

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

England & Wales · Charity number 1078636

Details

Other names NACCC

Status Registered

Legal form Charitable company

Company number [03886023](#)

Registered 1999-12-16

Register [View on the Charity Commission register](#)

Contact

Address N.a.c.c.c
5 Russell Place
Nottingham
NG1 5HJ

Phone 01159484557

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Website www.naccc.org.uk

Activities

Objects: TO RELIEVE EMOTIONAL DISTRESS CAUSED BY THE BREAK-UP OF FAMILY RELATIONSHIPS BY:(I) THE PROMOTION OF CENTRES; AND(II) THE PROVISION OF EDUCATION AND SUPPORT FACILITIES; AND(III) THE PROVISION OF OTHER ANCILLARY AND ASSOCIATED SERVICES

Activities: NACCC exists 'to promote safe child contact within a national framework of Child Contact Centres'. NACCC provides training & support, network & consultation opportunities, so that centres are more effective in safeguarding children within their own communities.

Classification

- **How:** Provides Services, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes
- **Who:** Children/young People

Geography

- Northern Ireland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£431,806	£366,623	-	-
2024-03-31	£385,836	£352,021	-	-
2023-03-31	£387,032	£355,399	-	-
2022-03-31	£391,984	£388,035	-	-
2021-03-31	£319,553	£380,761	-	-

Trustees

Name	Role	Appointed
Angela Wellings		2025-06-17
Elizabeth Tarn		2023-06-06
Isabel Ffion Roberts		2025-09-09
Julie Tisbury		2024-01-15
La-Toyah Sara Braham Phillips		2024-09-10
Lucy Jane Glass		2018-02-16
Sharon Scott		2024-01-15
Therese Marie Chantal Patel		2023-03-21
Thomas James Quarton-Manuel		2025-09-09

Accounts

Charity registration number 1078636 (England and Wales)

Company registration number 03886023

**NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Lucy Glass	
	Malcolm MacLellan (Treasurer)	
	Gareth Williams	
	Elizabeth Tarn	
	Therese Patel	
	Sharon Scott (Chair)	
	Julie Tisbury	
	La-Toyah Phillips	(Appointed 10 September 2024)
	Angela Wellings	(Appointed 17 June 2025)
Secretary	Elizabeth Tarn	
Chief executive	Elizabeth Coe	
Charity number	1078636	
Company number	03886023	
Registered office	5 Russell Place Nottingham NG1 5HJ	
Independent examiner	Rogers Spencer Newstead House Pelham Road Nottingham NG5 1AP	
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4TA	

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their report and financial statements for the year ended 31 March 2025. The trustees, who are also directors of the National Association of Child Contact Centres for the purposes of company law and who served during the year and up to date of this report are set out on the legal and administrative page.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)".

Structure, Governance and Management

NACCC Mission Statement:

Parenting doesn't end when relationships do.

NACCC Vision:

Setting the standard to Child-centred family time.

NACCC Values Statement:

Improvement: NACCC will seek continual improvement in our work, to demonstrate leadership in our behaviours and professionalism in our external engagement. We will provide leadership, support and training to all child contact centres and volunteers to improve the quality of services for children.

Transparency: NACCC will be transparent in everything we do, in our practices as a charity and in our approach to operations and leadership.

Neutrality: NACCC will remain neutral at all times in our work with children, parent and wider family members. We will be non-judgemental in our approach and handling of children and family situations and behaviours.

Empathy: We will remain, at all times, empathetic to the children and families we support. We aspire to create a culture, across accredited child contact centres and services, which is sympathetic and sensitive to the backgrounds, behaviours and situations of children and their wider families, while seeking constructive outcomes for each and every case.

Objectives and activities for the public benefit

The objects of the charity are:-

- Build further the quality of our volunteer run operations
- Engage key stakeholders demonstrating the need for continued contact centre services in all parts of the UK and support its effective delivery.
- Identify the effective use of resources, structure and ways of working to meet the needs of the strategy.
- Develop and execute a focused communications engagement approach to strengthen our reputation as the go the place for child contact issues, and to ensure continuing external support and funding.

NACCC is governed by a Board of Directors, all of whom are also Trustees of the Charity. There were four board meetings within the financial year and one day of strategic planning plus an Annual General Meeting.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2025**

The operational management is vested in the Chief Executive, who is supported by the following staff:

- A full time Business Admin Manager.
- A part time Administrator.
- A full time Administrator.
- A part time Finance Administrator.
- A part time Communications Manager.
- A full time Service Development Manager who is supported by a pool of self-employed assessors who ensure that Centres achieve accreditation and re-accreditation in a timely manner and in line with the national standards.

Public Benefit:

The trustees have regard to the Charity Commission's guidance on their legal duty in relation to the public benefit and are satisfied that the Charity delivers a public benefit and due regard is paid to the guidance on public benefit when deciding on what new projects the Charity should undertake.

Activities undertaken in furtherance of the charity's objectives

NACCC has a strategic plan, the objectives of which are:

1. Build further the quality of our volunteer run operations.
2. Engage key stakeholders demonstrating the need for continued contact centre services in all parts of the UK and support its effective delivery.
3. Identify the effective use of resources, structure and ways of working to meet the needs of the strategy.
4. Develop and execute a focused communications engagement approach to strengthen our reputation as the go to place for child contact issues, and to ensure continuing external support and funding.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance

This strategic plan was reviewed quarterly. All objectives were achieved.

In December 2024 when this plan was concluded a new strategic plan was developed. The objectives of this plan are:-

- Build the value that NACCC offers to members
- Increase Geographical Coverage
- Maintaining and enhancing the excellence of NACCC's existing services
- Build awareness among key influencers and decision-makers
- Develop effective communications/engagement and fundraising strategies.
- Identify and develop the effective use of resources, structure and ways of working.

This plan has already had two quarterly reviews and one of the elements of the new plan are that Trustees are taking responsibility for leading on objectives.

Trustees' commitments

The Board of Trustees has given a commitment to visit different child contact centres each year. General trustees are committed to each visiting at least two contact centres a year and the Chair of Board has a commitment to visit at least four contact centres each year. This will enable trustees to have a better understanding of the work that goes on in the different contact centres and for contact centre staff to gain a better understanding of the work of the board of trustees. Whilst making this commitment the board has also recognised that will take a long time to visit all the centres and meet all the staff in the different centres. To help expediate this process the Chair of the Board and the CEO for NACCC will hold regional afternoon tea meetings in different regional areas of the country as a getting to meet and know basis and, where any one from a contact centre will be welcome to attend.

The chair of the board has also attended a supported and a supervised accreditation meeting to understand the accreditation process in more depth and the work that sits behind the accreditation process.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Ministry of Justice

NACCC were included in a Ministry of Justice and DA-POC (Domestic abuse – positive outcomes for Children) group which included Women's Aid, Cafcass, the Domestic Abuse Commissioners Office and Mrs. Justice Knowles. This group ceased to exist due to staff changes at the MoJ.

MoJ Supported Child Contact Centre Grant

NACCC has just completed the second year of the supported child contact centre grant. The annual evaluation required by the MoJ was completed and sets out proposals for ongoing responsibility for the contact centre grant. The MoJ give NACCC a contribution for admin costs associated with distribution of the grant.

Going forward the MoJ have taken on responsibility for Contact Centres in Wales and it is anticipated that as there will not be an increase in the overall grant, and the money will have to go further. NACCC continues to allocate the funds in what we deem to be the fairest manner and prioritise on the request from the not-for-profit centres. The Welsh centres being included will not affect the allocations to the not-for-profit centres.

Communications

In July 2024 NACCC employed a Communication's Manager. This has increased NACCC's profile considerably over all social media platforms. There has been a communication plan developed which includes Social Media Management, metrics, growth, a standard operating procedure. Production of a calendar of key national awareness days using it to create dedicated campaigns which link into NACCC service offering, and work on NACCC's branding – development and alignment. Further Goals are asset creating, marketing material and website refinement and development.

Coffee Shops

Coffee Shops continue to thrive having a variety of experts in their field to speak about their work. Examples of presentations in the past year have been: -

- Insurance for Contact Services "are you fully covered?",
- Support for parents regarding child mental health, and Professor Tarrant about male parents and their role in family life.
- Only mums and dads, about the work they do with parents, the Family law legal helpline and how they can help centres
- College of Mediators, talking about how centre staff could consider becoming mediators and also giving them some advice on using some mediation skills with families
- Buzz on their Families Forward programme

Standards and Standard Panel

This year has seen the roll out of both sets of standards that have had several changes following work with the MoJ. They have been published following consultation with members and Trustees as well as the Standards Panel. With the new standards for supported centres a new practice guide has been developed to help these centres which are largely staffed by volunteers. There has been additional training for assessors on the new standards and various meetings with centres to support them in working to the new standards.

The NACCC standards panel has met twice during the year covered by this report. They have agreed the new standards following comments, looked at accreditation reports and complaints handling.

Trends

In the last few years, the number of supported centres has reduced whilst the enhanced centres (those providing both supported and supervised) has increased. The supported centres did not come back to full strength after the pandemic, many closed, and numbers of children attending and new referrals has left many centres no longer viable. It can only be assumed why this drop in families attending supported centres. Families have got more complex problems since the pandemic. Increased Domestic Abuse, Drug and Alcohol abuse, and poor mental health. Additionally with the passing of the Domestic Abuse Act more people have been prepared to act against perpetrators.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

IT Security

NACCC continues to comply with IT requirements and has achieved Cyber Security Certificate for another year. NACCC recently faced its most significant IT security incident to date. Malicious links were sent by email leading to unauthorized access to our IT system. NACCC IT support worked for two days to rescue our systems, reset passwords and assessed potential danger. Fortunately, no data was taken, and the harm was limited. Some IT settings were altered to disguise the breach, but these were identified and corrected.

Training

Below is a table of people each month who have had some sort of training input whether that be e-learning, online training, or coffee shops. In addition, it is anticipated NACCC will develop a new training course to help centres diversify their services to include Parenting Programmes. It is important for centres to look at other means of revenue generation and this would along with some who are working with mediators make a more holistic service.

Apr-24	164
May-24	190
Jun-24	103
Jul-24	164
Aug-24	130
Sep-24	205
Oct-24	108
Nov-24	233
Dec-24	83
Jan-25	201
Feb-25	168
Mar-25	149
Total	2006

In addition to this there has been a presentation to the Local Family Justice Board, magistrates and judges 169 in total on the workings of Contact Centres.

Family Solutions Group

This is partnership working. Collectively this multi-disciplinary group have challenged a Domestic Abuse policy which the judiciary considered unworkable. Completed a Legal profession survey which looked at whether training of the legal profession should include different elements such as experiential learning for example having placements in other services such as Child contact centres, mediation or parenting programmes to increase their understanding.

FSG has also responded to the Law Commission's scoping review and the Public Accounts Committee – Call for evidence on the family court system. The key questions being – Examining if the family court system across England and Wales has capacity to meet current and future demand, including account for the needs of different groups. Understanding how Departments and other organisations are working towards a whole system approach to improve family courts performance and asking how the system can deliver an effective and efficient service that also offers value for the taxpayers money.

Additionally, as a group we are developing standards to be used in the accreditation of Separated Parent Programmes thus assuring the consistency, safety and quality of these programmes. This is an issue in which the courts are particularly interested in.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Trustees' responsibility statement

The trustees (who are also the directors of NACCC for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the situation of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- 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 which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

- there is no relevant information of which the charitable companies independent examiners are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the independent examiners are aware of that information.

Risk Review

In this reporting period the trustees carried out a review of NACCC's activities and the risks to which it may be exposed.

Reserves Policy

The Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets ("the free reserves") held by the charity should be between 4 and 6 months of the resources expended which equates to £150,755 to £226,133 in general funds based on budgeted 2025/26 expenditure. At this level the Trustees feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding. At present the free reserves amount to £357,738.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Results for the Year

The detailed results for the year and the charity's financial position at the end of the year are shown in the attached financial statements.

The year ending March 2025 can be summarised as follows. This year resulted in a 12% increase in overall income from the previous financial year (£431,806 vs £385,836). This can be attributed to the increased number of accreditations/re-accreditations of centres in 2024-25 which resulted in £23K higher income than in the previous year (£71K vs £48K), £15K increase in membership fees (£122K vs £107K). Increases in trading and investment income compensated for no longer having income from safe referrals as that online platform ceased during 2023-2024.

Overall expenditure was 4.1% higher than in previous year (£366,623 vs £352,021). Increased accreditation costs (£53K v £27K) reflected the higher number carried out. General Running expenses (£39K v £46K) and premises costs (£28K v £35K) were 15% and 20% down respectively on previous year. Staff costs were down (£211 v £214K) on the previous year with the reduced number of staff in the first quarter of the year offsetting the cost of living increase awarded by the trustees.

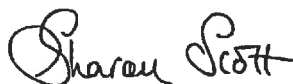
The net effect of the above resulted in a £65,183 surplus compared to £33,815 surplus the previous year, this was far more favourable than the budgeted surplus of £9,448. There are no designated reserves at the end of 2024-25 (subject to final audit). As the last 3 financial years have yielded healthy surpluses the un-restricted reserves are now above pre-pandemic levels.

The report is prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Lucy Glass	
Malcolm MacLellan (Treasurer)	
Gareth Williams	
Helen Wagner	(Resigned 5 January 2025)
Elizabeth Tarn	
Therese Patel	
Sharon Scott (Chair)	
Julie Tisbury	
La-Toyah Phillips	(Appointed 10 September 2024)
Angela Wellings	(Appointed 17 June 2025)

The trustees' report was approved by the Board of Trustees.



Sharon Scott (Chair)

Trustee

Dated: ...8th September 2025.....

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

I report to the trustees on my examination of the financial statements of National Association of Child Contact Centres (the charity) for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006.

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the Companies Act 2006 and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011.

Independent examiner's statement

Since the charity's gross income exceeded £250,000, the independent examiner must be a member of a body listed in section 145 of the Charities Act 2011. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006.
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the Companies Act 2006 other than any requirement that the financial statements give a true and fair view, which is not a matter considered as part of an independent examination; or
- 4 the financial statements 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 financial statements 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 financial statements to be reached.



Lisa Johnston FCA
for and on behalf of
Rogers Spencer
Chartered Accountants
Newstead House
Pelham Road
Nottingham
NG5 1AP

Dated: 23/09/2025

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes						
Income and endowments from:							
Donations and legacies	2	5,802	192,000	197,802	1,953	192,000	193,953
Charitable activities	3	222,203	-	222,203	181,906	-	181,906
Investments	4	11,801	-	11,801	9,377	-	9,377
Other income	5	-	-	-	600	-	600
Total income		239,806	192,000	431,806	193,836	192,000	385,836
Expenditure on:							
Raising funds	6	8,674	50,296	58,970	9,061	48,977	58,038
Charitable activities	7	165,949	141,704	307,653	149,514	144,469	293,983
Total expenditure		174,623	192,000	366,623	158,575	193,446	352,021
Net income		65,183	-	65,183	35,261	(1,446)	33,815
Transfers between funds		3,000	(3,000)	-	-	-	-
Net movement in funds	9	68,183	(3,000)	65,183	35,261	(1,446)	33,815
Reconciliation of funds:							
Fund balances at 1 April 2024		297,169	3,000	300,169	261,908	4,446	266,354
Fund balances at 31 March 2025		365,352	-	365,352	297,169	3,000	300,169

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	13		7,614		7,843
Current assets					
Debtors	14	63,437		54,903	
Cash at bank and in hand		449,416		384,122	
		512,853		439,025	
Creditors: amounts falling due within one year	15	(155,115)		(146,699)	
Net current assets			357,738		292,326
Total assets less current liabilities			365,352		300,169
The funds of the charity					
Restricted income funds	19	-		3,000	
Unrestricted funds	20	365,352		297,169	
		365,352		300,169	

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

The director acknowledges his responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the trustees on 08/09/25

Malcolm MacLellan

Malcolm MacLellan (Treasurer)
Trustee

Company registration number 03886023 (England and Wales)

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

National Association of Child Contact Centres is a private company limited by guarantee incorporated in England and Wales. The registered office is 5 Russell Place, Nottingham, NG1 5HJ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise unrestricted funds which have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

The Charity receives government grants. Income from government and other grants are recognised at fair value when the Charity has entitlement after any performance related conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of obligation can be measured reliably, it is categorised under the following headings:

Costs of raising funds comprise the costs associated with attracting voluntary income.

Expenditure on charitable activities includes 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.

1.6 Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment loss. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer equipment	33% straight line
Fixtures, fittings and equipment	25% straight line

1.7 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.8 Retirement benefits

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.9 Leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

1.10 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2 Donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations	5,802	-	5,802	1,953	-	1,953
Ministry of Justice CYPF	-	192,000	192,000	-	192,000	192,000
	<u>5,802</u>	<u>192,000</u>	<u>197,802</u>	<u>1,953</u>	<u>192,000</u>	<u>193,953</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

3 Charitable activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Membership fees	121,670	106,799
Enhanced accreditation and re-accreditation fees	71,420	47,820
Conference & training fees	13,830	7,715
Primary purpose trading income	11,504	10,698
Services to members, including CRB checks	3,848	2,932
Income from Safe Referrals	(69)	5,942
	<u>222,203</u>	<u>181,906</u>

4 Investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Bank interest receivable	<u>11,801</u>	<u>9,377</u>

5 Other income

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Net gain on disposal of tangible fixed assets	<u>-</u>	<u>600</u>

6 Raising funds

	2025 £	2024 £
Premises costs	6,609	7,695
Travel and subsistence	1,000	391
Stationery, postage and telephone	1,065	975
Staff costs	50,296	48,977
	<u>58,970</u>	<u>58,038</u>
Analysis by fund		
Unrestricted funds	8,674	9,061
Restricted funds	50,296	48,977
	<u>58,970</u>	<u>58,038</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Charitable activities

	Total 2025 £	Total 2024 £
Staff costs	160,299	164,762
Depreciation and impairment	3,617	2,848
Operating lease - Land & buildings	15,483	15,193
Operating lease - Plant & machinery	-	931
Office premises costs	21,544	27,086
Information, education and promotion	4,510	4,944
DBS check fees	4,345	3,197
Accreditation assessors	53,040	26,590
Travel and subsistence	2,410	1,763
Consultancy and agency fees	898	9,036
Training	2,980	3,232
Stationery, postage and telephone	4,260	3,898
Bad debt write off	500	-
Bank charges	120	142
	<u>274,006</u>	<u>263,622</u>
Share of governance costs (see note 8)	33,647	30,361
	<u>307,653</u>	<u>293,983</u>
Analysis by fund		
Unrestricted funds	165,949	149,514
Restricted funds	141,704	144,469
	<u>307,653</u>	<u>293,983</u>

8 Governance costs

	2025 £	2024 £
Staff costs	24,389	23,705
Independent examination fees	2,000	2,000
Independent examiners fees for other services	2,344	2,986
Insurance	408	363
Committee expenses	4,506	1,307
	<u>33,647</u>	<u>30,361</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

9	Net movement in funds	2025 £	2024 £
	Net movement in funds is stated after charging/(crediting)		
	Fees payable to the company's independent examiners for the independent examination of the company's financial statements	2,000	2,000
	Depreciation of owned tangible fixed assets	3,617	2,612
	Loss/(profit) on disposal of tangible fixed assets	-	(600)
	Operating lease rentals - Land and buildings	15,483	15,193
	Operating lease rentals - Plant and machinery	-	931
		<u> </u>	<u> </u>

10 Trustees

The trustees neither received nor waived any remuneration during the year (2023 - £Nil).

The reimbursement of trustees expenses was as follows:

	2025 Number	2024 Number	2025 £	2024 £
Travel & subsistence	7	8	1,307	1,167
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

11 Employees

The total staff costs and employees benefit's was as follows:

	2025 £	2024 £
Wages and salaries	207,156	208,630
Social security costs	15,611	15,787
Other pension costs	12,217	13,027
	<u> </u>	<u> </u>
	234,984	237,444
	<u> </u>	<u> </u>

Remuneration of key management personnel

The remuneration of key management personnel is as follows:

Aggregate compensation	54,999	54,161
	<u> </u>	<u> </u>

No employee received emoluments of more than £60,000 (2023 :None).

Number of employees

The average monthly numbers of employees and full time equivalent (FTE) during the year was as follows:

2025 Number	2025 FTE	2024 Number	2024 FTE
7	6	7	5
<u> </u>	<u> </u>	<u> </u>	<u> </u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

13 Tangible fixed assets

	Computer equipment	Fixtures, fittings and equipment	Total
	£	£	£
Cost			
At 1 April 2024	27,893	1,595	29,488
Additions	3,389	-	3,389
At 31 March 2025	31,282	1,595	32,877
Depreciation and impairment			
At 1 April 2024	20,194	1,452	21,646
Depreciation charged in the year	3,474	143	3,617
At 31 March 2025	23,668	1,595	25,263
Carrying amount			
At 31 March 2025	7,614	-	7,614
At 31 March 2024	7,700	143	7,843

14 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	43,619	39,239
Prepayments and accrued income	19,818	15,664
	63,437	54,903

15 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Other taxation and social security		7,351	6,924
Deferred income	17	132,299	107,429
Trade creditors		5,005	5,204
Other creditors		5,000	21,920
Accruals		5,460	5,222
		155,115	146,699

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Funds received as agent

During the period under review £450,000 (2024: £450,000) was received from the Ministry of Justice. £455,524 (2024: £439,438) of the funds received were paid out to recipients in accordance with the directions of the Ministry of Justice. Administration fees of £11,376 (2024: £10,562) were received in relation to this agreement.

As at the year end £5,000 (2024: £21,900) is included within other creditors, note 14.

17 Deferred income

	2025 £	2024 £
At 1 April 2024	107,429	86,004
Increase in year	132,299	107,429
	239,728	193,433
Released in year	(107,429)	(86,004)
At 31 March 2025	132,299	107,429

Deferred income comprises advanced invoicing of membership subscriptions and enhanced accreditations.

18 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Although the scheme is a defined contribution scheme, employees paid into a growth plan series 3 prior to October 2013. The debt on withdrawal from the scheme amounts to £8,954 (2024 - £8,173) as shown on the most recent growth plan report dated 30 September 2024 (2024 - 30 September 2023).

The amount recognised as an expense in the period in respect of defined contribution schemes was £12,217 (2024 - £13,027).

The defined liability is allocated to restricted funds.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Restricted funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Ministry of Justice CYPF Grant	-	192,000	(192,000)	-	-	192,000	(192,000)	-	-
Edward Cadbury Trust	3,000	-	-	-	3,000	-	-	(3,000)	-
Clothworkers Foundation	1,446	-	(1,446)	-	-	-	-	-	-
	<u>4,446</u>	<u>192,000</u>	<u>(193,446)</u>	<u>-</u>	<u>3,000</u>	<u>192,000</u>	<u>(192,000)</u>	<u>(3,000)</u>	<u>-</u>

Purposes of restricted funds

The Ministry of Justice Grant was to fund NACCC's running costs to help improve outcomes for children, young people and families through the use of child contact centres.

The Trustees of the Edward Cadbury have provided the funding towards the costs of recruiting part-time Support Workers to work with contact centres and at risk families in the West Midlands. The balance brought forward is an historic balance of over 5 years, given towards a project that could not be carried out. The funder has been contacted on numerous occasions and no response has been provided. The decision was therefore taken to transfer this balance to unrestricted reserves.

The Clothworkers Foundation grant was provided to NACCC to provide IT equipment and greatly support remote working due to the pandemic and the restrictions with in person contact.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

20 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
General funds	297,169	239,806	(174,623)	3,000	365,352
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
General funds	261,908	193,836	(158,575)	-	297,169

21 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2025 are represented by:						
Tangible assets	7,614	-	7,614	7,324	519	7,843
Current assets/(liabilities)	357,738	-	357,738	289,845	2,481	292,326
	365,352	-	365,352	297,169	3,000	300,169

22 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	15,000	15,000
Between two and five years	3,750	18,750
	18,750	33,750

23 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

Accounts

Charity registration number 1078636

Company registration number 03886023 (England and Wales)

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Lucy Glass	
	Malcolm MacLellan (Treasurer)	
	Gareth Williams	
	Helen Wagner	
	Elizabeth Tarn	(Appointed 6 June 2023)
	Therese Patel	
	Sharon Scott (Chair)	(Appointed 15 January 2024)
	Julie Tisbury	(Appointed 15 January 2024)
Secretary	Elizabeth Tarn	
Chief executive	Elizabeth Coe	
Charity number	1078636	
Company number	03886023	
Registered office	5 Russell Place Nottingham NG1 5HJ	
Independent examiner	Rogers Spencer Newstead House Pelham Road Nottingham NG5 1AP	
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4TA	

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their report and financial statements for the year ended 31 March 2024. The trustees, who are also directors of the National Association of Child Contact Centres for the purposes of company law and who served during the year and up to date of this report are set out on the legal and administrative page.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)".

Structure, Governance and Management

NACCC Mission Statement:

Parenting shouldn't end when relationships do.

NACCC Vision:

A child contact service that works better for children.

NACCC Values Statement:

Improvement: NACCC will seek continual improvement in our work, to demonstrate leadership in our behaviours and professionalism in our external engagement. We will provide leadership, support and training to all child contact centres and volunteers to improve the quality of services for children.

Transparency: NACCC will be transparent in everything we do. In our practices as a charity and in our approach to operations and leadership.

Neutrality: NACCC will remain neutral at all times in our work with children, parent and wider family members. We will be non judgemental in our approach and handling of children and family situations and behaviours.

Empathy: We will remain, at all times, empathetic to the children and families we support. We aspire to create a culture, across accredited child contact centres and services, which is sympathetic and sensitive to the backgrounds, behaviours and situations of children and their wider families, while seeking constructive outcomes for each and every case.

Objectives and activities for the public benefit

The objects of the charity are:-

- Build further the quality and effectiveness of our volunteer run operations and seek to increase demand.
- Engage stakeholders demonstrating the need for continued child contact services in all parts of the UK and support its effective delivery.
- Identify and develop the effective use of resources, structure, and ways of working to meet the needs of the new strategy.
- Develop and execute a focused communications engagement approach to strengthen our reputation as the go to place for child contact issues, and to ensure continuing external support and funding.

NACCC is governed by a Board of Directors, all of whom are also Trustees of the Charity. There were four Board Meetings within the financial year and one day of Strategic Business Planning.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

The operational management is vested in the Chief Executive, who is supported by the following staff:

- A full time Business Admin Manager
- A part time Administrator
- A full time Administrator
- A part time Finance Administrator
- A full time SRS Support Worker also responding to complaints, resigned from post December 2023.
- A full time Service Development Manager who is supported by a pool of self-employed assessors who ensure that Centres achieve accreditation and re-accreditation in a timely manner and in line with the national standards.

Public Benefit:

The trustees have regard to the Charity Commission's guidance on their legal duty in relation to the public benefit and are satisfied that the Charity delivers a public benefit and due regard is paid to the guidance on public benefit when deciding on what new projects the Charity should undertake.

Activities undertaken in furtherance of the charity's objectives

NACCC has a strategic plan, the objectives of which are:

1. Build further the quality of our volunteer run operations.
2. Engage key stakeholders demonstrating the need for continued contact centre services in all parts of the UK and support its effective delivery.
3. Identify the effective use of resources, structure and ways of working to meet the needs of the strategy.
4. Develop and execute a focused communications engagement approach to strengthen our reputation as the go to place for child contact issues, and to ensure continuing external support and funding.

Achievements and performance

The plan has been reviewed year on year. To date nearly all objectives have been achieved. There is one part of an objective that has not been achieved and there are some ongoing items. The part objective that could not be met was in the training section where it had been planned that the Service Development Officer, having done the Mental Health First Aid course would attend a training the trainer's course so that it would be possible to put together a training package that could be rolled out to centres a version of Mental Health First Aid lite. Unfortunately, Mental Health First Aid (England) have not run a course this year.

Ongoing items are supervision of assessors which will continue to be done on a regular basis both individually, and through peer supervision, on the coffee shop developed for assessors. Also, ongoing will be the engagement with Members of Parliament and this likely to be with a whole range of new MPs to raise awareness of Contact Centres and arrange visits for them. Engagement with key Stakeholders, the Family Justice Young People's Board, the Family Solutions Group, and the All-party Parliamentary Group continues.

Ministry of Justice Review

Whilst the Cordis Bright review was generally favourable to NACCC the Ministry of Justice wanted us to meet with the DA-POC (Domestic Abuse – Positive outcomes for Children) group which included members of the Ministry of Justice, Women's Aid, Cafcass, Cafcass Cymru, the Domestic Abuse Commissioners Office and Mrs. Justice Knowles, before it could be signed off. DA-POC were satisfied with the work we had done on our standards to make them more robust and signed the review off. Following that meeting, however, we have done work with Women's Aid to further improve our training on Domestic Abuse and Coercive Control.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

MoJ Supported Child Contact Centre Grant

Two years ago, Cafcass, who distributed a grant to contact centres across England decided they would not do it anymore. NACCC put in a bid to distribute this rather than it be commissioned out to an organisation who did not understand contact centres. This was achieved. NACCC did this effectively and efficiently and has now been asked to do it for a second year. It has generated some extra work and the MOJ have given us a management fee.

This year Wales has lost its funding from Cafcass Cymru (Welsh Government) and NACCC has been working with the MoJ in a bid to get some funding for Welsh Centres. They have said that this will not be possible this year, but it is under consideration for next year.

Judicial Protocol

The first Judicial Protocol was written in 2000 after extensive consultation and endorsed by the then President, Dame Elizabeth Butler-Sloss. It was designed to assist judges and magistrates in making orders when referring families to contact centres. In 2017, Sir James Munby amended the Protocol in response to developments in the family justice system and, in particular, to the number of inappropriate referrals being made. The protocol has had a further review by the current President of the Family Division Sir Andrew MacFarlane and is more extensive than previously, covering the work of supervised centres as well as supported centres and also includes draft orders that will further help the court.

Safe Referral System

The Safe Referral System has been discontinued. So, few centres were using it, the system was an expensive system which had existed since 2012 but needed patching constantly and required a complete rebuild. Following a consultation with staff and the centres which were using it, the decision was taken to discontinue. NACCC put in place multiple safeguards to support the centres who did use it and any difficulties have now been resolved.

Coffee Shops

The NACCC online Coffee Shop provides members with opportunities for learning as well as support. In the last year we have had presentations by Women's Aid, Restored Lives, Mediation, CAMHS, Our Family Wizard, Dad's Unlimited and Only Mums/Dads. In addition to presentations members bring issues that they are grappling with, and others suggest solutions.

Parenting Plan

NACCC have developed a new Parenting Plan along with Our Family Wizard. A parenting plan is for use by parents to help them agree on arrangements for their child/children. It aims to cover most of the issues that might arise after parents have separated so that they can co-parent effectively. The template is written to put a focus on the wellbeing and future of the children, and can be drawn up at any time, but the sooner plans are laid out the better as it sets out how parents are to manage co-parenting. The plan has been widely distributed and the feedback by users is positive. Whilst it is designed to work along with the Our Family Wizard App there is no requirement to use the App if parents do not want too. There is a cost to the App but if contact centre staff say there is a hardship issue the app would be given free of charge without question.

Journals and Articles

This year articles have been written for several journals. These were for the Archbishop's Commission on Families, for a French Journal on English and French models of Contact, and Resolution.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Magistrates Training and Pathfinder Event

NACCC has been asked to provide training for magistrates this year in Berkshire as well as arranging for them to visit centres. In addition, we did a presentation at the Pathfinder event in the West Midlands, to highlight the integral part contact centres play.

Following a review of family courts, it was found that an adversarial approach often worsened conflict between parents and could have a damaging effect on domestic abuse victims and children. As a result, a pilot was launched in two Court areas in England & Wales, with the aim of recognising the impact of domestic abuse within the court process.

The aim of the court is to take an investigative, multi-agency and problem-solving approach. This is done by sharing information between the court, local authority, police and agencies. Pathfinder courts are now being rolled out across the country.

Family Solutions Group

The Family Solutions Group was set up in January 2020. Its specific purpose was to make recommendations to the Private Law Working Group (the PrLWG) for improvements to the 'pre-court space' which can be implemented in the immediate or short-term. NACCC is a member of this group and the benefit to NACCC of being part of this group is that it raises the profile of the organisation but also it has helped the organisation to become recognised as an integral part of the system for helping parents and children going through separation. The Family Solutions Group is of benefit not only for highlighting the need to support families in the pre-court space but are also consulted on new Ministry of Justice initiatives.

Name Change

Following the paper on Language Matters produced by members of the Family Solutions Group, where the use of the word contact was considered by parents to be a sterile term that they did not want attributed to the time they had with their children. NACCC has struggled to find an alternative C in our name and have failed to come up with a satisfactory alternative. To this end we decided to consult the Family Justice Young People's Board. Their response was unequivocal. They said they preferred the term 'contact' as it does 'what it says on the tin'. 'Contact worker' and 'Contact centre' are words which the young people who were consulted understand. The young people thought that changing the word contact was conforming to an adult agenda and did not see a need for it.

Training

In the last year 2330 learning opportunities have been delivered by NACCC to members. This is a big achievement and is significantly higher than in previous years. This has been done through face-to-face sessions, e-learning and coffee shop presentations. Training materials are constantly being reviewed and updated. Several modules have now been CPD approved these include Domestic Abuse/Coercive Control and Enhanced and supported coordinator training. The DA/Coercive control will have to be approved again as changes have been made in accordance with the Women's Aid feedback which was greatly valued and enhances the quality and credibility of the training.

Statistics and trends

In terms of service provision, we are continuing to see a recovery following the pandemic, but this continues to be at a much slower pace for supported only centres where referrals have dropped to 59% of what they were pre-covid (2,195 referrals down from 3,723) and the number of children being helped at 53% (5,376 children down from 8,634). This may be due to supported contact centre closures, awareness dropping and that risks have increased for families during the pandemic resulting in them needing supervised contact instead of supported. We know that some supported only centres have been affected by low referral numbers this year which has resulted in some closing. NACCC is working with centres to help them raise awareness of their service in their communities.

Supervised contact provision appears to be thriving with referrals up at 146% compared with pre-covid and the number of children being helped at 148%.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

NACCC resources

The NACCC video Child of Separated Parents has been distributed and shown widely to a variety of audiences. All say it is powerful and some courts have suggested putting it on a loop in the court waiting areas. Also, a number of family solicitors have asked if they can put it on their website. The quality and relevance of the resources available on the NACCC website continue to be a high priority and is valued by all those that access the website.

Going Forward

NACCC will be looking to increase the number of trustees on the board through an open recruitment process to ensure that the vacant trustee positions are filled and to increase the staffing establishment to include a Communications Manager. Both intentions will help to fulfil NACCC's strategic plan's objectives in the next reporting period.

Trustees' responsibility statement

The trustees (who are also the directors of NACCC for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the situation of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- 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 which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable companies auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Risk Review

In this reporting period the trustees carried out a review of NACCC's activities and the risks to which it may be exposed.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Reserves Policy

The Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets ("the free reserves") held by the charity should be between 4 and 6 months of the resources expended which equates to £139,000 to £209,000 in general funds based on budgeted 2024/25 expenditure. At this level the Trustees feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding. At present the free reserves amount to £297,169.

Results for the Year

The detailed results for the year and the charity's financial position at the end of the year are shown in the attached financial statements.

The year ending March 2024 can be summarised as follows. This year resulted in a 0.3% decrease in overall income from the previous financial year (385,836 vs 387,032). The reduced number of accreditations/re-accreditations of centres in 2023-24 resulted in £31K lower income than in the previous year (£48K vs £79K) however increased membership fees (£107K vs £84K), trading and investment income compensated for the drop in cyclical accreditation fees.

Overall expenditure was 1% lower than in previous year (£352,021 vs £355,399). Reduced accreditation costs (£27K v £38K) reflected the lower number carried out. General Running expenses (£46K v £42K) and premises costs (£35K v £32K) were both around 10% up on previous year. Overall staff costs were virtually the same as previous year with the reduced number of staff in the last quarter of the year offsetting the cost of living increase.

The net effect of the above resulted in a £33,814 surplus compared to £31,633 surplus the previous year, this was far more favourable than the budgeted loss of £10,788. Whilst the last 2 financial years have yielded healthy surpluses the un-restricted reserves are still below pre-pandemic levels.

The report is prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Financial review

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Lucy Glass	
Malcolm MacLellan (Treasurer)	
Lesley Jenkinson	(Resigned 5 September 2023)
Gareth Williams	
Helen Wagner	
Louise Hernon	(Resigned 11 March 2024)
Connie Wesley	(Resigned 5 September 2023)
Elizabeth Tarn	(Appointed 6 June 2023)
Therese Patel	
Sharon Scott (Chair)	(Appointed 15 January 2024)
Julie Tisbury	(Appointed 15 January 2024)
David Carpenter	(Resigned 6 June 2023)

The trustees' report was approved by the Board of Trustees.

Sharon Scott (Chair)

Trustee

Dated: 27 August 2024

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

I report to the trustees on my examination of the financial statements of National Association of Child Contact Centres (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.

Melvin Bailey FCCA DChA
for and on behalf of
Rogers Spencer
Chartered Accountants
Newstead House
Pelham Road
Nottingham
NG5 1AP

Dated: 28 August 2024

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Current financial year

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
	Notes				
<u>Income and endowments from:</u>					
Donations and legacies	2	1,953	192,000	193,953	205,185
Charitable activities	3	181,906	-	181,906	180,947
Investments	4	9,377	-	9,377	900
Other income	5	600	-	600	-
Total income		193,836	192,000	385,836	387,032
<u>Expenditure on:</u>					
Raising funds	6	9,061	48,977	58,038	59,342
Charitable activities	7	149,514	144,469	293,983	296,057
Total expenditure		158,575	193,446	352,021	355,399
Net income/(expenditure) for the year/ Net movement in funds		35,261	(1,446)	33,815	31,633
Fund balances at 1 April 2023		261,908	4,446	266,354	234,721
Fund balances at 31 March 2024		297,169	3,000	300,169	266,354

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Prior financial year

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes			
<u>Income and endowments from:</u>				
Donations and legacies	2	2,809	202,376	205,185
Charitable activities	3	180,947	-	180,947
Investments	4	900	-	900
Total income		184,656	202,376	387,032
<u>Expenditure on:</u>				
Raising funds	6	13,259	46,083	59,342
Charitable activities	7	132,593	163,464	296,057
Total expenditure		145,852	209,547	355,399
Gross transfers between funds		1,445	(1,445)	-
Net income/(expenditure) for the year/ Net movement in funds		40,249	(8,616)	31,633
Fund balances at 1 April 2022		221,659	13,062	234,721
Fund balances at 31 March 2023		261,908	4,446	266,354

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	13		7,843		2,849
Current assets					
Debtors	14	54,903		48,092	
Cash at bank and in hand		384,122		360,745	
		<u>439,025</u>		<u>408,837</u>	
Creditors: amounts falling due within one year	15	<u>(146,699)</u>		<u>(145,332)</u>	
Net current assets			292,326		263,505
Total assets less current liabilities			<u>300,169</u>		<u>266,354</u>
Income funds					
Restricted funds	19		3,000		4,446
Unrestricted funds			297,169		261,908
			<u>300,169</u>		<u>266,354</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 27 August 2024

Malcolm MacLellan (Treasurer)
Trustee

Company registration number 03886023

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

National Association of Child Contact Centres is a private company limited by guarantee incorporated in England and Wales. The registered office is 5 Russell Place, Nottingham, NG1 5HJ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise unrestricted funds which have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

The Charity receives government grants. Income from government and other grants are recognised at fair value when the Charity has entitlement after any performance related conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of obligation can be measured reliably. It is categorised under the following headings:

Costs of raising funds comprise the costs associated with attracting voluntary income.

Expenditure on charitable activities includes 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.

1.6 Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment loss. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer equipment	33% straight line
Fixtures, fittings and equipment	25% straight line

1.7 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.8 Retirement benefits

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.9 Leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

1.10 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

2 Donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Donations	1,953	-	1,953	2,159	-	2,159
Supported recaccreditations	-	-	-	650	-	650
Education Trust	-	-	-	-	400	400
The Peoples Post Code Lottery	-	-	-	-	9,976	9,976
Ministry of Justice CYPF	-	192,000	192,000	-	192,000	192,000
	<u>1,953</u>	<u>192,000</u>	<u>193,953</u>	<u>2,809</u>	<u>202,376</u>	<u>205,185</u>

3 Charitable activities

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Membership fees	106,799	83,683
Enhanced accreditation and re-accreditation fees	47,820	78,560
Conference & training fees	7,715	5,600
Primary purpose trading income	10,698	4,244
Services to members, including CRB checks	2,932	1,980
Income from Safe Referrals	5,942	6,880
	<u>181,906</u>	<u>180,947</u>

4 Investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Bank interest receivable	<u>9,377</u>	<u>900</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

5 Other income

	Unrestricted funds	Total
	2024 £	2023 £
Net gain on disposal of tangible fixed assets	600	-
	<u>600</u>	<u>-</u>

6 Raising funds

	2024 £	2023 £
Premises costs	7,695	7,222
Travel and subsistence	391	94
Stationery, postage and telephone	975	911
Consultancy and agency fees	-	5,032
Staff costs	48,977	46,083
	<u>58,038</u>	<u>59,342</u>
	<u>58,038</u>	<u>59,342</u>
Analysis by fund		
Unrestricted funds	9,061	13,259
Restricted funds	48,977	46,083
	<u>58,038</u>	<u>59,342</u>
	<u>58,038</u>	<u>59,342</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

7 Charitable activities

	Total 2024 £	Total 2023 £
Staff costs	164,762	169,257
Depreciation and impairment	2,848	4,427
Operating lease - Land & buildings	15,193	12,762
Operating lease - Plant & machinery	931	2,522
Office premises costs	27,086	25,173
Information, education and promotion	4,944	4,506
DBS check fees	3,197	2,014
Accreditation assessors	26,590	37,994
Conference costs	-	649
Travel and subsistence	1,763	1,965
Consultancy and agency fees	9,036	755
Training	3,232	4,571
Stationery, postage and telephone	3,898	3,876
Bad debt write off	-	(2,118)
Bank charges	142	121
	<u>263,622</u>	<u>268,474</u>
Share of governance costs (see note 8)	30,361	27,583
	<u>293,983</u>	<u>296,057</u>
Analysis by fund		
Unrestricted funds	149,514	132,593
Restricted funds	144,469	163,464
	<u>293,983</u>	<u>296,057</u>

8 Governance costs

	2024 £	2023 £
Staff costs	23,705	22,243
Independent examination fees	2,000	1,800
Independent examiners fees for other services	2,986	2,256
Insurance	363	117
Committee expenses	1,307	1,167
	<u>30,361</u>	<u>27,583</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

9	Net movement in funds	2024	2023
		£	£
	Net movement in funds is stated after charging/(crediting)		
	Fees payable to the company's independent examiners for the independent examination of the company's financial statements	2,000	1,800
	Depreciation of owned tangible fixed assets	2,612	4,427
	Profit on disposal of tangible fixed assets	(600)	-
	Operating lease rentals - Land and buildings	15,193	12,762
	Operating lease rentals - Plant and machinery	931	2,522
		<u> </u>	<u> </u>

10 Trustees

The trustees neither received nor waived any remuneration during the year (2023 - £Nil).

The reimbursement of trustees expenses was as follows:

	2024	2023	2024	2023
	Number	Number	£	£
Travel & subsistence	7	8	1,307	1,167
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

11 Employees

The total staff costs and employees benefit's was as follows:

	2024	2023
	£	£
Wages and salaries	208,630	208,183
Social security costs	15,787	16,224
Other pension costs	13,027	13,176
	<u> </u>	<u> </u>
	237,444	237,583
	<u> </u>	<u> </u>

Remuneration of key management personnel

The remuneration of key management personnel is as follows:

Aggregate compensation	54,161	51,176
	<u> </u>	<u> </u>

No employee received emoluments of more than £60,000 (2023 :None).

Number of employees

The average monthly numbers of employees and full time equivalent (FTE) during the year was as follows:

	2024	2024	2023	2023
	Number	FTE	Number	FTE
	7	5	7	5
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

12 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

13 Tangible fixed assets

	Computer equipment	Fixtures, fittings and equipment	Total
	£	£	£
Cost			
At 1 April 2023	22,721	7,438	30,159
Additions	7,842	-	7,842
Disposals	(2,670)	(5,843)	(8,513)
At 31 March 2024	27,893	1,595	29,488
Depreciation and impairment			
At 1 April 2023	20,655	6,891	27,546
Depreciation charged in the year	2,208	404	2,612
Eliminated in respect of disposals	(2,670)	(5,843)	(8,513)
At 31 March 2024	20,193	1,452	21,645
Carrying amount			
At 31 March 2024	7,700	143	7,843
At 31 March 2023	2,301	548	2,849

14 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	39,239	36,887
Prepayments and accrued income	15,664	11,205
	54,903	48,092

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Other taxation and social security		6,924	6,010
Deferred income	17	107,429	97,777
Trade creditors		5,204	10,556
Other creditors		21,920	21,920
Accruals		5,222	9,069
		<u>146,699</u>	<u>145,332</u>

16 Funds received as agent

During the period under review £450,000 (2023: £450,000) was received from the Ministry of Justice. £439,438 (2023: £423,934) of the funds received were paid out to recipients in accordance with the directions of the Ministry of Justice. Administration fees of £10,562 (2023: £4,106) were received in relation to this agreement.

As at the year end £21,900 (2023: £21,900) is included within other creditors, note 14.

17 Deferred income

	2024 £	2023 £
At 1 April 2023	97,777	86,004
Increase in year	107,429	97,777
	<u>205,206</u>	<u>183,781</u>
Released in year	(97,777)	(86,004)
	<u>107,429</u>	<u>97,777</u>

Deferred income comprises advanced invoicing of membership subscriptions and enhanced accreditations.

18 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Although the scheme is a defined contribution scheme, employees paid into a growth plan series 3 prior to October 2013. The debt on withdrawal from the scheme amounts to £8,173 (2023 - £10,041) as shown on the most recent growth plan report dated 30 September 2023 (2023 - 30 September 2022).

The amount recognised as an expense in the period in respect of defined contribution schemes was £13,027 (2023 - £13,176).

The defined liability is allocated to restricted funds.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2024**

19 Restricted funds	Balance at		Incoming		Resources		Transfers		Balance at		Incoming		Resources		Balance at
	1 April 2022		resources		expended		1 April 2023		resources		expended		31 March 2024		
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Ministry of Justice CYPF Grant	-	192,000	(192,000)	-	-	-	192,000	(192,000)	-	-	-	-	-	-	-
City Bridge Trust	1,445	-	-	(1,445)	-	-	-	-	-	-	-	-	-	-	-
Edward Cadbury Trust	3,000	-	-	-	(5,032)	-	3,000	-	-	-	-	-	-	3,000	-
National Lottery - Giving Children a Voice	5,032	-	(5,032)	-	(2,139)	-	-	-	-	-	(1,446)	-	-	-	-
Clothworkers Foundation	3,585	-	(9,976)	-	(400)	-	1,446	-	-	-	-	-	-	-	-
The Peoples Post Code Lottery	-	9,976	(9,976)	-	-	-	-	-	-	-	-	-	-	-	-
Education Trust	-	400	(400)	-	-	-	-	-	-	-	-	-	-	-	-
	13,062	202,376	(209,547)	(1,445)	4,446	192,000	(193,446)	3,000							

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

19 Restricted funds

(Continued)

Purposes of restricted funds

The Ministry of Justice Grant was to fund NACCC's running costs to help improve outcomes for children, young people and families through the use of child contact centres.

The City Bridge Trust Fund is research project into the use of child contact centres by Black, Asian, and other minority families, and to support centres in London following inspections by the FJYPB. The balance brought forward is an historic balance from a funder no longer in existence and has been transferred to unrestricted reserves.

The Trustees of the Edward Cadbury have provided the funding towards the costs of recruiting part-time Support Workers to work with contact centres and at risk families in the West Midlands.

The National Lottery grant was provided to fund the production of a short film giving a voice to children whose parents are facing separation.

The Clothworkers Foundation grant was provided to NACCC to provide IT equipment and greatly support remote working due to the pandemic and the restrictions with in person contact.

The Peoples Post Code Lottery - used to fund a social worker providing early intervention to support the wellbeing of children whose parents are going through separation or are already separated and are referred to a NACCC contact centre in the East Midlands.

The Education Trust funding was towards training costs and has been fully utilised during the year.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

20 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Fund balances at 31 March 2024 are represented by:						
Tangible assets	7,324	519	7,843	1,585	1,264	2,849
Current assets/(liabilities)	289,845	2,481	292,326	260,323	3,182	263,505
	<u>297,169</u>	<u>3,000</u>	<u>300,169</u>	<u>261,908</u>	<u>4,446</u>	<u>266,354</u>

21 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £	2023 £
Within one year	15,000	15,409
Between two and five years	18,750	33,750
	<u>33,750</u>	<u>49,159</u>

22 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.

Accounts

Charity registration number 1078636

Company registration number 03886023 (England and Wales)

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Lucy Glass	
	Malcolm MacLellan (Treasurer)	
	Lesley Jenkinson	
	Gareth Williams	
	Helen Wagner	
	Louise Hernon	(Appointed 20 June 2022)
	Connie Wesley	(Appointed 20 June 2022)
	Elizabeth Tarn	(Appointed 6 June 2023)
Secretary	Elizabeth Tarn	
Chief executive	Elizabeth Coe	
Charity number	1078636	
Company number	03886023	
Registered office	5 Russell Place Nottingham NG1 5HJ	
Independent examiner	Rogers Spencer Newstead House Pelham Road Nottingham NG5 1AP	
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4TA	

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their report and financial statements for the year ended 31 March 2023. The trustees, who are also directors of the National Association of Child Contact Centres for the purposes of company law and who served during the year and up to date of this report are set out on the legal and administrative page.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)".

Structure, Governance and Management

NACCC Mission Statement:

Parenting shouldn't end when relationships do.

NACCC Vision:

A child contact service that works better for children.

NACCC Values Statement:

Improvement: NACCC will seek continual improvement in our work, to demonstrate leadership in our behaviours and professionalism in our external engagement. We will provide leadership, support and training to all child contact centres and volunteers to improve the quality of services for children.

Transparency: NACCC will be transparent in everything we do. In our practices as a charity and in our approach to operations and leadership.

Neutrality: NACCC will remain neutral at all times in our work with children, parent and wider family members. We will be non judgemental in our approach and handling of children and family situations and behaviours.

Empathy: We will remain, at all times, empathetic to the children and families we support. We aspire to create a culture, across accredited child contact centres and services, which is sympathetic and sensitive to the backgrounds, behaviours and situations of children and their wider families, while seeking constructive outcomes for each and every case.

Objectives and activities for the public benefit

The objects of the charity are:

- Build further the quality and effectiveness of our volunteer run operations and seek to increase demand.
- Engage stakeholders demonstrating the need for continued child contact services in all parts of the UK and support its effective delivery.
- Identify and develop the effective use of resources, structure and ways of working to meet the needs of the new strategy.

NACCC is governed by a Board of Directors, all of whom are also Trustees of the Charity. There were four Board Meetings within the financial year and one day of Strategic Business Planning.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

The operational management is vested in the Chief Executive, who is supported by the following staff:

- A full time Business Admin Manager
- A part time Administrator
- A full time Administrator
- A part time Finance Administrator
- A full time SRS Support Worker also responding to complaints.
- A full time Service Development Manager who is supported by a pool of self-employed assessors who ensure that Centres achieve accreditation and re-accreditation in a timely manner and in line with the national standards.

Public Benefit:

The trustees have regard to the Charity Commission's guidance on their legal duty in relation to the public benefit and are satisfied that the Charity delivers a public benefit and due regard is paid to the guidance on public benefit when deciding on what new projects the Charity should undertake.

Activities undertaken in furtherance of the charity's objectives

NACCC has a strategic plan, the objectives of which are:

- Build further the quality and effectiveness of our volunteer run operations and seek to increase demand.
- Engage stakeholders demonstrating the need for continued child contact services in all parts of the UK and support its effective delivery.
- Identify and develop the effective use of resources, structure and ways of working to meet the needs of the new strategy.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance

We are in the second year of the plan and so far, we have achieved an update of all NACCC's training modules and are currently working toward having these accredited as meeting the standards for CPD Certification.

Part of the review process has included the implementation of E-Learning Modules, making our content accessible to more people. In the future we are hoping to re-establish workbooks so that staff and volunteers who have limited access to IT can continue to independently access these materials.

A recent review completed by Cordis Bright on behalf of the MoJ will lead to further reviews of training to ensure that we can disseminate learning. This learning will also be reflected in the National Standards produced by NACCC and followed by our members to ensure that this has a meaningful impact for the children and families that are using contact services. The review was generally positive and supportive of the role that Child Contact Services play in terms of safeguarding and risk assessment.

The standards for both supported and supervised contact centres are continually being reviewed, consulted on, and implemented.

There has been a range of good quality resources for children developed and placed on the NACCC website. Furthermore, the website has been developed to improve it for our members and stakeholders. There is now more template forms, policies and other documents that contact services might use in their day-to-day work, as well as Journal Articles, Government Reviews, academically written information, and a range of other third-party learning materials. Additionally, we now have spaces in the membership areas of the website whereby services can informally share materials with one and other as a way of sharing best practice.

In last year's report we detailed that NACCC wanted to identify gaps in national provision by working with partners and aimed to ensure that 50% of children will not live more than 30 miles from a centre or some contact provision. To this end we have developed a framework to accredit providers offering a child contact service, this will enable families to receive contact, outside of the typical contact centre environment. It is intended that this service operates in the community, these standards require the operation by qualified workers who work in hard-to-reach areas. We now have 12 of these members, reaching 569 children from 378 families. This means that we have met our strategic plan objectives of reducing the travel time of children when accessing services.

As a result of the 'Language Matters' paper, we are constantly reflecting upon the language that we use as an organisation and the impact that this can have for the families using services. Key language used by the organisation is beginning to change including the word 'contact'. The consequences of this are varying for us as an organisation because this language has been the basis of our work for decades, but it is a challenge that we are passionate about facing to remove any perceived stigma or bias because of the language that is used.

NACCC continues to engage with key stakeholders for example mediators, solicitors, local authorities and Cafcass to further our strategic objectives. We continue to actively participate as members of the Family Solutions Group. This is a multi-disciplinary group which was set up by the President of the Family Division and is working towards supporting parents by signposting to services that are available to help them avoid court proceedings.

The CEO has been working with the Archbishops Commission on Families and Households exploring issues around "Love" and family relationships. This has contribution has aided the production of a report written by the commission outlining its findings and making recommendations to government.

The CEO is working with the National Association of Parenting Programs. This is a new organisation that Elizabeth has been fundamental in establishing which seeks to improve standards within Parenting Programs to ensure that these meet specific standards.

Work with colleagues in Europe has concluded with a report being published in the academic journal "Dialogue", which is published across Europe and will be available later in the year. This work was completed in collaboration with FFER (NACCC's French equivalent) and seeks to explore the systems in France and the UK. Such work will further help to improve the reputation and perceived professionalism of the organisation.

CEO has undertaken some training with colleagues in Lithuania, Latvia, and Ukraine. The aim of this has been to help them to understand the role of the Separated Parenting Information Program in the UK so that they can consider this in the perspective of their own countries.

NACCC work with contact services to provide statistical information and other metrics required by our grant making body. We have achieved a 95% return against both types of centres.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Relationship with Child Contact Centres

NACCC's relationship with Child Contact Services is strong. We have been reviewing our relationship with members to understand this from their perspective. This has been completed with the provision of surveys so far but is about to commence a review including verbal discussions with all our members, which will be recorded so that the data can be analysed and further understood.

Furthermore, we have been working with members to review their perception of NACCC's communications with them. We are aware that some of the key messaging we send out to our members doesn't always reach them despite NACCC working enthusiastically to provide this information. As a result of this we are now better able to understand the types of communication that our members find most accessible and therefore we can provide more of this.

We provide members with national standards, accreditation, training, safeguarding helpline, and online support through a coffee shop which runs every 6 weeks, Facebook, and a WhatsApp Peer Support Group.

The member centres are autonomous from NACCC but influence NACCC's policy by:

1. Electing trustees, some of whom are actively involved in a Child Contact Centres.
2. Having and exercising voting rights at the AGM.
3. Meeting in special interest groups: Supervised Centres Wales.
4. Contributions to discussions at the Coffee Shop and the NACCC Newsletter.
5. Responding to ad-hoc consultations from the Chief Executive and Staff Team.
6. Providing quarterly Statistical returns which allows us to demonstrate need and effectiveness to the government and to funders.
7. Formal feedback from training.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

The Background

During 2022-2023 the Board and CEO have continued their work to raise awareness of the child contact centre movement on both a political and public level; ensuring our vital work is recognised and members of the public are better informed of services for separated families. The All-Party Parliamentary Group on Child Contact, created in 2018 had a wide range of MP's and third sector partners involvement, was put on hold due to the General Election. Alex Norris MP is the Co-Chair with Baroness McIntosh from the House of Lords remaining as Co-Chair.

The APPG gives NACCC a unique opportunity not only to raise awareness but to possibly influence legislation and/or funding for our work with separated parents and their children.

The CEO has also continued to meet with a range of cross-party MPs to raise awareness of the child contact movement and encourage visits to their local centres.

Our relationship with our main funders remains strong and our CEO and Trustees ensure there are regular meetings throughout the year to exchange information and report back to them how members are engaging with separated families. We have been successful in obtaining two-year funding from April 2022.

The CEO has been undertaking a range of training with the judiciary, including magistrates. She has worked with several different areas and has now delivered this to approximately 150 participants. This is positive for NACCC and its members as these people are key stakeholders and education them will no doubt improve the quality of Court Orders made to centres and therefore directly impact outcomes for children. More of this training is planned and this will also be delivered to legal advisors.

Sir James Munby, former President of the Family Division, remains as NACCC's President and Sir Andrew McFarlane, current President of the Family Division is NACCC's Patron and Baroness McIntosh of Pickering our Vice President.

We have reviewed the Judicial Protocol with the support of Anne Dillon (a former trustee) (the protocol is guidance for the courts about working with contact centres), this is currently being reviewed by Sir Andrew McFarlane with a view to seeking his approval of this work and its implementation in the 'red book' (judicial guidance).

Membership

In the year ending 31st March 2020 (the last statistics pre pandemic) there were 320 contact centres accredited with NACCC. There has been a reduction in these numbers because of a variety of pressures. It is the supported only members that have borne the brunt of this with a reduction from 160 to this year's total of 129.

There has been a slight improvement on last year's number. On the 1st of April 2023 NACCC membership consisted of 275 accredited centres providing direct contact services. These were as follows: 129 providing supported contact only (160 March 2020), 12 providing supervised contact only (23 March 2020), and 134 providing both supervised and supported contact (137 March 2020).

The disruption to membership figures (reported in previous reports, because of the pandemic and wider pressures) makes it hard to compare with previous years. However, supported contact referrals are still only at 69% compared with pre-pandemic levels, particularly from family self-referring and those from Cafcass and family solicitors. This will have been impacted by centre closures but hopefully as 2023-24 progresses this situation will improve. Supervised contact referrals continue to be higher than pre-pandemic levels (142%) - possibly due to the increase in local authority referrals during this period.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Ongoing developments during the year have included:

- The NACCC Standards Panel is in its ninth year, this is an independent panel chaired by a former High Court Judge. The remit is to review the accreditation and reaccreditation processes, considering any developments in the Family Justice System; monitor complaints; make recommendations and to provide a short report of its work on an annual basis. The Panel's latest report confirms that the processes are well managed in all areas.
- The Company Secretary has undertaken a comprehensive review of the Articles of Association and changes have been agreed and implemented.
- The Family Justice Young People's Board continue to work closely with NACCC and have reviewed materials produced for children.
- Reviewing content on our website to support learning and development. Examples include the Journals Page and the Shared Resources page.
- NACCC has continued to develop a variety of Peer Support Networks, including Coffee Shop Live, Facebook Group and WhatsApp Group. These networks provide a secure and space for centres to support one another and this is moderated by NACCC Staff.
- We have developed the Coffee Shop Live to improve learning from this event. Coffee Shop Sessions now include guest speakers. Recent speakers and topics have included:
 1. Match Mothers. Supporting Mothers.
 2. Dads Unlimited. The needs of fathers and the work of Dads Unlimited.
 3. Fegans / Dad.info. Supporting Dads.
 4. Restitute – Supporting Sexual Abuse Experienced Families.
 5. Our Family Wizard. Using Tech to Support Communication.
 6. National Centre for Domestic Violence. Using the Law to Protect.
 7. Family Law Group – Private Family Law services for families.
 8. Natasha Beer – Healthy Little Minds (CAMHS). Attachment.
 9. Section 31 Training – Perspectives of Children in Care.
 10. Ted Daszkiewicz – Trauma Informed Practice.
 11. Blackford's Solicitors – Family Law & Child Contact/.
- NACCC has been working our Trustee Group to review our members approaches to evidencing compliance with GDPR.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Trustees Responsibility Statement

The trustees (who are also the directors of NACCC for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the situation of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- 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 which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable companies.
auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make.
themselves aware of any relevant audit information and to establish that the
auditors are aware of that information.

Risk review

In this reporting period the trustees carried out a review of NACCC's activities and the risks to which it may be exposed.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Trustee recruitment Induction and training

The National Association of Child Contact Centres carries out an annual review of the skills of the current Trustees which identifies knowledge gaps within the board and then actively takes steps to recruit Trustees accordingly.

Lesley Jenkinson is in the process of resigning from her role Regional Trustee Director – North/Chair with NACCC. She will continue her work until NACCCs AGM on 5th September 2023 when her period in post formally concludes. The position of Chair of Trustees remains vacant, and the role will be advertised shortly.

Chantal Patel joined NACCC on 21st March 2023. She supports the trustee group in the capacity of a Regional Trustee Director – Wales and brings experience of being a local magistrate, she lectures at Swansea University and has devoted her spare time to various local community groups.

Connie Wesley joined NACCC on 20th June 2022. She supports the trustee group in the capacity of a General Trustee Director. Connie is a Partner in the family team at a law firm, dealing with all aspects of private family work.

Louise Hemon joined NACCC on 20th June 2022. She supports the trustee group in the capacity of a General Trustee Director. Louise is a qualified social worker and has a background in local authority child protection and safeguarding work followed by a senior role for a fostering service and as a Director of Quality Audit with responsibility for special needs schools, fostering services, and children's residential homes.

Ray Singh has resigned as a trustee representing members in Wales. 21st March 2023. Chantal Patel has joined the Board representing Welsh centres

Russell Carpenter has resigned from the role as Company Secretary on 21st March 2023 and will step down on 6th June 2023, although he will continue to work with NACCC in other capacities. The Company Secretary position has now been filled by Elizabeth Tarn, who will be joining NACCC on 6th June 2023 and will support the trustee group in the capacity of General Trustee Director/Company Secretary. She brings experience of company secretarial practices / corporate governance and general commercial law.

Sarah Averys term of office has been ended.

Reserves policy

The Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets ("the free reserves") held by the charity should be between 4 and 6 months of the resources expended which equates to £132,000 to £199,000 in general funds based on budgeted 2023/24 expenditure. At this level the Trustees feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding. At present the free reserves amount to £260,323.

Financial review

The detailed results for the year and the charity's financial position at the end of the year are shown in the attached financial statements.

The final year ending March 2023 can be summarised as follows. This year resulted in a 1.3% decrease in overall income from the previous financial year (£387,032 vs £391,984). Although the higher number of accreditations/re-accreditations of centres in 2022-23 resulted in £22K higher income than in the previous year (£79K vs £57K) and other income from NACCC activities was marginally up on previous year, donations, and other grants (excluding the MOJ grant) were well down on 2021-22 (£13K vs £39K).

Overall expenditure was 8.4% lower than in the previous year (£355,399 vs £388,035). Accreditation costs decreased slightly on the previous year despite the increase in accreditation income. This anomaly can be explained by timing differences in raising invoices to centres after the assessor's invoices in addition to £7K of previous historically deferred income being released in 2022-23 (as it was now deemed that this would not be repaid to those centres that had not completed the accreditation application process). General Running expenses (£44K v £80K) were much lower than the previous year due to the provision for dilapidations costs in 2021-22 (which had been based on the landlord's claim) which came in at a fraction of this, when resolved, resulting in an adjustment being put through in this financial year. Also, there were less consultancy costs in this year.

The net effect of the above resulted in a £31,633 surplus compared to a £3,949 surplus the previous year, this was far more favourable than the budgeted loss of £12,232. There are no designated reserves at the end of 2022-23.

The report is prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Ray Singh	(Resigned 21 March 2023)
Lucy Glass	
Malcolm MacLellan (Treasurer)	
Lesley Jenkinson	
Gareth Williams	
Helen Wagner	
Sarah Avery	(Resigned 24 January 2023)
Russell Carpenter	(Resigned 6 June 2023)
Louise Hemon	(Appointed 20 June 2022)
Connie Wesley	(Appointed 20 June 2022)
Elizabeth Tarn	(Appointed 6 June 2023)

The trustees' report was approved by the Board of Trustees.

Lesley Jenkinson
Trustee
Dated: 9 August 2023

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

I report to the trustees on my examination of the financial statements of National Association of Child Contact Centres (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.

Melvin Bailey FCCA DChA
for and on behalf of
Rogers Spencer
Chartered Accountants
Newstead House
Pelham Road
Nottingham
NG5 1AP

Dated: 11 August 2023

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

Current financial year

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
	Notes				
Income from:					
Donations and legacies	2	2,809	202,376	205,185	231,188
Charitable activities	3	180,947	-	180,947	159,900
Investments	4	900	-	900	896
Total income		184,656	202,376	387,032	391,984
Expenditure on:					
Raising funds	5	13,259	46,083	59,342	67,058
Charitable activities	6	132,593	163,464	296,057	320,977
Total resources expended		145,852	209,547	355,399	388,035
Net incoming/(outgoing) resources before transfers		38,804	(7,171)	31,633	3,949
Gross transfers between funds		1,445	(1,445)	-	-
Net movement in funds		40,249	(8,616)	31,633	3,949
Fund balances at 1 April 2022		221,659	13,062	234,721	230,772
Fund balances at 31 March 2023		261,908	4,446	266,354	234,721

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

Prior financial year

		Unrestricted funds 2022 £	Restricted funds 2022 £	Designated funds 2022 £	Total 2022 £
	Notes				
Income from:					
Donations and legacies	2	16,280	214,908	-	231,188
Charitable activities	3	159,900	-	-	159,900
Investments	4	896	-	-	896
Total income		177,076	214,908	-	391,984
Expenditure on:					
Raising funds	5	18,977	48,081	-	67,058
Charitable activities	6	160,043	160,934	-	320,977
Total resources expended		179,020	209,015	-	388,035
Net incoming/(outgoing) resources before transfers		(1,944)	5,893	-	3,949
Gross transfers between funds		3,109	-	(3,109)	-
Net movement in funds		1,165	5,893	(3,109)	3,949
Fund balances at 1 April 2021		220,494	7,169	3,109	230,772
Fund balances at 31 March 2022		221,659	13,062	-	234,721

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	12		2,849		6,427
Current assets					
Debtors	13	48,092		50,227	
Cash at bank and in hand		360,745		305,180	
		<u>408,837</u>		<u>355,407</u>	
Creditors: amounts falling due within one year	14	<u>(145,332)</u>		<u>(127,113)</u>	
Net current assets			263,505		228,294
Total assets less current liabilities			<u>266,354</u>		<u>234,721</u>
Charity funds					
Restricted funds	18		4,446		13,062
Unrestricted funds			261,908		221,659
			<u>266,354</u>		<u>234,721</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 9 August 2023

Malcolm MacLellan (Treasurer)
Trustee

Lesley Jenkinson
Trustee

Company Registration No. 03886023

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

National Association of Child Contact Centres is a private company limited by guarantee incorporated in England and Wales. The registered office is 5 Russell Place, Nottingham, NG1 5HJ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise unrestricted funds which have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

The Charity receives government grants. Income from government and other grants are recognised at fair value when the Charity has entitlement after any performance related conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of obligation can be measured reliably. It is categorised under the following headings:

Costs of raising funds comprise the costs associated with attracting voluntary income.

Expenditure on charitable activities includes 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.

1.6 Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment loss. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer equipment	33% straight line
Fixtures, fittings and equipment	25% straight line

1.7 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.8 Retirement benefits

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.9 Leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

1.10 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Donations	2,159	-	2,159	16,280	-	16,280
Legacies receivable	-	-	-	-	3,000	3,000
Supported recaccreditations	650	-	650	-	-	-
National Lottery - Giving Children a Voice	-	-	-	-	9,932	9,932
Education Trust	-	400	400	-	-	-
The Peoples Post Code Lottery	-	9,976	9,976	-	9,976	9,976
Ministry of Justice CYPF	-	192,000	192,000	-	192,000	192,000
	<u>2,809</u>	<u>202,376</u>	<u>205,185</u>	<u>16,280</u>	<u>214,908</u>	<u>231,188</u>

3 Charitable activities

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Membership fees	83,683	83,496
Enhanced accreditation and re-accreditation fees	78,560	57,300
Conference & training fees	5,600	9,421
Primary purpose trading income	4,244	103
Services to members, including CRB checks	1,980	2,640
Income from Safe Referrals	6,880	6,940
	<u>180,947</u>	<u>159,900</u>

4 Investments

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Bank interest receivable	900	896

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

5 Raising funds

	2023 £	2022 £
Premises costs	7,222	11,128
Travel and subsistence	94	183
Stationery, postage and telephone	911	1,533
Consultancy and agency fees	5,032	11,033
Staff costs	46,083	43,181
	<u>59,342</u>	<u>67,058</u>
Analysis by fund		
Unrestricted funds	13,259	18,977
Restricted funds	<u>46,083</u>	<u>48,081</u>
	<u>59,342</u>	<u>67,058</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

6 Charitable activities

	Total 2023 £	Total 2022 £
Staff costs	169,257	164,707
Depreciation and impairment	4,427	5,336
Operating lease - Land & buildings	12,762	14,714
Operating lease - Plant & machinery	2,522	2,510
Office premises costs	25,173	45,087
Information, education and promotion	4,506	5,125
DBS check fees	2,014	2,600
Accreditation assessors	37,994	39,726
Conference costs	649	635
Travel and subsistence	1,965	2,788
Consultancy and agency fees	755	1,271
Training	4,571	3,518
Stationery, postage and telephone	3,876	6,538
Bad debt write off	(2,118)	-
Bank charges	121	140
	<u>268,474</u>	<u>294,695</u>
Share of governance costs (see note 7)	27,583	26,282
	<u>296,057</u>	<u>320,977</u>
Analysis by fund		
Unrestricted funds	132,593	160,043
Restricted funds	163,464	160,934
	<u>296,057</u>	<u>320,977</u>

7 Governance costs

	2023 £	2022 £
Staff costs	22,243	20,548
Independent examination fees	1,800	1,700
Independent examiners fees for other services	2,256	1,860
Legal and professional	-	900
Insurance	117	109
Committee expenses	1,167	1,165
	<u>27,583</u>	<u>26,282</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

8	Net movement in funds	2023	2022
		£	£
	Net movement in funds is stated after charging/(crediting)		
	Fees payable to the company's independent examiners for the independent examination of the company's financial statements	1,800	1,700
	Depreciation of owned tangible fixed assets	4,427	5,336
	Operating lease rentals - Land and buildings	12,762	14,714
	Operating lease rentals - Plant and machinery	2,522	2,510
		<u> </u>	<u> </u>

9 Trustees

The trustees neither received nor waived any remuneration during the year (2023 - £Nil).

The reimbursement of trustees expenses was as follows:

	2023	2022	2023	2022
	Number	Number	£	£
Travel & subsistence	8	7	1,167	1,165
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

10 Employees

The total staff costs and employees benefit's was as follows:

	2023	2022
	£	£
Wages and salaries	208,183	201,031
Social security costs	16,224	14,972
Other pension costs	13,176	12,433
	<u> </u>	<u> </u>
	237,583	228,436
	<u> </u>	<u> </u>

Remuneration of key management personnel

The remuneration of key management personnel is as follows:

Aggregate compensation	51,176	47,360
	<u> </u>	<u> </u>

No employee received emoluments of more than £60,000 (2021 :None).

Number of employees

The average monthly numbers of employees and full time equivalent (FTE) during the year was as follows:

2023	2023	2022	2022
Number	FTE	Number	FTE
7	5	8	6
<u> </u>	<u> </u>	<u> </u>	<u> </u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

11 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

12 Tangible fixed assets

	Computer equipment	Fixtures, fittings and equipment	Total
	£	£	£
Cost			
At 1 April 2022	21,872	7,438	29,310
Additions	849	-	849
	<u>22,721</u>	<u>7,438</u>	<u>30,159</u>
At 31 March 2023	22,721	7,438	30,159
Depreciation and impairment			
At 1 April 2022	16,397	6,486	22,883
Depreciation charged in the year	4,023	404	4,427
	<u>20,420</u>	<u>6,890</u>	<u>27,310</u>
At 31 March 2023	20,420	6,890	27,310
Carrying amount			
At 31 March 2023	2,301	548	2,849
	<u>5,475</u>	<u>952</u>	<u>6,427</u>
At 31 March 2022	5,475	952	6,427

13 Debtors

	2023	2022
	£	£
Amounts falling due within one year:		
Trade debtors	36,887	40,399
Prepayments and accrued income	11,205	9,828
	<u>48,092</u>	<u>50,227</u>

14 Creditors: amounts falling due within one year

	Notes	2023	2022
		£	£
Other taxation and social security		6,010	6,528
Deferred income	16	97,777	102,093
Trade creditors		10,556	4,647
Other creditors		21,920	20
Accruals		9,069	13,825
		<u>145,332</u>	<u>127,113</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

15 Funds received as agent

During the period under review £450,000 (2022: £nil) was received from the Ministry of Justice. £423,934 (2022: £nil) of the funds received were paid out to recipients in accordance with the directions of the Ministry of Justice. Administration fees of £4k (2022: £nil) were received in relation to this agreement.

As at the year end £21,900 (2022: £nil) is included within other creditors, note 14.

16 Deferred Income

	2023 £	2022 £
At 1 April 2022	102,093	86,004
Increase in year	97,777	102,093
	199,870	188,097
Released in year	(102,093)	(86,004)
At 31 March 2023	97,777	102,093

Deferred income comprises advanced invoicing of membership subscriptions and enhanced accreditations.

17 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Although the scheme is a defined contribution scheme, employees paid into a growth plan series 3 prior to October 2013. The debt on withdrawal from the scheme amounts to £10,041 (2022 - £13,242) as shown on the most recent growth plan report dated 30 September 2022 (2022 - 30 September 2021).

The amount recognised as an expense in the period in respect of defined contribution schemes was £13,176 (2022 - £12,433).

The defined liability is allocated to restricted funds.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2023**

18	Restricted funds	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
	Ministry of Justice CYPF Grant	-	192,000	(192,000)	-	192,000	(192,000)	-	-
	City Bridge Trust	1,445	-	-	1,445	-	-	(1,445)	-
	Edward Cadbury Trust	-	3,000	-	3,000	-	-	-	3,000
	National Lottery - Giving Children a Voice	-	9,932	(4,900)	5,032	-	(5,032)	-	-
	Clothworkers Foundation	5,724	-	(2,139)	3,585	-	(2,139)	-	1,446
	The Peoples Post Code Lottery	-	9,976	(9,976)	-	9,976	(9,976)	-	-
	Education Trust	-	-	-	-	400	(400)	-	-
		7,169	214,908	(209,015)	13,062	202,376	(209,547)	(1,445)	4,446

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Restricted funds

(Continued)

Purposes of restricted funds

The Ministry of Justice Grant was to fund NACCC's running costs to help improve outcomes for children, young people and families through the use of child contact centres.

The City Bridge Trust Fund is research project into the use of child contact centres by Black, Asian, and other minority families, and to support centres in London following inspections by the FJYPB. The balance brought forward is an historic balance from a funder no longer in existence and has been transferred to unrestricted reserves.

The Trustees of the Edward Cadbury have provided the funding towards the costs of recruiting part-time Support Workers to work with contact centres and at risk families in the West Midlands.

The National Lottery grant was provided to fund the production of a short film giving a voice to children whose parents are facing separation.

The Peoples Post Code Lottery - used to fund a social worker providing early intervention to support the wellbeing of children whose parents are going through separation or are already separated and are referred to a NACCC contact centre in the East Midlands.

The Clothworkers Foundation grant was provided to NACCC to provide IT equipment and greatly support remote working due to the pandemic and the restrictions with in person contact.

The Education Trust funding was towards training costs and has been fully utilised during the year.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Analysis of net assets between funds

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:						
Tangible assets	1,585	1,264	2,849	3,024	3,403	6,427
Current assets/(liabilities)	260,323	3,182	263,505	218,635	9,659	228,294
	<u>261,908</u>	<u>4,446</u>	<u>266,354</u>	<u>221,659</u>	<u>13,062</u>	<u>234,721</u>

20 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	15,409	16,448
Between two and five years	33,750	48,563
	<u>49,159</u>	<u>65,011</u>

21 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.

Accounts

Charity registration number 1078636

Company registration number 03886023 (England and Wales)

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Ray Singh Lucy Glass Malcolm MacLellan (Treasurer) Lesley Jenkinson Gareth Williams Helen Wagner Sarah Avery Russell Carpenter	(Appointed 2 October 2021) (Appointed 28 June 2021)
Secretary	Russell Carpenter	
Chief executive	Elizabeth Coe	
Charity number	1078636	
Company number	03886023	
Registered office	5 Russell Place Nottingham NG1 5HJ	
Independent examiner	Rogers Spencer Newstead House Pelham Road Nottingham NG5 1AP	
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4TA	

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report and financial statements for the year ended 31 March 2022. The trustees, who are also directors of the National Association of Child Contact Centres for the purposes of company law and who served during the year and up to date of this report are set out on the legal and administrative page.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)".

Structure, Governance and Management

NACCC Mission Statement:

Parenting shouldn't end when relationships do.

NACCC Vision:

A child contact service that works better for children.

NACCC Values Statement:

Improvement: NACCC will seek continual improvement in our work, to demonstrate leadership in our behaviours and professionalism in our external engagement. We will provide leadership, support and training to all child contact centres and volunteers to improve the quality of services for children.

Transparency: NACCC will be transparent in everything we do. In our practices as a charity and in our approach to operations and leadership.

Neutrality: NACCC will remain neutral at all times in our work with children, parent and wider family members. We will be non judgemental in our approach and handling of children and family situations and behaviours.

Empathy: We will remain, at all times, empathetic to the children and families we support. We aspire to create a culture, across accredited child contact centres and services, which is sympathetic and sensitive to the backgrounds, behaviours and situations of children and their wider families, while seeking constructive outcomes for each and every case.

Objectives and activities for the public benefit

The objects of the charity are:

- Build further the quality and effectiveness of our volunteer run operations and seek to increase demand.
- Engage stakeholders demonstrating the need for continued child contact services in all parts of the UK and support its effective delivery.
- Identify and develop the effective use of resources, structure and ways of working to meet the needs of the new strategy.

NACCC is governed by a Board of Directors, all of whom are also Trustees of the Charity. There were four Board Meetings within the financial year and one day of Strategic Business Planning.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The operational management is vested in the Chief Executive, who is supported by the following staff:

- A full time Business Admin Manager
- Two part time Administrators
- A full time Administrator
- A part time Finance Administrator
- A full time SRS Support Worker also responding to complaints
- A full time Service Development Manager who is supported by a pool of self-employed assessors who ensure that Centres achieve accreditation and re-accreditation in a timely manner and in line with the national standards
- A part time Government Advisor to the All Party Parliamentary Group on Child Contact. This post ceased on 27th April 2021.
- Mel Campbell owner of Campbell Creative Consultancy was appointed on a short-term contract as a fund raiser between 2nd November 2020 - 30th September 2021, raising £41,833 for the Charity.

We have recently completed a skills audit of the Staff Team. This has allowed us to understand the skill level of the team. This enables us to plan for this and therefore, remain professional and effective.

Public Benefit:

The trustees have regard to the Charity Commission's guidance on their legal duty in relation to the public benefit and are satisfied that the Charity delivers a public benefit and due regard is paid to the guidance on public benefit when deciding on what new projects the Charity should undertake.

Activities undertaken in furtherance of the charity's objectives

NACCC has a strategic plan, the objectives of which are:

- Build further the quality and effectiveness of our volunteer run operations and seek to increase demand.
- Engage stakeholders demonstrating the need for continued child contact services in all parts of the UK and support its effective delivery.
- Identify and develop the effective use of resources, structure and ways of working to meet the needs of the new strategy.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance

We are in the second year of the plan and so far, we have achieved an update of 6 of the 10 modules of training materials. We wanted to improve the feedback from training so that we could look at trends and respond accordingly. An aim of completing this work was to update the materials to ensure that they are relevant to the needs of the families, volunteers and staff working in these services. The updated material makes the content more accessible and easier to maintain in the future.

The standards for both supported and supervised contact centres have been reviewed, consulted on and implemented. There has been a range of good quality resources for children developed and placed on the NACCC website.

NACCC wanted to identify gaps in national provision by working with partners and aimed to ensure that 50% of children will not live more than 30 miles from a centre or some contact provision. To this end we have developed a framework to accredit providers offering a child contact service, this will enable families to receive contact, outside of the typical contact centre environment. It is intended that this service operates in the community, these standards require the operation by qualified workers who work in hard-to-reach areas.

NACCC has engaged with key stakeholders for example mediators, solicitors, local authorities and Cafcass to further our strategic objectives. We are also members of the Family Solutions Group. This is a multi-disciplinary group which was set up by the President of the Family Division and is working towards supporting parents by signposting to services that are available to help them avoid court proceedings. The group has also done work with the PHSE which is a body providing relationship programmes for schools. NACCC has worked with NYAS (National Youth Advocacy Service) and the University of Exeter to provide infographics, videos, and lesson plans for schools.

Last year NACCC put down an amendment to the Domestic Abuse bill to try to ensure that all those providing contact services were accredited. Whilst we did not succeed entirely, the government decided to do a review to be concluded by April 2023.

NACCC work with contact centres to provide statistical information and other metrics required by our grant making body. We have achieved a 96% return against both types of centres. Some of the supported centres have struggled through the pandemic and are only now starting to open up again so this is likely to be the reason why we have not managed 100% returns.

Relationship with Child Contact Centres

NACCC's relationship with Child Contact Centres is strong. We provide them with national standards, accreditation, training, safeguarding helpline, and online support through a coffee shop which runs every 6 weeks, Facebook, and a WhatsApp Peer Support Group.

The member centres are autonomous from NACCC but influence NACCC's policy by:

1. Electing trustees, some of whom are actively involved in a Child Contact Centres.
2. Having and exercising voting rights at the AGM.
3. Meeting in special interest groups: Supervised Centres Wales.
4. Contributions to discussions at the Coffee Shop and the NACCC Newsletter.
5. Responding to ad-hoc consultations from the Chief Executive and Staff Team.
6. Providing quarterly Statistical returns which allows us to demonstrate need and effectiveness to the government and to funders.
7. Formal feedback from training.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The Background

During 2021-2022 the Board and CEO have continued their work to raise awareness of the child contact centre movement on both a political and public level; ensuring our vital work is recognised and members of the public are better informed of services for separated families.

The All-Party Parliamentary Group on Child Contact, created in 2018 had a wide range of MP's and third sector partners involvement, was put on hold due to the General Election. Alex Norris MP is the Co-Chair with Baroness McIntosh from the House of Lords remaining as Co-Chair.

The APPG gives NACCC a unique opportunity not only to raise awareness but to possibly influence legislation and/or funding for our work with separated parents and their children.

The CEO has also continued to meet with a range of cross-party MPs to raise awareness of the child contact movement and encourage visits to their local centres.

Our relationship with our main funders remains strong and our CEO and Trustees ensure there are regular meetings throughout the year to exchange information and report back to them how members are engaging with separated families. We have been successful in obtaining two-year funding from April 2022.

The CEO has been undertaking a range of training with the judiciary, including magistrates. She has worked with several different areas and has now delivered this to approximately 150 participants. This is positive for NACCC and its members as these people are key stakeholders and education them will no doubt improve the quality of Court Orders made to centres and therefore directly impact outcomes for children. More of this training is planned and this will also be delivered to legal advisors.

Sir James Munby, former President of the Family Division, remains as NACCC's President and Sir Andrew McFarlane, current President of the Family Division is NACCC's Patron and Baroness McIntosh of Pickering our Vice President.

Membership

During the 2021-2022 period the membership of NACCC has reduced. As of the 1st April 2022 there were 271 accredited centres. These included 136 providing supervised contact only, 15 providing supervised contact only and 120 providing both supervised and supported contact. Changes to membership over the past four years informs us that the number of supported centres is reducing.

The reduction in membership figures makes it hard to compare with previous years but generally it appears referrals have picked up significantly on last year as centres were able to reopen following the pandemic. However, supported contact referrals are still only at 63% compared with pre-pandemic levels, particularly from family self-referring and those from Cafcass and family solicitors. This will have been impacted by centre closures but hopefully as 2022-23 progresses this situation will improve.

Ongoing developments during the year have included:

- NACCC have moved their head office to a more modern, accessible, and cheaper option. The new offices are light and airy and there is outside space.
- The NACCC Standards Panel is in its eighth year and the Board have updated the Terms of Reference; this is an independent panel chaired by a former High Court Judge. The remit is to review the accreditation and reaccreditation processes, considering any developments in the Family Justice System; monitor complaints; make recommendations and to provide a short report of its work on an annual basis. The Panel's latest report confirms that the processes are well managed in all areas.
- The Company Secretary has undertaken a comprehensive review of the Articles of Association and changes have been agreed and implemented.
- The Family Justice Young People's Board continue to work closely with NACCC and have reviewed materials produced for children.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

- NACCC has continued to develop a variety of Peer Support Networks, including Coffee Shop Live, Facebook Group and WhatsApp Group. These networks provide a secure and space for centres to support one another and this is moderated by NACCC Staff. In May 2021 NACCC organised a successful event for centres to celebrate the work done by individuals and centres during the Covid pandemic.
- NACCC has delivered significant amounts of training to hundreds of participants. Courses delivered to our members have included: Enhanced and Supported Co-Ordinator Training, Complaints Training, Working with Court Orders Training, Domestic Abuse, Experiences of Children in Care, Parenting Apart Programme Training, Opening in Covid, and Safeguarding.
- NACCC has been working with Information Age and the Information Commissioner's Office, to review our approach to ensuring the centres have appropriate certification for GDPR Compliance. NACCC continue to work with Information Age and the Board of Trustees to agree how services will demonstrate compliance with the regulations.

Developments as a result of Covid 19

- NACCC has organised and held the #NacccCovidHero awards. This has provided an opportunity to celebrate the work of NACCC members during the pandemic.
- Many centres have now re opened but have also kept some of the excellent working practices around virtual contact available to families. Thousands of children have benefitted from virtual contact sessions.
- All Board meetings and the AGM in this period took place virtually until March 2022 when we had our first in person meeting for two years.

Trustees Responsibility Statement

The trustees (who are also the directors of NACCC for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which 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 the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- 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 which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Risk review

In this reporting period the trustees carried out a review of NACCC's activities and the risks to which it may be exposed.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Trustee recruitment Induction and training

The National Association of Child Contact Centres carries out an annual review of the skills of the current Trustees which identifies knowledge gaps within the board and then actively takes steps to recruit Trustees accordingly.

Hazel Hedley who had previously been a valued Chair and became a General Trustee before resigning her post. Subsequently Hazel resigned as a Trustee to take on paid work with the Charity. The Board successfully recruited a new Company Secretary Russell Carpenter and also a Regional Trustee for the Midlands Sarah Avery. Helen Wagner also joined the Board.

Anne Dillon who had been an experienced Vice-Chair stood down on December 2021 due to length of service and personal reasons, and Carole Kaplan stood down in December 2021 due to work pressures.

The Board began a major review of Trustee recruitment processes in 2021, and advertised early in 2022 for further trustees with skills which we had lost through the changes. We have been interviewing further positions in May 2022, with a view to adopting further skills to the Board.

Reserves policy

The Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets ("the free reserves") held by the charity should be between 4 and 6 months of the resources expended which equates to £131,000 to £197,000 in general funds based on budgeted 2022/23 expenditure. At this level the Trustees feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding. At present the free reserves amount to £218,635.

Financial review

The detailed results for the year and the charity's financial position at the end of the year are shown in the attached financial statements.

The financial year ending March 31st 2022 can be summarised as follows. As operations started to return back to normal after the prolonged effects of Covid, this year resulted in a 23% increase in overall income from the previous financial year (£391,984 vs £319,553). The majority of this increase of income can be attributed to the higher number of accreditations/re-accreditations of centres carried out in the year, as income from these activities was £48K higher than in the previous year (£57K vs £9K). Donations and other grants (excluding the MOJ grant) were also well up on 2020-21.

Overall Expenditure was 1.9% higher than in the previous year (£388,035 vs £380,761). Accreditation costs increased on last year to generate the matching additional income (as stated above). In addition we incurred several one off premises costs as we relocated to new premises rather than opting to extend the lease on our old office. It is anticipated that in the long run that we will be able to make saving in our current premises due to having more control over office expenditure particularly in respect of fixed service charges.

The net effect of the above saw a £3,949 surplus compared to £61,208 deficit the previous year, this was far more favourable than the budgeted loss of £62,963. Of the Designated Funds of £3,109 that remained at the start of the year £101 was used to offset designated costs and the remaining £3,008 was transferred back to unrestricted funds as the original purpose it was earmarked for was no longer required. Total remaining funds at year end are £235K (from £231K March 2021).

This report is prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The trustees' report was approved by the Board of Trustees.

Lesley Jenkinson

Trustee

Dated: 8 August 2022

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

I report to the trustees on my examination of the financial statements of National Association of Child Contact Centres (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.

Melvin Bailey FCCA DChA
for and on behalf of
Rogers Spencer
Chartered Accountants
Newstead House
Pelham Road
Nottingham
NG5 1AP

Dated: 16 August 2022

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2022

Current financial year

		Unrestricted funds 2022 £	Restricted funds 2022 £	Designated funds 2022 £	Total 2022 £	Total 2021 £
	Notes					
Income from:						
Donations and legacies	2	16,280	214,908	-	231,188	208,608
Charitable activities	3	159,900	-	-	159,900	108,760
Investments	4	896	-	-	896	2,185
Total income		177,076	214,908	-	391,984	319,553
Expenditure on:						
Raising funds	5	18,977	48,081	-	67,058	54,065
Charitable activities	6	160,043	160,934	-	320,977	326,696
Total resources expended		179,020	209,015	-	388,035	380,761
Net (outgoing)/incoming resources before transfers		(1,944)	5,893	-	3,949	(61,208)
Gross transfers between funds		3,109	-	(3,109)	-	-
Net movement in funds		1,165	5,893	(3,109)	3,949	(61,208)
Fund balances at 1 April 2021		220,494	7,169	3,109	230,772	291,980
Fund balances at 31 March 2022		221,659	13,062	-	234,721	230,772

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2022

Prior financial year

		Unrestricted funds 2021 £	Restricted funds 2021 £	Designated funds 2021 £	Total 2021 £
	Notes				
Income from:					
Donations and legacies	2	5,008	203,600	-	208,608
Charitable activities	3	108,760	-	-	108,760
Investments	4	2,185	-	-	2,185
Total income		115,953	203,600	-	319,553
Expenditure on:					
Raising funds	5	10,903	43,162	-	54,065
Charitable activities	6	166,492	160,204	-	326,696
Total resources expended		177,395	203,366	-	380,761
Net (outgoing)/incoming resources before transfers		(61,442)	234	-	(61,208)
Gross transfers between funds		55,802	-	(55,802)	-
Net movement in funds		(5,640)	234	(55,802)	(61,208)
Fund balances at 1 April 2020		226,134	6,935	58,911	291,980
Fund balances at 31 March 2021		220,494	7,169	3,109	230,772

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	11		6,427		10,550
Current assets					
Debtors	12	50,227		51,285	
Cash at bank and in hand		305,180		272,776	
		<u>355,407</u>		<u>324,061</u>	
Creditors: amounts falling due within one year	13	<u>(127,113)</u>		<u>(103,839)</u>	
Net current assets			228,294		220,222
Total assets less current liabilities			<u>234,721</u>		<u>230,772</u>
Charity funds					
Designated funds	16		-		3,109
Restricted funds	17		13,062		7,169
Unrestricted funds			<u>221,659</u>		<u>220,494</u>
			<u>234,721</u>		<u>230,772</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 8 August 2022

Malcolm MacLellan (Treasurer)
Trustee

Lesley Jenkinson
Trustee

Company Registration No. 03886023

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

National Association of Child Contact Centres is a private company limited by guarantee incorporated in England and Wales. The registered office is 5 Russell Place, Nottingham, NG1 5HJ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise unrestricted funds which have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

The Charity receives government grants. Income from government and other grants are recognised at fair value when the Charity has entitlement after any performance related conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of obligation can be measured reliably. It is categorised under the following headings:

Costs of raising funds comprise the costs associated with attracting voluntary income.

Expenditure on charitable activities includes 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.

1.6 Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment loss. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Short leasehold properties	33% straight line
Computer equipment	33% straight line
Fixtures, fittings and equipment	25% straight line

1.7 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.8 Retirement benefits

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.9 Leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

1.10 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

2 Donations and legacies

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Donations	16,280	-	16,280	4,608	-	4,608
Legacies receivable	-	3,000	3,000	-	-	-
Supported recaccreditations	-	-	-	400	-	400
National Lottery - Giving Children a Voice	-	9,932	9,932	-	-	-
The Sylvia Adams The Clothworkers Foundation	-	-	-	-	5,000	5,000
The Peoples Post Code Lottery	-	-	-	-	6,600	6,600
Ministry of Justice CYPF	-	9,976	9,976	-	-	-
	-	192,000	192,000	-	192,000	192,000
	<u>16,280</u>	<u>214,908</u>	<u>231,188</u>	<u>5,008</u>	<u>203,600</u>	<u>208,608</u>

3 Charitable activities

	Unrestricted funds 2022 £	2021 £
Membership fees	83,496	88,302
Enhanced accreditation and reaccreditation fees	57,300	9,200
Conference & training fees	9,421	4,631
Primary purpose trading income	103	17
Services to members, including CRB checks	2,640	2,360
Income from Safe Referrals	6,940	4,250
	<u>159,900</u>	<u>108,760</u>

4 Investments

	Unrestricted funds 2022 £	2021 £
Bank interest receivable	896	2,185

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

5 Raising funds

	2022 £	2021 £
Premises costs	11,128	9,241
Travel and subsistence	183	33
Stationery, postage and telephone	1,533	1,629
Consultancy and agency fees	11,033	-
Staff costs	43,181	43,162
	<u>67,058</u>	<u>54,065</u>
Analysis by fund		
Unrestricted funds	18,977	10,903
Restricted funds	48,081	43,162
	<u>67,058</u>	<u>54,065</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

6 Charitable activities

	Total 2022 £	Total 2021 £
Staff costs	164,707	176,821
Depreciation and impairment	5,336	7,133
Operating lease - Land & buildings	14,714	16,295
Operating lease - Plant & machinery	2,510	2,192
Office premises costs	45,087	26,437
Information, education and promotion	5,125	28,828
DBS check fees	2,600	2,520
Accreditation assessors	39,726	12,503
Conference costs	635	716
Travel and subsistence	2,788	674
Consultancy and agency fees	1,271	6,483
Training	3,518	2,122
Stationery, postage and telephone	6,538	7,691
Bad debt write off	-	32
Bank charges	140	86
Covid-19 safety cost	-	1,787
Rebranding expenditure	-	6,480
Staff recruitment costs	-	143
Sylvia Adams Trust expenditure	-	5,000
	<u>294,695</u>	<u>303,943</u>
Share of governance costs (see note 7)	26,282	22,753
	<u>320,977</u>	<u>326,696</u>
Analysis by fund		
Unrestricted funds	160,043	166,492
Restricted funds	160,934	160,204
	<u>320,977</u>	<u>326,696</u>

7 Governance costs

	2022 £	2021 £
Staff costs	20,548	19,396
Independent examination fees	1,700	1,500
Independent examiners fees for other services	1,860	400
Legal and professional	900	-
Insurance	109	1,571
Committee expenses	1,165	(114)
	<u>26,282</u>	<u>22,753</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

8	Net movement in funds	2022	2021
		£	£
	Net movement in funds is stated after charging/(crediting)		
	Fees payable to the company's independent examiners for the independent examination of the company's financial statements	1,700	1,500
	Depreciation of owned tangible fixed assets	5,336	7,117
	Operating lease rentals - Land and buildings	14,714	16,295
	Operating lease rentals - Plant and machinery	2,510	2,192
		<u> </u>	<u> </u>

9 Trustees

The trustees neither received nor waived any remuneration during the year (2021 - £Nil).

The reimbursement of trustees expenses was as follows:

	2022	2021	2022	2021
	Number	Number	£	£
Travel & subsistence	7	4	1,165	(114)
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

10 Employees

The total staff costs and employees benefit's was as follows:

	2022	2021
	£	£
Wages and salaries	201,031	213,333
Social security costs	14,972	14,960
Other pension costs	12,433	11,086
	<u> </u>	<u> </u>
	228,436	239,379
	<u> </u>	<u> </u>

Remuneration of key management personnel

The remuneration of key management personnel is as follows:

Aggregate compensation	47,360	45,656
	<u> </u>	<u> </u>

No employee received emoluments of more than £60,000 (2021 :None).

Number of employees

The average monthly numbers of employees and full time equivalent (FTE) during the year was as follows:

2022	2022	2021	2021
Number	FTE	Number	FTE
8	6	9	6
<u> </u>	<u> </u>	<u> </u>	<u> </u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

11 Tangible fixed assets

	Short leasehold properties	Computer equipment	Fixtures, fittings and equipment	Total
	£	£	£	£
Cost				
At 1 April 2021	4,825	102,339	6,225	113,389
Additions	-	-	1,213	1,213
Disposals	(4,825)	(80,467)	-	(85,292)
At 31 March 2022	-	21,872	7,438	29,310
Depreciation and impairment				
At 1 April 2021	4,691	91,934	6,214	102,839
Depreciation charged in the year	134	4,930	272	5,336
Eliminated in respect of disposals	(4,825)	(80,467)	-	(85,292)
At 31 March 2022	-	16,397	6,486	22,883
Carrying amount				
At 31 March 2022	-	5,475	952	6,427
At 31 March 2021	135	10,404	11	10,550

12 Debtors

	2022	2021
	£	£
Amounts falling due within one year:		
Trade debtors	40,399	39,537
Other debtors	-	48
Prepayments and accrued income	9,828	11,700
	50,227	51,285

13 Creditors: amounts falling due within one year

	Notes	2022	2021
		£	£
Other taxation and social security		6,528	4,808
Deferred income	14	102,093	86,004
Trade creditors		4,647	9,051
Other creditors		20	20
Accruals		13,825	3,956
		127,113	103,839

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14 Deferred Income

	2022 £	2021 £
At 1 April 2021	86,004	69,371
Increase in year	102,093	86,004
Released in year	188,097 (86,004)	155,375 (69,371)
At 31 March 2022	102,093	86,004

Deferred income comprises advanced invoicing of membership subscriptions and enhanced accreditations.

15 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Although the scheme is a defined contribution scheme, employees paid into a growth plan series 3 prior to October 2013. The debt on withdrawal from the scheme currently amounts to £13,242 (2021 - £18,918).

The amount recognised as an expense in the period in respect of defined contribution schemes was £12,433 (2021 - £11,086).

The defined liability is allocated to restricted funds.

16 Designated funds

	Balance at 1 April 2021 £	Transfers £	Balance at 31 March 2022 £
Website rebuild	3,008	(3,008)	-
Computer and IT upgrade	101	(101)	-
	3,109	(3,109)	-

Purposes of designated funds

Where funds are no longer required, the balance has been transferred back to Unrestricted Funding.

Website rebuild - To enhance the security on the records of personal data collected through the website to countervail any unauthorised access to them.

Computer and IT Upgrade - This is an essential upgrade to existing IT and computer equipment, where obsolescence issues in terms of hardware and software need to be addressed for the charity to continue to operate effectively.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

17 Restricted funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 31 March 2022 £
Ministry of Justice CYPF Grant	-	192,000	(192,000)	-
City Bridge Trust	1,445	-	-	1,445
Edward Cadbury Trust	-	3,000	-	3,000
National Lottery - Giving Children a Voice	-	9,932	(4,900)	5,032
Clothworkers Foundation	5,724	-	(2,139)	3,585
The Peoples Post Code Lottery	-	9,976	(9,976)	-
	<u>7,169</u>	<u>214,908</u>	<u>(209,015)</u>	<u>13,062</u>

Purposes of restricted funds

The Ministry of Justice Grant was to fund NACCC's running costs to help improve outcomes for children, young people and families through the use of child contact centres.

The City Bridge Trust Fund is research project into the use of child contact centres by Black, Asian, and other minority families, and to support centres in London following inspections by the FJYPB.

The Trustees of the Edward Cadbury have provided the funding towards the costs of recruiting part-time Support Workers to work with contact centres and at risk families in the West Midlands.

The National Lottery grant was provided to fund the production of a short film giving a voice to children whose parents are facing separation.

The Peoples Post Code Lottery used to fund social worker providing early intervention to support the wellbeing of children whose parents are going through separation or are already separated and are referred to a NACCC contact centre in the East Midlands.

The Clothworkers Foundation grant was provided to NACCC to provide IT equipment and greatly support remote working due to the pandemic and the restrictions with in person contact.

18 Unrestricted funds

Purposes of unrestricted funds

The general reserve represents the free funds of the charity which are not designated for particular purposes.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

19 Analysis of net assets between funds

	Unrestricted funds 2022	Restricted funds 2022	Designated funds 2022	Total 2022	Unrestricted funds 2021	Restricted funds 2021	Designated funds 2021	Total 2021
	£	£	£	£	£	£	£	£
Fund balances at 31 March 2022 are represented by:								
Tangible assets	3,024	3,403	-	6,427	3,350	5,542	1,658	10,550
Current assets/(liabilities)	218,635	9,659	-	228,294	217,144	1,627	1,451	220,222
	221,659	13,062	-	234,721	220,494	7,169	3,109	230,772

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

20 Financial commitments

The total future minimum payments under non-cancellable operating leases are as follows:

	Land and buildings		Other	
	2022	2021	2022	2021
	£	£	£	£
Expiry date:				
Within one year	14,063	2,375	2,385	2,385
Between one and five years	48,563	-	-	2,385
	<u>62,626</u>	<u>2,375</u>	<u>2,385</u>	<u>4,770</u>

21 Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.

Accounts

Charity Registration No. 1078636

Company Registration No. 03886023 (England and Wales)

**NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Hazel Hedley Anne Dillon (Vice Chair) Ray Singh Lucy Glass Malcolm MacLellan (Treasurer) Lesley Jenkinson (appointed Chair Oct-20) Carole Kaplan Gareth Williams (Temporary Company Secretary from Dec-20) Helen Wagner (Appointed 1 March 2021)
Chief executive	Elizabeth Coe
Charity number	1078636
Company number	03886023
Registered office	5 Russell Place Nottingham NG1 5HJ
Independent examiner	Rogers Spencer Newstead House Pelham Road Nottingham NG5 1AP
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4TA
Solicitors	Actons Solicitor 16-20 Regent Street Nottingham NG1 5BQ

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021. The trustees, who are also directors of the National Association of Child Contact Centres for the purposes of company law and who served during the year and up to date of this report are set out on the legal and administrative page.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)".

Structure, Governance and Management

NACCC Mission Statement:

To keep children in touch with parents following separation in a safe environment because '*parenting shouldn't end when relationships do*'.

NACCC Vision:

A child contact service that works better for children.

NACCC Values Statement:

Improvement: NACCC will seek continual improvement in our work, to demonstrate leadership in our behaviours and professionalism in our external engagement. We will provide leadership, support and training to all child contact centres and volunteers to improve the quality of services for children.

Transparency: NACCC will be transparent in everything we do. In our practices as a charity and in our approach to operations and leadership.

Neutrality: NACCC will remain neutral at all times in our work with children, parent and wider family members. We will be non judgemental in our approach and handling of children and family situations and behaviours.

Empathy: We will remain, at all times, empathetic to the children and families we support. We aspire to create a culture, across accredited child contact centres and services, which is sympathetic and sensitive to the backgrounds, behaviours and situations of children and their wider families, while seeking constructive outcomes for each and every case.

Objectives and activities for the public benefit

The objects of the charity are:

- Raise more of our own funding in a responsible manner
- Prevent children from losing touch with a parent, or other family members
- Break down entrenched conflict between parents
- Provide safe, high quality and child-focused neutral ground for parental contact
- Resolve parenting issues without recourse to court proceedings
- Accredited supervised and supported contact centres to a national standard
- Provide good quality training to equip members to meet the challenges
- Awareness campaigns through the media, MPs, our website and through member centres.

NACCC is governed by a Board of Directors, all of whom are also Trustees of the Charity. There were four Board Meetings within the financial year and one day of Strategic Business Planning.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

The operational management is vested in the Chief Executive, who is supported by the following staff:

- A full time Business Admin Manager
- 2 part time Admin Officer
- A full time Admin Officer
- A part time Finance Officer
- A full time SRS Support Worker also responding to complaints
- A full time Service Development Manager who is supported by a pool of self-employed assessors who ensure that Centres achieve accreditation and re-accreditation in a timely manner and in line with the national standards
- A part time Government Advisor to the All Party Parliamentary Group on Child Contact.

Public Benefit:

The trustees have regard to the Charity Commission's guidance on their legal duty in relation to the public benefit and are satisfied that the Charity delivers a public benefit and due regard is paid to the guidance on public benefit when deciding on what new projects the Charity should undertake.

Activities undertaken in furtherance of the charity's objectives

The Background:

During 2020-21 the Board and CEO have continued their work to raise awareness of the child contact centre movement on both a political and public level; ensuring our vital work is recognised and members of the public are better informed of services for separated families.

The All Party Parliamentary Group on Child Contact, created in 2018 had a wide range of MP's and third sector partners involvement, was put on hold due to the General Election. Since then, Alex Norris MP has become the new Chair with Baroness McIntosh from the House of Lords remaining as Vice Chair. This group will become active once MP's are able to return to Parliament following the Covid 19 Lockdown.

The APPG gives NACCC a unique opportunity not only to raise awareness but to possibly influence legislation and/or funding for our work with separated parents and their children; leading to NACCC recently presenting an amendment to the committee considering the Domestic Violence Bill with a view to making all child contact centres accredited to the same national standards.

The CEO has also continued to meet with a range of cross-party MP's to raise awareness of the child contact movement and in particular encourage visits to their local centres. NACCC has been working with a media company called Campaign Collective who have helped us develop a stakeholder awareness campaign, social media boost and assets for centres.

With the support of the Government Liaison Officer, there has been extensive work with government in this period. The aim of this work was to include an amendment into the Domestic Abuse Bill that would allow for all Child Contact Centres to be mandated to undertake an accreditation process. This amendment was not included into the bill; however, the government have ordered a review of Child Contact in order to make decisions about how to progress. The government have allocated a maximum of 2.5 years for this review to take place.

Our relationship with the Ministry of Justice and Cafcass, as our main funders, remains strong and our CEO and Trustees ensure there are regular meetings throughout the year to exchange information and report back to them how members are engaging with separated families. We continue to urge the MOJ to consider three-year grant funding cycles to promote better financial stability of the organisation, as decisions were delayed in 2019 due to the General Election.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

The CEO has been undertaking a range of training with the judiciary, including magistrates. She has worked with a number of different areas and has now delivered this to approximately 150 participants. This is positive for NACCC and its members as these people are key stakeholders and education them will no doubt improve the quality of Court Orders made to centres and therefore directly impact outcomes for children. More of this training is planned and this will also be delivered to legal advisors.

Over the past year we have had a change to the Board as we were joined by Gareth Williams, who was introduced to us via the Cranfield Trust, and he will be supporting the board in our future business planning.

Sir James Munby, former President of the Family Division, remains as NACCC's President and Sir Andrew McFarlane, current President of the Family Division is NACCC's Patron and Baroness McIntosh of Pickering our Vice President.

Achievements and performance

During the 2020 – 2021 period the membership of NACCC has reduced by 2. As of the 1st April 2021 there were 318 accredited centres. These included 150 providing supervised contact only, 23 providing supervised contact only and 145 providing both supervised and supported contact. Changes to membership over the past four years informs us that the number of supported centres is reducing, whilst the number of supervised centres grows.

Ongoing developments during the year have included:

- The NACCC Standards Panel is in its seventh year; this is an independent panel chaired by a former High Court Judge. The remit is to review the accreditation and reaccreditation processes, taking into account any developments in the Family Justice System; monitor complaints; make recommendations and to provide a short report of its work on an annual basis. The Panel's latest report confirms that the processes are well managed in all areas.
- The Family Justice Young People's Board continue to carry out inspections of supervised Contact Centres to test for their child friendliness and we are pleased to report that the majority of centres are awarded a 4 or 5 star rating.
- In the last period, we received funding from the Peoples Postcode Lottery. This has been used alongside funding from NACCC to make an exciting and engaging website. This includes, for the first time, resources for children in order to ensure that they have access to safe and positive messaging about child contact centres.
- NACCC has developed a variety of Peer Support Networks, including: Coffee Shop Live, Facebook Group and WhatsApp Group. These networks provide a secure and space for centres to support one another and this is moderated by NACCC Staff.
- NACCC has had a rebrand in this period. The newly designed logos and artwork, better portray our aims and objectives and hopefully make us more accessible to the people who make contact with our organisation.
- Achieved QEL and QEL+ for our training and accreditation.
- NACCC has delivered significant amounts of training to thousands of participants. Courses delivered to our members have included: Enhanced and Supported Co-Ordinator Training, Complaints Training, Working with Court Orders Training, Parenting Apart Programme Training, Opening in Covid, Using Virtual Contact Apps and Safeguarding.
- Worked with the Private Law Working Group (Exeter University and NYAS) on resources for children. This project was recently completed and offered external endorsement, it will soon be provided to 27,000 schools so that children understand their rights and are able to recognise the changes that sometimes happen in families.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

- NACCC has been working with Information Age and the Information Commissioner's Office, to review our approach to ensuring the centres have appropriate certification for GDPR Compliance.

The outcome of this has been a Code of Conduct, that is currently with the legal team at the Information Commissioners Office, prior to being approved. NACCC has been the first organisation of this type to reach this point.

- This year has seen the most significant review of the NACCC Enhanced Standards, since they were originally written. There are now two sets of enhanced standards.

One set provides standards for Enhanced Accredited Child Contact Centres. Many of the reviews here have provided clarification, undated information and strengthening of what was already in place.

The second set fills a loophole that has always existed as a result of only providing accreditation to centres and not other types of organisations and individuals who also provide contact. These standards have tightened guidance around the importance of risk assessments and lone working.

Developments as a result of Covid 19:

- NACCC has collaborated with the Nuffield Family Justice Observatory in order to provide information about remote court hearings.
- NACCC worked with 42 Bedford Row and Sir James Munby to present a seminar about how the Pandemic was impacting on child contact and making recommendations for supporting families during this time.
- We have engaged with the national press in order to reach as many families as possible re keeping in contact.
- The outbreak of Covid 19 has led to the temporary closure of centres and in response to the crises NACCC has developed an app and website information for both member centres and separated parents to use to enable families to stay in contact in a safe way. Working with centres NACCC has been able to provide templates, forms and fact sheets as well as a variety of training opportunities to ensure that this can be used safely. So far in excess of 40,000 individual sessions have now been delivered to children and their families. NACCC will explore how this development might be used in the future to enhance children's experience of Family Contact.
- NACCC have developed an E-learning resource to ensure that all volunteers have a basic level of Safeguarding training, even when they have not been able to attend one of our planned sessions.
- We have worked in partnership with the President of the Family Division, Ministry of Justice and CAFCASS to ensure a consistent message is given to separated families.
- NACCC has been working with Fegan's children's counselling charity to develop a plan that could allow for children and their parents to have access to professional emotional support when accessing contact centres.
- Working with Parenting Apart Programme to offer training for members regarding their app to support communication for separated parents.
- NACCC has organised and held the #NacccCovidHero awards. This has provided an opportunity to celebrate the work of NACCC members during the pandemic.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Trustees Responsibility Statement

The trustees (who are also the directors of NACCC for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which 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 the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- 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 which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Relationship with Child Contact Centres

The member centres are autonomous from NACCC but influence NACCC's policy by:

1. Electing trustees, some of whom are actively involved in a Child Contact Centres.
2. Having and exercising voting rights at the AGM.
3. Meeting in special interest groups: Supervised Centres Wales.
4. Contributions to discussions to the Coffee Shop and the NACCC magazine – Contact Matters.
5. Responding to ad-hoc consultations from the Chief Executive and Staff Team.
6. Providing quarterly Statistical returns which allows us to demonstrate need and effectiveness to the government and to funders.

Risk review

In this reporting period the trustees carried out a review of NACCC's activities and the risks to which it may be exposed.

Trustee recruitment induction and training

The National Association of Child Contact Centres carries out an annual review of the skills of the current Trustees which identifies knowledge gaps within the board and then actively takes steps to recruit Trustees accordingly. During the year 1 Trustee joined the board.

Reserves policy

The Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets ("the free reserves") held by the charity should be between 4 and 6 months of the resources expended which equates to £138,000 to £207,000 in general funds based on budgeted 2020/21 expenditure. At this level the Trustees feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding. At present the free reserves amount to £220,000.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Financial review

The detailed results for the year and the charity's financial position at the end of the year are shown in the attached financial statements.

The financial year ending March 31st 2021 can be summarised as follows. Primarily due to the impact of Covid this year resulted in a 12% drop in overall income from the previous financial year (£319,553 vs 363,688). The majority of this drop of income was caused by the lower number of accreditations/re-accreditations of centres carried out in the year as income from these activities was £40K lower than budgeted (£9K vs £49K).

Overall Expenditure was 7% lower than in the previous year (£380,761 vs £410,109). Again mainly as a result of Covid expenditure in most areas, but particularly those including costs of accreditations/re-accreditations, premises, travel and training were well below budgeted levels.

The net effect of the above saw a £61,208 deficit compared to £46,421 the previous year, however this was more favourable than the budgeted loss of £71,099. From the £61,208 deficit £55,802 was offset by a transfer from Designated Funds of £55,802 which has now all but been depleted (remaining balance at y/e of £3,109). Total remaining funds at year end are £231K (from £292K March 2020).

This report is prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The trustees' report was approved by the Board of Trustees.

25.9.21
.....
Lesley Jenkinson (appointed Chair Oct-20)
Trustee
Dated: LM Jenkinson

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

I report to the trustees on my examination of the financial statements of National Association of Child Contact Centres (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.



Melvin Bailey FCCA DChA
for and on behalf of
Rogers Spencer
Chartered Accountants
Newstead House
Pelham Road
Nottingham
NG5 1AP

Dated: 25 September 2021

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

Current financial year

		Unrestricted funds 2021 £	Restricted funds 2021 £	Designated funds 2021 £	Total 2021 £	Total 2020 £
	Notes					
Income from:						
Donations and legacies	2	5,008	203,600	-	208,608	212,858
Charitable activities	3	108,760	-	-	108,760	148,167
Investments	4	2,185	-	-	2,185	2,663
Total income		115,953	203,600	-	319,553	363,688
Expenditure on:						
Raising funds	5	10,903	43,162	-	54,065	52,109
Charitable activities	6	166,492	160,204	-	326,696	358,000
Total resources expended		177,395	203,366	-	380,761	410,109
Net (outgoing)/incoming resources before transfers		(61,442)	234	-	(61,208)	(46,421)
Gross transfers between funds		55,802	-	(55,802)	-	-
Net movement in funds		(5,640)	234	(55,802)	(61,208)	(46,421)
Fund balances at 1 April 2020		226,134	6,935	58,911	291,980	338,401
Fund balances at 31 March 2021		220,494	7,169	3,109	230,772	291,980

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

Prior financial year

		Unrestricted funds 2020 £	Restricted funds 2020 £	Designated funds 2020 £	Total 2020 £
	Notes				
Income from:					
Donations and legacies	2	3,083	209,775	-	212,858
Charitable activities	3	148,167	-	-	148,167
Investments	4	2,663	-	-	2,663
Total income		153,913	209,775	-	363,688
Expenditure on:					
Raising funds	5	13,630	38,479	-	52,109
Charitable activities	6	191,944	166,056	-	358,000
Total resources expended		205,574	204,535	-	410,109
Net (outgoing)/incoming resources before transfers		(51,661)	5,240	-	(46,421)
Gross transfers between funds		41,804	-	(41,804)	-
Net movement in funds		(9,857)	5,240	(41,804)	(46,421)
Fund balances at 1 April 2019		235,991	1,695	100,715	338,401
Fund balances at 31 March 2020		226,134	6,935	58,911	291,980

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	11		10,550		10,050
Current assets					
Debtors	12	51,285		57,843	
Cash at bank and in hand		272,776		333,596	
		324,061		391,439	
Creditors: amounts falling due within one year	13	(103,839)		(109,509)	
Net current assets			220,222		281,930
Total assets less current liabilities			230,772		291,980
Charity funds					
Designated funds	16		3,109		58,911
Restricted funds	17		7,169		6,935
Unrestricted funds			220,494		226,134
			230,772		291,980

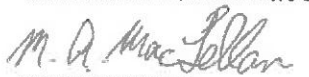
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

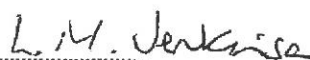
The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 25.9.21



Malcolm MacLellan (Treasurer)
Trustee



Lesley Jenkinson (appointed Chair Oct-20)
Trustee

Company Registration No. 03886023

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

National Association of Child Contact Centres is a private company limited by guarantee incorporated in England and Wales. The registered office is 5 Russell Place, Nottingham, NG1 5HJ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise unrestricted funds which have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

The Charity receives government grants. Income from government and other grants are recognised at fair value when the Charity has entitlement after any performance related conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of obligation can be measured reliably. It is categorised under the following headings:

Costs of raising funds comprise the costs associated with attracting voluntary income.

Expenditure on charitable activities includes 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.

1.6 Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment loss. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Short leasehold properties	33% straight line
Computer equipment	33% straight line
Fixtures, fittings and equipment	25% straight line

1.7 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.8 Retirement benefits

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.9 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligation, net of future charges, are included in creditors.

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

1.10 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

2 Donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Donations	4,608	-	4,608	3,083	-	3,083
Supported recaccreditations	400	-	400	-	-	-
The Sylvia Adams	-	5,000	5,000	-	-	-
The Clothworkers Foundation	-	6,600	6,600	-	-	-
The Peoples Post Code Lottery	-	-	-	-	18,026	18,026
Ministry of Justice CYPF	-	192,000	192,000	-	191,749	191,749
	<u>5,008</u>	<u>203,600</u>	<u>208,608</u>	<u>3,083</u>	<u>209,775</u>	<u>212,858</u>

3 Charitable activities

	Unrestricted funds	
	2021 £	2020 £
Membership fees	88,302	83,782
Enhanced accreditation and reaccreditation fees	9,200	44,600
Conference & training fees	4,631	4,730
Primary purpose trading income	17	134
Services to members, including CRB checks	2,360	1,796
Income from Safe Referrals	4,250	8,520
AGM	-	4,605
	<u>108,760</u>	<u>148,167</u>

4 Investments

	Unrestricted funds	
	2021 £	2020 £
Bank interest receivable	<u>2,185</u>	<u>2,663</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

5 Raising funds

	2021 £	2020 £
Premises costs	9,241	9,895
Travel and subsistence	33	2,008
Stationery, postage and telephone	1,629	1,727
Staff costs	43,162	38,479
	<u>54,065</u>	<u>52,109</u>
Analysis by fund		
Unrestricted funds	10,903	13,630
Restricted funds	43,162	38,479
	<u>54,065</u>	<u>52,109</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

6 Charitable activities

	Total 2021 £	Total 2020 £
Staff costs	176,821	164,608
Depreciation and impairment	7,133	5,025
Operating lease - Land & buildings	16,295	18,400
Operating lease - Plant & machinery	2,192	3,288
Office premises costs	26,437	30,492
Information, education and promotion	28,828	29,528
DBS check fees	2,520	2,340
Accreditation assessors	12,503	39,399
Conference costs	716	6,445
Travel and subsistence	674	7,883
Consultancy and agency fees	6,483	2,037
Training	2,122	8,806
Stationery, postage and telephone	7,691	7,041
Bad debt write off	32	3,895
Bank charges	86	122
Covid-19 safety cost	1,787	-
Rebranding expenditure	6,480	-
Staff recruitment costs	143	920
Sylvia Adams Trust expenditure	5,000	-
	<u>303,943</u>	<u>330,229</u>
Share of governance costs (see note 7)	<u>22,753</u>	<u>27,771</u>
	<u>326,696</u>	<u>358,000</u>
Analysis by fund		
Unrestricted funds	166,492	191,944
Restricted funds	160,204	166,056
	<u>326,696</u>	<u>358,000</u>

7 Governance costs

	2021 £	2020 £
Staff costs	19,396	17,460
Independent examination fees	1,900	3,600
Insurance	1,571	1,641
Committee expenses	(114)	4,210
Training	-	860
	<u>22,753</u>	<u>27,771</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

8	Net movement in funds	2021 £	2020 £
	Net movement in funds is stated after charging/(crediting)		
	Fees payable to the company's auditor for the independent examination of the company's financial statements	1,900	3,600
	Depreciation of owned tangible fixed assets	7,117	5,026
	Operating lease rentals - Land and buildings	16,295	18,400
	Operating lease rentals - Plant and machinery	2,192	3,288
		<u> </u>	<u> </u>

9 Trustees

The trustees neither received nor waived any remuneration during the year (2020 - £Nil).

The reimbursement of trustees expenses was as follows:

	2021 Number	2020 Number	2021 £	2020 £
Travel & subsistence	4	7	(114)	4,210
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

10 Employees

The total staff costs and employees benefit's was as follows:

	2021 £	2020 £
Wages and salaries	213,333	195,853
Social security costs	14,960	14,389
Other pension costs	11,086	10,305
	<u>239,379</u>	<u>220,547</u>

Remuneration of key management personnel

The remuneration of key management personnel is as follows:

Aggregate compensation	<u>45,656</u>	<u>46,878</u>
------------------------	---------------	---------------

No employee received emoluments of more than £60,000 (2020 :None).

Number of employees

The average monthly numbers of employees and full time equivalent (FTE) during the year was as follows:

2021 Number	2021 FTE	2020 Number	2020 FTE
<u>9</u>	<u>7</u>	<u>9</u>	<u>7</u>

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

11 Tangible fixed assets

	Short leasehold properties £	Computer equipment £	Fixtures, fittings and equipment £	Total £
Cost				
At 1 April 2020	4,825	94,721	6,225	105,771
Additions	-	7,617	-	7,617
At 31 March 2021	4,825	102,338	6,225	113,388
Depreciation and impairment				
At 1 April 2020	3,082	86,504	6,135	95,721
Depreciation charged in the year	1,608	5,430	79	7,117
At 31 March 2021	4,690	91,934	6,214	102,838
Carrying amount				
At 31 March 2021	135	10,404	11	10,550
At 31 March 2020	1,743	8,217	90	10,050

12 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Trade debtors	39,537	45,060
Other debtors	48	-
Prepayments and accrued income	11,700	12,783
	51,285	57,843

13 Creditors: amounts falling due within one year

	Notes	2021 £	2020 £
Other taxation and social security		4,808	4,912
Deferred income	14	86,004	85,156
Trade creditors		9,051	11,176
Other creditors		20	435
Accruals		3,956	7,830
		103,839	109,509

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

14 Deferred income

	2021 £	2020 £
At 1 April 2020	85,156	69,371
Increase in year	86,004	85,156
Released in year	171,160 (85,156)	154,527 (69,371)
At 31 March 2021	86,004	85,156

Deferred income comprises advanced invoicing of membership subscriptions and enhanced accreditations.

15 Retirement benefit schemes

Defined contribution schemes

The company operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £11,086 (2020 - £10,305).

The defined liability is allocated to restricted funds.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

16 Designated funds

	Balance at 1 April 2020	Transfers	Balance at 31 March 2021
	£	£	£
Website rebuild	22,586	(19,578)	3,008
Unfunded CEO salary	25,800	(25,800)	-
Computer and IT upgrade	2,525	(2,424)	101
Unfunded Government Advisor	8,000	(8,000)	-
	<u>58,911</u>	<u>(55,802)</u>	<u>3,109</u>

Purposes of designated funds

Where funds are no longer required, the balance has been transferred back to Unrestricted Funding.

Website rebuild - To enhance the security on the records of personal data collected through the website to countervail any unauthorised access to them.

Unfunded CEO salary - Reserve to cover CEO salary following the cessation of funding by the Tudor Trust.

Computer and IT Upgrade - This is an essential upgrade to existing IT and computer equipment, where obsolescence issues in terms of hardware and software need to be addressed for the charity to continue to operate effectively.

Unfunded Government Advisor - To appropriate funds to service the APPG, promote NACCC's activities to the Parliamentary and Charity sectors and assist with securing project grants.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

17 Restricted funds

	Balance at 1 April 2020	Incoming resources	Resources expended	Balance at 31 March 2021
	£	£	£	£
Ministry of Justice CYPF Grant	-	192,000	(192,000)	-
City Bridge Trust	1,445	-	-	1,445
The Peoples Post Code Lottery	5,490	-	(5,490)	-
The Sylvia Adams Trust	-	5,000	(5,000)	-
Clothworkers Foundation	-	6,600	(876)	5,724
	<u>6,935</u>	<u>203,600</u>	<u>(203,366)</u>	<u>7,169</u>

Purposes of restricted funds

The Ministry of Justice Grant was to fund NACCC's running costs to help improve outcomes for children, young people and families through the use of child contact centres.

The City Bridge Trust Fund is research project into the use of child contact centres by Black, Asian, and other minority families, and to support centres in London following inspections by the FJYPB.

The Peoples Post Code Lottery is to redesign and digitalise the current materials used to prepare children for "child contact" with their non-resident parent following divorce or separation. The project will update our materials, so they are appropriate and inclusive of black, Asian and ethnic minority children and digitally accessible.

The Sylvia Adams Trust grant was to fund NACCC during the pandemic and to provide support to its beneficiaries.

The Clothworkers Foundation grant was provided to NACCC to provide IT equipment and greatly support remote working due to the pandemic and the restrictions with in person contact.

18 Unrestricted funds

	Movement in funds				
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds	<u>226,134</u>	<u>115,953</u>	<u>(177,395)</u>	<u>55,802</u>	<u>220,494</u>

Purposes of unrestricted funds

The general reserve represents the free funds of the charity which are not designated for particular purposes.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

19 Analysis of net assets between funds

Fund balances at 31 March 2021 are represented by:

Tangible assets
Current assets/(liabilities)

	Unrestricted funds 2021 £	Restricted funds 2021 £	Designated funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Designated funds 2020 £	Total 2020 £
	3,350	5,542	1,658	10,550	5,766	-	4,284	10,050
	217,144	1,627	1,451	220,222	220,368	6,935	54,627	281,930
	220,494	7,169	3,109	230,772	226,134	6,935	58,911	291,980

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

20 Financial commitments

The total future minimum payments under non-cancellable operating leases are as follows:

	Land and buildings		Other	
	2021	2020	2021	2020
	£	£	£	£
Expiry date:				
Within one year	2,375	9,500	2,385	2,385
Between one and five years	-	2,375	2,385	4,771
	<u>2,375</u>	<u>11,875</u>	<u>4,770</u>	<u>7,156</u>

21 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).