

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

---

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

---

# NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

## CONTENTS

---

	Page
Trustees' report	1 - 6
Independent examiner's report	7
Statement of financial activities	8 - 9
Balance sheet	10
Notes to the financial statements	11 - 21

---

# 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					
<b>Income from:</b>						
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
<b>Total income</b>		<b>177,076</b>	<b>214,908</b>	<b>-</b>	<b>391,984</b>	<b>319,553</b>
<b>Expenditure on:</b>						
Raising funds	5	18,977	48,081	-	67,058	54,065
Charitable activities	6	160,043	160,934	-	320,977	326,696
<b>Total resources expended</b>		<b>179,020</b>	<b>209,015</b>	<b>-</b>	<b>388,035</b>	<b>380,761</b>
<b>Net (outgoing)/incoming resources before transfers</b>		<b>(1,944)</b>	<b>5,893</b>	<b>-</b>	<b>3,949</b>	<b>(61,208)</b>
Gross transfers between funds		3,109	-	(3,109)	-	-
<b>Net movement in funds</b>		<b>1,165</b>	<b>5,893</b>	<b>(3,109)</b>	<b>3,949</b>	<b>(61,208)</b>
Fund balances at 1 April 2021		220,494	7,169	3,109	230,772	291,980
<b>Fund balances at 31 March 2022</b>		<b>221,659</b>	<b>13,062</b>	<b>-</b>	<b>234,721</b>	<b>230,772</b>

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

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 £	£
<b>Fixed assets</b>					
Tangible assets	11		6,427		10,550
<b>Current assets</b>					
Debtors	12	50,227		51,285	
Cash at bank and in hand		305,180		272,776	
		<u>355,407</u>		<u>324,061</u>	
<b>Creditors: amounts falling due within one year</b>	13	<u>(127,113)</u>		<u>(103,839)</u>	
Net current assets			228,294		220,222
<b>Total assets less current liabilities</b>			<u>234,721</u>		<u>230,772</u>
<b>Charlty funds</b>					
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
	<u>896</u>	<u>2,185</u>



# 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>
<b>Analysis by fund</b>		
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>
<b>Analysis by fund</b>		
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

<b>8</b>	<b>Net movement in funds</b>	<b>2022</b>	<b>2021</b>
		<b>£</b>	<b>£</b>

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

## 9 Trustees

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

The reimbursement of trustees expenses was as follows:

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

## 10 Employees

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

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

### Remuneration of key management personnel

The remuneration of key management personnel is as follows:

Aggregate compensation	47,360	45,656
------------------------	--------	--------

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:

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

# 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
	£	£	£	£
<b>Cost</b>				
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
<b>Depreciation and impairment</b>				
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
<b>Carrying amount</b>				
At 31 March 2022	-	5,475	952	6,427
At 31 March 2021	135	10,404	11	10,550

### 12 Debtors

	2022	2021
	£	£
<b>Amounts falling due within one year:</b>		
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
	<hr/>	<hr/>
	188,097	155,375
Released in year	(86,004)	(69,371)
	<hr/>	<hr/>
At 31 March 2022	102,093	86,004
	<hr/>	<hr/>

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)	-
	<hr/>	<hr/>	<hr/>
	3,109	(3,109)	-
	<hr/>	<hr/>	<hr/>

#### 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
	£	£	£	£
<b>Expiry date:</b>				
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.