



croydon community
mediation

**Annual
Report**

for the year to
31st March 2021



Report of the Trustees
and Financial Statements
for the year ended 31st March 2021

Company Information

TRUSTEES

Avril Ashley - Chair and Treasurer
Barbara Ottaway - Company Secretary
Darren Pullman
Ann-Marie Spence (from 12 November 2020)
Rose Okomi (from 12 November 2020)
Jacqui Daukes (from 12 November 2020)
Neil Selby (from 12 November 2020)
Shubhaa Srinivasan (from 12 November 2020)

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

c/o Kings Mill
75 Park Lane
Croydon
CR9 1XS
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 and Treasurer

When I look back on the last year I expected to see the number of referrals had increased due to the pandemic but that doesn't seem to be the case. We still have a steady number of referrals each month and continue to offer free mediation to every Croydon resident. As we are no longer funded by Croydon Council we may have to review that situation. The Trustees are looking into new funding streams and have made a bid for funding to The Fore but this was unsuccessful but we have received some useful feedback for future bids.

I would like to say thank you to all our Mediators for sticking with us in the last 12 months it has been difficult for everyone and you have all risen to the challenge of mediating on zoom. But without you, there wouldn't be a service for us to offer. As the world returns to some form of normality we are considering in some circumstances offering face-to-face meetings but these will have to be covid compliant.

It has also been challenging for the Trustees. We welcomed five new Trustees last year Ann-Marie, Jacqui, Neil, Rose, and Shubhaa and they have all worked extremely hard and we have been looking at new revenue streams and different ways of working so a big thank you for all your hard work and advice. We are still looking for new Trustees who can bring new ideas and ways of working to the service.

We said goodbye to Pam in July as she decided to retire and move on to different things. I'm sure everyone has passed on their good wishes to Pam and I would like to thank her very much for all her hard work and dedication to the service over many years.

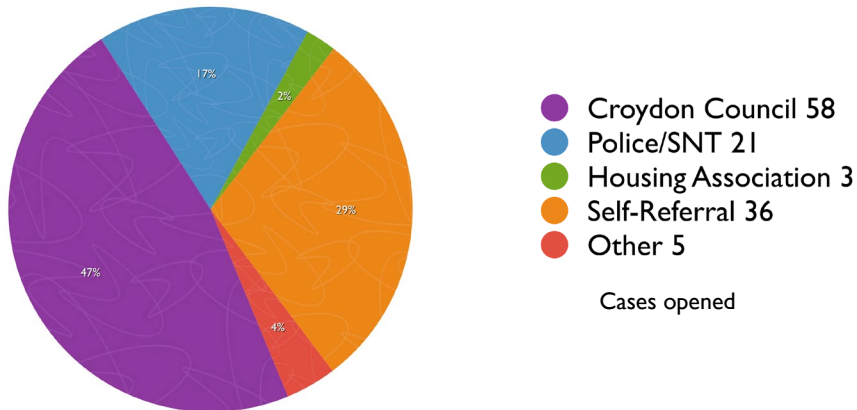
We welcomed Mary in August as our new case coordinator and I hope you have had the opportunity to chat or meet Mary over zoom. Mary is fizzing with ideas for the future of the charity and the Trustees look forward to working with Mary in bringing her ideas to fruition.

We are looking forward to the next year and maybe bringing on line some new mediation services such as workplace so watch this space. Please all stay safe and well.

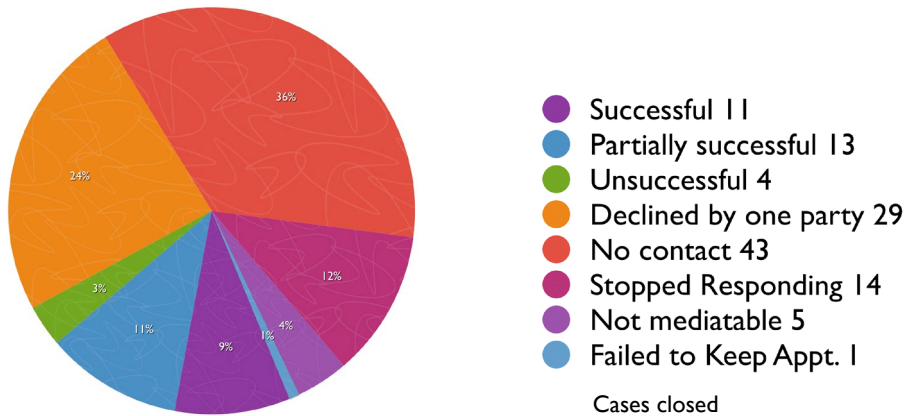
Avril Ashley
Chair

Service Delivery Statistics 2020-2021

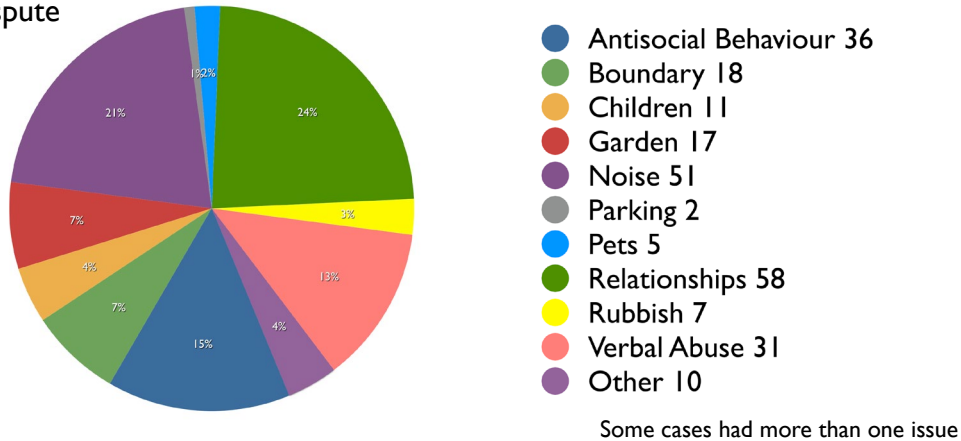
Cases Received



Outcomes



Types of Dispute



We received a total of 123 cases an increase on last year.

As in all previous years noise continues to be the main reason for referral to mediation (51) Most cases have more than one issue and some other problems brought to the service were Anti-Social behaviour (36) and Relationships (58).

Casework Coordinator's Report

Mary Wood

CCM Casework Coordinator

It has been a difficult year following the COVID-19 pandemic which saw a huge change in service delivery for CCM after the closure of the office. The decision was taken to move mediations online and deliver the service using video conferencing (Zoom). The results of this were a notable drop in the number of mediators available and willing to provide mediation by Zoom. We currently have 14 active mediators linked to the service.

We also saw a fall in the number of referrals for mediation prior to the pandemic with the loss of funding from Croydon Council. Historically referrals have always come from the local Police and Safer Neighbourhoods teams and we are pleased that this continues, but we recognise but changes in staff and team members within these organisations may also affect who does and doesn't refer cases to us. We are also seeing more self-referrals from individuals requesting our help.

Moving forward into the new year we are committed to developing connections with referrers who can benefit from our service but who don't necessarily know or understand it. 2022 will see better promotion of Croydon Community Mediation with a presence on social media platforms, collaborative partnerships and increased networking in the borough.

Report of the Trustees

For the year ended 31st March 2021

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2021.

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.

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

Nature of 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

Trustees

Ms B J Ottaway
Dr J Daukes (appointed 12 November 2020)
S Srinivasan (appointed 12 November 2020)
Ms A Ashley (Chair)
N Selby (appointed 12 November 2020)
R Okomi (appointed 12 November 2020)
D Pullman
Ms A Spence (appointed 12 November 2020)
A R J Graham (resigned 12 November 2020)
Miss J C Howson (resigned 3 November 2020)

Secretary

Ms B J Ottaway

Registered Office

c/o Kingsmill
75 Park Lane, Croydon, CR9 1XS

Company Registration Number 03973287

Charity Registration Number 1088222

Independent Examiner Romit Basu FCA
DSK Partners LLP
75 Park Lane, Croydon, CR9 1XS

The annual report was approved by the trustees of the charity on and signed on its behalf by:

.....
Avril Ashley (Chair)
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 2021.

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 2021

| | notes | 2021 | 2020 |
|---------------------------------|-------|-----------------|----------------|
| INCOME AND EXPENDITURE | | Total | Total |
| | | £ | £ |
| INCOME | | | |
| Donations | | - | 25 |
| Investment income | 2 | 38 | 154 |
| Other income | | 8,500 | 64,000 |
| | | <u>8,538</u> | <u>64,179</u> |
| Expenditure | | | |
| Charitable activities | | (47,902) | 67,868 |
| Net Income (Expenditure) | | <u>(39,364)</u> | <u>(3,689)</u> |
| RECONCILIATION OF FUNDS | | | |
| Total funds brought forward | | 86,436 | 90,125 |
| Total funds carried forward | 8 | <u>47,072</u> | <u>86,436</u> |

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Balance Sheet

At 31st March 2021

| | notes | 2021 | 2020 |
|--|-------|----------------------|----------------------|
| Fixed Assets | | £ | £ |
| Tangible assets | 6 | 799 | 1,066 |
| Current Assets | | | |
| Debtors | | - | - |
| Cash at Bank and in Hand | | 47,413 | 87,076 |
| | | <u>47,413</u> | <u>87,076</u> |
| Creditors | | | |
| amounts falling due within 1 year | 7 | (1,140) | (1,706) |
| | | <u>46,273</u> | <u>85,370</u> |
| Net current assets | | | |
| | | 46,273 | 85,370 |
| Total assets less current liabilities | | 47,072 | 86,436 |
| Net assets | | 47,072 | 86,436 |
| Income Funds | | <u><u>47,072</u></u> | <u><u>86,436</u></u> |
| Unrestricted Funds | 8 | 47,072 | 86,436 |
| Total Funds | | <u><u>47,072</u></u> | <u><u>86,436</u></u> |

For the financial year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The trustees acknowledge their responsibilities for

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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) Trustee

Notes to the Financial Statements

For the year to 31st March 2021

I. Accounting Policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Croydon Community Mediation meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

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.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable 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

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the

Notes to the Financial Statements

For the year to 31st March 2021

I. Accounting Policies continued

Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets held for the charity's own use are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

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.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees's discretion in furtherance of the objectives of the charity.

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.

Pensions and other post retirement obligations

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 2020

2. Investment Income

| | 2021 | 2020 |
|---------------|--------------|--------------|
| | Total | Total |
| | £ | £ |
| Bank Interest | 38 | 154 |

3. Net Incoming/(Expenditure)

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

| | 2021 | 2020 |
|-----------------------------|--------------|--------------|
| | Total | Total |
| | £ | £ |
| Depreciation - Owned assets | 267 | 357 |

4. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 20120

Trustees' Expenses

£Nil (2020: £671) was paid directly to the trustees' during the year for travel and other various expenses incurred. £Nil (2020: £2,612) was paid directly to the trustees' during the year in regards to training expenses.

5. Staff Costs

| | 2021 | 2020 |
|------------------|--------------|---------------|
| | Total | Total |
| | £ | £ |
| Wages & Salaries | 0 | 41,100 |
| Pension Costs | 0 | 9,929 |
| | <u>0</u> | <u>51,029</u> |

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

| | 2021 | 2020 |
|--|-------------|-------------|
| The average number of employees during the year was: | <u>0</u> | <u>2</u> |

Notes to the Financial Statements (continued)

For the year to 31st March 2020

6. Tangible Fixed Assets

| | Computer Equipment | Total |
|-----------------------|-------------------------------|--------------|
| Cost | | |
| At 1st April 2020 | 2,530 | 2,530 |
| At 31st March 2021 | 2,530 | 2,530 |
| | | |
| | Computer Equipment | Total |
| Depreciation | | |
| At 1st April 2020 | 1,464 | 1,464 |
| Charge for year | 267 | 267 |
| | | |
| At 31st March 2021 | 1,731 | 1,731 |
| | | |
| Net Book Value | | |
| As at 31st March 2021 | 799 | 799 |
| As at 31st March 2020 | 1,066 | 1,066 |

7. Creditors Amounts falling due within one year

| | 2021 | 2020 |
|------------------------------|-------------|-------------|
| Other creditors | | 566 |
| Accruals and deferred income | 1,140 | 1,140 |
| | 1,140 | 1,706 |

Notes to the Financial Statements (continued)

For the year to 31st March 2020

8. Funds

| | Balance at 1 April 2020 | Incoming Resources | Resources Expended | Balance at 31 March 2021 |
|---------------------------|--|-------------------------------|-------------------------------|---|
| General fund | | | | |
| Unrestricted funds | 86,436 | 8538 | (47,902) | 47,072 |

| | Balance at 1 April 2019 | Incoming Resources | Resources Expended | Balance at 31 March 2020 |
|---------------------------|--|-------------------------------|-------------------------------|---|
| General fund | | | | |
| Unrestricted funds | 90,125 | 64,179 | (67,868) | 86,436 |

9. Related Party Disclosures

There were no related party transactions for the year ended 31 March 2021

Detailed Statement of Financial Activities for the Year Ended 31 March 2021

| | 2021 | 2020 |
|--------------------------------|-------------|-------------|
| Income from | | |
| Donations and legacies | - | 25 |
| Investment Bank Interest | 38 | 154 |
| Other income | 8,500 | 64,000 |
| Total income | 8,538 | 64,179 |
| Expenditure on: | | |
| Charitable activities | (47,902) | (67,868) |
| Total expenditure | (47,902) | (67,868) |
| Net expenditure | (39,364) | (3,689) |
| Net movement in funds | (39,364) | (3,689) |
| Reconciliation of funds | | |
| Total funds brought forward | 86,436 | 90,125 |
| Total funds carried forward | 47,072 | 86,436 |

Detailed Statement of Financial Activities

For the year to 31st March 2021

Incoming Resources

| | 2021 | 2020 |
|--------------------------------|-------|--------|
| | £ | £ |
| Investment income | | |
| Bank Interest | 38 | 154 |
| Charitable activities | | |
| Activities for generating fund | - | 25 |
| Other income | | |
| Grant income | 8,500 | 64,000 |

Resources Expended

| | | |
|---|--------|--------|
| Charitable activities | | |
| Wages and Salaries | 1,927 | 41,100 |
| Staff NIC (Employers) | - | 405 |
| Pensions | - | 9,929 |
| Rent | 8,000 | 4,000 |
| Insurance | 1,053 | 1,052 |
| Repairs and Maintenance | - | 220 |
| Telephone | 1,641 | 1,850 |
| Office Expenses | - | 537 |
| Trustee training expenses | - | 2,612 |
| Payroll costs | 35 | 420 |
| Charitable donations | 100 | - |
| Mediators Expenses | 23,518 | 322 |
| Redundancy Costs | 10,086 | - |
| Travel & Entertainment | 109 | 553 |
| Computer Software and Maintenance Costs | - | 80 |
| Printing Postage and stationery | 366 | 350 |
| Publicity, books and AGM | - | 376 |
| Legal and Professional Fees | 35 | 900 |
| Sundry expenses | - | 29 |
| Depreciation of Office Equipment | 267 | 358 |
| Trustees Fees | - | 671 |
| Mediators training | 208 | 891 |
| Annual Return | - | 13 |
| IE Fee | 488 | 1,140 |
| Bank Charges | 69 | 60 |
| | 47,902 | 67,868 |

This page does not form part of the statutory financial statements