

Charity registration number 1078636 (England and Wales)

Company registration number 03886023

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

LEGAL AND ADMINISTRATIVE INFORMATION

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

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

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Structure, Governance and Management

NACCC Mission Statement:

Parenting doesn't end when relationships do.

NACCC Vision:

Setting the standard to Child-centred family time.

NACCC Values Statement:

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

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

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

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

Objectives and activities for the public benefit

The objects of the charity are:-

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

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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

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

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

Public Benefit:

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

Activities undertaken in furtherance of the charity's objectives

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

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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

Achievements and performance

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

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

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

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

Trustees' commitments

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

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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

Ministry of Justice

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

MoJ Supported Child Contact Centre Grant

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

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

Communications

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

Coffee Shops

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

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

Standards and Standard Panel

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

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

Trends

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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

IT Security

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

Training

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

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

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

Family Solutions Group

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

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

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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

FOR THE YEAR ENDED 31 MARCH 2025

Trustees' responsibility statement

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

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

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

Risk Review

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

Reserves Policy

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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

FOR THE YEAR ENDED 31 MARCH 2025

Results for the Year

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

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

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

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

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

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

Lucy Glass

Malcolm MacLellan (Treasurer)

Gareth Williams

Helen Wagner

(Resigned 5 January 2025)

Elizabeth Tarn

Therese Patel

Sharon Scott (Chair)

Julie Tisbury

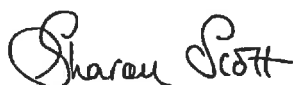
La-Toyah Phillips

(Appointed 10 September 2024)

Angela Wellings

(Appointed 17 June 2025)

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



Sharon Scott (Chair)

Trustee

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006.
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the Companies Act 2006 other than any requirement that the financial statements give a true and fair view, which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



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

Dated: 23/09/2025

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

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

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

BALANCE SHEET

AS AT 31 MARCH 2025

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

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

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

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

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

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



Malcolm MacLellan (Treasurer)
Trustee

Company registration number 03886023 (England and Wales)

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

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

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

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

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

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

1.4 Income

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

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

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.5 Expenditure

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

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

Expenditure on charitable activities includes those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1.6 Tangible fixed assets

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

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

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

1.7 Tax

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

1.8 Retirement benefits

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

1.9 Leases

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

1.10 Debtors and creditors receivable / payable within one year

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

2 Donations and legacies

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

3 Charitable activities

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

4 Investments

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

5 Other income

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

6 Raising funds

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Charitable activities

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

8 Governance costs

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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

10 Trustees

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

The reimbursement of trustees expenses was as follows:

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

11 Employees

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

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

Remuneration of key management personnel

The remuneration of key management personnel is as follows:

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

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

Number of employees

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

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

12 Taxation

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

13 Tangible fixed assets

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

14 Debtors

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

15 Creditors: amounts falling due within one year

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Funds received as agent

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

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

17 Deferred income

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

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

18 Retirement benefit schemes

Defined contribution schemes

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

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

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

The defined liability is allocated to restricted funds.

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Restricted funds

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

Purposes of restricted funds

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

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

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

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

20 Unrestricted funds

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

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

21 Analysis of net assets between funds

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

22 Operating lease commitments

Lessee

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

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

23 Related party transactions

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