



croydon community  
**mediation**

**Annual  
Report**

for the year to  
31<sup>st</sup> March 2020



Report of the Trustees  
and Financial Statements  
for the year ended 31<sup>st</sup> March 2020

Company Information

**TRUSTEES**

Avril Ashley - Chair  
Gilly Gajdatsy – Treasurer  
Joyce Howson - Company Secretary  
Barbara Ottaway  
Darren Pullman  
Andrew Graham

**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

Charity Registration Number 1088222  
Company Registration Number 3973287

# Chair's Report

**Avril Ashley**  
*CCM Trustee Chair*

Well, it has certainly been a different year being Chairman that I originally anticipated.

In December last year, we received the news that Croydon Council wouldn't be renewing our funding. The Trustees didn't give up hope we had several meetings with Croydon Council in January and they asked if we could reduce our budget by some significant numbers and agreed to look at some funding for us.

There was a lot of head scratching going on and to reduce our costs significantly we had to make the difficult decision to make our staff Sandy and Pam redundant. This was very difficult for the Trustees and very sad for Pam & Sandy. We also had to envisage how the service was going to be run in the future.

We had just got over that hurdle when we were hit like everybody else with Covid 19 and took the decision on the 17 March 2020 to close the office. Pam continued to work from home. The Trustees rapidly looked at a number of video conferencing services and felt that Zoom gave the best privacy to all concerned and a Zoom account was set up. A number of our Mediator's have been eager to carry on and have embraced the new technology.

We have managed to battle on through like so many other people in this crisis. I am pleased to say that we still have cases coming in, some of them still waiting for Mediators and please don't be afraid of using Zoom. Once you get used to it, it is like everything else, simple and straightforward and I would encourage all of you to at least have a go with what would have been a home visit.

I would just like to say a very big thank you to everybody for all of your hard work throughout this very difficult year.

Trustees will be retiring this year and a big thank you to Gilly and Andy for your service over the years. Joyce was also due to retire as our Secretary but sadly passed away at the beginning of October. She will be greatly missed for her knowledge of the rules and regulations which was second to none and also for her sense of humor.

The Trustees and Pam have faced some challenging times and decisions, even if they have been taken from the comfort of our armchairs with a very nice beverage on the side and let us hope the next year resumes a semblance of normality whatever that may be nowadays.

Avril Ashley  
Chair

# Service Manager's Report

**Pam Flouch**  
*CCM Service Manager*

Croydon Community Mediation (CCM) was launched in 1998, and was originally part of Croydon Council's Housing department. It became an independent charity in 1999 and over the majority of the past 20 years has seen a steady increase in referrals.

Following the implementation in May 2018 of the General Data Protection Regulation (GDPR) we experienced a decrease in referrals. Once referrers became familiar with the regulations on sharing individuals contact details, ensuring they were GDPR compliant, we were able to resolve questions and once again referrals increased.

This year we have dealt with 133 cases. We have 20 cases open at the year end. For those cases closed Noise (35) has been the main issue of conflict followed closely by Anti social behaviour (27), Relationships (25) and Verbal Abuse (24). In some cases there is more than one issue. Where parties are willing to try mediation, we have a 95% success rate.

Sandy and I spent considerable time, contacting parties by phone, letter and email explaining the mediation process and discussing the benefits. Quite often difficulties are resolved at this stage. Unfortunately, often one party is unwilling to try mediation but we find their neighbours still feel the benefit of speaking to the service about the problems they are experiencing. Mediation as a way of resolving disputes is now becoming more widely known and hopefully more will consider this in the future.

The usual procedure where clients are willing to start mediation, would be for our trained mediators to visit each party separately to have a private conversation and, if all parties agree, a joint meeting would be arranged in our offices. We are grateful for the time volunteer mediators give to the service and the care and professionalism they show in each case.

Another valuable part of our work is signposting callers to other services. We referred 87 people to the correct organisation, many say how grateful they are to be able to speak to someone. People are often frustrated when they get through to automated messages or, in many circumstances, are expected to apply for services online. Many residents do not have access to the internet or credit on phones; they value being listened to and knowing where to turn for the help they need.

We receive excellent feedback from both clients and referrers.

Previous clients have said:

*"Each one of us made an effort. We ignored the past and focused on what we needed to get done for the present and future."*

*"I just wanted to say a huge thank you. I know it is early days, but at least we can now say hello to each other and not feel attacked or anxious. I can't thank you enough, it has already lifted a weight off my shoulders, whereas before there was no alternative but to leave my home."*

*"Your input was crucial. Please pass this message onto our mediators. I can't tell you how relieved I feel, if it wasn't for your team I would feel incredibly stuck, anxious and stressed. As you know, this was affecting my health. Thank you so much."*

*"Let the scoring speak for itself – top score in all categories of Feedback questionnaire"*

*"you have my full support and confidence wish you success"*

*"Absolutely essential. Without it we would be stuck and issues may have escalated. As it stands we can now say hello to one another"*

*"very good at seeking clarification on my behalf – thank you"*

*"Impressed with the intervention in bringing a long standing dispute to a satisfactory conclusion – special thanks"*

From clients whose neighbours would not engage:

*"Fantastic understanding, friendly people .. thank you for trying to help me"*

*"The service were so kind to me, .....the mediators were wonderful, thank you so much you made me feel so much better"*

In December we received the disappointing news that we have not been awarded a grant from the Community Fund. However, Croydon Council value our service and asked us to submit a revised budget for their consideration.

The decision was made at this point that CCM should cease to be an employer and regrettably the contracts for Manager and Casework Co-ordinator ceased from 6 April 2020. I continue to manage the service on a Freelance basis.

I thank Sandy for her continued support and dedication to clients over the last five years. Trustees Gilly and Andy are leaving CCM and I would also like to thank them for the help in the office over the years. Gilly joined the service in 2006 and Andy in 2014. We are now seeking individuals with relevant skills to join the Board of Trustees. I am happy to have initial discussions about this role if anyone would like more information about applying. Sandy and I have loved our work and are sad to see these changes.

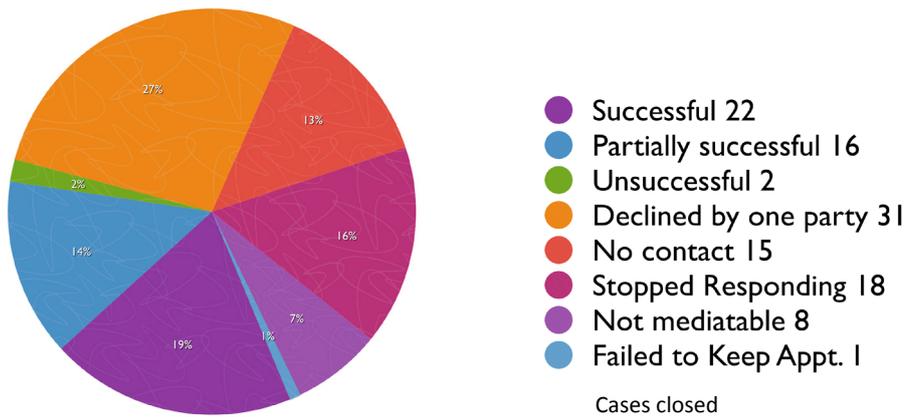
We were very sad to learn of the unexpected death of Joyce Howson on Saturday 3rd October. Joyce was kind, generous and genuinely interested in everyone she met. Although retiring as a Trustee Joyce had intended to support the service as a volunteer administrator. We will certainly miss her friendship and guidance.

With the difficulty of seeing clients due to Covid-19 and with reduced funding we are unsure of the future direction of the service. With people now confined to homes, which often have poor sound insulation, and many without access to gardens we anticipate relationships will be stretched further and the need for CCM is likely to increase.

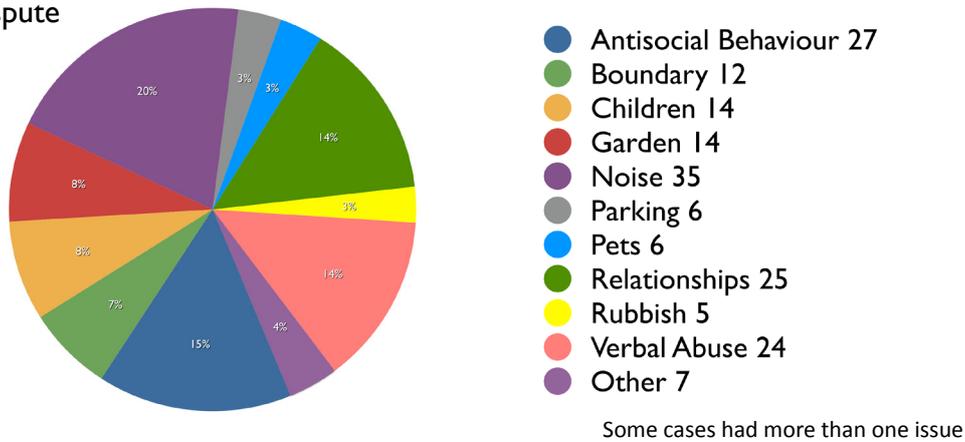
We are now exploring the possibility of offering mediation via telephone or video conferencing.

# Service Delivery Statistics 2019-2020

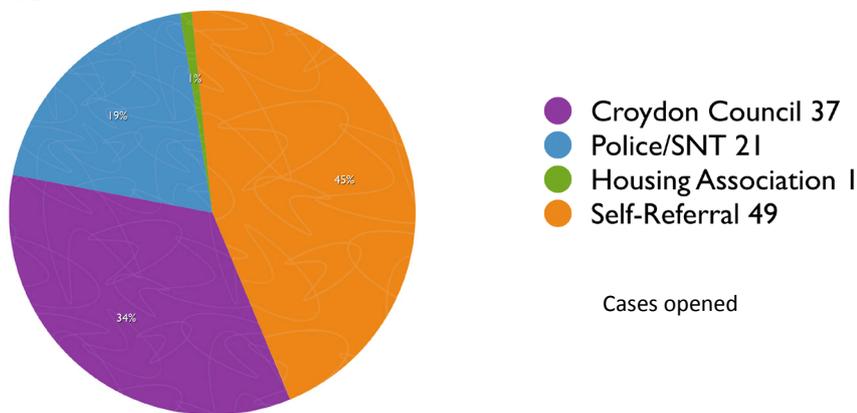
## Outcomes



## Types of Dispute



## Cases Received



We received a total of 108 cases an increase on last year. 25 cases were carried over from the previous year.

As in all previous years noise continues to be the main reason for referral to mediation (35) Most cases have more than one issue and some other problems brought to the service were Anti-Social behaviour ( 27) and Relationships (25).

In addition we were able to help 87 callers by signposting them to the correct organisation.

20 Cases remain open to be carried forward to 2020-2021

# Treasurer's Report

**Gilly Gajdatsy**  
*CCM Trustee & Treasurer*

As this is my last report as Treasurer, I thought I would look back over the years since July 2006 when Francoise Grimshaw asked me to take on this role.

CCM's funding then was £74,000, and there was an overspend of over £10,000. The grant from Croydon Council for the financial year 2019-20 was £54,000.

Further study of the annual accounts shows that in 2007-8 we achieved a very small surplus, and that in 2008-9 we were able for the first time to achieve the amount recommended by the Charity Commission as being the minimum safe reserve – something in the region of £12,000.

Dot McEwan's untimely death in April 2010 gave CCM an unlooked-for windfall, as Dot's salary and pension costs had already been included in that year's funding. I calculate this to have been about £40,000. Although we notified them of this, Croydon Council did not require CCM to repay it.

In the years since then, careful management of funds has led to the current (March 31st 2020) financial position where our bank balances stand at £86,436.

We learned at the end of 2019 that our bid for funding had not been successful. The Trustees then approached Croydon Council, and the Housing Department offered to provide continued funding on condition that CCM should submit a smaller budget and seek to become less dependent on CC funding in future.

In these circumstances, and since the largest cost is for staff salaries, the Trustees felt that they had no choice but to make redundancies to take effect from April 6th 2020, and after that to engage Pam in a freelance capacity in order to continue to provide the service.

It is with great sadness that this development is the final item I have to include in my report. I have greatly enjoyed working with Pam, developing budgets and monitoring spending, and I wish CCM every success in the years to come.

Gilly Gajdatsy  
Treasurer

# Report of the Trustees

For the year ended 31<sup>st</sup> March 2020

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 2020. 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 2019).

## 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

### Registered Company number

03973287 (England and Wales)

### Registered Charity number

1088222

### Registered office

17-20 Ramsey Court

122 Church Street

Croydon, Surrey

CR0 1RF

### Trustees

G Gajdatsy

B J Ottaway

D Pullman

J C Howson (Company Secretary)

A R J Graham

A Ashley (Chair)

Independent Examiner

Romit Basu FCA

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:

.....  
Avril Ashley Chair of 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 2020.

### 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 31<sup>st</sup> March 2020

	notes	2020	2019
INCOME AND EXPENDITURE		Total £	Total £
<b>INCOME</b>			
Donations		25	9,232
Investment income	2	154	122
Other income		64,000	54,766
		<u>64,179</u>	<u>64,120</u>
<b>Expenditure</b>			
Charitable activities			
Cost of generating funds		67,868	67,553
		<u>(3,689)</u>	<u>(3,433)</u>
<b>Net Income (Expenditure)</b>			
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward		90,125	93,558
Total funds carried forward		<u>86,436</u>	<u>90,125</u>

## CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

# Balance Sheet

At 31<sup>st</sup> March 2020

	notes	2020	2019
<b>Fixed Assets</b>		£	£
Tangible assets	7	1,066	1,423
<b>Current Assets</b>			
Debtors	8	-	952
Cash at Bank and in Hand		87,076	89,388
		<u>87,076</u>	<u>90,340</u>
<b>Creditors</b>			
amounts falling due within 1 year	9	(1,706)	(1,638)
		<u>85,370</u>	<u>88,702</u>
<b>Net current assets</b>		85,370	88,702
<b>Total assets less current liabilities</b>		86,436	90,125
<b>Net assets</b>		86,436	90,125
<b>Income Funds</b>		<u><u>86,436</u></u>	<u><u>90,125</u></u>
Unrestricted Funds	10	86,436	90,125
<b>Total Funds</b>		<u><u>86,436</u></u>	<u><u>90,125</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 2020 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 provisions applicable to charitable companies subject to the small companies regime.

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

.....  
Avril Ashley Chair of Trustee

# Notes to the Financial Statements

For the year to 31<sup>st</sup> March 2020

## 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 2019)', 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**

Tangible fixed assets held for the charity's own use are stated at cost less accumulated depreciation and accumulated impairment losses.

Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives at the following rates:

Fixtures & fittings - 25% reducing balance

Computer equipment - 25% reducing balance

Assets held under finance leases are depreciated in the same way as owned assets.

At each statement of financial position date, the charity reviews the carrying amount of its tangible fixed assets to determine whether there is any indication that any items have suffered an impairment loss. If any such indication exists, the recoverable amount of an asset is estimated in order to determine the extent of the impairment loss, if any. Where it is not possible to estimate the recoverable amount of the asset, the charity estimates the recoverable amount of the cash-generating unit to which the asset belongs.

### **TAXATION**

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

# Notes to the Financial Statements

For the year to 31<sup>st</sup> March 2020

## 1. Accounting Policies continued

### 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.

### GOING CONCERN

Since 31 December 2019, the spread of COVID-19 has severely impacted many local economies around the globe. In many countries, businesses are being forced to cease or limit operations for long or indefinite periods of time. In the UK this began on 23rd March 2020. Measures taken to contain the spread of the virus, including travel bans, quarantines, social distancing, and closures of non-essential services have triggered significant disruptions to businesses worldwide, resulting in an economic slowdown. Governments and central banks have responded with monetary and fiscal interventions to stabilise economic condition.

After making appropriate enquires, the trustees have a reasonable expectation that the charity has adequate resources to enable it to continue in operational existence for the foreseeable future. They believe it is appropriate to prepare the accounts on a going concern basis.

## Notes to the Financial Statements

For the year to 31<sup>st</sup> March 2020

### 2. Investment Income

	2020	2019
	Total	Total
	£	£
Bank Interest	154	122

### 3. Net Incoming/(Expenditure)

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

	2020	2019
	Total	Total
	£	£
Depreciation - Owned assets	357	438
Surplus on disposal of fixed asset	-	(766)

### 4. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

#### Trustees' Expenses

£671 was paid directly to the trustees' during the year for travel and other various expenses incurred. £2,612 was paid directly to the trustees' during the year in regards to training expenses.

### 5. Staff Costs

	2019	2019
	Total	Total
	£	£
Wages & Salaries	41,100	36,111
Pension Costs	9,929	11,075
	<u>51,029</u>	<u>47,186</u>

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

	2020	2019
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 31<sup>st</sup> March 2020

### 6. Comparatives for the statement of financial activities

	Unrestricted fund
<b>Income and endowments from Charitable activities</b>	<b>£</b>
Donations	9,232
Investment income	122
Other income	54,766
	<hr/> 64,120
<b>Expenditure on Charitable activities</b>	
Cost of generating funds	67,553
Total	<hr/> 67,553
<b>Net Income (Expenditure)</b>	<hr/> (3,433)
<b>Reconciliation of funds</b>	
Total funds brought forward	93,558
Total funds carried forward	<hr/> 90,125

### 7. Tangible Fixed Assets

	Computer Equipment	Total
<b>Cost</b>		
At 31st March 2020	2,530	2,530
<b>Depreciation</b>		
At 1st April 2019	1,107	1,107
Charge for year	357	357
At 31st March 2020	1,464	1,464
<b>Net Book Value</b>		
As at 31st March 2020	1,066	1,066
As at 31st March 2019	1,423	1,423

## Notes to the Financial Statements (continued)

For the year to 31<sup>st</sup> March 2020

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

	2020	2019
Prepayments	-	952
	-	952
	-	952

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

	2020	2019
Other creditors	566	498
Accruals and deferred income	1,140	1,140
	1,706	1,638
	1,706	1,638

### 10. Movement in Funds

	At 1 April 2019	Net Movement in funds	At 31 March 2020
General fund	90,125	(3,689)	86,436
<b>Total Funds</b>	90,125	(3,689)	86,436
	Incoming resources	Resources expended	<b>Movement in funds</b>
General fund	64,179	(67,868)	(3,689)
<b>Total Funds</b>	64,179	(67,868)	(3,689)

### 11. Related Party Disclosures

There were no related party transactions for the year ended 31 March 2020

# Detailed Statement of Financial Activities

For the year to 31<sup>st</sup> March 2020

## Incoming Resources

	2020	2019
	£	£
<b>Investment income</b>		
Bank Interest	154	122
<b>Charitable activities</b>		
Activities for generating fund	25	9,232
<b>Other income</b>	-	766
Grant income	54,006	54,000
<b>Total incoming resources</b>	<u>64,179</u>	<u>64,120</u>

## Resources Expanded

<b>Charitable activities</b>		
Wages and Social Security	41,505	36,111
Pensions	9,929	11,075
Insurance & Subscriptions	1,052	1,112
Telephone	1,850	1,518
Postage and Stationery	350	991
Sundaries	30	285
Mediators' Training	891	315
Rent	4,000	10,000
Mediator Expenses	322	406
Office expenses	537	755
Payroll costs	420	420
Gifts	-	100
Publicity, books & AGM	376	-
Travel & Entertainment	553	-
Repairs & Maintenance	220	2,205
Computer Costs	80	609
Trustee expenses	671	-
Legal fees	900	-
Trustee training expenses	2,612	-
Depreciation of fixed assets (Computers)	357	438
	<u>64,340</u>	<u>64,340</u>
<b>Support Costs</b>		
<b>Finance</b>		
Bank Charges	60	60
<b>Goverance costs</b>		
Legal Fees	-	-
Annual Return	13	13
Independent Examination Fee	1,140	1,140
	<u>1,153</u>	<u>1,153</u>
<b>Total resources expanded</b>	<u>67,868</u>	<u>67,553</u>
<b>Net (expenditure) Income</b>	<u>(3,689)</u>	<u>(3,433)</u>

This page does not form part of the statutory financial statements