,206
Parentline Plus	2,317	3,714
Bennett Welch	100	-
RSL Fees	6,250	5,500
	<hr/> <hr/>	<hr/> <hr/>
	83,138	81,520

## Notes to the Financial Statements (continued)

For the year to 31st March 2010

### 3. Expenditure

	<b>2010</b>	<b>2009</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
<b>Direct Charitable Expenditure</b>		
Staff Costs	59,387	56,443
Mediators Training & Supervision	252	365
Insurance & Subscriptions to Membership	1,543	527
Office Volunteers Expenditure	437	360
Premises Costs	10,842	10,575
Printing, Postage, Stationery & Telephone	1,389	353
Prior year's overprovision for stationery	-	(1,368)
Publicity & Fundraising	245	224
General Expenses	344	379
Repairs & Maintenance	568	1,020
Depreciation	331	405
Payroll & Bookkeeping	411	297
	<hr/>	<hr/>
Total Direct Charitable Expenditure	<hr/> <hr/> 75,749	<hr/> <hr/> 69,580

	<b>2010</b>	<b>2009</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
<b>Governance Costs</b>		
Auditor's Remuneration	788	849
	<hr/>	<hr/>
	<hr/> <hr/> 788	<hr/> <hr/> 849

### 4. Staff Costs

	<b>2010</b>	<b>2009</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Wages & Salaries	47,310	44,384
Employers National Insurance	3,616	4,191
Pension Costs	8,461	7,868
	<hr/>	<hr/>
	<hr/> <hr/> 59,387	<hr/> <hr/> 56,443

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

	<b>2010</b>	<b>2009</b>
The average number of employees during the year was:	<hr/> 3	<hr/> 3
	<hr/> <hr/>	<hr/> <hr/>

## Notes to the Financial Statements (continued)

For the year to 31st March 2010

### 5. Tangible Fixed Assets

	<b>Furniture &amp; Equipment</b>	<b>Computer Equipment</b>	<b>Total</b>
<b>Cost</b>			
At 1st April 2009	1,842	2,397	4,239
Additions	-	104	104
At 31st March 2010	1,842	2,501	4,343
<b>Depreciation</b>			
At 1st April 2009	1,235	1,787	3,022
Charge for year	152	179	331
At 31st March 2010	1,387	1,966	3,553
<b>Net Book Value</b>			
As at 31st March 2010	455	535	990
As at 31st March 2009	607	610	1,217

### 6. Debtors

	<b>2010</b>	<b>2009</b>
Prepayments	2,000	2,000
Other debtors	485	-
	<u>2,485</u>	<u>2,000</u>

### 7. Creditors

Amounts falling due within one year	<b>2010</b>	<b>2009</b>
Other Creditors	1,210	1,049
	<u>1,210</u>	<u>1,049</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 2010

### 9. Unrestricted Funds

	<b>Balance</b>	<b>Movement in Resources</b>		<b>Balance</b>
	<b>1 April 2009</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>31 March 2010</b>
Unrestricted Funds	<u>16,240</u>	<u>83,174</u>	<u>76,537</u>	<u>22,877</u>

### 10. Analysis of Net Assets between Funds

	<b>Fixed</b>	<b>Net Current</b>	<b>Total</b>
	<b>Assets</b>	<b>Assets</b>	
	<u>990</u>	<u>21,887</u>	<u>22,877</u>



