

CROYDON COMMUNITY MEDIATION



Annual Report

for the year to
31st March 2012



Report of the Trustees
and Financial Statements
for the year ended 31st March 2012

Company Information

TRUSTEES

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

STAFF

Pamela Flouch – Service Manager
Alison Hunt - Casework Co-ordinator

BANKERS

Cafcash Limited
POBox 289
West Malling, 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

17-20 Ramsey Court
122 Church Street
Croydon, Surrey
CRO 1RF

020 8686 6084

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

Company Registration Number 3973287
Charity Registration Number 1088222

Chair's Report

Joyce Howson
CCM Trustee

This has been another very interesting and enjoyable year: we not only moved premises but also trained new mediators, co-opted new trustees, and appointed Alison to work in the office.

The move to Ramsey Court went smoothly, and I would like to take this opportunity of thanking Gilly for taking charge and organising what was, because of her efforts, a pain-free move. Our new premises are wonderful – from seeing offices and hearing trams to seeing trees and hearing birdsong. Also this year, I was invited to sit in on one of the training sessions for the new mediators, and I thoroughly enjoyed it. It gave me both an insight into how mediation is conducted and enabled me to meet the new mediators, all of whom have been very professional and an asset to the Service, and I would like to take this opportunity to thank them for their time and energy. The new co-opted trustees – Sheila, Darren, and Don - have also been an asset to the Service: they have enjoyed themselves so much that they are standing for election! I recommend them all to you. Alison is our new Casework Co-ordinator, and has taken to her post like a duck to water, and is a joy to work with.

The Service would not run without the volunteers, both in the office and the mediators, both the new and the old hands, who make Croydon Community Mediation the well-regarded and trusted Service that it is. I thank them from the bottom of my heart for all their hard work this year, and look forward to working with them in the coming year.

Service Manager's Report

Pam Flouch
CCM Service Manager

It has been an extremely busy year.

Lesley Saunders and Paulette Morris external trainers ran an excellent basic training course in May 2011. We were very pleased to welcome seven new mediators to the Service. They bring a wealth of previous experience and have quickly become valuable team members

The London Community Mediation Services (LCMS) decided to apply for a basic skills mediation training course to be accredited by the College of Mediators. As Croydon was the last to provide a training course ours was used as a basic model. Anne Jones, Merton and Sutton Mediation Service has been very involved submitting the course for accreditation. In future this will ensure all London Mediators are trained to the same high standard. We can also combine and each train one or two mediators at a time. Once basic training is completed mediators complete their training by taking cases with experienced mediators. It will be easier to integrate new mediators if we can regularly train a few at a time.

We were asked if we would move into Ramsey Court, Council owned premises. The premises were refurbished for us and a downstairs toilet installed. With our old office and the new address being in the middle of the Croydon riots in August we were quite relieved that our premises were not affected. Over ten years we had accumulated so much paperwork and old furniture it was quite an upheaval to clear out but the move at the end of September went smoothly. Unfortunately, we had problems transferring our phone line and eventually agreed to accept a new telephone number:- 020 8686 6084.

The premises are much better suited to our needs as we now have two ground floor offices, kitchen and toilet for clients and the administration can now carry on upstairs undisturbed. Several times neighbours have chosen to come to the offices rather than have a home visit. Sometimes they are concerned the neighbour can hear them talking particularly where noise and sound insulation are the problem.

Ramsey Court is a small community hub with Home Start, Relate and Croydon Caribbean Credit Union as our neighbours.

We had a housewarming and 30 people attended. It was a good opportunity for our mediators to meet our neighbours, Tenancy officers, and PCSOs. If you were unable to attend we are very happy to make an appointment to show you the offices and discuss referrals with you.

At our request Tenancy officers have started to refer cases much earlier. Whilst observing client confidentiality we are endeavouring to give referrers more feed back on the progress of their cases.

In February we were very pleased to welcome Alison Hunt as our new Casework Co-ordinator. Alison works 12 hours a week over Monday, Tuesday and Wednesday. Alison has settled in quickly and I thank her for all her hard work. With additional help in the office it will enable us to undertake more cases during the coming year and bring them to a quick conclusion.

During the year we had 133 referrals resulting in 80 cases. Most cases have more than one issue but

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noise continues to be the main complaint. General relationships and verbal abuse also account for a lot of the issues. Twelve cases were still in progress at the end of the year. It is often difficult to persuade neighbours of the benefit of meeting together but where they agree we have a high success rate in resolving all issues.

I would like to thank all our volunteers; the trustees, mediators and office admin staff for their continued support this year. As well as mediating and attending meetings, a regular newsletter is produced, IT problems resolved, the database is updated, statistics analysed, letters are quickly sent to clients, filing and general administration are all cheerfully undertaken. It has been hard work but very worthwhile. Thank you to everyone involved with the Service.

We are now in a position to handle more cases and will be looking at publicity and updating our literature with a view to increasing the number of cases in the coming year.

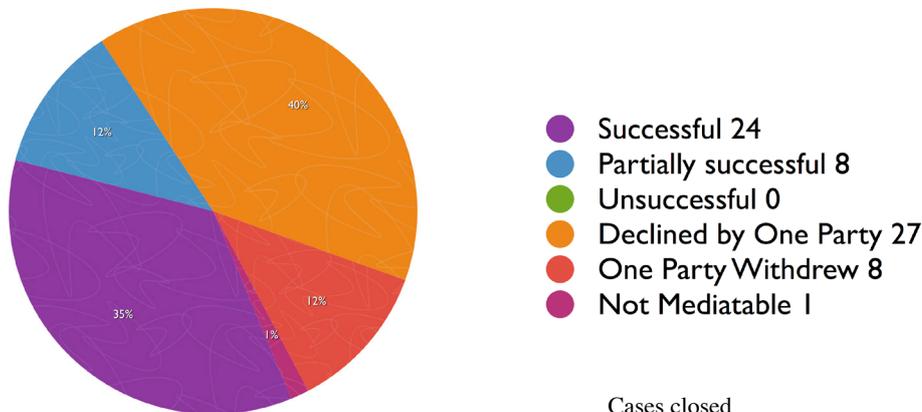
Service Delivery Statistics 2011-2012

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 decline to go forward with mediation.

When clients do take the opportunity we offer the likelihood of resolution remains high. Of the 32 cases to reach Joint/Shuttle meeting this year 24 were successful, 8 were partially successful and none were unsuccessful.

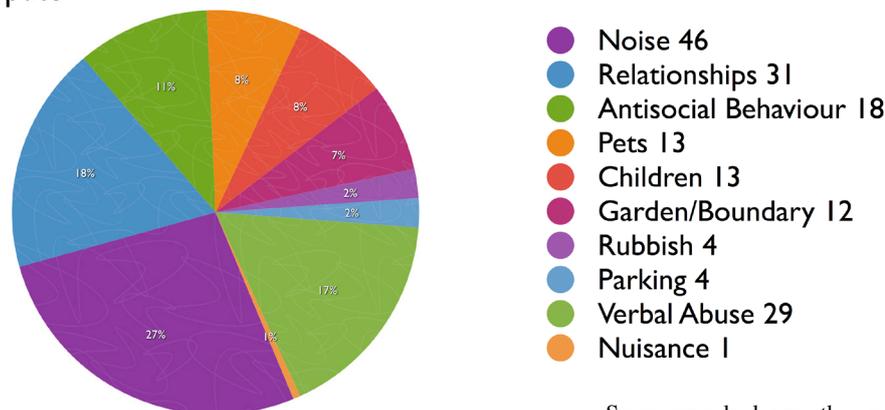
Noise continues to be the biggest reason for neighbour disputes being referred to mediation. However, disputes continue to be referred to us across the wide spectrum of neighbour issues with neighbours recognising the benefits of mediating resolution.

Outcomes



Cases closed

Types of Dispute



Some cases had more than one issue

Treasurer's Report

Gilly Gajdatsy
CCM Trustee & Treasurer

Our income has been reduced a little through the loss of the element which covered mediation for people other than council tenants. In future, we will have to make a charge for this type of referral. However, our finances are sound, with good reserves, and our relationship with our funder is good.

At this time I cannot be too accurate about our actual expenditure over the financial year, as we have not yet been invoiced for the rent on our new offices, nor do we know the amount we need to pay for our heating and lighting.

I have continued to monitor income and expenditure regularly, and have kept close contact with the Manager. Our future funding remains uncertain, but in this we are no different from many other voluntary organisations.

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 2011.

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, repartation, 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
Deborah Burrows
Greta Sohoye

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.

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.

Report of the Trustees *(continued)*

Finances and future prospects

In the financial year 2012-13, we have been granted the funding we applied for. However, we have been told that in future we will have to bid for funding.

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 21st June 2012.

Gillian Gajdatsy
Trustee

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 2012 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

As explained more fully in the Statement of Trustees' Responsibilities set out on page two, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the directors; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Directors to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

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 2012 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 United Kingdom Generally Accepted Accounting Practice; and
- the financial statements have been properly prepared in accordance with the Companies Act 2006.

OPINION ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion the information given in the Report of the Directors for the financial year for which the financial statements are prepared is consistent with the financial statements.

Derek Mitchell (Senior Statutory Auditor)
for and on behalf of Kings Mill Partnership
Chartered Accountants and Statutory Auditors
75 Park Lane
Croydon
Surrey, CR9 1XS
21st June 2012

Statement of Financial Activities

For the year to 31st March 2012

| | notes | 2012 Total £ | 2011 Total £ |
|--|-------|--------------------|--------------------|
| INCOME AND EXPENDITURE | | | |
| INCOMING RESOURCES | | | |
| Grants Received | 2 | 46,390 | 73,923 |
| Miscellaneous Fees and Donations | | 1,041 | 30 |
| Gross Interest Received | | 56 | 34 |
| | | <u>47,487</u> | <u>73,987</u> |
| RESOURCES EXPENDED | | | |
| Direct Charitable Expenditure | 3 | 44,236 | 40,813 |
| Governance Costs | 3 | 1,020 | 1,020 |
| | | <u>45,256</u> | <u>41,833</u> |
| TOTAL RESOURCES EXPENDED | | | |
| NET INCOMING RESOURCES | | <u>2,231</u> | <u>32,154</u> |
| Balance brought forward at 1 April 2011 | | 55,031 | 22,877 |
| Balance carried forward at 31 March 2012 | | <u>57,262</u> | <u>55,031</u> |

Balance Sheet

At 31st March 2012

| | notes | 2012 | | 2011 | |
|--|----------|---------------|----------------------|---------------|----------------------|
| | | £ | £ | £ | £ |
| Fixed Assets | | | | | |
| Tangible assets | 5 | | 866 | | 742 |
| Current Assets | | | | | |
| Debtors | 6 | 974 | | 2,225 | |
| Cash at Bank and in Hand | | <u>68,572</u> | | <u>53,084</u> | |
| | | 69,546 | | 55,309 | |
| Creditors | | | | | |
| amounts falling due within 1 year | 7 | <u>13,150</u> | | <u>1,020</u> | |
| Net current assets | | | <u>56,396</u> | | <u>54,289</u> |
| Total assets less current liabilities | | | <u><u>57,262</u></u> | | <u><u>55,031</u></u> |
| Income Funds | | | | | |
| Unrestricted Funds | 9 | | <u>57,262</u> | | <u>55,031</u> |
| Total Funds | | | <u><u>57,262</u></u> | | <u><u>55,031</u></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 21st June 2012 and signed on its behalf by:

Gilly Gajdatsy
Treasurer

Notes to the Financial Statements

For the year to 31st March 2012

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

| | 2012 | 2011 |
|-------------------------------|---------------|---------------|
| | Total | Total |
| | £ | £ |
| Croydon Council Grant | 8,000 | 11,825 |
| Croydon Housing Dept. Funding | 36,390 | 60,598 |
| RSL Fees | 2,000 | 1,500 |
| General Donations | 1,041 | - |
| | <u>47,431</u> | <u>73,923</u> |

Notes to the Financial Statements (continued)

For the year to 31st March 2012

3. Expenditure

| | 2012 | 2011 |
|---|---------------|---------------|
| Direct Charitable Expenditure | Total | Total |
| | £ | £ |
| Staff Costs | 29,958 | 26,194 |
| Mediators Training & Supervision | 4,283 | 90 |
| Insurance & Subscriptions to Membership | 1,523 | 1,428 |
| Office Volunteers Expenditure | - | - |
| Premises Costs | 6,783 | 10,125 |
| Printing, Postage, Stationery & Telephone | 669 | 1,285 |
| Publicity & Fund raising | 118 | 350 |
| General Expenses | 278 | 407 |
| Repairs & Maintenance | - | 310 |
| Depreciation | 289 | 248 |
| Payroll & Bookkeeping | 335 | 376 |
| Total Direct Charitable Expenditure | <u>44,236</u> | <u>40,813</u> |

| | 2012 | 2011 |
|-------------------------|--------------|--------------|
| Governance Costs | Total | Total |
| | £ | £ |
| Auditor's Remuneration | 1,020 | 1,020 |
| | <u>1,020</u> | <u>1,020</u> |

4. Staff Costs

| | 2012 | 2011 |
|------------------------------|---------------|---------------|
| | Total | Total |
| | £ | £ |
| Wages & Salaries | 22,877 | 20,968 |
| Employers National Insurance | 1,478 | 1,410 |
| Pension Costs | 5,603 | 3,816 |
| | <u>29,958</u> | <u>26,194</u> |

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

| | 2012 | 2011 |
|--|-------------|-------------|
| The average number of employees during the year was: | <u>1</u> | <u>1</u> |

Notes to the Financial Statements (continued)

For the year to 31st March 2012

5. Tangible Fixed Assets

| | Furniture & Equipment | Computer Equipment | Total |
|-----------------------|--------------------------------------|-------------------------------|--------------|
| Cost | | | |
| At 1st April 2011 | 1,842 | 2,501 | 4,343 |
| Additions | 413 | | 413 |
| At 31st March 2012 | <u>2,255</u> | <u>2,501</u> | <u>4,756</u> |
| Depreciation | | | |
| At 1st April 2011 | 1,501 | 2,100 | 3,601 |
| Charge for year | 189 | 100 | 289 |
| At 31st March 2012 | <u>1,690</u> | <u>2,200</u> | <u>3,890</u> |
| Net Book Value | | | |
| As at 31st March 2012 | <u>565</u> | <u>301</u> | <u>866</u> |
| As at 31st March 2011 | <u>341</u> | <u>401</u> | <u>742</u> |

6. Debtors

| | | |
|---------------|-------------|--------------|
| | 2012 | 2011 |
| Prepayments | 716 | 2,000 |
| Other debtors | 258 | 225 |
| | <u>974</u> | <u>2,225</u> |

7. Creditors

| | | |
|-------------------------------------|---------------|--------------|
| Amounts falling due within one year | 2012 | 2011 |
| Other Creditors | <u>13,150</u> | <u>1,020</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 2012

9. Unrestricted Funds

| | Balance | Movement in Resources | | Balance |
|--------------------|---------------------|------------------------------|-----------------|----------------------|
| | 1 April 2011 | Incoming | Outgoing | 31 March 2012 |
| Unrestricted Funds | <u>55,031</u> | <u>47,487</u> | <u>45,256</u> | <u>57,262</u> |

10. Analysis of Net Assets between Funds

| | Fixed | Net Current | Total |
|--------------------|---------------|--------------------|---------------|
| | Assets | Assets | |
| Unrestricted Funds | <u>866</u> | <u>56,396</u> | <u>57,262</u> |
| | <u>866</u> | <u>56,396</u> | <u>57,262</u> |