

CROYDON COMMUNITY MEDIATION



Annual Report

for the year to
31st March 2014



Report of the Trustees
and Financial Statements
for the year ended 31st March 2014

Company Information

TRUSTEES

Graham Owen - Chair
Gilly Gajdatsy – Treasurer
Barbara Ottaway – Company Secretary
Darren Pullman
Macdonald Nyika Ruredzo
Sheila Kemble

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

Graham Owen
CCM Chair of Trustees

2013/14 was the first year of our new contract with Croydon Council and I am very pleased to report that the service has performed very well under the new arrangements. The Board developed a three year Business Plan for the service setting out our ambitions and how we planned to achieve them. A number of actions have been successfully completed within the plan's four strategic themes of

- Improving the quality of our service
- Gaining best value for money in what we do
- Contributing to sustainable communities in Croydon
- Developing staff and volunteer resources to be the best

I sincerely believe each of these actions has been a positive step forward in improving better neighbour mediation service for Croydon's residents. The Board continues to push improvement in the service and is carrying out the second year's actions.

I know that a service like CCM can only succeed with the hard work of staff and volunteers. I would like to thank the service manager, Pam Flouch and her assistant, Alison Hunt, for their contribution to a successful year.

I recognise that the volunteer Board members put in a large effort every year to ensure the service is well led and supported and that it maintains high professional standards. Trustees contributions are not unnoticed and I would like to convey my appreciation of their efforts this past year.

Likewise, the volunteer mediators, who are the core of the service, deserve thanks for their contribution over the last twelve months.

Board membership changes over time as members step down to pursue other interests or to take a break. Change in the leadership of the service is positive and is to be welcomed. At the present time, the Board is looking for potential new members to come forward so that current members can step down. I am confident that we can welcome new recruits to the Board in the coming twelve months and I look forward to continuing our strong partnership with Croydon Council.

Graham Owen

Service Manager's Report

Pam Flouch
CCM Service Manager

The year started on a very positive note having received notification from Croydon Council that our funding bid was successful. For once, knowing our funding was secure for the next three years enabled us to focus on the future.

We ran a Basic Mediation skills training course in June and were pleased to welcome 8 new trainees to our service and also trained two candidates who had applied to Lewisham and Lambeth Mediation services. Following the training course which is run over 5 full days the trainees are gradually integrated into the service by taking cases with the support of more experienced mediators. We now have a team of 25 mediators and without their dedication we would not be able to provide the high quality service that we do.

Over the last year mediators and staff also attended training sessions run by Professor Liz Stokoe, a workshop with Lesley Saunders and Mental Health Awareness training provided by MIND. Ten mediators and trustees joined colleagues from other London mediation services at the London Mediators Day organised by Darren. Darren continues as a representative on LCMC forging close links with the other London services.

Sheila and Darren attended a training day on Supervision skills and have drawn up a Feedback checklist, which is now regularly used after visits and joint meetings. Feedback is recorded on our Database and we are very grateful to Darren for continually improving the system to meet our individual needs.

Darren delivered a Conflict Resolution Workshop for Tenancy officers which we plan to repeat and may also offer to the wider community. We also arranged a social event with Tenancy officers and see our relationship steadily improving with cases referred to us at an earlier stage in the dispute.

We opened 130 cases this year (90 the previous year). Most cases have more than one issue and as usual noise is the main problem. We also have a high number of referrals with allegations of verbal abuse, anti social behaviour and problems arising with relationships often due to different lifestyles

This year we have been increasing our publicity and meeting with other agencies. We were pleased to have a stall at the Landlords Conference held at Bernard Weatherill House where a lot of interest was shown in mediation.

The trustees are working on implementing the new Business Plan and are reviewing all policies. We are grateful for their continued support and advice. Thanks also to Joyce who has continued to help in the office this year.

I would like to thank our Casework Co-ordinator, Alison Hunt, for her hard work and enthusiasm. Juggling contact with referrers, clients and mediators is a difficult role when we generally have 30 cases open at any one time.

We are looking forward to 2014/2015 and plan to train further mediators and hope to increase the

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number of cases we can handle and bring to a successful conclusion. We will continue to review our practise and look for ways to improve our service.

This has been a successful year thanks to the hard work and dedication of the trustees, mediators, office volunteers and staff. We would also like to thank Croydon Council for their support.

Pam Flouch

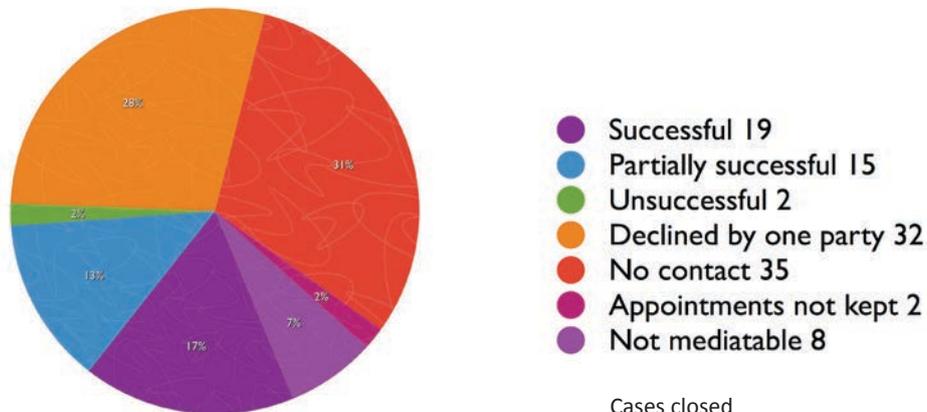
Service Delivery Statistics 2013-2014

We received a total of 130 cases during the year. In addition 11 cases were brought forward from the previous year. 28 cases were open at the end of the year and carried forward.

Noise (55) followed by disputes about Relationships (25) and Verbal Abuse (25) were the main reasons for coming to mediation. Many cases had more than one issue to resolve.

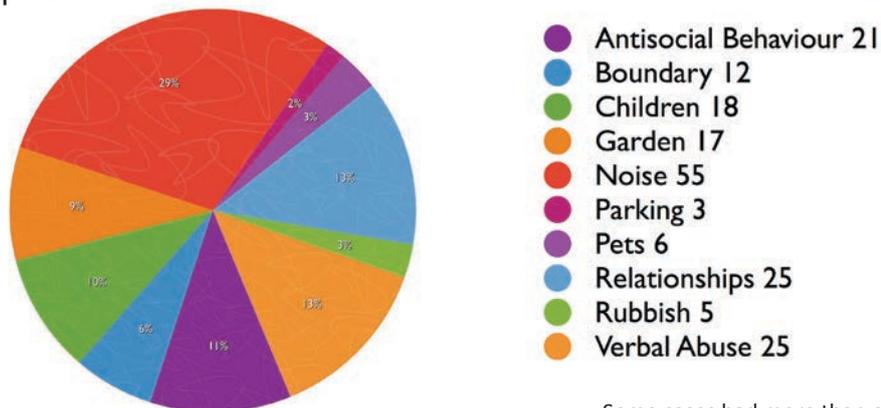
Of the 113 cases closed during the year 19 cases reached a successful conclusion resolving all issues. Another 15 were partially successful.

Outcomes



Cases closed

Types of Dispute



Some cases had more than one issue

Treasurer's Report

Gilly Gajdatsy

CCM Trustee & Treasurer

I am pleased to report that once again, our finances are sound and our reserves strong.

We have funded training and new IT equipment, and have the means to pay our long-delayed electricity bill when it is presented.

I have continued to monitor spending, in consultation with the Manager and the Trustees, and feel that our financial control is good.

I believe that we are achieving our objective of spending our funding wisely in pursuit of the goal of providing a service which is good 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 2014.

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
Darren Pullman
Macdonald Nyika Ruredzo
Sheila Kemble

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 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.

Report of the Trustees *(continued)*

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 Romit Basu was 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 9th September 2014

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 2014 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.

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

Statement of Financial Activities

For the year to 31st March 2014

	notes	2013 Total £	2012 Total £
INCOME AND EXPENDITURE			
INCOMING RESOURCES			
Grants Received	2	56,520	69,250
Miscellaneous Fees and Donations		800	250
Investment income		397	313
		<u>57,717</u>	<u>69,813</u>
RESOURCES EXPENDED			
Charitable activities	3	56,109	48,481
Governance Costs	3	1,020	1,020
		<u>57,129</u>	<u>49,501</u>
TOTAL RESOURCES EXPENDED		<u>57,129</u>	<u>49,501</u>
NET INCOMING RESOURCES		588	20,312
Balance brought forward at 1 April 2013		77,574	57,262
Balance carried forward at 31 March 2014		<u><u>78,162</u></u>	<u><u>77,574</u></u>

Balance Sheet

At 31st March 2014

	notes	2014		2013	
		£	£	£	£
Fixed Assets					
Tangible assets	5		2,520		3,148
Current Assets					
Debtors	6	2,911		5,237	
Cash at Bank and in Hand		<u>73,807</u>		<u>70,209</u>	
		76,718		75,446	
Creditors					
amounts falling due within 1 year	7	<u>1,076</u>		<u>1,020</u>	
Net current assets			<u>75,642</u>		<u>74,426</u>
Total assets less current liabilities			<u><u>78,162</u></u>		<u><u>77,574</u></u>
Income Funds					
Unrestricted Funds	9		<u>78,162</u>		<u>77,574</u>
Total Funds			<u><u>78,162</u></u>		<u><u>77,574</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 9th September 2014 and signed on its behalf by:

Gilly Gajdatsy
Treasurer

Notes to the Financial Statements

For the year to 31st March 2014

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

	2014	2013
	Total	Total
	£	£
Activities for generating funds		
Croydon Council Grant	2,100	2,100
Croydon Housing Dept. Funding	67,150	67,150
Total income from activities for generating funds	<u>56,520</u>	<u>69,250</u>
Other incoming resources		
Voluntary Donations	800	250
Investment income	397	313
Total other incoming resources	<u>1,197</u>	<u>563</u>
Total incoming resources	<u>57,717</u>	<u>69,813</u>

Notes to the Financial Statements (continued)

For the year to 31st March 2014

3. Expenditure

	2014	2013
Charitable activities	Total	Total
	£	£
Staff Costs	39,433	30,058
Mediators Training & Supervision	3,190	877
Insurance & Subscriptions to Membership	1,484	766
Premises Costs	8,754	12,603
Printing, Postage, Stationery & Telephone	1,027	1,069
Publicity & Fund raising	-	826
General Expenses	991	873
Depreciation	834	1,049
Payroll & Bookkeeping	395	360
	<hr/>	<hr/>
Total Direct Charitable Expenditure	<u>56,109</u>	<u>48,481</u>

	2014	2013
Governance Costs	Total	Total
	£	£
Independent examiner's fee	1,020	1,020
	<hr/>	<hr/>
	<u>1,020</u>	<u>1,020</u>

4. Staff Costs

	2014	2011
	Total	Total
	£	£
Wages & Salaries	29,154	26,091
Employers National Insurance	1,888	1,199
Pension Costs	8,391	2,769
	<hr/>	<hr/>
	<u>39,433</u>	<u>30,058</u>

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

	2014	2013
The average number of employees during the year was:	<hr/>	<hr/>
	<u>2</u>	<u>2</u>

Notes to the Financial Statements (continued)

For the year to 31st March 2014

5. Tangible Fixed Assets

	Furniture & Equipment	Computer Equipment	Total
Cost			
At 1st April 2013	2,255	5,832	8,087
Additions	-	206	206
At 31st March 2014	2,255	6,038	8,293
	Furniture & Equipment	Computer Equipment	Total
Depreciation			
At 1st April 2013	1,831	3,108	4,939
Charge for year	106	728	834
At 31st March 2014	1,937	3,836	5,773
Net Book Value			
As at 31st March 2014	318	2,202	2,520
As at 31st March 2013	424	2,724	3,148

6. Debtors

	2013	2012
Prepayments	2,530	2,716
Other debtors	381	2,522
	<u>2,911</u>	<u>5,237</u>

7. Creditors

Amounts falling due within one year	2013	2012
Other Creditors	1,076	13,150
	<u>1,076</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 31st March 2014

9. Unrestricted Funds

	Balance 1 April 2013	Movement in Resources		Balance 31 March 2014
		Incoming	Outgoing	
Unrestricted Funds	<u>77,574</u>	<u>57,717</u>	<u>57,129</u>	<u>78,162</u>

10. Analysis of Net Assets between Funds

	Fixed Assets	Net Current Assets	Total
Unrestricted Funds	<u>2,520</u>	<u>75,642</u>	<u>78,162</u>
	<u>2,520</u>	<u>75,642</u>	<u>78,162</u>