

CROYDON COMMUNITY MEDIATION



Annual Report

for the year to
31st March 2009



Report of the Trustees
and Financial Statements
for the year ended 31st March 2009

Company Information

TRUSTEES

Graham Owen
Gilly Gajdatsy – Treasurer
Barbara Ottaway – Company Secretary
Joyce Howson
Emanuel Dada
Benjamin Opoku
Deborah Burrows
Greg Davies

STAFF

Dorothy McEwan – Service Manager
Pamela Flouch – Administrative Caseworker

BANKERS

Cafcash Limited
POBox 289
West Mailing, Kent, ME19 4TA

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

AUDITORS

The Kings Mill Partnerships
75 Park Lane
Croydon, Surrey, CR9 1XS

ADDRESS

First floor
29-33 Church Street
Croydon, Surrey
CRO 1RH

020 8255 2463
020 8255 2464

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

Company Registration Number 3973287
Charity Registration Number 1088222



Graham Owen

CCM Trustee

Chair's Report

Now in its 10th year of operation, I am proud to report that Croydon Community Mediation Service continues to offer the residents of Croydon who are in dispute with their neighbours and need help, a professional, alternative way of resolving their disagreements. We all know that the stresses of living in disharmony with our neighbours can take a heavy toll on our peace of mind and long term health.

This year has been successful in that our finances are sound and we manage very successfully on a tight budget; our mediation work maintains a high standard; and we have been attracting new referrals from other organisations, aside from Croydon Council, particularly from housing associations in the borough

There have also been challenges: the creation of the new Adult Services & Housing Department in the Council led to changes in personnel and consequent delays in the funding decision for 2009/10. This caused us concern and disrupted our ability to plan ahead. As I write this, we are trying to finalise an extension to the lease of our office in Church Street, through the Council who are the main leaseholders. I am confident this will go ahead.

The future remains a concern. The credit crisis has led the government to bail out the banking industry with large payments. This will lead to a tightening of funding for the public sector including local authorities like Croydon. Croydon will in turn be scrutinising our service to satisfy itself that we deliver value for money. We continue to seek referrals from the Council.

Despite the challenges, the service continues to offer a professional service to the residents of Croydon and I am proud of that. I would like to record my thanks to Dorothy McEwan and Pam Flouch for their hard work in offering a high quality service at all times. My thanks go also to the trustees of the service, who freely give their time and energy to make key decisions and plan for the future. I would like to thank our volunteer mediators for the work they do to help sustain good community relations in Croydon. Finally, I would like to thank Croydon Council for their continuing belief in the benefit of mediation and their ongoing support .

Service Manager's Report



Dorothy McEwan
CCM Service Manager

As many of you will know, this has been something of a 'rollercoaster' year for Croydon Community Mediation.

Following the Croydon Council re-structure in October/November 2008, and the requirement for Council cut-backs in expenditure brought about by the economic situation affecting the entire country, we were very concerned that funding would not be forthcoming for continuation of our Service for this, and subsequent, years.

I am therefore happy to report that the Council has recognised the value of the work we provide for the community and has agreed not only to grant us continued funding for the financial year 2009/10 but has also given us a raise in funding of some 2.2%. This funding is on a one year basis and requires our Service to be reviewed in 6 months. We are working as hard as we can to prove the continued value of our contribution to the community within the 6 month period and hope that we can then persuade Croydon Council to grant sustainable funding for ongoing provision of service over a longer period.

Meantime I have to report that by the end of the financial year 2008/09 we had managed to increase efficiency and economy of service to the extent that we ended the year with sufficient surplus to give us a reserve fund for the first time. The holding of a reserve fund is encouraged by both Companies House and the Charity Commission so we are very pleased to have met this criteria.

On a more personal note, I continue to be most impressed by the expertise and dedication of the volunteer mediators, Trustees and staff. All have worked hard throughout the year with great generosity of time, and provided tremendous skills, to ensure that CCM continues to be the successful organisation which we know is needed by the community in Croydon.

There have been no staff changes within CCM during this year and so we have managed to settle into an efficient and effective routine.

I am also happy to report that we have managed to retain the services of all 8 new volunteer mediators whom we trained towards the end of last financial year. I am also very happy to note that a number of previously retired volunteer mediators have returned to work with us again and – having lost only Doris as a volunteer mediator through the year, due to pressure of work in her new employment - we have not yet had need to schedule a further round of training as our current dedicated volunteers are coping admirably with the caseload.

Mediation Cases

Referrals were steady throughout the financial year with a heartening number of cases going to Joint Meeting and successful resolution. Our working relationships with Tenancy and Housing Officers

continues to improve steadily and so we are slowly seeing an increase in cases, particularly those from Housing Associations, coming to us at an earlier stage of the dispute. This not only shows the value of our organisation to housing providers but also greatly assists the client group in reaching resolution in dispute situations where there is a chance that someone may be evicted should the dispute be allowed to escalate.

Training

We have concentrated this year on enhancing and developing our skills within the neighbour mediation context. We believe that the core practice of conflict management between neighbours in dispute needed us to strengthen our practice in this area of work in order to find some sustainability without which diversification into other areas of conflict management work would not be realistic.

We have continued to provide ongoing awareness training to Housing Officers both within Council and within Housing Associations. This is something we encourage our referrers, and potential referrers, to participate in as it raises their knowledge base in the need for mediation in dispute situations and, we hope, encourages them to recognise that mediation is not just a practical subject which can be carried out by people with scant training but is akin to being an art form practiced best by experts in the field. I am pleased to say that, with ongoing training throughout the year, our volunteer mediators can be counted among the best in the country.

Publicity

This has been a steady year where publicity is concerned. We continue to carry out awareness raising presentations with Tenancy Officers, Housing Association Officers and other interested parties. We had two of our volunteers, one a mediator and the other a Trustee Board Member, rewarded by the CVS with the 'Hundred Hours of Voluntary Work' Certificate for completing 100 hours of voluntary work for our group during the year. My thanks, and those of the entire organisation go to Darren and Joyce for their sterling contributions to our efforts.

We had intended to take a stall at the planned Surrey Street Community Day, in June, and several of our volunteers and Trustees had generously offered of their time to run a mediation puppet show as an attraction on the day. Unfortunately this event was cancelled leaving us with lots of good ideas and the incentive to re-plan the show should the event be reinstated later in the year.

The future

With an awareness of the large proportion of young people in Croydon, and having now done some work in various schools, I am starting to look out for opportunities to widen our provision into the parent/school dispute arena. I believe there is great need of a mediation service in the Croydon area to assist schools in resolving the difficult dispute situations which are encountered when the school's and parents needs clash with each other. We have not yet found funding for this provision but I am happy to report that we have recently been engaged by one of the primary schools to do some Parent/School mediation work for them. Hopefully this will help get us known for this type of work and, should funding continue to be difficult to identify in the current economic crisis, we may look to establish partnership with some of the schools on an individual basis in much the same way as we do with Housing Association, for neighbour disputes, at present.

Yet again we are limited by funding and availability of resources. Until a clear and sustainable path for the future presents itself we will continue to improve and enhance our core practice to enable us to move forward in the neighbour dispute resolution arena assisting where we can in the community to make it as good a place to live peacefully and happily as it deserves to be. Meantime we shall continue to take on cases in other areas of mediation on an ad hoc basis.

This year has been both exhausting and rewarding. I have had some difficult moments worrying about forward funding because of the Council cutbacks. Thankfully these concerns are in abeyance for at least one more year. I have also been rewarded by the excellent skills displayed by the volunteer mediators and the fact that the general public appears to be slowly coming to an understanding of our role in community cohesion.

Bernard Sanders

Guest Speaker at the AGM

I lead a team of five tenancy officers and a senior tenancy officer who work on a patch system, delivering landlord services to five thousand Council rented and leasehold homes in the north of the borough.

The activity of tenancy teams currently focuses on operating mainly office based customer services although we are reviewing our methods and looking to provide greater outreach and more house-calls. Regular inspection and environmental improvement of housing estates are also main areas of activity, as are the induction and counselling of new tenants, investigating and resolving tenancy contract matters such as passing on tenancies between family members, assessing requests for urgent re-housing, and enforcement of tenancy or leasehold conditions for example in the area of unauthorised occupation,

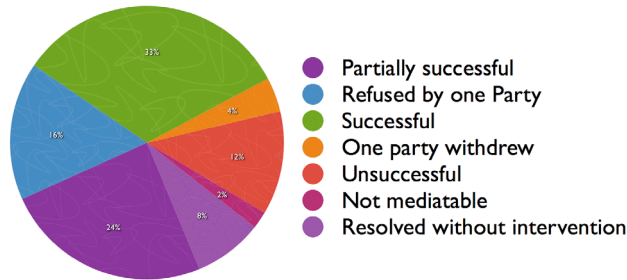
Another substantial area of work for tenancy teams is prevention, and diversion of anti-social behaviour, racial harassment and hate crime affecting council managed households. We are responsible for the initial stages of investigation and enforcement up to the commencement of legal action. Promoting consideration and tolerance between neighbours and resolving lifestyle clashes through mediation is therefore central to our strategy. Given the other demands and constraints on tenancy officers' time, we regard the availability of referral to independent mediation as a valuable resource in delivering this important part of our service.

Service Delivery Statistics 2008-2009

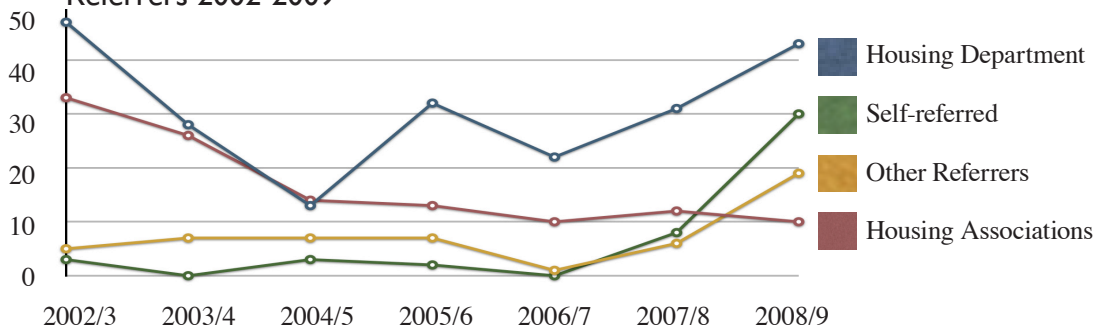
Service provision continued to be steady throughout the year. However it seems that while more people are beginning to understand the benefits of mediation, many still fail to see the potential benefits we can provide and continue refuse to participate in the process. When clients do take the opportunity we offer the likelihood of resolution remains high. Of the 34 cases pursued to Joint/Shuttle meeting this year 47% were successful, 35% were partially successful and only 17% were unsuccessful.

Noise remains the biggest reason for neighbour disputes being referred to mediation. However disputes continue to be referred to us across the wide spectrum of neighbour issues with neighbours recognising the benefits of mediating resolution.

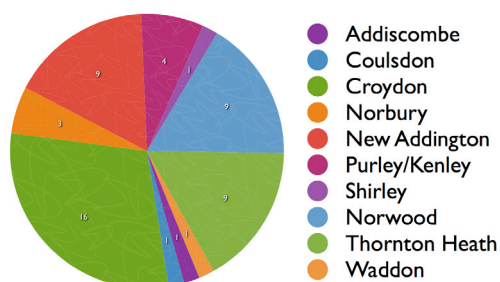
Outcomes



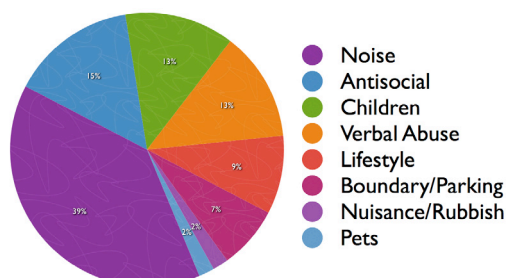
Referrers 2002-2009



Location of Cases



Types of Dispute 2008-2009





Treasurer's Report

Gilly Gajdatsy

CCM Trustee & Treasurer and Company Secretary

Income remained stable for 2008-09. However, I am pleased to report that by remaining prudent with expenditure we managed to end the year with a reserve fund as recommended by both Companies House and the Charity Commission.

The financial situation remains difficult because of the economic climate. The Council element of the organisation's funding for 2009/10 was only agreed in March this year and is subject to a review after 6 months. We therefore remain in the same, non-sustainable, situation as previously and can only hope that this will alter as the economic climate improves.

I have continued to monitor income and expenditure regularly, and have discussed changes with both the Manager and Trustees. I feel that our expenditure is now more predictable and hope that plans to increase income with new projects will bring greater security in the year to come.

signed

Gilly Gajdatsy
Treasurer

Report of the Trustees

The Trustees, who are also Directors of the company for the purposes of the Companies Act, present their report together with the audited financial statements of the company for the year ended 31st March 2009.

Principle Activity

The Objects of Croydon Community Mediation

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.

Trustees

The trustees of the charity during the year were as follows:

Barbara Ottaway
Graham Owen
Gilly Gajdatsy
Joyce Howson
Emmanuel Dada
Benjamin Opoku
Deborah Burrows
Greg Davies

The trustees are members of the company which is a company limited by guarantee, and has no share capital.

Reserves policy and risk management

During 2008/09 a review of the charity's activities was carried out and the trustees agreed a need to continue looking for sustainability of core practice in neighbour mediation activities. With this in mind, every effort has been put into updating and improving the charity's processes and procedures during the year. New volunteer mediators have been trained and conflict awareness training has been undertaken with others to improve uptake of referrals with the intention of increasing the financial position of the charity and raising a reserve as indicated by both Companies House and the Charity Commission. This has been achieved during 2008/09. The trustees plan to set the major objective of identifying more sustainable funding resources in 2009/10. The trustees also plan during 2009/2011 to identify new areas of mediation activity to enhance the charity's activities. The trustees monitor progress against the strategic objectives set out in the plan on a regular basis and review the business plan annually. As part of this process, the trustees will be aware that they need a risk management strategy which comprises:

An annual review of the risks which the charity may face;

Report of the Trustees *(continued)*

The establishment of systems and procedures to mitigate those risks identified in the plan; and

The implementation of procedures designed to minimise any potential impact on the charity should any of those risks materialise.

Statement of Trustees' Responsibilities

Company law requires the directors to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing those financial statements the directors are required to:

- a. Select suitable accounting policies and apply them consistently;
- b. Make judgements and estimates that are reasonable and prudent;
- c. Prepare the financial statements on a going concern basis unless it is inappropriate to assume that the Company will continue in business.

The directors are responsible for keeping proper accounting records which disclose, with reasonable accuracy at any time, the financial position of the company, and enable them to ensure that the financial statements comply with the Companies Act 1985.

So far as the directors are aware, there is no relevant audit information of which the company's auditors are unaware, and they have taken all of the steps necessary that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

In accordance with section 485 of the Companies Act 2006, a resolution will be put to the forthcoming Annual General Meeting that The Kings Mill Partnership, Chartered Accountants, be re-appointed as the Company's auditors for the ensuing year.

Small company exemption

Advantage is taken in preparing this report of the special exemptions applicable to small companies conferred by Part VII of the Companies Act 1985 and the Financial Reporting Standard for Smaller Entities (effective January 2007).

This report was approved by the Board on 19th June 2009.

Company Secretary

Independent Auditors' Report

To the members of Croydon Community Mediation

We have audited the financial statements of Croydon Community Mediation for the year ended 31st March 2009 which comprise the Statement of Financial Activities, the Balance Sheet and related notes. These financial statements have been prepared in accordance with the accounting policies set out therein and the requirements of the Financial Reporting Standard for Smaller Entities.

This report is made solely to the charitable company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

The responsibilities of the trustees (who are also the directors of Croydon Community Mediation for the purposes of company law) for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK & Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the Trustees' Report is not consistent with the financial statements, if the charity has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees' remuneration and transactions with the company is not disclosed.

We read the Trustees' Report and consider the implications for our report if we become aware of apparent misstatement within it.

BASIS OF AUDIT OPINION

We conducted our audit in accordance with International Standards on Auditing (UK & Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit in order to obtain all the information and explanations which we considered necessary to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud, error or other irregularity. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

OPINION

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the charitable company's affairs as at 31st March 2009 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended; and
- the financial statements have been properly prepared in accordance with the Companies Act 1985.

Kings Mill Partnership
Chartered Accountants
75 Park Lane
Croydon
Surrey, CR9 1XS

27th June 2008

Statement of Financial Activities

For the year to 31st March 2009

| | notes | 2009 Total £ | 2008 Total £ |
|--|-------|--------------------|--------------------|
| INCOME AND EXPENDITURE | | | |
| INCOMING RESOURCES | | | |
| Grants Received | 2 | 80,020 | 77,281 |
| Miscellaneous Fees and Donations | | 10 | 107 |
| Gross Interest Received | | 421 | 594 |
| | | <u>80,451</u> | <u>77,982</u> |
| RESOURCES EXPENDED | | | |
| Direct Charitable Expenditure | 3 | 69,580 | 82,186 |
| Governance Costs | 3 | 849 | 998 |
| | | <u>70,429</u> | <u>83,184</u> |
| TOTAL RESOURCES EXPENDED | | <u>70,429</u> | <u>83,184</u> |
| NET INCOMING RESOURCES | | <u>10,022</u> | <u>(5,202)</u> |
| Balance brought forward at 1 April 2008 | | 6,218 | 11,420 |
| Balance carried forward at 31 March 2009 | | <u>16,240</u> | <u>6,218</u> |

Balance Sheet

At 31st March 2009

| | notes | 2009 | 2008 |
|--|----------|---------------|--------------|
| | | £ | £ |
| Fixed Assets | | | |
| Tangible assets | 5 | 1,217 | 1,560 |
| Current Assets | | | |
| Debtors | 6 | 2,000 | 2,000 |
| Cash at Bank and in Hand | | 14,072 | 5,436 |
| | | <u>16,072</u> | <u>7,436</u> |
| Creditors | | | |
| amounts falling due within 1 year | 7 | <u>1,049</u> | <u>2,778</u> |
| Net current assets | | <u>15,023</u> | <u>4,658</u> |
| Total assets less current liabilities | | <u>16,240</u> | <u>6,218</u> |
| Income Funds | | | |
| Unrestricted Funds | 9 | <u>16,240</u> | <u>6,218</u> |
| Total Funds | | <u>16,240</u> | <u>6,218</u> |

These financial statements are prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

The financial statements were approved by the Board on 19th June 2009 and signed on its behalf by:

| | |
|-------------|---------------------------------|
| Graham Owen | Gilly Gajdatsy |
| Chair | Treasurer and Company Secretary |

Notes to the Financial Statements

For the year to 31st March 2009

1. Accounting Policies

Basis of Accounting

The financial statements have been prepared under the historical cost convention and follow the recommendations in Accounting and reporting by Charities: Statement of Recommended Practice issued in October 2005.

The company has taken advantage of the exemption from preparing a cash flow statement conferred by Financial Reporting Standard No.1 on the grounds that it qualifies as a small company under the Companies Act 1985.

Income

Income are recognised in full in the Statement of Financial activities in the year in which they are received.

Depreciation

Depreciation of fixed assets is calculated to write off their cost or valuation less any residual value over their estimated useful lives as follows:

Furniture and Equipment - 25% on written down value
Computer Equipment - 25% on written down value

2. Income

| | 2009 | 2008 |
|-------------------------------|--------------|--------------|
| | Total | Total |
| | £ | £ |
| Croydon Council Grant | 13,100 | 13,100 |
| Croydon Housing Dept. Funding | 59,206 | 59,017 |
| Parentline Plus | 3,714 | 4,014 |
| Hyde Housing | - | 750 |
| RSL Fees | 5,500 | 400 |
| | <hr/> | <hr/> |
| | 81,520 | 77,281 |
| | <hr/> | <hr/> |

Notes to the Financial Statements (continued)

For the year to 31st March 2009

3. Expenditure

| | 2009 | 2008 |
|---|------------|------------|
| Direct Charitable Expenditure | Total £ | Total £ |
| Staff Costs | 56,443 | 66,166 |
| Mediators Training & Supervision | 365 | 323 |
| Insurance & Subscriptions to Membership | 527 | 1,521 |
| Office Volunteers Expenditure | 360 | 306 |
| Premises Costs | 10,575 | 10,180 |
| Printing, Postage, Stationery & Telephone | 353 | 281 |
| Prior year's overprovision for stationery | (1,368) | - |
| Legal & Professional Fees | - | 378 |
| Publicity & Fundraising | 224 | 513 |
| Bank Charges | - | 35 |
| General Expenses | 379 | 407 |
| Repairs & Maintenance | 1,020 | 1,120 |
| Depreciation | 405 | 520 |
| Payroll & Bookkeeping | 297 | 436 |
| Total Direct Charitable Expenditure | 69,580 | 82,186 |

| | 2009 | 2008 |
|------------------------|------------|------------|
| Governance Costs | Total £ | Total £ |
| Annual General Meeting | - | 253 |
| Auditor's Remuneration | 849 | 745 |
| | 849 | 998 |

4. Staff Costs

| | 2009 | 2008 |
|------------------------------|------------|------------|
| | Total £ | Total £ |
| Wages & Salaries | 44,384 | 53,113 |
| Employers National Insurance | 4,191 | 4,602 |
| Pension Costs | 7,868 | 8,451 |
| | 56,443 | 66,166 |

There were no employees earning £50,000 or more during the year.

| | 2009 | 2008 |
|--|------|------|
| The average number of employees during the year was: | 3 | 3 |

Notes to the Financial Statements (continued)

For the year to 31st March 2009

5. Tangible Fixed Assets

| | Furniture & Equipment | Computer Equipment | Total |
|-----------------------|--------------------------------------|-------------------------------|--------------|
| Cost | | | |
| At 1st April 2008 | 1,842 | 2,335 | 4,177 |
| Additions | - | 62 | 62 |
| At 31st March 2009 | 1,842 | 2,397 | 4,239 |
| Depreciation | | | |
| At 1st April 2008 | 1,033 | 1,584 | 2,617 |
| Charge for year | 202 | 203 | 405 |
| At 31st March 2009 | 1,235 | 1,787 | 3,022 |
| Net Book Value | | | |
| As at 31st March 2009 | 607 | 610 | 1,217 |
| As at 31st March 2008 | 809 | 751 | 1,560 |

6. Debtors

| | 2009 | 2008 |
|-------------|--------------|--------------|
| Prepayments | 2,000 | 2,000 |
| | <u>2,000</u> | <u>2,000</u> |

7. Creditors

| | 2009 | 2008 |
|-------------------------------------|--------------|--------------|
| Amounts falling due within one year | | |
| Other Creditors | 1,049 | 2,778 |
| | <u>1,049</u> | <u>2,778</u> |

8. Status

Croydon Community Mediation is a company limited by guarantee and has no share capital. In the event of the company being wound up, the liability of each member is limited to £1.

Notes to the Financial Statements *(continued)*

For the year to 31st March 2009

9. Unrestricted Funds

| | Balance 1 April 08 | Movement in Resources | | Balance 31 March 09 |
|--------------------|-----------------------|-----------------------|----------|------------------------|
| | | Incoming | Outgoing | |
| Unrestricted Funds | 6,218 | 80,451 | 70,429 | 16,240 |

10. Analysis of Net Assets between Funds

| Fixed Assets | Net Current Assets | Total |
|-----------------|-----------------------|--------|
| 1,217 | 15,023 | 16,240 |



Joyce and Darren receive certificates from Croydon Mayor Cllr. Robert Askey in recognition of their 100 hours of voluntary work during 2008.