

CROYDON COMMUNITY MEDIATION



Annual Report

for the year to
31st March 2016



Report of the Trustees
and Financial Statements
for the year ended 31st March 2016

Company Information

TRUSTEES

Graham Owen - Chair
Gilly Gajdatsy – Treasurer
Joyce Howson - Company Secretary
Barbara Ottaway
Darren Pullman
Macdonald Nyika Ruredzo
Sheila Kemble
Andrew Graham
Sonia Isaacs (from 17 September 2015)

STAFF

Pamela Flouch – Service Manager
Sandy Shepherd - 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

Croydon Community Mediation has had another successful year in 2015/16, providing mediation to people in our community who have experienced conflict with their neighbours. We hope, as ever, that our work has made a positive difference to these individuals and to the neighbourhoods in which they live. Our feedback from clients tells us that our efforts are much appreciated.

This year is the last of our three-year contract with Croydon Council and we have been asked to bid for future work. Our three year Business Plan has been implemented through our annual action plan and has helped us develop the service. We need to keep improving because we know that other organisations are keen to carry out mediation in Croydon. We are the original and we think we are the best and want to prove it to others by winning any future contract from Croydon Council.

A small charity like CCM relies on the hard work and dedication of its people - its volunteers and paid staff. As a small organisation CCM has just two paid staff. Pam Flouch, the Service Manager, and Case Co-ordinator, Sandy Shepherd, are the hub of the service who keep the wheels turning and ensure the volunteers can give of their best. My sincere thanks go to both Pam and Sandy for their commitment to CCM and the Board of Trustees.

I would like to thank the volunteer members of the Board of Trustees who give their time freely and work closely with the staff and the volunteers to give the service direction and ensure that we maintain our high standards and act in the best interests of our clients.

Likewise, I would like to offer my thanks to the volunteer mediators, who are the core of the service, for responding to requests for mediation in all sorts of weathers throughout the year.

One of the strengths of CCM is that the Board has been stable and has been served by a number of longstanding trustees. There have been changes in membership and this change brings new blood and new ideas into the mix. The Board is always keen to hear of anyone who might be interested in becoming a Trustee and who has the skills needed by the Board.

Change in the leadership of the service is positive and is to be welcomed. This is my last report as Chair of the Board as I am stepping down at the Annual General Meeting. This provides an opportunity for new blood and fresh ideas.

I have been with the service for the 17 -18 years since it started within the Housing Department of Croydon Council. I am proud of what the service has achieved and I am also proud to be leaving it in a financially healthy position with a strong Board and a clear plan for the future.

I look forward to hearing that the service goes from strength to strength in future years working in partnership with Croydon Council and our other partners within the Borough of Croydon.

Service Manager's Report

Pam Flouch
CCM Service Manager

Referrals have been steadily increasing over the last few years. This has been another busy year for CCM with 153 new cases involving over 400 people. All cases involve at least two parties but in some instances one issue affects several neighbours. Mediators visit all parties individually in their own homes and occasionally problems can resolve themselves at this point. For a greater understanding and lasting resolution we do encourage all parties to meet in our own offices or other neutral venue. We have a very high success rate where parties are willing to come together to try and resolve their difficulties. Again noise is the main cause for concern followed by verbal abuse and anti-social behaviour.

Mediators work hard to give clients the confidence needed to meet, to listen to each other and reach a written agreement. Mediators also attend team meetings and undertake training. We are very grateful for all the time they give to the Service.

This year we updated our website:- www.croydonmediation.org.uk. We hope people find it easier to use. Those wishing to volunteer and either undertake our mediator training course, apply to be an office volunteer, or be considered as a trustee can now download an application form direct from the website. We also have a link to London Community Mediation Council (LCMC) with details of other London services and current training courses. Mediators have a password-protected area and can access details of their colleagues and obtain any forms they require.

Colleagues at East Surrey joined us for a training session with Dr Rein Sikveland, Research Associate at Loughborough University, on "Conversational Analytical Role -Play Method". Professor Liz Stokoe and Dr Rein Sikveland have analysed mediator/client conversations highlighting words and phrases, which have a negative impact on moving forward to mediation. We learnt how to use a more positive approach in presenting our service.

Following a "Raising Awareness of Hate Crime Seminar" in Croydon the previous year we invited Dave Walker (MBE) Southwark Mediation Service to talk at our Mediators' meeting about his service and their work with Hate Crime.

We also attended a very interesting workshop on Human Trafficking and signs to look for. As one of few non-statutory services to visit clients in their own homes we are in a position to be aware and report any concerns about modern slavery.

London Mediators day in October was held in Bacon's College in Rotherhithe and was very well attended. Mediators attended various workshops and enjoyed an opportunity to meet and exchange experiences with mediators from other services.

Bacons College is involved in a peer mediation scheme empowering youth to mediate and resolve problems that arise among students. This was set up by Southwark Mediation Centre and is in its 10th year. The scheme has shown to be very effective and something that CCM would like to get involved in the near future.

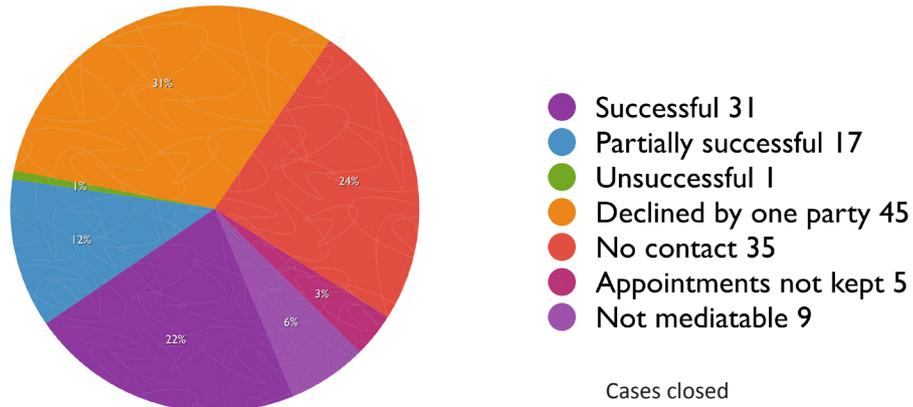
The three years since we won the tender to deliver mediation to Croydon Council has gone very quickly and we find ourselves again having to apply for future funding. We have attended several training courses on the new Croydon Community Fund in preparation for bid writing. Our work is central to themes from the Opportunity and Fairness Commission Final report and the range of outcomes from Ambitious for Croydon.

Thank you to all our volunteer mediators and trustees for making this another successful year for CCM. Thanks to Joyce for additional time working in the office and thanks to Darren for updating our Database, advising us on IT matters and his work with LCMC. We are also grateful to Sandy, our Casework Co-ordinator, for her hard work and cheerful manner. It can be very difficult responding quickly to all the clients, mediators and referrers when we have so many cases open at any one time.

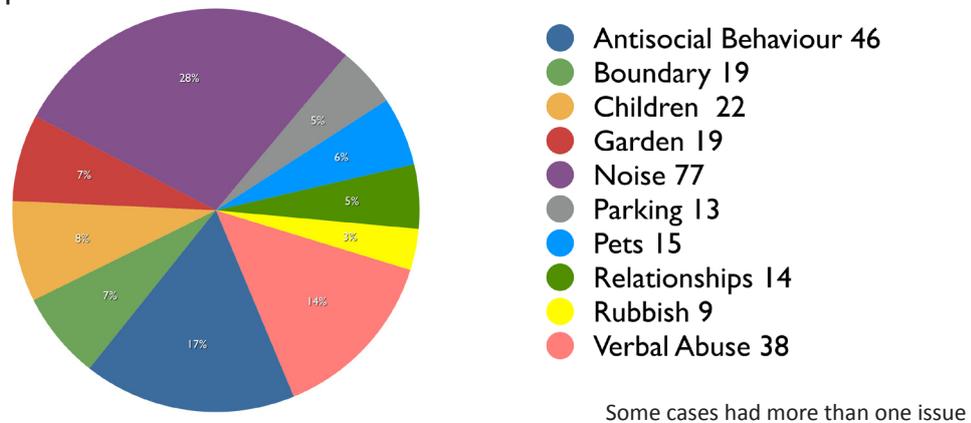
Graham Owen has dedicated many years service to Croydon Community Mediation since it was launched initially in the Housing Department later becoming independent in 1999. Graham has written a new business plan to take us forward over the next three years but has decided to stand down at the next AGM. We are very grateful for all the time he has given the Service, he will be greatly missed, but we wish him all the best in the future.

Service Delivery Statistics 2015-2016

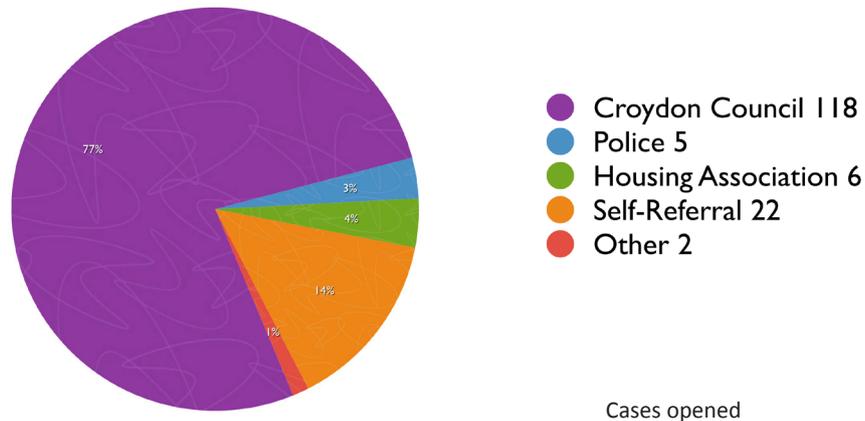
Outcomes



Types of Dispute



Cases Received



We received a total of 153 referrals involving over 400 people. 20 cases were brought forward from the previous year.

Most cases have more than one issue. Noise (77) followed by anti-social behaviour (46) and verbal abuse (38) were the main reasons for referral to mediation.

Of the 143 cases closed during the year 48 came to a successful or partially successful outcome. 84 additional enquiries were signposted to other services.

30 cases remain open to be carried forward to 2016 – 2017

Treasurer's Report

Gilly Gajdatsy

CCM Trustee & Treasurer

Our total income for this year was £59,317 and our expenditure £54,104. We also have a substantial amount in reserve, and have been able to increase it, so once again I can be confident that our finances are in good shape.

Our spending on training has been modest, as we have done no basic training of mediators. We have not needed to buy any new equipment.

We appointed a new Casework Co-ordinator at the beginning of the year, which raised the salaries bill, but even so, we were able to achieve a reduction in our running costs in line with our target in the Business Plan.

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.

During the year we attended meetings about the new system of funding being introduced by Croydon Council, and began to draft our bid for funds. We are currently awaiting a decision.

Gilly Gajdatsy

Treasurer

Report of the Trustees

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

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 guidelines and 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 better use in line with the new business plan.

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 Croydon Council 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.

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 2016

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 31st March 2016

	notes	2016	2015
INCOME AND EXPENDITURE		Total	Total
		£	£
INCOMING RESOURCES			
Grants Received	2	56,520	56,520
Miscellaneous Fees and Donations		2,553	3,879
Investment income		244	245
		<u>59,317</u>	<u>60,644</u>
RESOURCES EXPENDED			
Charitable activities	3	52,951	49,423
Governance Costs	3	1,153	1,104
		<u>54,104</u>	<u>50,527</u>
TOTAL RESOURCES EXPENDED		<u>54,104</u>	<u>50,527</u>
NET INCOMING RESOURCES		5,213	10,117
RECONCILIATION OF FUNDS			
Balance brought forward at 1 April 2014		88,279	78,162
		<u>93,492</u>	<u>88,279</u>
Balance carried forward at 31 March 2015		<u><u>93,492</u></u>	<u><u>88,279</u></u>

Balance Sheet

At 31st March 2016

	notes	2016		2015	
		£	£	£	£
Fixed Assets					
Tangible assets	6		2,269		2,851
Current Assets					
Debtors	7	746		530	
Cash at Bank and in Hand		<u>91,877</u>		<u>86,161</u>	
		92,623		86,691	
Creditors					
amounts falling due within 1 year	8	(1,400)		(1,263)	
Net current assets			<u>91,223</u>		<u>85,428</u>
Total assets less current liabilities			<u>93,492</u>		<u>88,279</u>
Income Funds					
Unrestricted Funds	9		93,492		88,279
Total Funds			<u>93,492</u>		<u>88,279</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 31st March 2016

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

	2016	2015
	Total	Total
	£	£
Bank Interest	244	245

3. Net Incoming (Outgoing) Resources

Net resources are stated after charging/(crediting):

	2016	2015
	Total	Total
	£	£
Depreciation - Owned assets	582	717

Notes to the Financial Statements (continued)

For the year to 31st March 2016

4. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2016 nor for the year ended 31 March 2015 .

Trustees' Expenses

There were no trustees' expenses paid for the year ended 31 March 2016 nor for the year ended 31 March 2015

5. Staff Costs

	2016	2015
	Total	Total
	£	£
Wages & Salaries	32,289	26,370
Employers National Insurance	394	2,428
Pension Costs	6,589	4,984
	<u>39,272</u>	<u>33,782</u>

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

	2016	2015
The average number of employees during the year was:	<u>2</u>	<u>1</u>

6. Tangible Fixed Assets

	Furniture & Equipment	Computer Equipment	Total
Cost			
At 1st April 2015	2,255	7,086	9,341
At 31st March 2016	<u>2,255</u>	<u>7,086</u>	<u>9,341</u>
Depreciation			
At 1st April 2015	2,016	4,474	6,490
Charge for year	60	522	582
At 31st March 2016	<u>2,076</u>	<u>4,996</u>	<u>7,072</u>
Net Book Value			
As at 31st March 2016	<u>179</u>	<u>2,090</u>	<u>2,269</u>
As at 31st March 2015	<u>239</u>	<u>2,612</u>	<u>2,851</u>

Notes to the Financial Statements (continued)

For the year to 31st March 2016

7. Debtors Amounts falling due within one year

	2016	2015
Prepayments	746	530
	<u>746</u>	<u>530</u>
	<u><u>746</u></u>	<u><u>530</u></u>

8. Creditors Amounts falling due within one year

	2016	2015
Other creditors	260	183
Accruals and deferred income	1,140	1,080
	<u>1,400</u>	<u>1,263</u>
	<u><u>1,400</u></u>	<u><u>1,263</u></u>

9. Movement in Funds

	At 1 April 2015	in funds	At 31 March 2016
Unrestricted Funds			
General fund	88,279	5,213	93,492
Total Funds	<u>88,279</u>	<u>5,213</u>	<u>93,492</u>
	Incoming resources	Resources expended	Movement in funds
Unrestricted Funds			
General fund	59,317	(54,104)	5,213
Total Funds	<u>59,317</u>	<u>(54,104)</u>	<u>5,213</u>

Detailed Statement of Financial Activities

For the year to 31st March 2016

Incoming Resources

	2016	2015
	£	£
Voluntary income		
Donations	2,553	3,879
Investment income		
Bank Interest	244	245
Incoming resources from charitable activities		
Grants	56,520	56,520
Total incoming resources	<u>59,317</u>	<u>60,644</u>

Resources Expanded

Charitable activities

Wages	32,289	26,370
Social Security	394	2,428
Pensions	6,589	4,984
Insurance & Subscriptions	580	770
Telephone	1,024	708
Postage and Stationery	795	597
Sundaries	202	587
Mediators' Training	1,014	2,415
Rent	8,000	8,000
Mediator Expenses	517	570
Office expenses	527	857
Payroll costs	420	420
Gifts	20	-
Fixtures and Fittings	60	79
Computer equipment	520	638
	<u>52,951</u>	<u>49,423</u>

Governance Cost

Accountancy	1,140	1,104
Legal Fees	13	-
	<u>1,153</u>	<u>1,104</u>

Total resources expanded

	<u>54,104</u>	<u>50,527</u>
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Net Income

	<u>5,213</u>	<u>10,117</u>
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This page does not form part of the statutory financial statements