



croydon community
mediation

**Annual
Report**

for the year to
31st March 2017



Report of the Trustees
and Financial Statements
for the year ended 31st March 2017

Company Information

TRUSTEES

Graham Owen (until 6 October 2016)
Gilly Gajdatsy – Treasurer
Joyce Howson - Company Secretary
Barbara Ottaway
Darren Pullman
Macdonald Nyika Ruredzo
Sheila Kemble
Andrew Graham
Sonia Isaacs

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 Partnership
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

Secretary's Report

Joyce Howson
CCM Trustee Secretary

Two important things happened to Croydon Community Mediation (CCM) in the past year. Firstly, Graham retired as Chair. He had been with CCM since its inception and his knowledge and generosity will be missed.

More excitingly, CCM won the contract to supply mediation to the people of Croydon until 2019. It is coming from a different fund than previously, so we can now extend our service for free to every citizen of Croydon. This also means that we can plan for the future, and there are some exciting projects in the pipeline, which our new Chair will report back on next year.

CCM is a charity, and every mediator is a volunteer. We could not manage without their dedication and hard work. They are amazing people and I have a lot of admiration for them and the work they do. I would also like to thank Pam and Sandy and my fellow trustees for all their hard work.

Here's to CCM's continuing success.

Joyce Howson
Secretary.

Service Manager's Report

Pam Flouch
CCM Service Manager

We were delighted to receive notification in September that Croydon Council had decided to award us a 3 year Community Fund Grant (2016-2019). We were pleased to have this financial security to enable us to plan the future of the service.

Croydon Community Mediation (CCM) was initially set up within the Croydon Housing Department to provide mediation for Council tenants. It became independent in 1998 and the Housing Department has continued to fund the service until the end of March 2016. With our current grant from the Community fund we are now able to offer free mediation to all residents of Croydon who are having difficulties with a neighbour.

We are pleased to still work closely with the Housing Department but also welcome referrals from other Croydon Council departments as well as the Police. We look forward to strengthening links with other charities in Croydon to learn more about the services they provide and to accept referrals from them.

As well as neighbour difficulties we have assisted community groups and also helped with problems that have arisen following use of social media. We dealt with 126 cases during this year. The main issues have been Noise (57), followed by Anti-social behaviour (30) and Verbal Abuse (23). We also saw several cases with issues concerned with behaviour of children (21).

Some cases are successfully resolved following our letters and visits from mediators. We do encourage all parties to come together for a joint meeting, which is usually in our office or another neutral venue. This is an opportunity to talk through the difficulties they are experiencing and with the mediators skilled help focus on the future and reach a fair agreement. Of the 110 cases closed during the year 29 came to a successful conclusion and 7 were partially successful. We need both sides to agree to mediation and unfortunately if one party refuses we do have to close the case but often by this stage the problems have been resolved. We are pleased to note that we have not had any more failed appointments since we started sending a reminder text message to clients.

Our service relies on the dedication of our volunteer mediators and it is often only by meeting the mediators at individual home visits that clients have the confidence to agree to come to a joint meeting.

This year the London Community Mediation Council (LCMC) organised a basic training course and we were able to arrange for two trainees to attend. Our mediators work in pairs and after basic training we arrange for new mediators to be accompanied on cases by an experienced co-worker. We have a few people waiting for the selection day and training course which we hope to arrange next year. Our application form can be downloaded from the website.

...cont

We were sorry to say goodbye to Graham Owen, Chair, at our last Annual General meeting. Graham had been with the Service since its inception. Before retiring Graham did update our 3 year Business Plan, which the Trustees regularly review and are considering several new projects. The Board would like to hear from anyone who would be interested in becoming a trustee and has the skills and experience needed.

I would like to thank the mediators and trustees for the time they give to make Croydon Community Mediation such a success. Thanks also to Sandy, Casework Co-ordinator for her hard work and thanks to Joyce and Darren for additional support in the office.

We would also like to thank Croydon Council for their continued support.

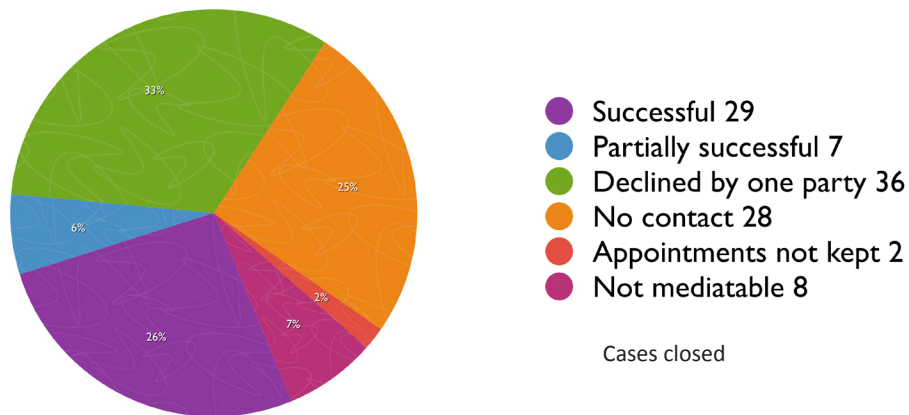
We have a lovely friendly, hard working team and welcome hearing from anyone who would like to join us or who would like to make a mediation referral.

Details of our work and our recently redesigned leaflet can be viewed on our website www.croydonmediation.org.uk

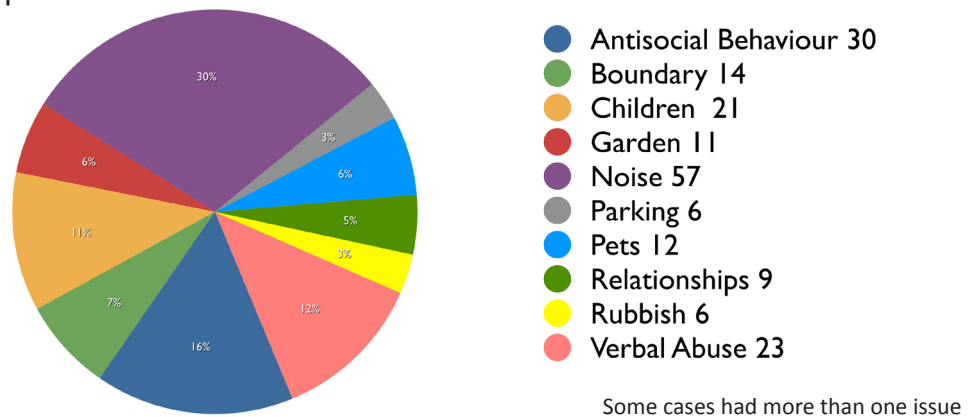
Pam Flouch
Manager

Service Delivery Statistics 2016-2017

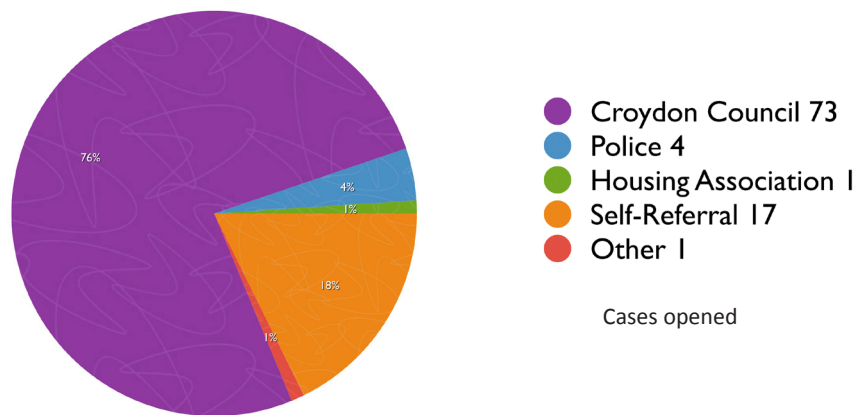
Outcomes



Types of Dispute



Cases Received



We received a total of 96 referrals involving over 250 people. 30 cases were brought forward from the previous year making a total of 126. We assisted 104 callers by signposting them to the appropriate services.

Most cases have more than one issue. Noise (57) followed by anti-social behaviour (30) and verbal abuse (23) were the main reasons for referral to mediation.

Of the 110 cases closed during the year 36 came to a successful or partially successful outcome.

16 cases remain open to be carried forward to 2017 – 2018.

Treasurer's Report

Gilly Gajdatsy

CCM Trustee & Treasurer

Our bid for funding by Croydon Council was successful, and we are grateful for their confidence in our service. This enables us to plan forward for another three year period, and we have considered a number of projects during the year.

Our total income for the year was £61,298 and our expenditure was £57,957. As last year, we have a substantial amount in reserve in a CAF Platinum Account, which pays a small amount of interest. We intend to find a better earning account to hold this fund. We use a CAF current account for our larger payments – rent and salaries, and for our regular receipts from Croydon Council, and we hold a third account, a Co-op Bank Business account for smaller payments, and to hold a small amount of cash reserve.

As last year, our spending has been modest. We have updated our IT again, and have investigated a better telephone system. Our running costs are well under control and we have made small improvements to the office environment to make it a more comfortable workplace.

I feel that once again, we have given good value for money to the funder and to the people of Croydon.

Gilly Gajdatsy

Treasurer

Report of the Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2017. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

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.

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.

REFERENCE AND ADMINISTRATIVE DETAILS

Independent examiner
Kings Mill Partnership
75 Park Lane
Croydon
Surrey
CR9 1XS

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

.....
Ms G Gajdatsy - Trustee

Independent Examiner' Report

To the members of Croydon Community Mediation

I report on the accounts for the year ended 31 March 2017.

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 Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)

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 2017

| | notes | 2017 | 2016 |
|--|-------|---------------|---------------|
| INCOME AND EXPENDITURE | | Total | Total |
| | | £ | £ |
| Charitable Activities | | | |
| Activities for generating funds | | 5,860 | 2,553 |
| Investment income | 2 | 178 | 244 |
| Other income | | 55,260 | 56,520 |
| | | <u>61,298</u> | <u>59,317</u> |
| Expenditure | | | |
| Charitable activities | | | |
| Cost of generating funds | | 57,957 | 54,104 |
| | | <u>3,341</u> | <u>5,213</u> |
| Net Income | | | |
| | | <u>3,341</u> | <u>5,213</u> |
| RECONCILIATION OF FUNDS | | | |
| Balance brought forward at 1 April 2016 | | 93,492 | 88,279 |
| | | <u>96,833</u> | <u>93,492</u> |
| Balance carried forward at 31 March 2017 | | <u>96,833</u> | <u>93,492</u> |

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Balance Sheet

At 31st March 2017

| | notes | 2017 | 2016 |
|--|-------|----------------------|----------------------|
| Fixed Assets | | £ | £ |
| Tangible assets | 7 | 3,091 | 2,269 |
| Current Assets | | | |
| Debtors | 8 | 749 | 746 |
| Cash at Bank and in Hand | | 94,363 | 91,877 |
| | | <u>95,112</u> | <u>92,623</u> |
| Creditors | | | |
| amounts falling due within 1 year | 9 | (1,370) | (1,400) |
| Net current assets | | <u>93,742</u> | <u>91,223</u> |
| Total assets less current liabilities | | 96,833 | 93,492 |
| Net assets | | 96,833 | 93,492s |
| Income Funds | | <u><u>96,833</u></u> | <u><u>93,492</u></u> |
| Unrestricted Funds | 10 | 96,833 | 93,492 |
| Total Funds | | <u><u>96,833</u></u> | <u><u>93,492</u></u> |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2017.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2017 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.

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

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. 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.

First year adoption

Croydon Community Mediation prepares its first financial statements that comply with FRS 102 for the year ended 31st March 2017. Croydon Community Mediation's date of transition to FRS 102 is 1st April 2015. For Croydon Community Mediation, the transition has not resulted in any changes being made to the financial statements.

Notes to the Financial Statements

For the year to 31st March 2017

2. Investment Income

| | 2017 | 2016 |
|---------------|--------------|--------------|
| | Total | Total |
| | £ | £ |
| Bank Interest | 178 | 244 |
| | <hr/> | <hr/> |

3. Net Incoming/(Expenditure)

Net income / (expenditure) is stated after charging/(crediting):

| | 2017 | 2016 |
|-----------------------------|--------------|--------------|
| | Total | Total |
| | £ | £ |
| Depreciation - Owned assets | 727 | 582 |
| | <hr/> | <hr/> |

4. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2017 nor for the year ended 31 March 2016.

Trustees' Expenses

There were no trustees' expenses paid for the year ended 31 March 2017 nor for the year ended 31 March 2016

5. Staff Costs

| | 2017 | 2016 |
|------------------|---------------|---------------|
| | Total | Total |
| | £ | £ |
| Wages & Salaries | 35,544 | 32,289 |
| Social Security | | 394 |
| Pension Costs | 8,704 | 6,589 |
| | <hr/> | <hr/> |
| | 44,248 | 39,272 |
| | <hr/> <hr/> | <hr/> <hr/> |

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

| | 2017 | 2016 |
|--|----------------------|----------------------|
| The average number of employees during the year was: | <hr/> 2 <hr/> | <hr/> 2 <hr/> |

Notes to the Financial Statements (continued)

For the year to 31st March 2017

6. Comparatives for the statement of financial activities

| | Unrestricted fund |
|---|----------------------|
| Income and endowments from Charitable activities | £ |
| Activities for generating funds | 2,553 |
| Investment income | 244 |
| Other income | 56,520 |
| | <u>59,317</u> |
| Expenditure on Charitable activities | |
| Cost of generating funds | 54,104 |
| Total | <u>54,104</u> |
| Net Income | <u>5,213</u> |

7. Tangible Fixed Assets

| | Furniture & Equipment | Computer Equipment | Total |
|-----------------------|--------------------------|-----------------------|---------------|
| Cost | | | |
| At 1st April 2016 | 2,255 | 7,086 | 9,341 |
| Additions | | 1,549 | 1,549 |
| At 31st March 2017 | <u>2,255</u> | <u>8,635</u> | <u>10,890</u> |
| | | | |
| | Furniture & Equipment | Computer Equipment | Total |
| Depreciation | | | |
| At 1st April 2016 | 2,076 | 4,996 | 7,072 |
| Charge for year | 45 | 682 | 727 |
| At 31st March 2017 | <u>2,121</u> | <u>5,678</u> | <u>7,799</u> |
| | | | |
| Net Book Value | | | |
| As at 31st March 2017 | <u>134</u> | <u>2,957</u> | <u>3,091</u> |
| As at 31st March 2016 | <u>179</u> | <u>2,090</u> | <u>2,269</u> |

Notes to the Financial Statements (continued)

For the year to 31st March 2017

8. Debtors Amounts falling due within one year

| | 2017 | 2016 |
|-------------|------|------|
| Prepayments | 749 | 746 |
| | 749 | 746 |
| | 749 | 746 |

9. Creditors Amounts falling due within one year

| | 2017 | 2016 |
|------------------------------|-------|-------|
| Other creditors | 260 | 260 |
| Accruals and deferred income | 1,110 | 1,140 |
| | 1,370 | 1,400 |
| | 1,370 | 1,400 |

10. Movement in Funds

| | At 1 April 2016 | Net Movement in funds | At 31 March 2017 |
|--------------------|-----------------------|-----------------------------|------------------------------|
| General fund | 93,492 | 3,341 | 96,833 |
| Total Funds | 93,492 | 3,341 | 96,833 |
| | Incoming resources | Resources expended | Movement in funds |
| General fund | 61,298 | (57,957) | 3,341 |
| Total Funds | 61,298 | (57,957) | 3,341 |

11. Related Party Disclosures

There were no related party transactions for the year ended 31 March 2017

Detailed Statement of Financial Activities

For the year to 31st March 2017

Incoming Resources

| | 2017 | 2016 |
|---------------------------------|---------------|---------------|
| | £ | £ |
| Investment income | | |
| Bank Interest | 178 | 244 |
| Charitable activities | | |
| Activities for generating fund | 5,860 | 2,553 |
| Other income | | |
| Grant income | 55,260 | 56,520 |
| Total incoming resources | <u>61,298</u> | <u>59,317</u> |

Resources Expanded

| | | |
|---------------------------------------|---------------|---------------|
| Charitable activities | | |
| Wages | 35,544 | 32,289 |
| Social Security | - | 394 |
| Pensions | 8,704 | 6,589 |
| Insurance & Subscriptions | 796 | 580 |
| Telephone | 1,294 | 1,024 |
| Postage and Stationery | 719 | 795 |
| Sundaries | 166 | 202 |
| Mediators' Training | 835 | 1,014 |
| Rent | 6,000 | 8,000 |
| Mediator Expenses | 552 | 517 |
| Office expenses | 967 | 527 |
| Payroll costs | 420 | 420 |
| Gifts | 115 | 20 |
| Depreciation of tangible fixed assets | 727 | 580 |
| | <u>56,839</u> | <u>49,423</u> |
| Support Costs | | |
| Finance | | |
| Bank Charges | 25 | - |
| Governance costs | | |
| Annual Return | 13 | 13 |
| IE Fee | 1,080 | 1,104 |
| | <u>1,093</u> | <u>1,153</u> |
| Total resources expanded | <u>57,957</u> | <u>54,104</u> |
| Net Income | <u>3,341</u> | <u>5,213</u> |

This page does not form part of the statutory financial statements