

# CROYDON COMMUNITY MEDIATION



## **Annual Report**

for the year to  
31<sup>st</sup> March 2013





Report of the Trustees  
and Financial Statements  
for the year ended 31<sup>st</sup> March 2013

Company Information

**TRUSTEES**

Joyce Howson - Chair  
Gilly Gajdatsy – Treasurer  
Barbara Ottaway – Company Secretary  
Darren Pullman  
Graham Owen  
Don Ruredzo  
Sheila Kemble  
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](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*

I feel a bit of a fraud writing this: what with contracting shingles last April and breaking my arm in September, I've hardly been around this year. I would like to take this opportunity of thanking my Board colleagues for holding the fort during my absence.

As you will know, we had to tender to run the service for Croydon Council and we won the contract. This shows the high esteem in which Croydon Council regard us. The contract is for three years so, for the first time for many years, we can plan for the future rather than just exist from year to year.

This is my last Report as Chair as I am standing down. It was not an easy decision, as I have thoroughly enjoyed working as a Trustee. However, after breaking my arm, I need time to myself and to travel. I will still be volunteering in the office, so will not be losing contact completely.

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.

Joyce Howson

# Service Manager's Report

**Pam Flouch**

*CCM Service Manager*

This year we had to prepare a competitive bid for the Council Housing Mediation Service a process we found difficult and time consuming. I am grateful for the extra time the Trustees gave to ensure our bid was submitted correctly within the time scale. Many plans were put on hold pending the decision. At the beginning of March we were notified that our bid was successful and we have been awarded this contract for the next three years. We would like to thank the Council for this and look forward to further developing our service to meet their needs. We can confidently look to the future now and implementing our new Business Plan.

We have a waiting list of possible candidates for the next basic training course and intend to hold an assessment day to ensure future trainees understand the commitment required of mediators. Our current mediators are very committed and professional in their work and I would like to thank them for all the time they give to the Service.

Lesley Saunders has run a workshop on Dealing with Anger and a further session is planned on discussing problems that can arise in a Joint Meeting. Mediators have attended other sessions run by LCMC:- Dealing with Emotions: for Advanced Mediators, Meeting with visiting Norwegian Mediators and the London Mediators Day held in Wimbledon during October.

Sheila and Darren joined the Board of Trustees this year and have taken on additional responsibilities. Both undertake practical supervisions. Darren is now our representative with the London Community Mediation Council (LCMC) and attends their monthly meetings and has taken an active role in creating a website for LCMC, planning training and arranging the next Mediators Day. Sheila is to be our representative attending Croydon Voluntary Action (CVA) meetings. My thanks to them both for their hard work and continued enthusiasm.

We have produced a new leaflet which we have distributed to Tenancy officers, and other organisations; a copy can be seen on our website. This now includes directions to our office and a photograph to help clients locate our premises. In addition, we have produced a postcard with our contact details, which Referrers may like to use.

We now have a new Database created by Darren specifically to meet our needs. This is a great improvement on our old system and Alison and I find it invaluable. We would like to thank Darren for the new system and his patience talking us through and making any improvements we requested. All client records are now held on the Database, including copies of letters. Mediators training and supervisions can be recorded. Statistics can be retrieved and we are looking at expanding this area.

Alison has been with us for a year and has now become a familiar name with the Tenancy officers. Keeping Referrers up to date with the progress of their referral but at the same time observing confidentiality of individuals is one of her priorities. Where clients are reluctant to come to mediation Alison has worked together with Tenancy officers to persuade them of the benefits of mediation.

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Gilly and Joyce regularly come into the office to assist with administrative and financial matters. They were also supportive to Alison at the beginning of the year when she was left to manage the office in my absence very shortly after joining the Service.

My thanks to Alison, the Mediators and Trustees for their hard work this year. We look forward to another successful year in 2013.

Pam Flouch

## Service Delivery Statistics 2012-2013

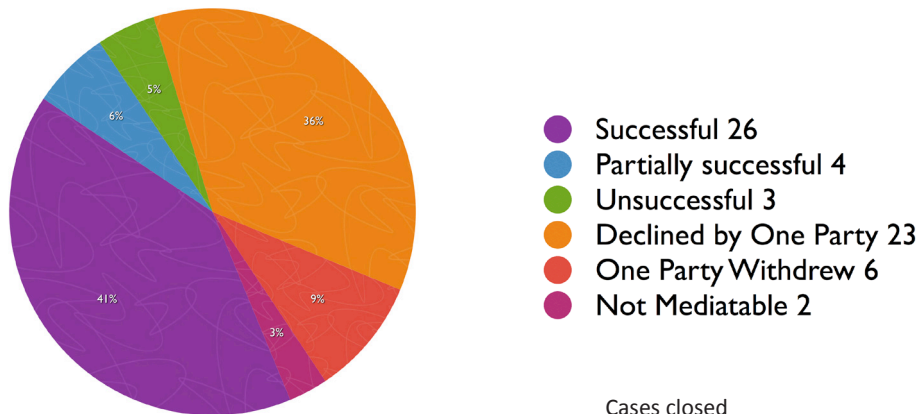
We received a total of 102 referrals this year and this resulted in 75 cases.

Relationship issues (33) followed by disputes about Noise (32) were the main reasons for coming to mediation. Many cases have more than one issue to resolve.

Of the 64 cases closed during the year 26 cases reached a successful conclusion resolving all issues. Another 4 were partially successful. We have 11 cases still open at the end of March

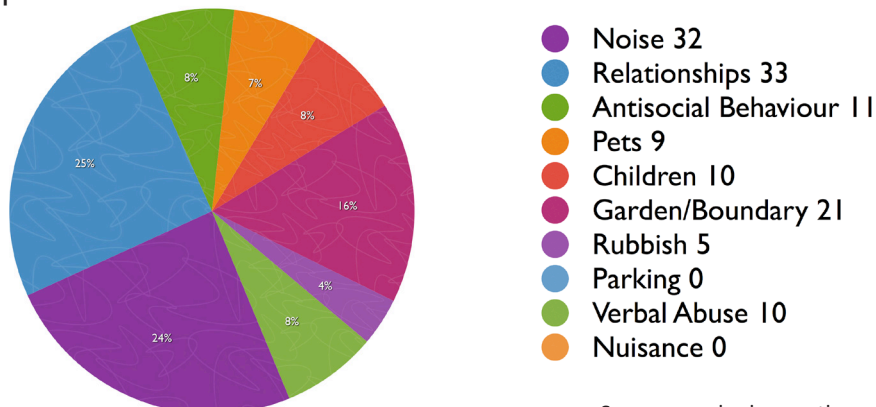
We saw an increase in the number of telephone calls from individuals wanting to discuss problems, mainly about divorce and custody arrangements and 82 people were signposted to other agencies.

### Outcomes



Cases closed

### Types of Dispute



Some cases had more than one issue

# Treasurer's Report

**Gilly Gajdatsy**

*CCM Trustee & Treasurer*

During the year, our finances remained sound and we were able to put a sum on 90 day deposit to act as a reserve, finance any new projects, and to earn some interest.

We also had to bid for funding under the new competitive bid system, and although the process was new to us, time consuming, and often stressful, we heard in March that we had been granted funding for the next three financial years. This is the greatest financial security we have had, and we are very grateful to be able to plan for the longer term.

I have continued to monitor spending on a regular basis, in consultation with the Manager, and am happy that we are now much better able to predict our expenditure, as things have settled down after the move.

I report regularly to the Trustees, and our future objectives are set out in a new business plan which will run concurrently with the new funding arrangement. I and the Trustees will continue to ensure that the service gives value for money.

Gilly Gajdatsy

## 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 2013.

### Principle Activity

#### The objects of Croydon Community Mediation are:

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 (Directors)

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

Graham Owen  
Barbara Ottaway  
Gillian Gajdatsy  
Joyce Howson  
Deborah Burrows  
Darren Pullman (appointed 16 July 2012)  
Don Ruredzo (appointed 16 July 2012)  
Sheila Kemble (appointed 16 July 2012)

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

### Reserves policy and risk management

By careful planning and control of expenditure, we have built up a healthy reserve which is in a deposit account with a 90 day access. This reserve is more than adequate in terms of the guidelines laid down by both Companies House and the Charity Commission. It also earns interest.

Trustees monitor spending on a regular basis, and consider carefully how our resources may be put to best use in line with the new business plan.

### 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

We have been careful in our decisions on spending, and have also regularly monitored our costs, and find ourselves financially healthy. We have been able to buy new IT equipment, and to fund training. The news that we have been granted financing for three years from April 2013 is very welcome after the



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

time and effort which went into putting in a bid. This makes our future much more secure, and enables us to plan on a longer term basis. We also have the funds to finance any training which may be needed.

Our business plan for the next three years emphasises the need for financial prudence, and we are confident that we can continue to offer our services to the residents of Croydon, and to develop new ways of working with other organisations to make the borough a safer and more pleasant place to live.

### **Statement of Trustees' Responsibilities**

The directors, who also act as trustees, are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors (who are also trustees for the purposes of charity law) to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the incoming resources and application of resources, including income and expenditure, 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 the going concern basis unless it is inappropriate to assume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and 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. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **Independent Examiner**

Mr Derek Mitchell was re-appointed as the charitable company's independent examiner during the year and has expressed their willingness to continue in that capacity. A resolution proposing his re-appointment for a further year will be put to the Annual General Meeting.

### **Statement as to disclosure of information to the Independent Examiner**

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

### **Small company exemption**

Advantage is taken in preparing this report of the special exemptions applicable to small companies conferred by Part 15 of the Companies Act 2006 and the Financial Reporting Standard for Smaller Entities (effective April 2008).

This report was approved by the Board on 11<sup>th</sup> September 2013

Gillian Gajdatsy  
Trustee

# **Independent Examiner' Report**

To the members of Croydon Community Mediation

I report on the financial statements for the year ended 31st March 2013 set out on pages 11 to 16.

## **RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND INDEPENDENT EXAMINER**

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144 (2) of the Charities Act 2011 (the 2011 act) and that an independent examination is needed. I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145 (5)(b) of the 2011 Act; and;
- state whether particular matters have come to my attention.

## **BASIS OF INDEPENDENT EXAMINER'S REPORT**

My examination was conducted in accordance with the Standards for Reporting Accountants laid down by the Institute of Chartered Accountants in England and Wales and with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

## **INDEPENDENT EXAMINER'S STATEMENT**

In connection with my examination, no matter has come to my attention:

1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006;
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or

2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Derek J Mitchell FCA  
Kings Mill Partnership Chartered Accountants 75 Park Lane,  
Croydon,  
Surrey, CR9 1XS

# Statement of Financial Activities

For the year to 31<sup>st</sup> March 2013

	notes	2013 Total £	2012 Total £
<b>INCOME AND EXPENDITURE</b>			
<b>INCOMING RESOURCES</b>			
Grants Received	2	69,250	46,390
Miscellaneous Fees and Donations		250	1,041
Gross Interest Received		313	56
		<u>69,813</u>	<u>47,487</u>
<b>RESOURCES EXPENDED</b>			
Direct Charitable Expenditure	3	48,481	44,236
Governance Costs	3	1,020	1,020
		<u>49,501</u>	<u>45,256</u>
<b>TOTAL RESOURCES EXPENDED</b>		<u>49,501</u>	<u>45,256</u>
<b>NET INCOMING RESOURCES</b>		20,312	2,231
Balance brought forward at 1 April 2012		57,262	55,031
Balance carried forward at 31 March 2012		<u>77,574</u>	<u>57,262</u>

# Balance Sheet

At 31<sup>st</sup> March 2013

	notes	2013		2012	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible assets	5		3,148		866
<b>Current Assets</b>					
Debtors	6	5,237		974	
Cash at Bank and in Hand		70,209		68,572	
		<u>75,446</u>		<u>69,546</u>	
<b>Creditors</b>					
amounts falling due within 1 year	7	<u>1,020</u>		<u>13,150</u>	
<b>Net current assets</b>			<u>74,426</u>		<u>56,396</u>
<b>Total assets less current liabilities</b>			<u>77,574</u>		<u>57,262</u>
<b>Income Funds</b>					
Unrestricted Funds	9		<u>77,574</u>		<u>57,262</u>
<b>Total Funds</b>			<u>77,574</u>		<u>57,262</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 11<sup>th</sup> September 2013 and signed on its behalf by:

Gilly Gajdatsy  
Treasurer

# Notes to the Financial Statements

For the year to 31<sup>st</sup> March 2013

## 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 FRSE not to prepare a cash flow statement.

### Incoming Resources

Grants and subscriptions are recognised in the statement of Financial Activities in the period to which the income relates. All other income is recognised on an accruals basis. Any income restricted to future accounting periods is deferred and recognised in those accounting period

### Resources Expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates. Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. Costs are split between categories based on staff time. Governance costs include those associated with the constitutional and statutory requirements of the charity and include the costs relevant to the strategic management of the charity.

### 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>2013</b>	<b>2012</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Croydon Council Grant	2,100	8,000
Croydon Housing Dept. Funding	67,150	36,390
RSL Fees	-	2,000
General Donations	250	1,041
Interest received	313	56
	<hr/> <hr/>	<hr/> <hr/>
	69,813	47,487

## Notes to the Financial Statements (continued)

For the year to 31<sup>st</sup> March 2013

### 3. Expenditure

	<b>2013</b>	<b>2011</b>
<b>Direct Charitable Expenditure</b>	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Staff Costs	30,058	29,958
Mediators Training & Supervision	877	4,283
Insurance & Subscriptions to Membership	766	1,523
Premises Costs	12,603	6,783
Printing, Postage, Stationery & Telephone	1,069	669
Publicity & Fund raising	826	118
General Expenses	873	278
Depreciation	1,049	289
Payroll & Bookkeeping	360	335
	<hr/>	<hr/>
Total Direct Charitable Expenditure	<u>48,481</u>	<u>44,236</u>

	<b>2013</b>	<b>2011</b>
<b>Governance Costs</b>	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Independent examiner's fee	1,020	1,020
	<hr/>	<hr/>
	<u>1,020</u>	<u>1,020</u>

### 4. Staff Costs

	<b>2013</b>	<b>2012</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Wages & Salaries	26,091	22,877
Employers National Insurance	1,199	1,478
Pension Costs	2,769	5,603
	<hr/>	<hr/>
	<u>30,058</u>	<u>29,958</u>

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

	<b>2013</b>	<b>2012</b>
The average number of employees during the year was:	<hr/>	<hr/>
	<u>2</u>	<u>1</u>

## Notes to the Financial Statements (continued)

For the year to 31<sup>st</sup> March 2013

### 5. Tangible Fixed Assets

	Furniture & Equipment	Computer Equipment	Total
<b>Cost</b>			
At 1st April 2012	2,255	2,501	4,756
Additions	-	3,331	3,331
At 31st March 2013	2,255	5,832	8,087
	Furniture & Equipment	Computer Equipment	Total
<b>Depreciation</b>			
At 1st April 2012	1,690	2,200	3,890
Charge for year	141	908	1,049
At 31st March 2013	1,831	3,108	4,939
<b>Net Book Value</b>			
As at 31st March 2013	424	2,724	3,148
As at 31st March 2012	565	301	866

### 6. Debtors

	<b>2013</b>	<b>2012</b>
Prepayments	2,716	716
Other debtors	2,522	258
	<u>5,237</u>	<u>974</u>

### 7. Creditors

Amounts falling due within one year	<b>2013</b>	<b>2012</b>
Other Creditors	1,020	13,150
	<u>1,020</u>	<u>13,150</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 31<sup>st</sup> March 2013

### 9. Unrestricted Funds

	Balance 1 April 2012	Movement in Resources		Balance 31 March 2013
		Incoming	Outgoing	
Unrestricted Funds	57,262	69,813	49,501	77,574

### 10. Analysis of Net Assets between Funds

	Fixed Assets	Net Current Assets	Total
Unrestricted Funds	3,148	74,426	77,574
	3,148	74,426	77,574