



croydon community
mediation

**Annual
Report**

for the year to
31st March 2019



Report of the Trustees
and Financial Statements
for the year ended 31st March 2019

Company Information

TRUSTEES

Macdonald Nyika Ruredzo (until 22 August 2018)
Gilly Gajdatsy – Treasurer
Joyce Howson - Company Secretary
Barbara Ottaway
Darren Pullman
Sheila Kemble (until 22 August 2018)
Andrew Graham
Avril Ashley (from 22 August 2018)

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

Croydon Community Mediation (CCM) became an independent charity in 1999. In the past 20 years CCM has helped countless people in Croydon to settle disputes with their neighbours. This in turn has led to happier - and possibly healthier - communities. In more recent years we have also been running training courses on conflict resolution, which have had a positive impact on the community.

All this would be impossible without the volunteers who carry out the actual mediation. They have infinite patience and understanding and, in the majority of cases, help our clients to solve their differences.

I would like to thank all the volunteers, both the mediators and the trustees, both past and present, and Pam and Sandy for all their unstinting hard work in making CCM the success it is. Here's to the next twenty years!

Joyce Howson
Secretary

Service Manager's Report

Pam Flouch
CCM Service Manager

We have had another successful year providing free mediation to Croydon residents who have experienced conflict with their neighbours. Our main referrer is still Croydon Council but with the grant coming from the Community Fund we have been able to accept referrals from the police, other organisations, as well as from individuals.

It has taken some time for other services to become aware of our work as for over 15 years we received funding from the Housing Department and our service was mainly directed towards Council tenants. As well as networking to exchange details of our services and learn about other organisations we have run Mediation Awareness Training sessions. We have also provided Conflict Resolution Workshops and plan to deliver Accredited Mediation training to other organisations in the near future. We now have a waiting list for future training.

We have always made it clear that referrers should obtain consent from clients before passing their personal details to us. People have become more aware of this requirement since May 2018 when the General Data Protection Regulation (GDPR) was implemented by the Data Protection Act 2018. CCM attended training courses on the new Act and has written a Privacy Policy which can be viewed on our website. We did experience a drop in referrals for a while, earlier this year, which we believe was due to referrers taking time to ensure they were GDPR compliant.

The majority of our work has always been complaints about noise (42). Older properties and converted flats have little insulation and laminate flooring can also add to the problem. Other referrals are for anti-social behaviour (27) and relationships (24). Many cases have more than one issue and complaints of verbal abuse, behaviour of children, parking issues and boundary disputes are just some of the issues brought to mediation.

Of the 89 cases closed, during 2018/19, 29 came to a successful conclusion and 8 were partially successful. We referred 113 people to other organisations and callers are usually very grateful to speak directly to a person and appreciate the time we take to listen. Often they do not have access to the internet and are concerned about the cost of calls and cannot afford to wait to be put through to the correct extension, or ring several places to find the help they desperately need.

A total of 377 people were helped by the service this year but this figure does not reflect the positive effect mediation can have on the whole family, including children and the wider community, when conflicts are resolved. Unfortunately, we often find problems have been on going for years and disputes can escalate and involve several neighbours and in some instances the arguments are taken into schools. We are pleased now to see an increase in early referrals.

We plan to launch a Peer Mediation Service next year in Croydon Schools with the support of Southwark Mediation who run award winning schemes.

The commitment of volunteers and staff is vital for the ongoing success of CCM I would like to thank everyone for helping to provide a professional service and making this another successful year. We are grateful to our volunteer Mediators, who working in pairs, visit clients in their own homes and keep their appointments, sometimes despite appalling weather conditions and travel problems. Thank you to Sandy for time spent encouraging clients to meet with mediators and managing to arrange appointments to suit everyone. We do receive excellent feedback from clients about our service.

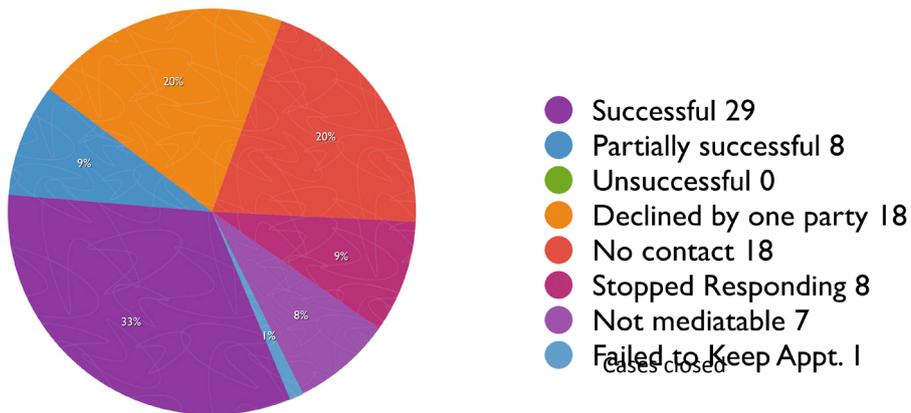
Two Trustees recently retired. One had been with the service for 18 years and the other for 14 years. We are therefore seeking people with relevant skills and experience to join the Board of Trustees. In addition to the Trustee meetings which are every two months, Trustees attend the office when we need additional help. We are grateful for their support and to Joyce for her regular work in the office and Darren for creating an excellent Database for our use and his ongoing IT support.

I would also like to record thanks to our referrers for their support and the positive feedback they have provided.

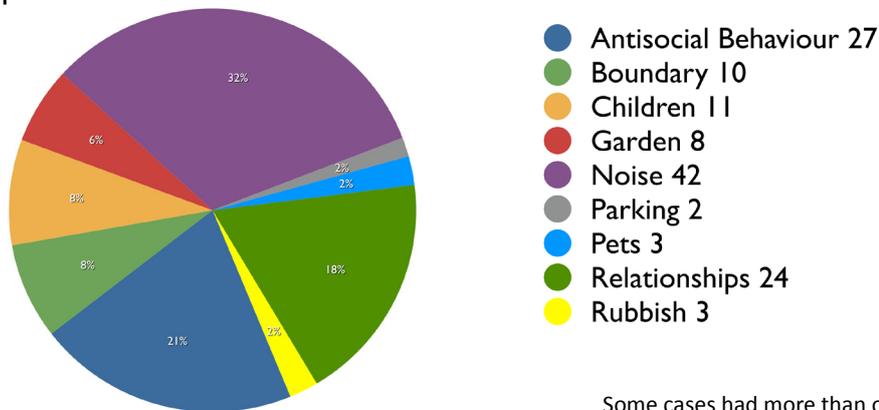
For further details of our service please see our website www.croydonmediation.org.uk

Service Delivery Statistics 2018-2019

Outcomes

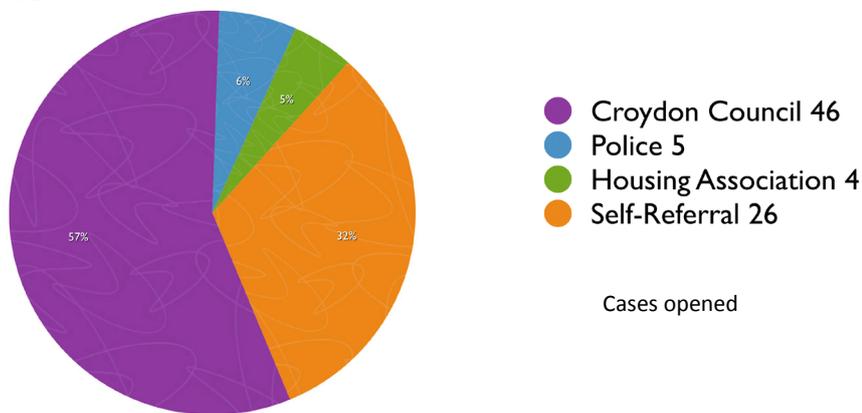


Types of Dispute



Some cases had more than one issue

Cases Received



Cases opened

We received a total of 104 cases, involving 264 people. 23 cases are brought forward from the previous year.

As in all previous years noise has been the main reason for referral to mediation (42) Most cases have more than one issue and some other problems brought to the service were Anti-Social behaviour (27) and Relationships (24).

In addition we were able to help 113 callers by signposting them to the correct organisation.

25 Cases remain open to be carried forward to 2019-2020

Treasurer's Report

Gilly Gajdatsy
CCM Trustee & Treasurer

You will see from the income and expenditure statement that although we made savings of approximately £2,500 on some of our regular expenses, we also spent a similar amount on refurbishing the staff washroom – something which was well overdue, and which makes it a much pleasanter facility for our staff and volunteers.

During the year, we had one large, unforeseen and unavoidable expense: we were asked to make a further contribution to the local Government Pension Scheme deficit.

We have been making regular contributions to this for some years now, and this demand was in addition to those amounts. We decided to make a single payment.

Other than that, I feel we have been careful with our financial resources, and our reserves are healthy.

Gilly Gajdatsy

Treasurer

Report of the Trustees

For the year ended 31st March 2019

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 2019

	notes	2019	2018
INCOME AND EXPENDITURE		Total £	Total £
INCOME			
Donations		9,232	8,710
Investment income	2	122	92
Other income		54,766	54,000
		<u>64,120</u>	<u>62,802</u>
Expenditure			
Charitable activities			
Cost of generating funds		67,553	66,077
		<u>(3,433)</u>	<u>(3,275)</u>
Net Income (Expenditure)		<u>(3,433)</u>	<u>(3,275)</u>
RECONCILIATION OF FUNDS			
Total funds brought forward		93,558	96,833
Total funds carried forward		<u>90,125</u>	<u>93,558</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Balance Sheet

At 31st March 2019

	notes	2019	2018
Fixed Assets		£	£
Tangible assets	7	1,423	4,168
Current Assets			
Debtors	8	952	912
Cash at Bank and in Hand		89,388	89,776
		<u>90,340</u>	<u>90,688</u>
Creditors			
amounts falling due within 1 year	9	(1,638)	(1,298)
		<u>88,702</u>	<u>89,390</u>
Net current assets		88,702	89,390
Total assets less current liabilities		90,125	93,558
Net assets		90,125	93,558
Income Funds		<u><u>90,125</u></u>	<u><u>93,558</u></u>
Unrestricted Funds	10	90,125	93,558
Total Funds		<u><u>90,125</u></u>	<u><u>93,558</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 2019.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2019 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 2019

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.

Currency

The financial statements are prepared in sterling which is also the functional currency of the company and rounded to the nearest pound.

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.

Notes to the Financial Statements

For the year to 31st March 2019

2. Investment Income

	2019	2018
	Total	Total
	£	£
Bank Interest	122	92

3. Net Incoming/(Expenditure)

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

	2019	2018
	Total	Total
	£	£
Depreciation - Owned assets	438	1,454
Surplus on disposal of fixed assett	(766)	-

4. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2019 nor for the year ended 31 March 2018.

Trustees' Expenses

There were no trustees' expenses paid for the year ended 31 March 2019 nor for the year ended 31 March 2018

5. Staff Costs

	2019	2018
	Total	Total
	£	£
Wages & Salaries	36,111	37,799
Pension Costs	11,075	7,112
	<u>47,186</u>	<u>44,911</u>

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

	2019	2018
The average number of employees during the year was:	<u>2</u>	<u>2</u>

Notes to the Financial Statements (continued)

For the year to 31st March 2019

6. Comparatives for the statement of financial activities

	Unrestricted fund
Income and endowments from Charitable activities	£
Donations	8,710
Investment income	92
Other income	54,000
	<u>62,802</u>
Expenditure on Charitable activities	
Cost of generating funds	66,077
Total	<u>66,077</u>
Net Income (Expenditure)	(3,275)
Reconciliation of funds	
Total funds brought forward	96,833
Total funds carried forward	<u>93,558</u>

7. Tangible Fixed Assets

	Furniture & Equipment	Computer Equipment	Total
Cost			
At 1st April 2018	2,255	11,166	13,421
Disposals	(2,255)	(8,636)	(10,891)
At 31st March 2019	<u>-</u>	<u>2,530</u>	<u>2,530</u>
Depreciation			
At 1st April 2018	2,155	7,098	9,253
Charge for year	-	438	438
Eliminated on disposal	(2,155)	(6,429)	(8,584)
At 31st March 2019	<u>-</u>	<u>1,107</u>	<u>1,107</u>
Net Book Value			
As at 31st March 2019	<u>-</u>	<u>1,423</u>	<u>1,423</u>
As at 31st March 2018	<u>100</u>	<u>4,068</u>	<u>4,168</u>

Notes to the Financial Statements (continued)

For the year to 31st March 2019

8. Debtors Amounts falling due within one year

	2019	2018
Prepayments	952	912
	<u>952</u>	<u>912</u>

9. Creditors Amounts falling due within one year

	2019	2018
Other creditors	498	158
Accruals and deferred income	1,140	1,140
	<u>1,638</u>	<u>1,298</u>

10. Movement in Funds

	At 1 April 2018	Net Movement in funds	At 31 March 2019
General fund	93,558	(3,433)	90,125
Total Funds	<u>96,553</u>	<u>(3,433)</u>	<u>90,125</u>

	Incoming resources	Resources expended	Movement in funds
General fund	64,120	(67,553)	(3,433)
Total Funds	<u>64,120</u>	<u>(67,553)</u>	<u>(3,433)</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 2019

Incoming Resources

	2019	2018
	£	£
Investment income		
Bank Interest	122	92
Charitable activities		
Activities for generating fund	9,232	8,710
Other income	766	
Grant income	54,000	54,000
Total incoming resources	<u>64,120</u>	<u>62,802</u>

Resources Expanded

Charitable activities		
Wages	36,111	37,799
Pensions	11,075	7,112
Insurance & Subscriptions	1,112	749
Telephone	1,518	2,507
Postage and Stationery	991	1,543
Sundaries	285	343
Mediators' Training	315	1,180
Rent	8,000	10,000
Mediator Expenses	406	262
Office expenses	755	429
Payroll costs	420	420
Gifts	100	16
Publicity, books & AGM	-	667
Travel & Entertainment	-	194
Repairs & Maintenance	2,205	125
Computer Costs	609	-
Depreciation of tangible fixed assets	438	1,453
	<u>64,340</u>	<u>64,799</u>

Support Costs

Finance		
Bank Charges	60	6
Governance costs		
Legal Fees	-	35
Annual Return	13	13
IE Fee	1,140	1,170
	<u>1,153</u>	<u>1,218</u>
Total resources expanded	<u>67,553</u>	<u>66,077</u>
Net (expenditure) Income	<u>(3,433)</u>	<u>(3,275)</u>

This page does not form part of the statutory financial statements