

# CROYDON COMMUNITY MEDIATION



## **Annual Report**

for the year to  
31<sup>st</sup> March 2015





Report of the Trustees  
and Financial Statements  
for the year ended 31<sup>st</sup> March 2015

Company Information

**TRUSTEES**

Graham Owen - Chair  
Gilly Gajdatsy – Treasurer  
Joyce Howson - Company Secretary - from 9 September 2014  
Barbara Ottaway  
Darren Pullman  
Macdonald Nyika Ruredzo  
Sheila Kemble  
Andrew Graham - from 9 September 2014

**STAFF**

Pamela Flouch – Service Manager  
Alison Hunt - Casework Co-ordinator (until May 2014)

**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

**Graham Owen**  
*CCM Chair of Trustees*

Looking back at the last year, I am pleased to report that the service has performed well with referrals from our partners continuing to hold up. We work closely with our main partner, Croydon's housing service, to provide an effective conflict resolution option to council tenants. We want to ensure that our services remain relevant and that we continue to improve the quality of our service. Through our Business Plan we are making changes which ensure that Croydon Community Mediation provides a service that meets the needs of local people and offers good value for money.

We recognise we have skills that can help us generate income for the service as well as create a wider understanding of what mediation can offer. To this end we have expanded our training offer to other organisations and our partners. We are committed to spreading the benefits of mediation and work with other mediation services across London

Each year the efforts of our volunteer workforce continue to surprise and delight me. Board members work to ensure the service is well led and maintain high standards of work. They are helping make the changes through the Business Plan that are driving continuing improvement in what we do. I would like to convey my sincere thanks for all their efforts.

Volunteer mediators are the backbone of the service, and their efforts to engage with people who need their skills at all times of day and in all weathers is genuinely appreciated. I would like to thank them on behalf of the Board of Trustees for their contribution over the past year.

There have been some changes in staffing with Alison Hunt leaving and Sandy Shepherd joining in her place. I would like to put on record my thanks to Alison for her contribution and to offer the service's best wishes to her for the future.

Pam Flouch is the anchor who provides stability and continuity at the centre of the service, which is vital asset for a volunteer organisation. Pam enables the Trustees and volunteer mediators to contribute effectively and for the service to operate smoothly from week to week. I am extremely grateful to Pam for the commitment she shows to the service.

We continue to seek new trustees who can bring fresh thinking and new ideas to the service. I welcome a turnover in membership of the Board that blends experience knowledge and stability with new ideas and energy.

I would like to welcome two new faces during this year - Andrew and Sonia - and urge them to become influential members of the Board.

I look forward to the next twelve months and strengthening our partnership with Croydon Council while growing our service to other partners with the borough of Croydon.

# Service Manager's Report

**Pam Flouch**  
*CCM Service Manager*

On 27<sup>th</sup> April 2014 a plaque was unveiled on the east wall of the north wing of Ramsay Court. This commemorates the building of the Elis Davis Almshouses in 1447. It is believed that parts of our building are the original with a Victorian frontage. Following a recent structural survey of the listed building we are awaiting the promised renovation.

We have had a very busy year with 141 new referrals in addition to the 28 cases, which were carried forward from the previous year. We also had 78 calls from individuals wanting to discuss other matters; mainly divorce and custody arrangements and these were signposted to other services. Many cases have more than one issue to resolve. Noise was the main cause for disputes, followed by complaints of anti-social behaviour and verbal abuse.

A further basic training course was held in November and we are pleased to welcome 8 new trainees to our team. Mediators work in pairs and following the 5 day training course we gradually integrate new trainees into the service by allocating them to cases with experienced mediators.

Darren continues to represent us on the London Community Mediation Council and helped to arrange the London Mediators Day, which was held in the Ismaili Centre, during October.

We welcomed 12 students from a variety of schools undertaking the National Citizens Service Programme (Challenge). The students spent a day with us and undertook a variety of exercises to give them an understanding of the role of a mediator.

Following requests from Tenancy Officers for further feedback on the progress of cases our database has been modified to enable a semi-automated update on the stage a case has reached. This is now routinely sent out each week. We have also run a further Conflict Resolution Workshop for Tenancy officers and plan to run a couple more in the next year.

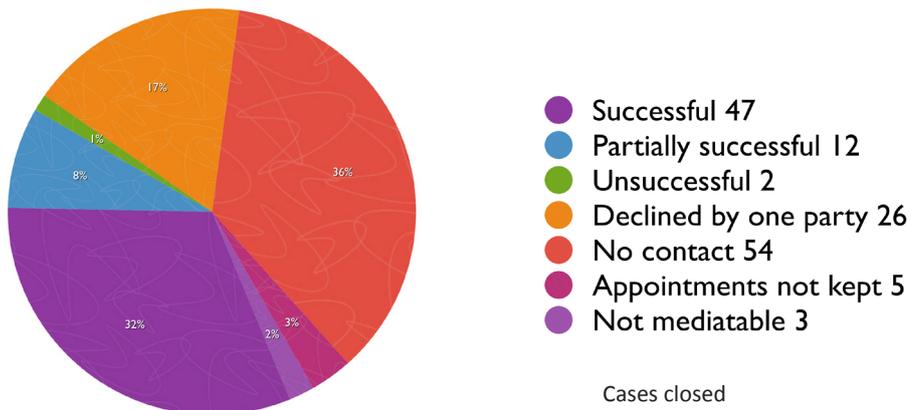
The trustees have continued to work on the implementation of our business plan and this is reviewed quarterly. We review our practice and seek ways to improve our service. We are also looking at other projects to undertake. Joyce has also continued to work in the office inputting client/mediator feedback and undertaking research.

The service relies on the dedication and enthusiasm of our volunteers: - trustees, mediators and office staff all bring a variety of experience to the service. Without their dedication we would not be able to offer our professional service to the residents of Croydon. This has been another successful year for CCM and we thank everyone for their valuable time and support.

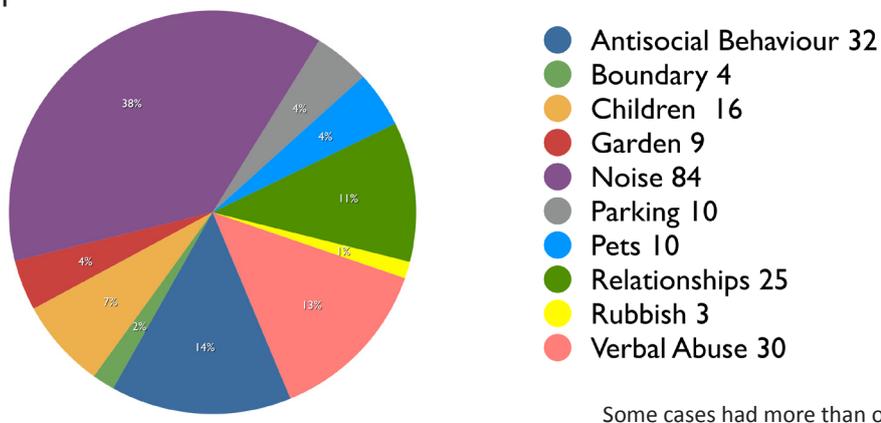
We were sorry to say goodbye to Alison in May 2014 and wish her well in her new job. We had a high number of applications for the position of Casework Co-ordinator and welcomed Sandy Shepherd to this role in April.

# Service Delivery Statistics 2014-2015

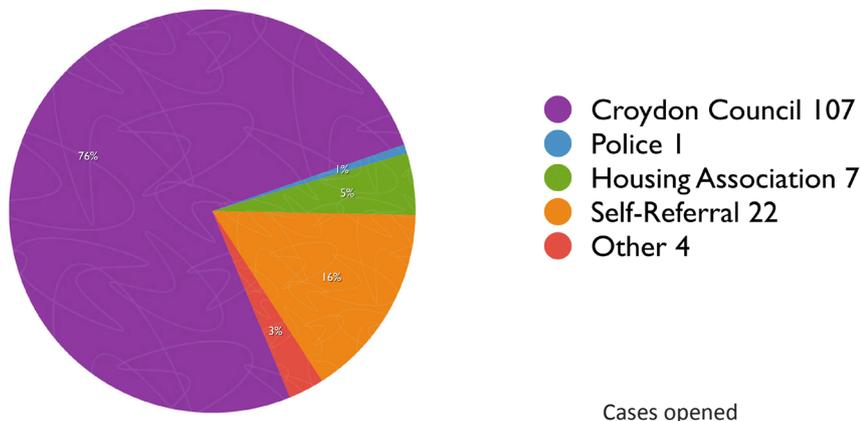
## Outcomes



## Types of Dispute



## Cases Received



We received a total of 141 referrals involving 394 clients. In addition 28 cases were brought forward from the previous year.

Most cases have more than one issue. Noise (84) followed by anti-social behaviour (32) and verbal abuse (30) were the main reasons for referral to mediation.

Of the 149 cases closed during the year 47 came to a successful outcome with all issues resolved and 12 reached a partial success.

78 additional enquiries were signposted to other services.

20 cases remain open to be carried forward to 2015 – 2016

# Treasurer's Report

**Gilly Gajdatsy**

*CCM Trustee & Treasurer*

Our budget for this year was £57,030.00, and our expenditure £50,527, so once again I can be confident that our finances are in good shape.

We have funded our training and a large batch of publicity posters for the housing officers to distribute. We have not needed to buy any new equipment.

Although our Casework Administrator resigned in May 2014, and we were able to save her salary, the Manager worked extra hours, leading to little overall change in the salaries bill – although it still came under the amount we had budgeted for.

I feel that we are continuing to spend our budget wisely. Our reserves are strong and we have taken more cases than in recent years, so I feel that we are once again demonstrating value for money.

Gilly Gajdatsy

Treasurer

# Report of the Trustees

## OBJECTIVES AND ACTIVITIES

### Principle Activity

The objectives 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.

### 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 are now in the third year of the funding which was granted by CBC in 2013. We expect to begin the process of bidding for future funding later this year. It has been very helpful to us to have a three year funding arrangement, as it has enabled us to develop the business, and plan for the future.

Our business plan is similarly in its third year, and we will be working on writing another, to build on the improvements we have already made, and to further develop the business so that we can continue to offer our services to the residents of Croydon, and to contribute to better relationships within a safer community.

## STATEMENT OF TRUSTEES RESPONSIBILITIES

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on ..... and signed on its behalf by:

.....  
Trustee

# Independent Examiner' Report

To the members of Croydon Community Mediation

I report on the accounts for the year ended 31 March 2015 set out on pages four to nine.

## Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's 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 required.

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

## Basis of the independent examiner's report

My examination was carried out in accordance 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 statements 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 and 387 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 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  
75 Park Lane  
Croydon  
Surrey  
CR9 1XS

Date: .....

# Statement of Financial Activities

For the year to 31<sup>st</sup> March 2015

	notes	2015	2014
INCOME AND EXPENDITURE		Total	Total
		£	£
<b>INCOMING RESOURCES</b>			
Grants Received	2	56,520	56,520
Miscellaneous Fees and Donations		3,879	800
Investment income		245	397
		<u>60,644</u>	<u>57,717</u>
<b>RESOURCES EXPENDED</b>			
Charitable activities	3	49,423	56,109
Governance Costs	3	1,104	1,020
		<u>50,527</u>	<u>57,129</u>
<b>TOTAL RESOURCES EXPENDED</b>		<u>50,527</u>	<u>57,129</u>
<b>NET INCOMING RESOURCES</b>		<u>10,117</u>	<u>588</u>
<b>RECONCILIATION OF FUNDS</b>			
Balance brought forward at 1 April 2014		78,162	77,574
		<u>88,279</u>	<u>78,162</u>
Balance carried forward at 31 March 2015		<u><u>88,279</u></u>	<u><u>78,162</u></u>

# Balance Sheet

At 31<sup>st</sup> March 2015

	notes	2015		2014	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible assets	6		2,851		2,519
<b>Current Assets</b>					
Debtors	7	530		2,911	
Cash at Bank and in Hand		86,161		73,807	
		<u>86,691</u>		<u>76,718</u>	
<b>Creditors</b>					
amounts falling due within 1 year	8	1,263		1,075	
<b>Net current assets</b>			<u>85,428</u>		<u>75,642</u>
<b>Total assets less current liabilities</b>			<u>88,279</u>		<u>78,162</u>
<b>Income Funds</b>					
Unrestricted Funds	9		88,279		78,162
<b>Total Funds</b>			<u>88,279</u>		<u>78,162</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2015.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2015 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board of Trustees on ..... and were signed on its behalf by:

.....  
Trustee

# Notes to the Financial Statements

For the year to 31<sup>st</sup> March 2015

## 1. Accounting Policies

### ACCOUNTING CONVENTION

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities.

### INCOMING RESOURCES

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

### RESOURCES EXPENDED

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

### TANGIBLE FIXED ASSETS

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures & fittings - 25% reducing balance

Computer equipment - 25% reducing balance

### TAXATION

The charity is exempt from corporation tax on its charitable activities.

### FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

### PENSION COSTS AND OTHER POST-RETIREMENT BENEFITS

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

## 2. Investment Income

	2015	2014
	Total	Total
	£	£
Bank Interest	245	397

## 3. Net Incoming (Outgoing) Resources

Net resources are stated after charging/(crediting):

	2015	2014
	Total	Total
	£	£
Depreciation - Owned assets	717	834

## Notes to the Financial Statements (continued)

For the year to 31<sup>st</sup> March 2015

### 4. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2015 nor for the year ended 31 March 2014 .

### Trustees' Expenses

There were no trustees' expenses paid for the year ended 31 March 2015 nor for the year ended 31 March 2014

### 5. Staff Costs

	2015	2014
	Total	Total
	£	£
Wages & Salaries	26,370	29,154
Employers National Insurance	2,428	1,888
Pension Costs	4,984	8,391
	<u>33,782</u>	<u>39,433</u>

There were no employees earning £60,000 or more during the year.

	2015	2014
The average number of employees during the year was:	<u>1</u>	<u>2</u>

### 6. Tangible Fixed Assets

	Furniture & Equipment	Computer Equipment	Total
<b>Cost</b>			
At 1st April 2014	2,255	6,037	8,292
Additions	-	1,049	1,049
At 31st March 2015	<u>2,255</u>	<u>7,086</u>	<u>9,341</u>
	Furniture & Equipment	Computer Equipment	Total
<b>Depreciation</b>			
At 1st April 2014	1,937	3,836	5,773
Charge for year	79	638	717
At 31st March 2015	<u>2,016</u>	<u>4,474</u>	<u>6,490</u>
<b>Net Book Value</b>			
As at 31st March 2015	<u>239</u>	<u>2,612</u>	<u>2,851</u>
As at 31st March 2014	<u>318</u>	<u>2,201</u>	<u>2,519</u>

## Notes to the Financial Statements (continued)

For the year to 31<sup>st</sup> March 2015

### 7. Debtors Amounts falling due within one year

	<b>2015</b>	<b>2014</b>
Other debtors	-	381
Prepayments	530	2,530
	<u>530</u>	<u>2,911</u>

### 8. Creditors Amounts falling due within one year

	<b>2015</b>	<b>2014</b>
Other creditors	183	55
Accruals and deferred income	1,080	1,020
	<u>1,263</u>	<u>1,075</u>

### 9. Movement in Funds

	<b>At 1 April 2014</b>	<b>in funds</b>	<b>At 31 March 2015</b>
Unrestricted Funds			
General fund	78,162	10,117	88,279
<b>Total Funds</b>	<u>78,162</u>	<u>10,117</u>	<u>88,279</u>

	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Movement in funds</b>
Unrestricted Funds			
General fund	60,644	(50,527)	10,117
<b>Total Funds</b>	<u>60,644</u>	<u>(50,527)</u>	<u>10,117</u>

# Detailed Statement of Financial Activities

For the year to 31<sup>st</sup> March 2015

## Incoming Resources

	2015	2014
	£	£
<b>Voluntary income</b>		
Donations	3,879	800
<b>Investment income</b>		
Bank Interest	245	397
<b>Incoming resources from charitable activities</b>		
Grants	56,520	56,520
<b>Total incoming resources</b>	<u>60,644</u>	<u>57,717</u>

## Resources Expended

### Charitable activities

Wages	26,370	29,154
Social Security	2,428	1,888
Pensions	4,984	8,391
Insurance & Subscriptions	770	1,484
Telephone	708	754
Postage and Stationery	597	1,027
Sundaries	587	493
Mediators' Training	2,415	2,718
Rent	8,000	8,000
Mediator Expenses	570	473
Office expenses	857	498
Payroll costs	420	395
Fixtures and Fittings	79	106
Computer equipment	638	728
	<u>49,423</u>	<u>56,109</u>
<b>Governance Cost</b>		
Accountancy	1,104	1,020
<b>Total resources expended</b>	<u>50,527</u>	<u>57,129</u>
<b>Net Income</b>	<u>10,117</u>	<u>588</u>

This page does not form part of the statutory financial statements