



croydon
mediation

Annual Report

for the year to
31st March 2025



Report of the Trustees
and Financial Statements
for the year ended 31st March 2025

Company Information

TRUSTEES

Neil Selby - Chair
Avril Ashley - Treasurer
Barbara Ottaway - Company Secretary
Darren Pullman
Dave Simmons
Jacqui Daukes
Shubhaa Srinivasan

BANKERS

Caf Bank Limited
POBox 289
West Malling, Kent, ME19 4TA

The Cooperative Bank plc
POBox 101
1 Balloon Street
Manchester, M60 4EP

Independent Examiners

DSK Partners LLP
306 High Street
Croydon, Surrey, CR0 1NG

REGISTERED OFFICE ADDRESS

c/o DSK Partners LLP
306 High Street
Croydon
CR0 1NG
020 8686 6084

office@croydonmediation.org.uk
www.croydonmediation.org.uk

Charity Registration Number 1088222
Company Registration Number 3973287

Chair's Report

Neil Selby
CM Chair

Welcome to our 2025 Annual report.

Firstly, thank you for taking the time to read our Annual Report. 2025 has again, in keeping with other charities, been another challenging year for our service, so once again I want to start by thanking both my fellow trustees and all our volunteer mediators for their great support, enthusiasm and resilience this past year.

Fiona our case manager has again continued to support us all with great skill and unfailing good humour.

Despite the challenging environment in which we are serving our community we have continued to make progress as a service. In February we were awarded a significant grant from the Croydon relief in need charity. This has enabled us to start developing materials for our new service which will be providing training to groups and individuals in helping them to manage conflict and disagreements better. The grant has also been used to support our mediations. We are most grateful for this generous support.

The other good news is that we are close to finalising an agreement with the council housing directorate to financially support the cases we receive involving their tenants. This support is wonderful news as it enables us to cover some of our core costs, for which are difficult to get grant funding. So, a big thank you to the Councils' housing management director Mary Larbie for facilitating this.

Finally, we are training our next group of volunteers, and this will bolster our ability to meet our increasing workload.

So, although we continue to face strong headwinds, we are confident that the service will grow stronger in the coming year.

Neil Selby
Chair

Treasurer's Report

Avril Ashley
CM Treasurer

It has been another challenging year for Croydon Mediation. Our caseload has increased throughout the year but we have faced financial challenges all year.

We made a successful bid to Croydon Relief in Need for a specific project and have been successful in receiving funding. We have received no more funding from Croydon Council, though negotiations are ongoing with them.

We are in the process of changing our charging strategy and will be making a charge to Authorities to use our services. The lack of funding means we are unable at this time to offer a free service to the residents of Croydon.

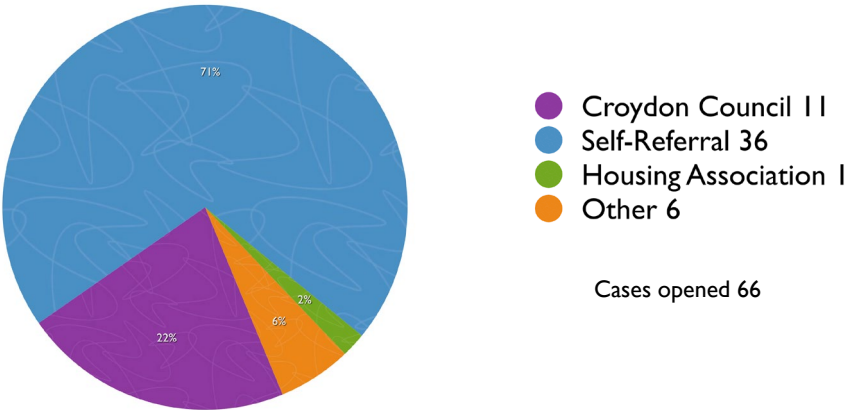
Our expenditure for the year was just over £12,000 so a decrease from the previous year. In the coming year, we wish to invest in more training of mediators and conflict coaching.

We have worked hard to obtain funding, but every Charity is fighting for survival. The Trustees are working hard to obtain funding and a commitment of funding per case from Croydon Council.

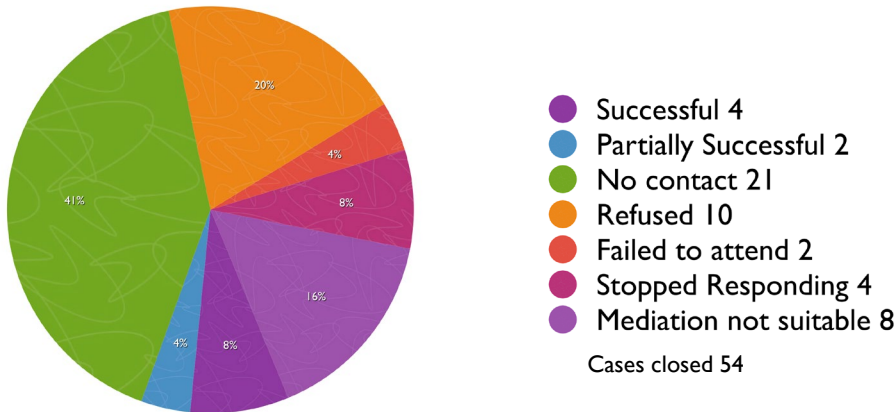
Avril Ashley
Treasurer

Service Delivery Statistics 2024-2025

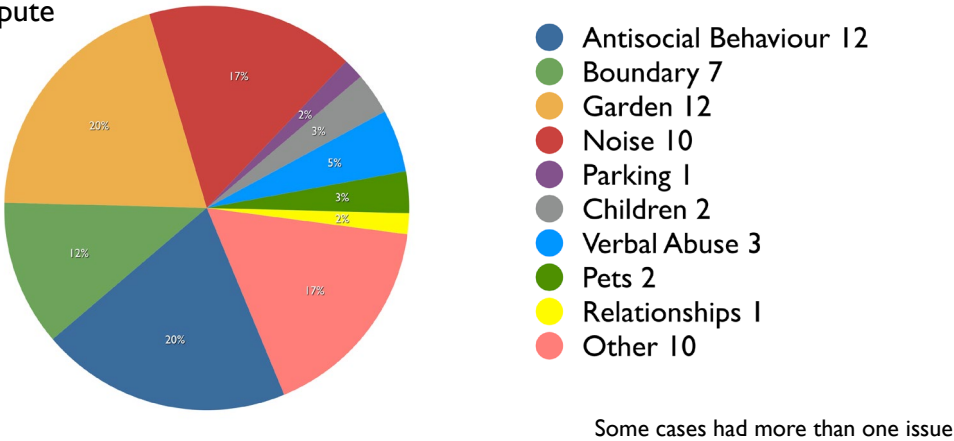
Cases Received



Outcomes



Types of Dispute



We received 66 cases last year, an increase of 22% on the previous year.

In a change from previous years noise was not the most common problem. It dropped to third place featuring in 10 cases. The top two most common issues we dealt with were Antisocial Behaviour and Garden disputes.

Croydon Community Mediation

Trustees' Report

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 2025.

Objectives and activities

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.

Croydon Community Mediation

Trustees' Report

Reference and Administrative Details

Trustees

Ms Avril Ashley

Dr J Daukes

D Simmons

S Srinivasan

Ms B J Ottaway

N Selby (Chair)

D Pullman

Secretary

Ms B J Ottaway

Registered Office:

D S House
306 High Street
Croydon
Surrey
CR0 1NG

The charity is incorporated in England and Wales.

Charity Registration Number:

1088222

Company Registration Number:

03973287

Independent Examiner:

Dhirajlal Shah FCA
DSK Partners LLP
Chartered Accountants And Statutory Auditors
D S House
306 High Street
Croydon
Surrey
CR0 1NG

Croydon Community Mediation

Trustees' Report

Statement of trustees' responsibilities

The trustees (who are also the directors of Croydon Community Mediation for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

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

.....
Ms Avril Ashley
Trustee

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 2025.

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 Croydon Community Mediation 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.

.....
Dhirajlal Shah FCA (Independent Examiner)
DSK Partners LLP
Chartered Accountants And Statutory Auditors
D S House
306 High Street
Croydon
Surrey
CR0 1NG

Date:.....

Croydon Community Mediation

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds General £	Total 2025 £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	13,155	13,155	-
Investment income	4	10	10	27
Total Income		13,165	13,165	27
Expenditure on:				
Charitable activities		(12,253)	(12,253)	(17,172)
Total Expenditure		(12,253)	(12,253)	(17,172)
Net income/(expenditure)		912	912	(17,145)
Net movement in funds		912	912	(17,145)
Reconciliation of funds				
Total funds brought forward		5,600	5,600	22,745
Total funds carried forward	11	6,512	6,512	5,600

All of the charity's activities derive from continuing operations during the above two periods.

The notes on pages 12 to 17 form an integral part of these financial statements

Croydon Community Mediation
(Registration number: 03973287)
Statement of Financial Position as at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	8	253	338
Current assets			
Debtors	9	830	-
Cash at bank and in hand		<u>7,025</u>	<u>6,582</u>
		7,855	6,582
Creditors: Amounts falling due within one year	10	<u>(1,596)</u>	<u>(1,320)</u>
Net current assets		<u>6,259</u>	<u>5,262</u>
Net assets		<u><u>6,512</u></u>	<u><u>5,600</u></u>
Funds of the charity:			
Unrestricted income funds			
Unrestricted funds		<u>6,512</u>	<u>5,600</u>
Total funds	11	<u><u>6,512</u></u>	<u><u>5,600</u></u>

For the financial year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- 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 special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 10 to 17 were approved by the trustees, and authorised for issue on and signed on their behalf by:

.....
Ms Avril Ashley
Trustee

Croydon Community Mediation

Notes to the Financial Statements for the Year Ended 31 March 2025

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

D S House
306 High Street
Croydon
Surrey
CR0 1NG

2 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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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.

Currency

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

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

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.

Croydon Community Mediation

Notes to the Financial Statements for the Year Ended 31 March 2025

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

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.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

Croydon Community Mediation

Notes to the Financial Statements for the Year Ended 31 March 2025

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:

Asset class	Depreciation method and rate
Fixtures and 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.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Croydon Community Mediation

Notes to the Financial Statements for the Year Ended 31 March 2025

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees 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.

Financial instruments

Classification

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets, financial liabilities, or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations and legacies;			
Donations from individuals	6,210	6,210	-
Grants			
Grants receivable	6,945	6,945	-
	<u>13,155</u>	<u>13,155</u>	<u>-</u>

4 Investment income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Interest receivable and similar income;			
Interest receivable on bank deposits	10	10	27

Croydon Community Mediation

Notes to the Financial Statements for the Year Ended 31 March 2025

5 Net incoming/outgoing resources

Net incoming/(outgoing) resources for the year include:

	2025 £	2024 £
Independent Examiner's fees	1,200	1,140
Depreciation of fixed assets	85	113

6 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

7 Taxation

The charity is a registered charity and is therefore exempt from taxation.

8 Tangible fixed assets

	Computer equipment £	Total £
Cost		
At 1 April 2024	2,531	2,531
At 31 March 2025	2,531	2,531
Depreciation		
At 1 April 2024	2,193	2,193
Charge for the year	85	85
At 31 March 2025	2,278	2,278
Net book value		
At 31 March 2025	253	253

9 Debtors

	2025 £	2024 £
Prepayments	830	-

Croydon Community Mediation

Notes to the Financial Statements for the Year Ended 31 March 2025

10 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	216	-
Accruals	1,380	1,320
	<u>1,596</u>	<u>1,320</u>

11 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Balance at 31 March 2025 £
Unrestricted funds				
General	<u>5,600</u>	<u>13,165</u>	<u>(12,253)</u>	<u>6,512</u>

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Balance at 31 March 2024 £
Unrestricted funds				
General	<u>22,745</u>	<u>27</u>	<u>(17,172)</u>	<u>5,600</u>

12 Related party transactions

There were no related party transactions in the year ended 31 March 2025.

Croydon Community Mediation

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

	Total 2025 £	Total 2024 £
Income and Endowments from:		
Donations and legacies (analysed below)	13,155	-
Investment income (analysed below)	<u>10</u>	<u>27</u>
Total income	<u>13,165</u>	<u>27</u>
Expenditure on:		
Charitable activities (analysed below)	<u>(12,253)</u>	<u>(17,172)</u>
Total expenditure	<u>(12,253)</u>	<u>(17,172)</u>
Net income/(expenditure)	<u>912</u>	<u>(17,145)</u>
Net movement in funds	912	(17,145)
Reconciliation of funds		
Total funds brought forward	<u>5,600</u>	<u>22,745</u>
Total funds carried forward	<u><u>6,512</u></u>	<u><u>5,600</u></u>

This page does not form part of the statutory financial statements.

Croydon Community Mediation

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

	Total 2025 £	Total 2024 £
<i>Donations and legacies</i>		
Appeals and donations	6,210	-
Grants receivable	6,945	-
	<u>13,155</u>	<u>-</u>
<i>Investment income</i>		
Bank interest receivable	10	27
	<u>10</u>	<u>27</u>
<i>Charitable activities</i>		
Rent	-	(20)
Insurance	(814)	(967)
Telephone and internet	(990)	(1,439)
Computer software and maintenance costs	(157)	(329)
Printing, postage and stationery	-	(364)
Sundry expenses	(180)	(193)
Travel and subsistence	(20)	(449)
Consultancy fees	(2,500)	-
Bank charges	(60)	(60)
Depreciation of office equipment	(85)	(113)
Independent examiner's fee	(1,200)	(1,140)
Mediators expenses	(6,178)	(12,063)
Legal and professional fees	(69)	(35)
	<u>(12,253)</u>	<u>(17,172)</u>

This page does not form part of the statutory financial statements.