



croydon community
mediation

**Annual
Report**

for the year to
31st March 2018



Report of the Trustees
and Financial Statements
for the year ended 31st March 2018

Company Information

TRUSTEES

Macdonald Nyika Ruredzo
Gilly Gajdatsy – Treasurer
Joyce Howson - Company Secretary
Barbara Ottaway
Darren Pullman
Sheila Kemble
Andrew Graham
Sonia Issacs (until 5 October 2017)

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

As Don has only been Chair for a few months, it was felt appropriate that I write the Report.

As you know, CCM has had a difficult year. We have had major problems with one of the offices and Pam, Sandy and the office volunteers have been working in one cramped office. Despite this, the work of the charity has gone on without a hitch. I would like to thank Pam and Sandy for their patience, good humour and fortitude in what has been a very difficult time.

The Service could not run without the volunteer mediators. They have skill sets that I do not. They treat each client with patience and help them to solve their own problems. I would like to offer my personal thanks for all their hard work.

Next year, 2019, is CCM's 20th anniversary and we will be celebrating in style. More on this later.

Joyce Howson
Secretary

Service Manager's Report

Pam Flouch
CCM Service Manager

With our current grant coming from the Community Fund we have been able to offer free mediation to all residents of Croydon with a neighbour difficulty. We have spent time this year meeting other Croydon organisations to learn about their work and to take the opportunity to explain the service we provide.

Croydon Community Mediation (CCM) was initially set up within the offices of the Croydon Housing Department and became independent in 1998. We still work closely with the Housing Department but with their major reorganisation we did see a decrease in referrals for a short while. We look forward to getting to know the new Housing Operational Managers and working with them to resolve issues for their tenants.

Many clients are reluctant to consider mediation or, often, one party is keen but we have difficulty persuading the other party of the benefits. Much of our time in the office is spent explaining the process and encouraging clients to meet with mediators. We often find that problems are resolved once clients have received our letters and spoken with the office. However, for a lasting resolution we do encourage parties to meet with mediators and, if everyone is willing, to come to a joint meeting in our offices or another neutral venue. Our joint meetings have a very high success rate and most reach a written understanding. Where an agreement has been reached the office contacts the parties a few months later to see if the agreement is still working or whether they would like to have another meeting with their neighbour and the mediators.

The majority of our work has always been complaints about noise (59). Older properties and converted flats have little insulation and laminate floors can also add to the problem. Other referrals are for Anti-social behaviour (32) and Verbal Abuse (24). We also saw several cases with issues concerned with children, pets and boundaries.

Of the 110 cases we dealt with 21 came to a successful agreement and 14 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 not without a lot of time trying to help clients see the benefits of continuing the process. We had 30 cases refused by one party.

We referred 96 people to other organisations; callers are usually very grateful for the time we take to speak to them to ensure we signpost correctly.

Training this year has included Mental Health Awareness, an Introduction to Restorative Justice, training with Irene Grindell, Tower Hamlets Mediation and interesting workshops at London Mediators Day. During Mediation Awareness Week we were able to attend a session and observe a role play where four experienced mediators each individually met a client in a first visit session and later a joint meeting. It was extremely useful training exercise to observe the different styles of mediating.

Due to problems with our premises and the subsequent refurbishment we have not been able to run the intended mediation training sessions or to start new projects. We have concentrated on ensuring our clients have not been affected by this upheaval. We hope to move forward with our Business Plans in the near future.

I would like to thank all our mediators and Trustees for their commitment in helping to provide a professional service and making this a successful year. Darren continues to be our representative on LCMC and we are all grateful to him for his help with IT problems. I would like to thank Joyce for her help in the office, particularly for writing and reviewing policies. Thank you also to Sandy, Casework Co-ordinator, for her hard work. One of the difficulties of this role is matching mediators varied availability to clients. Mediators always work in pairs and sometimes we have four, or more clients, and contacting everyone and finding a time and date to suit all can be very frustrating and time consuming.

Sheila Kemble, one of our very experienced mediators and a Trustee, has decided to retire at the AGM. Sheila joined the service in 2004 and with her calm approach has been successful in getting many clients to be future focused. She has often represented CCM at other events and keeps up to date with the work of organisations in the borough. We will certainly miss Sheila's contribution. We have a lovely friendly, hard working team and welcome hearing from anyone who would like to apply to train as a volunteer mediator, or offer assistance in the office or who has the necessary skills and experience and would like to be considered as a Trustee.

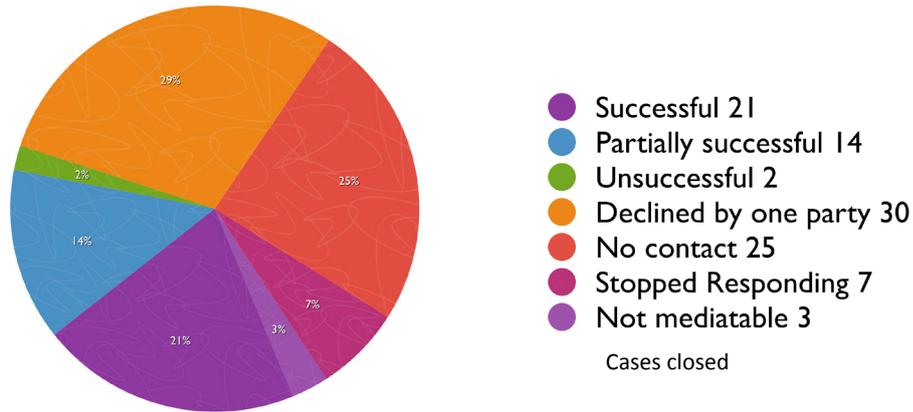
We are happy to accept referrals from individuals or organisations but it is important that referrers obtain consent from clients before passing their personal contact details to us.

For further details of our service please see our website www.croydonmediation.org.uk

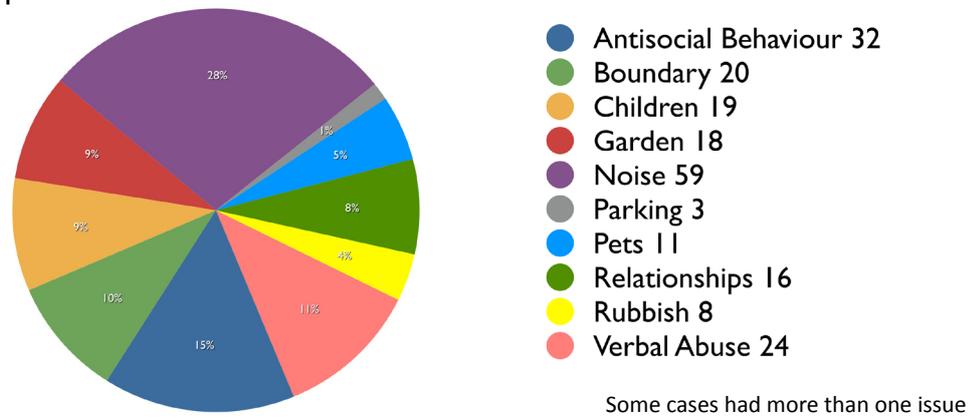
Pam Flouch
Manager

Service Delivery Statistics 2017-2018

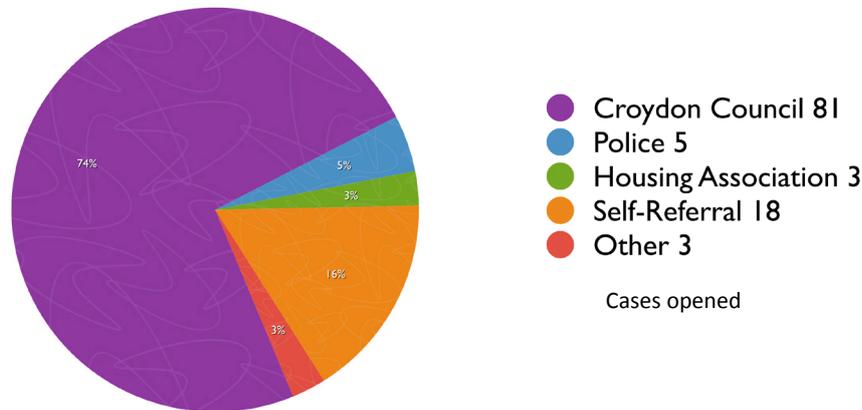
Outcomes



Types of Dispute



Cases Received



We received a total of 110 referrals involving over 244 people. 16 cases were brought forward from the previous year making a total of 126. We assisted 96 callers by signposting them to the appropriate services.

Most cases have more than one issue. Noise (59) followed by anti-social behaviour (32) and verbal abuse (24) were the main reasons for referral to mediation.

Of the 102 cases closed during the year 35 came to a successful or partially successful outcome. 24 cases remain open to be carried forward to 2018 – 2019. We have also carried forward 11 cases in Monitoring. We will follow up these cases to see how well the agreement is working.

Treasurer's Report

Gilly Gajdatsy

CCM Trustee & Treasurer

Our total income for the year was £62,802 and our planned expenditure was £65,100. Actual expenditure was £66,077, which was higher than planned. There are a number of reasons for this.

1. Sandy regularly worked extra hours during the year.
2. We had some damage to the premises which entailed Pam or Sandy working extra hours to monitor repair work.
3. Pam and Sandy were paid while undertaking additional training.
4. We bought locks and cables for the computers.
5. The insurance was a little higher than in previous years.
6. We paid five quarters' rent during the year because of an earlier late payment.

Otherwise, our spending was carefully controlled, and again, we have a healthy amount in reserve.

I feel that we continue to give value for money to our funder, and to the people of Croydon.

Gilly Gajdatsy

Treasurer

Report of the Trustees

For the year ended 31st March 2018

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 2018. 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

Principal 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

Independent examiner's report to the trustees of Croydon Community Mediation ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2018.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report 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 2018

	notes	2018	2017
INCOME AND EXPENDITURE		Total	Total
		£	£
Charitable Activities			
Activities for generating funds		8,710	5,860
Investment income	2	92	178
Other income		54,000	55,260
		<u>62,802</u>	<u>61,298</u>
Expenditure			
Charitable activities			
Cost of generating funds		66,077	57,957
		<u>(3,275)</u>	<u>3,341</u>
Net Income			
		<u>(3,275)</u>	<u>3,341</u>
RECONCILIATION OF FUNDS			
Balance brought forward at 1 April 2016		96,833	93,492
		<u>93,558</u>	<u>96,833</u>
Balance carried forward at 31 March 2017		<u>93,558</u>	<u>96,833</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Balance Sheet

At 31st March 2018

	notes	2018	2017
Fixed Assets		£	£
Tangible assets	7	4,168	3,091
Current Assets			
Debtors	8	912	749
Cash at Bank and in Hand		89,776	94,363
		<u>90,688</u>	<u>95,112</u>
Creditors			
amounts falling due within 1 year	9	(1,298)	(1,370)
		<u>89,390</u>	<u>93,742</u>
Net current assets		89,390	93,742
Total assets less current liabilities		93,558	96,833
Net assets		93,558	96,833
		<u><u>93,558</u></u>	<u><u>96,833</u></u>
Income Funds			
Unrestricted Funds	10	93,558	96,833
Total Funds		<u><u>93,558</u></u>	<u><u>96,833</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 2018.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2018 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 2018

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 2018

2. Investment Income

	2018	2017
	Total	Total
	£	£
Bank Interest	92	178
	<hr/>	<hr/>

3. Net Incoming/(Expenditure)

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

	2018	2017
	Total	Total
	£	£
Depreciation - Owned assets	1,454	727
	<hr/>	<hr/>

4. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2018 nor for the year ended 31 March 2017.

Trustees' Expenses

There were no trustees' expenses paid for the year ended 31 March 2018 nor for the year ended 31 March 2017

5. Staff Costs

	2018	2017
	Total	Total
	£	£
Wages & Salaries	37,799	35,544
Pension Costs	7,112	8,704
	<hr/>	<hr/>
	44,911	44,248
	<hr/> <hr/>	<hr/> <hr/>

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

	2018	2017
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 2018

6. Comparatives for the statement of financial activities

	Unrestricted fund
Income and endowments from Charitable activities	£
Donations	5,860
Investment income	178
Other income	55,260
	<hr/> 61,298
Expenditure on Charitable activities	
Cost of generating funds	57,957
Total	<hr/> 57,957
Net Income	<hr/> 3,341

7. Tangible Fixed Assets

	Furniture & Equipment	Computer Equipment	Total
Cost			
At 1st April 2017	2,255	8,635	10,890
Additions		2,531	2,531
		<hr/> 11,166	<hr/> 13,421
At 31st March 2018	<hr/> 2,255	<hr/> 11,166	<hr/> 13,421
Depreciation			
At 1st April 2017	2,121	5,678	7,799
Charge for year	34	1,420	1,454
		<hr/> 7,098	<hr/> 9,253
At 31st March 2018	<hr/> 2,155	<hr/> 7,098	<hr/> 9,253
Net Book Value			
As at 31st March 2018	100	4,068	4,168
	<hr/> 134	<hr/> 2,957	<hr/> 3,091
As at 31st March 2017	<hr/> 134	<hr/> 2,957	<hr/> 3,091

Notes to the Financial Statements (continued)

For the year to 31st March 2018

8. Debtors Amounts falling due within one year

	2018	2017
Prepayments	912	749
	<u>912</u>	<u>749</u>

9. Creditors Amounts falling due within one year

	2018	2017
Other creditors	158	260
Accruals and deferred income	1,140	1,110
	<u>1,298</u>	<u>1,370</u>

10. Movement in Funds

	At 1 April 2017	Net Movement in funds	At 31 March 2018
General fund	96,833	(3,275)	93,558
Total Funds	<u>96,833</u>	<u>(3,275)</u>	<u>93,558</u>
	Incoming resources	Resources expended	Movement in funds
General fund	62,802	(66,077)	(3,275)
Total Funds	<u>62,802</u>	<u>(66,077)</u>	<u>(3,275)</u>

11. Related Party Disclosures

There were no related party transactions for the year ended 31 March 2018

Detailed Statement of Financial Activities

For the year to 31st March 2018

Incoming Resources

	2018	2017
	£	£
Investment income		
Bank Interest	92	178
Charitable activities		
Activities for generating fund	8,710	5,860
Other income		
Grant income	54,000	55,260
Total incoming resources	<u>62,802</u>	<u>61,298</u>

Resources Expanded

Charitable activities		
Wages	37,799	35,544
Social Security	-	-
Pensions	7,112	8,704
Insurance & Subscriptions	749	796
Telephone	2,507	1,294
Postage and Stationery	1,543	719
Sundaries	343	166
Mediators' Training	1,180	835
Rent	10,000	6,000
Mediator Expenses	262	552
Office expenses	429	967
Payroll costs	420	420
Gifts	16	115
Depreciation of tangible fixed assets	667	-
	194	-
	125	-
	1,453	727
	<u>64,799</u>	<u>56,839</u>
Support Costs		
Finance		
Bank Charges	6	25
Governance costs		
Legal Fees	35	-
Annual Return	13	13
IE Fee	1,170	1,080
	<u>1,218</u>	<u>1,093</u>
Total resources expanded	<u>66,077</u>	<u>57,957</u>
Net (expenditure) Income	<u>(3,275)</u>	<u>3,341</u>

This page does not form part of the statutory financial statements