

# CROYDON COMMUNITY MEDIATION



## Annual Report

for the year to  
31<sup>st</sup> March 2011





Report of the Trustees  
and Financial Statements  
for the year ended 31<sup>st</sup> March 2011

Company Information

**TRUSTEES**

Joyce Howson - Chair  
Gilly Gajdatsy – Treasurer  
Barbara Ottaway – Company Secretary  
Greta Sohoje  
Graham Owen  
Emmanuel Dada  
Deborah Burrows

**STAFF**

Dorothy McEwan – Service Manager until 24 April 2010  
Pamela Flouch – Administrative Caseworker and Manager

**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 Partnerships  
75 Park Lane  
Croydon, Surrey, CR9 1XS

**ADDRESS**

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

020 8255 2464

[office@croydonmediation.org.uk](mailto:office@croydonmediation.org.uk)  
[www.croydonmediation.org.uk](http://www.croydonmediation.org.uk)

Company Registration Number 3973287  
Charity Registration Number 1088222

# Chair's Report

**Joyce Howson**  
*CCM Trustee*

Welcome to the Annual Report.

I am not a mediator. However, having recently watched a mediation, I am full of admiration for those who mediate. They remain calm and unbiased in the most difficult of circumstances. Our mediators are all volunteers who give their time freely. They are amazing people, and I cannot thank them enough for all their hard work in what has been a difficult year.

As can be seen from the statistics, CCM has had another successful year, and I know that CCM will continue its tradition of giving invaluable service and to help in solving the problems of the people of Croydon, and to respond positively to the challenges of the coming year.

I would like to thank Janice for all her help in the office. My especial thanks, however, go to Pam for all her hard work in supporting the Board, and especially in keeping the Service running and our spirits up under very trying circumstances.

This year has been a challenging one for me, and I look forward to meeting the challenges of the coming year.

# Service Manager's Report

**Pam Flouch**  
*CCM Service Manager*

As you know it was a difficult start to the year trying to keep the Service running as normal after Dot's sudden death in April. Thanks to the Board of Trustees and Mediators who have been very supportive and rallied round to keep the Service operating.

We were forced to postpone the basic mediators training course that Dot was due to run in May 2010. We are engaged two experienced trainers Lesley Saunders and Paulette Morris to take the course and this was held in May this year. Several of the candidates have been waiting a year to join us and now they have completed the course they will take on cases with experienced mediators. This will enable us to increase the number of cases we can handle each month.

We were pleased with the increase in referrals last year and I am glad to say the statistics for this year show a similar number. There were 134 referrals (136 in 09/2010) resulting in 79 cases (81 in 09/2010). The mediators have worked very hard this year and if we can get clients to agree to meet face to face then with the mediators' expertise the result is usually a successful outcome. I would like to thank them for all the time and dedication they give to the Service.

Françoise continued as a mediator after her retirement as Manager in 2007 and has now just retired from the Service following a move to the coast. We wish her all the best in her retirement and I am sure many of the team will stay in contact.

We also said goodbye to Jessica during the year as she has moved to Bristol to study a Masters in Gender & International Relations. We wish her every success.

Every year our funding is uncertain but we submitted a reduced budget application for 2011/12 and we were very pleased to hear that this was accepted. We have also been asked to consider moving to premises in Ramsey Court, Church Street which is a Council owned property. With Relate and Home Start as neighbours it will be seen as a community hub. There are two downstairs rooms which will be easier for clients visiting as well as two upstairs rooms for administration. We are waiting to hear if listed building consent can be granted to install a downstairs toilet before confirmation of the move.

We are pleased to welcome Janice to the Service working two mornings a week; Joyce and Gilly also now come in one morning a week. They undertake a variety of tasks and I am very grateful for their help and support. I am pleased that Sheila, Jane and Darren have continued to produce the newsletter which is well received; our thanks to them. Thank you to Irene who has kindly continued to come in when required setting up the new database and updating the virus checks on our computers. Thanks to Darren for sorting out any other IT issues and for time spent on redesigning some of our forms.

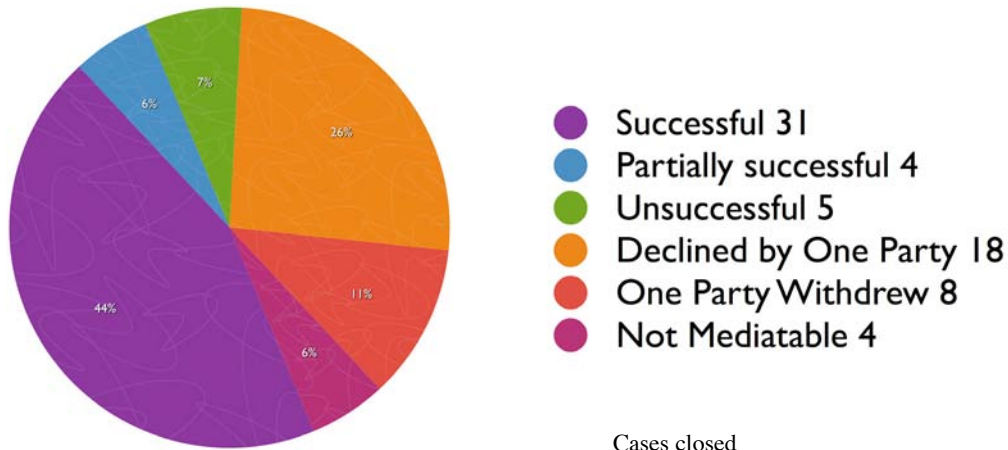
We would not be able to operate without the valuable time given by all our volunteers: - Trustees, Mediators and Admin staff. Thank you to everyone for making this another successful year for Croydon Community Mediation.

# Service Delivery Statistics 2010-2011

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 decline to go forward with mediation. When clients do take the opportunity we offer the likelihood of resolution remains high. Of the 40 cases to reach Joint/Shuttle meeting this year 31 were successful, 4 were partially successful and only 5 were unsuccessful.

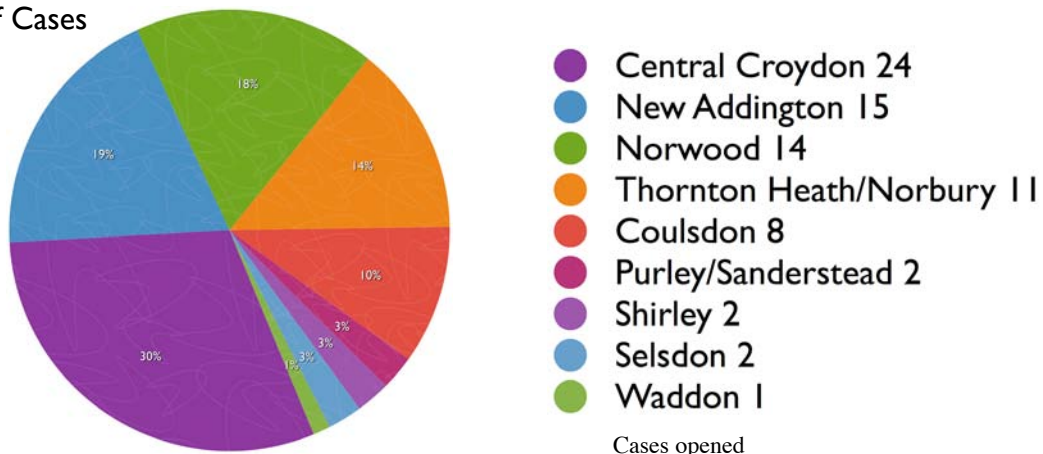
Noise remains the biggest reason for neighbour disputes being referred to mediation. However, disputes continue to be referred to us across the wide spectrum of neighbour issues with neighbours recognising the benefits of mediating resolution.

## Outcomes



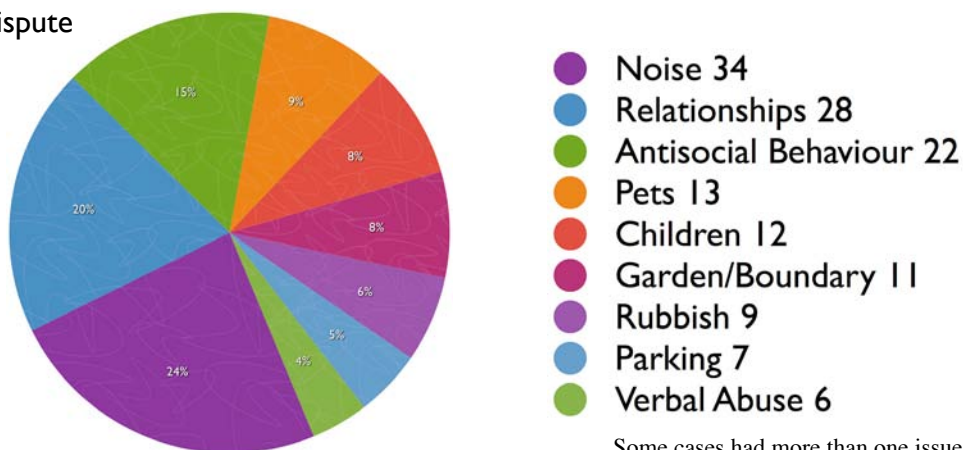
Cases closed

## Location of Cases



Cases opened

## Types of Dispute



Some cases had more than one issue

# Treasurer's Report

**Gilly Gajdatsy**

*CCM Trustee & Treasurer*

This has been a year of learning and surviving.

Financially, we have been well funded by Croydon Council, although we lost a small grant of £1,275 per quarter after December 2010. This had been paid by the Stronger Communities Fund.

As we have had to pay only one salary for most of the year, we have been able to build up a substantial amount in reserves. Please see accounts for details.

The Trustees have regularised Pam's employment. She is now officially Service Manager, at an agreed salary, and with terms which allow her flexibility in managing her time.

At Croydon Council's request, we have submitted a budget for a lower annual amount for the financial year 2011 -12.

Throughout the year, Pam and I have been monitoring our spending, and have continued to look for savings. We expect to have some extra expenditure when we move premises and are confident that we have a sound financial basis for our continued work.

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 31<sup>st</sup> March 2011.

### **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  
Deborah Burrows  
Greta Sohoye

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

### **Dorothy McEwan**

The Trustees have to report the sad and unexpected death during the year of Dorothy ("Dot") McEwan, our Service Manager.

### **Reserves policy and risk management**

During 2008/09, a detailed review of the charity's activities was carried out and the trustees planned a comprehensive strategy and business plan for the next 3 years, setting out the major objectives, opportunities, finance and resources available to the charity, and the risks to which it is exposed. This strategy is reviewed periodically and is to be continued for the next three years. The organisation now holds adequate reserves as indicated by both Companies House and the Charity Commission. 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;
- 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.

## **Report of the Trustees** *(continued)*

### **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.

### **Finances and future prospects**

Now that funding appears to be more secure, once the required top up funding is identified for future years, CCM is intending to look for other areas of mediation into which to move.

Our budget for 2010/11 included approximately £5,000 for training costs which will now be incurred in 2011/12.

### **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 2006.

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 21<sup>st</sup> June 2011.

Gillian Gajdatsy  
Trustee

# **Independent Auditors' Report**

To the members of Croydon Community Mediation

We have audited the financial statements of Croydon Community Mediation (Company number 3973287) for the year ended 31<sup>st</sup> March 2011 which comprise the Statement of Financial Activities, the Balance Sheet and related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. 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**

As explained more fully in the Trustees' Responsibilities Statement (set out on page 9), the trustees' (who are also directors of the company for the purpose of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

## **SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of :whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent misstatement or inconsistencies we consider the implications for our report.

## **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 31<sup>st</sup> March 2011 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 United Kingdom Generally Accepted Accounting Practice; and
- the financial statements have been properly prepared in accordance with the Companies Act 2006.

## **OPINION ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006**

In our opinion the information given in the Trustees' Annual Report for the financial year for which financial statements are prepared is consistent with the financial statements.

## **MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION**

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and to take advantage of the small companies' exemption in preparing the Trustees' Annual Report.

Derek Mitchell (Senior Statutory Auditor)  
for and on behalf of Kings Mill Partnership  
Chartered Accountants and Statutory Auditors  
75 Park Lane  
Croydon  
Surrey, CR9 1XS  
21<sup>st</sup> June 2011

# Statement of Financial Activities

For the year to 31<sup>st</sup> March 2011

	notes	2011 Total £	2010 Total £
<b>INCOME AND EXPENDITURE</b>			
<b>INCOMING RESOURCES</b>			
Grants Received	2	73,923	83,138
Miscellaneous Fees and Donations		30	10
Gross Interest Received		34	26
		<u>73,987</u>	<u>83,174</u>
<b>RESOURCES EXPENDED</b>			
Direct Charitable Expenditure	3	40,813	75,749
Governance Costs	3	1,020	788
		<u>41,833</u>	<u>76,537</u>
<b>TOTAL RESOURCES EXPENDED</b>		<u>41,833</u>	<u>76,537</u>
<b>NET INCOMING RESOURCES</b>		<u>32,154</u>	<u>6,637</u>
Balance brought forward at 1 April 2010		22,877	16,240
Balance carried forward at 31 March 2011		<u>55,031</u>	<u>22,877</u>

# Balance Sheet

At 31<sup>st</sup> March 2011

	notes	2011		2010	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible assets	<b>5</b>		742		990
<b>Current Assets</b>					
Debtors	<b>6</b>	2,225		2,485	
Cash at Bank and in Hand		53,084		20,612	
		<u>55,309</u>		<u>23,097</u>	
<b>Creditors</b>					
amounts falling due within 1 year	<b>7</b>	<u>1,020</u>		<u>1,210</u>	
<b>Net current assets</b>			<u>54,289</u>		<u>21,887</u>
<b>Total assets less current liabilities</b>			<u>55,031</u>		<u>22,877</u>
<b>Income Funds</b>					
Unrestricted Funds	<b>9</b>		<u>55,031</u>		<u>22,877</u>
<b>Total Funds</b>			<u>55,031</u>		<u>22,877</u>

These financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies (effective April 2008).

The financial statements were approved by the Board on 21<sup>st</sup> June 2011 and signed on its behalf by:

Gilly Gajdatsy  
Treasurer

# Notes to the Financial Statements

For the year to 31<sup>st</sup> March 2011

## 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 qualifies as a small company under the Companies Act 2006. The directors have elected to take advantage of the exemption under the FRSSE not to prepare a cash flow statement.

### 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

	<b>2011</b>	<b>2010</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Croydon Council Grant	11,825	13,100
Croydon Housing Dept. Funding	60,598	61,371
Parentline Plus	-	2,317
Bennett Welch	-	100
RSL Fees	1,500	6,250
	<hr/> <hr/> 73,923	<hr/> <hr/> 83,138

## Notes to the Financial Statements (continued)

For the year to 31<sup>st</sup> March 2011

### 3. Expenditure

	<b>2011</b>	<b>2010</b>
<b>Direct Charitable Expenditure</b>	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Staff Costs	26,194	59,387
Mediators Training & Supervision	90	252
Insurance & Subscriptions to Membership	1,428	1,543
Office Volunteers Expenditure	-	437
Premises Costs	10,125	10,842
Printing, Postage, Stationery & Telephone	1,285	1,389
Publicity & Fund raising	350	245
General Expenses	407	344
Repairs & Maintenance	310	568
Depreciation	248	331
Payroll & Bookkeeping	376	411
Total Direct Charitable Expenditure	<u>40,813</u>	<u>75,749</u>

	<b>2011</b>	<b>2010</b>
<b>Governance Costs</b>	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Auditor's Remuneration	1,020	788
	<u>1,020</u>	<u>788</u>

### 4. Staff Costs

	<b>2011</b>	<b>2010</b>
	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
Wages & Salaries	20,968	47,310
Employers National Insurance	1,410	3,616
Pension Costs	3,816	8,461
	<u>26,194</u>	<u>59,387</u>

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

	<b>2011</b>	<b>2010</b>
The average number of employees during the year was:	<u>1</u>	<u>2</u>

## Notes to the Financial Statements (continued)

For the year to 31<sup>st</sup> March 2011

### 5. Tangible Fixed Assets

	<b>Furniture &amp; Equipment</b>	<b>Computer Equipment</b>	<b>Total</b>
<b>Cost</b>			
At 1st April 2010	1,842	2,501	4,239
Additions	-		-
At 31st March 2011	1,842	2,501	4,343
<b>Depreciation</b>			
At 1st April 2010	1,387	1,966	3,353
Charge for year	114	134	248
At 31st March 2011	1,501	2,100	3,601
<b>Net Book Value</b>			
As at 31st March 2011	341	401	742
As at 31st March 2010	455	535	990

### 6. Debtors

	<b>2011</b>	<b>2010</b>
Prepayments	2,000	2,000
Other debtors	225	485
	<u>2,225</u>	<u>2,485</u>

### 7. Creditors

Amounts falling due within one year	<b>2011</b>	<b>2010</b>
Other Creditors	1,020	1,210
	<u>1,020</u>	<u>1,210</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 31<sup>st</sup> March 2011

### 9. Unrestricted Funds

	<b>Balance</b>	<b>Movement in Resources</b>		<b>Balance</b>
	<b>1 April 2010</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>31 March 2011</b>
Unrestricted Funds	<u>22,877</u>	<u>73,987</u>	<u>41,833</u>	<u>55,031</u>

### 10. Analysis of Net Assets between Funds

	<b>Fixed</b>	<b>Net Current</b>	<b>Total</b>
	<b>Assets</b>	<b>Assets</b>	
Unrestricted Funds	<u>742</u>	<u>54,289</u>	<u>55,031</u>
	<u>742</u>	<u>54,289</u>	<u>55,031</u>



# Guest Speaker

Lesley Saunders

Lesley Saunders is a mediator, trainer, supervisor and competence assessor.

Lesley started out in social policy research and came to mediation via counselling, with a specialism in working with children and young people in separating and reforming families.

Her initial contact with mediation was in the early 1990s with the Kingston Friends Workshop Group, a charity set up in the 1980's to work with young people in schools on conflict resolution. She was so impressed with the work she was researching that she trained with the Group as a mediator and joined their team providing neighbour mediation in Kingston, Richmond and Merton.

In 1996 Lesley took on the management of the group on part time basis whilst maintaining her work in both research and counselling. In the next few years she trained mediators, trained as a supervisor and qualified as an NVQ assessor.

After her move to Berkshire in 2000 Lesley decided to move into mediation full time in a variety of roles. Between 2001 and 2005 she worked as a community mediator doing neighbour and intergenerational work with her local services. She delivered basic skills and ongoing mediation training for a number of mediation services as well as for Mediation UK. She was an assessor for mediator competence for Mediation UK and supervisor for a number of mediation services.

During that time Lesley also provided workplace mediation and associated training with a local group, mediated, supervised and trained for the Disability Conciliation Service and also mediated between parents of children with special education needs and education authorities.

In 2004 Lesley trained in family mediation and since then has mainly worked in mediation with separating couples and their children. She became a recognised family mediator to provide mediation under the legal aid scheme in 2006, was service director of the Thames Valley Family Mediation Service from 2007 to 2010 and qualified as a family mediation supervisor in 2010.

In 2010 Lesley moved back to Surrey and now mediates, supervises and trains mostly in family mediation across a number of services but remains committed to sustaining community mediation – being supervisor at Ealing and providing basic skills training to services across London.