

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 Tam	(Appointed 6 June 2023)
Secretary	Elizabeth Tam	
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
	<hr/>	<hr/>
	199,870	188,097
Released in year	(102,093)	(86,004)
	<hr/>	<hr/>
At 31 March 2023	97,777	102,093
	<hr/>	<hr/>

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.