

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

England & Wales · Charity number 1147895

Details

Other names GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

Status Registered

Legal form Other

Registered 2012-06-29

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

Contact

Address 96 Walter Road
Swansea
SA1 5QE

Phone 01792470003

Email info@glamorganhousefdc.cymru

Website <http://glamorganhousefdc.cymru/>

Activities

Objects: THE OBJECT OF THE CENTRE IS TO ALLEVIATE THE HARDSHIP AND DISTRESS OF CHILDREN CAUSED BY THE BREAK-UP OF MARRIAGE AND FAMILY, AND TO PRESERVE AND PROTECT THE MENTAL AND PHYSICAL HEALTH OF SUCH CHILDREN BY PROVIDING AND MAINTAINING A CENTRE AND FACILITIES WHEREBY SUCH CHILDREN CAN MORE READILY ENJOY THE COMPANY AND LOVE OF THEIR NON-RESIDENTIAL FAMILY MEMBER.

Activities: Our main Contact Centre provides Supported, Handover and Supervised contact for the separated families. Our Centre is a neutral meeting place where children can meet their loved ones from whom they are separated in a safe, secure, neutral and enjoyable atmosphere. Our main Centre is located in Swansea and has number of comfortable rooms and facilities.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services
- **What:** General Charitable Purposes, Other Charitable Purposes
- **Who:** Children/young People, People With Disabilities, The General Public/mankind

Geography

- City Of Swansea

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£181,919	£163,929	-	-
2024-03-31	£184,988	£139,438	-	-
2023-03-31	£145,000	£110,000	-	-
2022-03-31	£126,051	£116,170	-	-
2021-03-31	£136,011	£98,414	-	-

Trustees

Name	Role	Appointed
MRS CHANTAL PATEL	Chair	2013-05-01
Angie Janyse Flores Acuna		2026-02-12
Daniel Perrin		2024-09-02
David Thomas Barton		2016-10-24
FUN WONG		2013-05-01
Ishrat Tasmin Chowdhury		2020-10-26
Jacob Singh		2023-11-30
Mair ap Gruffydd		2014-11-04

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

England & Wales - Charity number 1147895

Accounts

ANNUAL
REPORT
2024 - 2025



GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE



Email Address:

info@glamorganhousefdc.cymru

Website: [Home](#)

Phone Number: 01792 470003

Address: 96 Walter Road,

Swansea,

SA1 5QE



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WELCOME TO GLAMORGAN HOUSE

WHAT IS A CHILD FOCUSED CENTRE?

Children's Focused Centre is a neutral meeting place where children of separated families can meet with their estranged family member and

interact in a safe, secure, neutral, and enjoyable environment. Our Centre is in Swansea and has a various of comfortable rooms.

FREQUENTLY ASKED QUESTIONS:

Can I make a self-referral?

Referrals can be made by CAFCASS Cymru, Mediation Services, Solicitors, Social Services, or you can make a self-referral by requesting a form. Both parties need to complete the referral form.

WHEN CAN I HAVE CONTACT?

Sessions can be on weekly, fortnightly, or monthly basis. The Centre is open 6 days a week 9.00-4.00: Saturday being the busiest day. We can accommodate contact on weekdays as well.

DO I NEED TO MEET MY EX-PARTNER?

No, just tell us at your pre-visit and we can arrange for you not to meet but, there are exceptions which will be discussed at the first meeting.

WHAT IF I CAN'T COME?

Please notify the Centre if you are unable to make it to your session. If, three sessions are missed without any notification, you will be removed from our list.

HOW MUCH DOES IT COST?

Supported Family time session £15.00 per hour. Supervised Family time costs for self-referrals by parents with no outside bodies involved £45.00 per hour. Referrals made by CAFCASS may result in them paying up to 6 sessions.

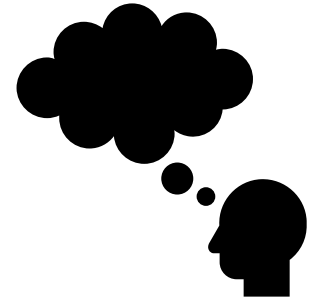
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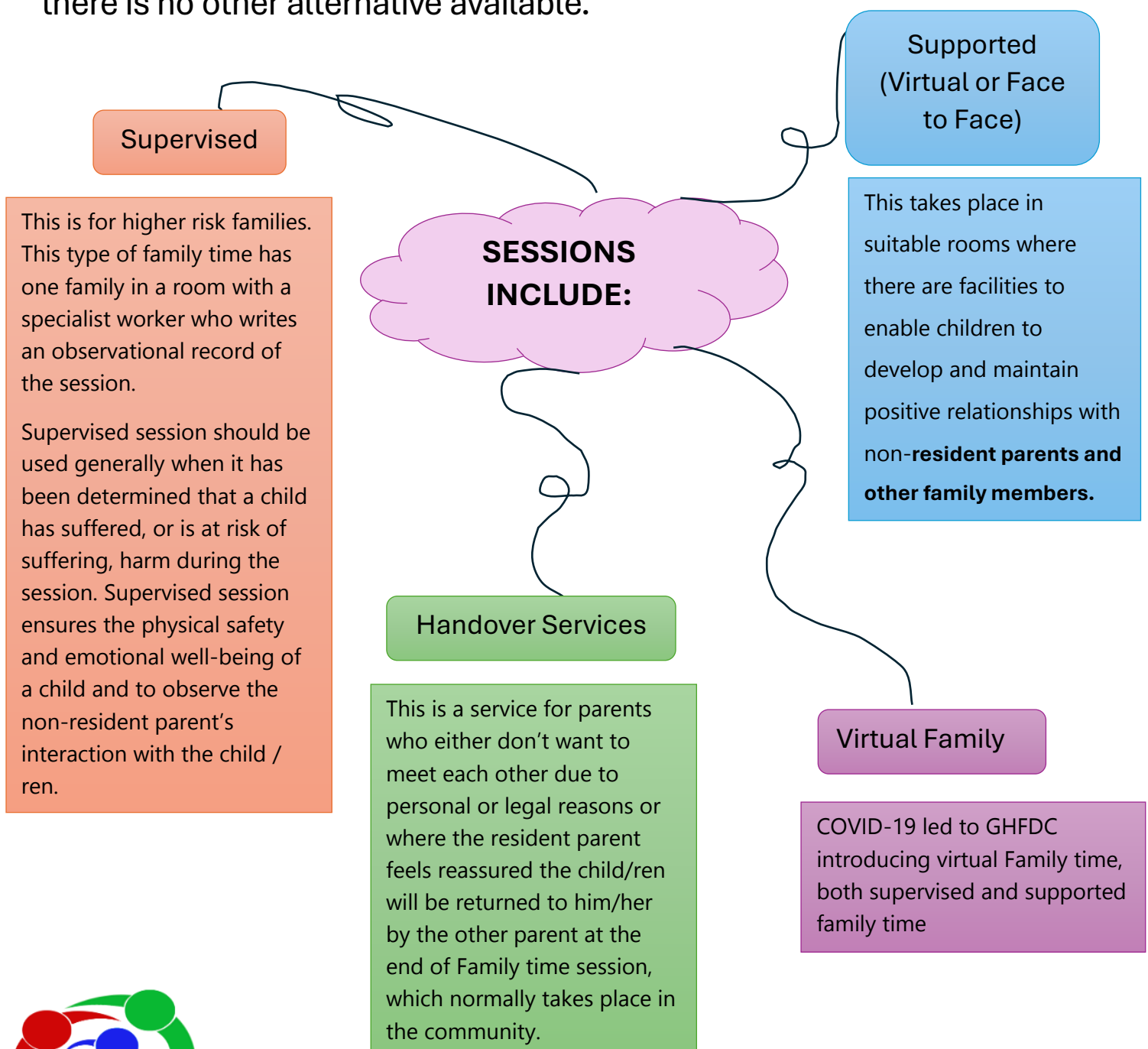
To provide facilities and support meeting between children of separated families and their parents and other family members, through the creation of a warm, informal atmosphere in a comfortable and safe neutral meeting place; and to provide variety of services to help and support such children.



TYPES OF CONTACT WE PROVIDE



Our Centre is a neutral meeting place where various children from separated families may enjoy interacting with one or both parents, and sometimes other family members, in a comfortable environment when there is no other alternative available.



HOW GLAMORGAN HOUSE STARTED

Our Manager/Coordinator whilst working in Merthyr Tydfil, Aberdare and Brecon was involved in the setting up and running Children's Family time Centres in those areas. Whilst working on his secondment in **Swansea** he found there was no such facility for children to see their absent /separated parents in a safe and friendly environment.

Thus, following his retirement, he got together with some of the current Trustees, in particular the current Chair, and GHFDC was 'born.' However, with no funding available a lot of voluntary workers came together, led by Roy Peeke and his family who did all the basic work in readiness for us to have a lift off.

The Centre officially opened in June 2012, having started in 2011 offering both Supported and Supervised Family time for children and their family members. It had close links with **Children and Family Court Advisory and Support Services (CAFCASS Cymru)**, with whom we have a contract to provide supervised and supported Family time services, but that contract has already diminished ; however officially the Contract will come to an end on the 31st of March, 2026; SOCIAL SERVICES throughout Wales and beyond including England and Northern Ireland.

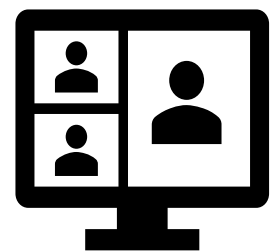
The main aim of the Family Time Centre (FTC) to relieve the hardship and distress children often encounter when there is an irretrievable family break-up. The main objective of the Centre is to provide a safe, **neutral meeting place where children from separated families can meet and enjoy the love and companionship of their non-resident family member in a comfortable and neutral environment and continue to keep or build their bond with one another.**

WHAT HAVE WE ACHIEVED THIS YEAR?

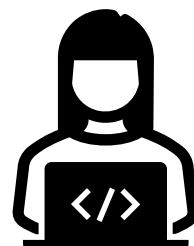
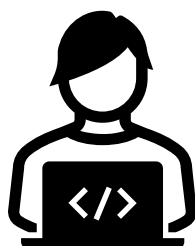


Our Annual General Meeting gives us the opportunity to tell people what we do and how we provide services for children and families.

We continue to provide virtual family time sessions for families who cannot travel to Swansea and live in far distance from their children.



Glamorgan House was one of the first Family time centres to introduce virtual Family time sessions in Wales during the COVID-19 Pandemic with remarkable success.



MESSAGE FROM OUR CHAIR – CHANTAL PATEL

ASSOCIATE PROFESSOR IN MEDICAL LAW & ETHICS SWANSEA UNIVERSITY



Every child has the fundamental right to grow up in a safe, loving environment and to receive the care and support of both parents. Sadly, more than a million children in the UK lose contact with one of their parents following separation. Research consistently shows that children thrive best when they maintain meaningful relationships with both parents — relationships that nurture their confidence, resilience, and emotional wellbeing. We recognise, of course, that for a range of reasons, parents are sometimes unable to live together. Many families manage to build cooperative arrangements that allow their children to flourish in two homes. For others, particularly those facing complex or high-conflict separations, professional support becomes essential.

That is where **Child Contact Centres** like ours play a vital role. We provide a **safe, neutral, and child-focused space** where children can spend time with the parent they do not live with, rebuild relationships, and experience stability during uncertain times. Our approach is sensitive, non-judgemental,

and rooted in the belief that every child deserves the opportunity to maintain family bonds wherever it is safe to do so.

Since opening our doors in **2012**, we have welcomed **over a thousand families** through our Centre. Thanks to the compassion and dedication of our volunteers, we have supported countless children to reconnect with a parent and adjust to life across two households.

Our volunteers — including **Ray, Lane, Resna**, and many others — are at the centre of what we do. Their commitment ensures that every family who walks through our doors is treated with empathy and respect, regardless of the challenges they face.

The **National Association of Child Contact Centres (NACCC)** continues to advocate for safe, child-centred contact across the UK. Their research highlights that accredited centres are vital in helping children maintain relationships, improving family stability, and reducing emotional distress following separation. However, NACCC has also warned of **significant funding pressures**, especially in **Wales**, where many centres rely on short-term or inconsistent grants. The sustainability of these essential services is under real strain. Without continued support, many families could lose access to a lifeline that helps them rebuild and sustain safe contact.

Recent changes in the family justice system — known as the Pathfinder pilot — are reshaping how private law children's cases are handled. The pilot, now operating in North, Southeast, and Mid & West Wales, adopts a multi-agency, trauma-informed approach that prioritises children's welfare, early information sharing, and improved parental engagement.

Early findings have shown positive outcomes:

- **Cases are being resolved more quickly** (on average, 11 weeks faster in North Wales).
- **Court backlogs have halved**, reducing stress for children and families.
- **Multi-agency collaboration** has improved early identification of risk and support needs.

These changes align closely with the ethos of child contact centres — ensuring that children's voices and safety remain at the heart of every decision, and that supportive services like ours are integrated into a more responsive family justice system. We remain committed in providing a neutral space to allow for positive reconnection.

I am incredibly proud of the work we do. I owe special thanks to Ray, Lane Resna & the volunteering team whose commitment continues to support children and families during such difficult times.



MESSAGE FROM OUR MANAGER/COORDINATOR

RAY SINGH CBE

When we first started, we opened for few hours on Saturdays only, but it soon progressed to six days a week.

We are busy throughout the week dealing with pre-visits of the new parents, family time sessions, both supported and supervised, thus making it easier to facilitate more family sessions - up to 40-50 families each Saturday to fit in with working parents and children attending school. Sadly, a lot of our time is taken up daily in dealing with issues unconnected with us providing the services we were set up to do, and it adds time, costs and the unnecessary stress to the staff and volunteers.

Parents' and children's feedback forms overall were positive about the Centre, services provided by us with often identifying individual staff member or a volunteer for their invaluable support.



As will be seen from the stats, even though CAFCASS Cymru referrals have been on the decrease to almost nil; despite having entered a very time-consuming contract with them, but other referrals have been on the increase.

I am grateful to Resna for ensuring pre-visits are done promptly and Lane for ensuring stringent terms and conditions surrounding the GDPR SAFEGUARDING and Accounts are strictly adhered with. Jamilah, Leanne, and Jamie have been of great help in their individual contributions to the admin section. Mary's commitment to H&S keeps us all on our toes, to say nothing about her dealing various parents and children especially on Saturdays!!

The referrals from solicitors and more so from Social Services have been on the increase during the last year and ongoing.

Sadly, our workload is increasing by the day, with the Courts ordering more and more families to stay in the Centre rather than moving on into community and it is a real challenge to us: we can only

accommodate them at the expense of depriving the new families to start their family time with their children. There are long delays in dealing with the pending children's cases and to us it seems that we are being used as a "waiting room"!! This does not sit well with the ethos behind what we should be doing: PROVIDING a safe and neutral space for children and their separated parents to rekindle with one another and move into community. We cannot and must not become The Second Home for these children.

CAFCASS Cymru with the Path Finder innovation would mean more and more cases would be referred to the Family Time centres, probably as supported sessions, with no financial support from them. Centres throughout Wales are suffering financially leading already to closures of many important centres

MOJ through NACCC distributed up to a maximum of £2500.00 in February and again in August 2025 with a hope of another further payment of £2500.00 to all Centres in Wales towards the running of Supported Family Time only.

We now have fourteen supervisors including our Chair, myself, Lane, Resna, Jamilah and all-rounder Leanne who are all fully qualified to do all aspects of supervision, However, we still need more to meet ever increasing needs. I would like to welcome a cohort of new Supervisors from England, Nigeria, Philippines and Peruvian/Spanish/Wales.....Croeso!

Volunteers come and go but the Rocks of GHFDC, Jean, Mary, Leslie, Sian, the real backbones are forever present and supportive. We will not survive without their selfless commitments. Training of the volunteers is an ongoing process handled appropriately by Lane

Funding is an ongoing battle for us. We were successful in securing two new three-year contracts with CAFCASS Cymru's successfully bidding for the tender covering the whole Regions 2&3. The contract will expire in March 2026, as outlined above ***This contract meant that whilst celebrating our Fourteenth Anniversary plus of GHFDC, we had set up our new Centre: GHFDC CHRIST CHURCH LAMMAS St CAERFYRDDIN*** and facilities in Brecon and Haverfordwest. All that had to be stopped at great inconvenience. Sadly, due to CAFCASS ending their contract, we are



no longer able to take our services to the children and parents in West/Mid Wales and they all must travel to Swansea

We are grateful to **Shelagh Creegan** before her retirement due to personal reasons for her unceasing commitment to raising funds for GHFDC in memory of our late most charismatic volunteer **Sam** (*and we can't wait for his son to start his role as a volunteer*).

Thank you for our Scottish and other supporters of Shelagh's tireless commitment to raising funds. They helped us in providing our services to the children and families with special needs. Shelah we'll miss yo hugely for you all our doors will always be open. The full lists of donations/funding are set out in this report. We are grateful to **Dan Perrin & Company Limited, Chartered Certified Accountants**, in doing our accounts and **Charlotte Davies of the Business Sense** the wage slips for our staff members.

I would like to continue to thank Lane, Resna and ever supportive Mary, Jean, Lesley, (Elenor who recently had to retire due to family commitments), Jamie, Sian and all the volunteers, who exposed themselves to the risk of the deadly virus, covid-19 in line of duty. and their continued "commitment to the welfare of those hundreds of children" passing through their hands.

We miss the volunteers at GHFDC< Christchurch, and in particular ever supportive Rosemary, Kath Simon Andrew, and Julian. Diolch!

It would be amiss not to mention the help and support we received from NACCC, and in particular from Donna, Ruth and Phil Coleman, Service Development Officer: Diolch.

Finally, the help and support our chair Chantal who provides to us, week in week out is second to none. **Diolch, Vinaka baka levu, Shukriya, Dhan'yabad, Maraming Salamat, Merci Beaucoup, Muchas Gracias.**





REFERRALS

CAFCASS CYMRU
Until March 2025

SOLICITORS

SELF-REFERRALS

SOCIAL SERVICES
Across the whole of Wales

OTHERS



Cafcass
Cymru

Since **October 2024** the referrals have increased.

Many of the contact adults tends to be fathers; however, we do have other family members visiting the children.

This includes mothers, grandparents, and other siblings.

Clients are not accepted in the Centre without duly signed, fully completed referral forms.

The referrals come through **CAFCASS, Solicitors, Social Services**, or one or from both parents themselves (**Self-referrals**).

Each parent must have a pre-visit before the first Family time session is set up.



FUNDING / DONATIONS

Glamorgan House Family Development Centre is a registered charity. While we still have a contract with **CAFCASS CYMRU** there no longer any income, from them and most costs are met by obtaining grants from various organisations and trusts, self-funding activities and small charges made for supervised, supported and handover sessions. The current financial climate is making it more difficult with grants; however, we continue to do our best to secure the future running of these valuable services making it possible for the children to maintain their connections with their absent parents.

Funding is very important to the continued development and sustainability of the Centre and all the staff led by Fun Wong a Trustee play their part in raising funds and Shelagh Creegan raises funds in memory of our volunteer Sam.

With the help of these grants, we have been able to ensure that we can provide quality services and needs for the children and parents. We are constantly looking at new ideas to see how we can develop the Centre further. During the period covered by this report we have obtained funding and grants from: **some donations from satisfied clients, and others.**

We continue to look for funders who can donate and help our children to see their absent parents. We continue to provide support for our families who use our services. We welcome any donations to continue with our goals and objectives for the future of Glamorgan House in helping the separated parents.



VOLUNTEERS



At present, we have several volunteers and sessional workers who help run the Centre on a rota basis.

Our volunteers are all dedicated and committed individuals who work hard to support the children and their families at the Centre.

We recruit new volunteers through SCVS, by word of mouth, various presentations, networking with the Local Voluntary Action Organisations, friends of existing volunteers. We still need more volunteers, and we will be pleased to hear from you.



ANNUAL DINNER NOVEMBER 2024



Meet the team of Trustees, Chair, and Deputy Manager, Manager, Volunteers



Deputy Manager - Lane, Manager –
Ray Singh, Chair Trustee - Chantal,
Volunteer - Jamie



Vice Chair – Mair ApGryffydd, Deputy
Manager - Lane, Manager – Ray Singh



Our committed volunteers – Sian,
Jean, and Lesley



Our lovely trustees – Fun and David



MESSAGE FROM OUR TRUSTEE – SHELAGH CREEGAN



At GHFDC, volunteers are encouraged to work as part of the team, sharing their talents and skills to ensure interactions between children and their non-resident family members take place in a safe, secure and welcoming environment. The name of a playroom in memory of my friend's son, Sam, who was a much loved and valued volunteer, acted as the catalyst for me to begin fundraising creating a living legacy which provides services to children and families with special needs. I live in Scotland and began my fundraising in 2019. Two years later, with remote working the norm during

the Covid-19 pandemic, I received a surprise invitation to become a Trustee, which I gratefully accepted.

The main legal duties of Trustees are to act in a charity's best interests, manage its resources responsibly and act with reasonable care and skill. At GHFDC, in addition to virtual meetings with staff, fellow Trustees and volunteers, I have attended in person training sessions, Annual General Meetings and visited Christ Church Lammas St, Carmarthen to observe a small number of supervised Family time sessions involving children and families living in West Wales.

Supervised Family time is when a child spends time with the non-resident parent in a neutral setting. Family time is supervised to make sure the child is safe, and the Family time is in their best interests. The role of the Family time supervisor is to observe, monitor and assess the quality of contact between the child and the non-resident parent, being aware of family dynamics and to write evidence-based reports which may be filed with the court.

The Family time supervisor oversees the handover of children ensuring parents do not meet either for legal reasons or personal preference. The non-resident parents I met were all fathers. I listened as one voiced sadness and sorrow at the lengthy passage of time before a first



reunion with his child whilst another spoke of his frustration at not knowing how long Family time sessions would play a part in his family's lives.

The children, I noticed, were pleased to see and spend time with their fathers. Younger ones played quietly with toys brought by the father or provided by the contact center. Some of the older children enjoyed reading aloud from a favorite story book or playing board games as parents and children caught up with each other's daily lives. The exchange of gifts, a hand-down card by the child or a toy from the father, was common.

The experienced Family time supervisor acknowledged the emotional difficulties families encountered during these sessions providing guidance on a range of sensitive issues including the prohibited use of mobile devices and the taking of photographs whilst remaining in the background as far as possible.

It has been a privilege to witness first-hand how Family time sessions provide a positive experience for families living through difficult circumstances. Parents learning to appreciate and trust the center has nothing to gain by taking sides, its first concern always being the best interests of the child.

All of which brings me full circle to my role as a Fundraising Trustee at GHFDC. My reason for accepting the role is to raise money and show support for my grieving friends and honour the memory of their beloved son. Fundraising can also educate and inform the public about the positive impact charities can have on people's lives. Raising money often brings people together.

It can be a great way to have fun and make friends whilst giving people a real sense of satisfaction from knowing they are helping a chosen charity. Whether done regularly or as a one-off, fundraising brings a sense of fulfilment like no other.

I wonder if you might accept my challenge to fundraise for GHFDC? Whether your event is big or small, it's a tangible way to show support for the amazing volunteers and staff at GHFDC who work tirelessly to support children of separated families, their parents and other family members. Who knows. It might be you writing about your fundraising journey in the annual report next year. Thank you. And good luck!





Phil Coleman – Head of NACC (Service Development Manager) - 2024

- NACCC’s Virtual Trainings
- Internal Face to Face Trainings
- Inhouse Trainings
- Other Organisations Trainings

We are aware of the importance of training at GHFDC. We ensure all staff & volunteers, including Trustees, are kept up to date with new developments to ensure the safety and welfare of the children. We also attend NACCC AGM and training every year. Training is on-going.



Our First Aid training presented by Thomas Hewes (Swansea University) - 2024



OUR TEAM

TRUSTEES AND MANAGEMENT COMMITTEE MEMBERS

Chantal Patel

Chair/Trustee/Safeguarding Lead

Mair Ap Gruffyd Vice Chair/Trustee/Welsh Language Lead

Trustee/Fundraising Lead

Fun Wong

Trustee/Training Lead

David Barton

Trustee/Fundraising Lead

Trustee Board

Shelagh Creegan

Trustees

Youth Board

Jacob Singh

Trustees

Youth Board

Ishrat Chowdhury

Ray Singh

Manager/Training
Co-ordinator

Lane Read

Deputy & Volunteer Co-ordinator/Secretary/Treasurer

Resna Begum

Asst. Co-ordinator

Jamilah Viajar & Leanne Morgan

Admin Assistant

Mary Morris

Health & Safety Lead

Daniel Perrin & Charlotte Davies

Accountants



Messages from our Supervisors/Volunteers

PRECIOUS

My time as a Supervisor at Glamorgan Family Development Centre has been incredibly special. Each week brings new opportunities to support families in reconnecting and building stronger bonds within a safe and nurturing environment. It is a real privilege to be part of these important moments in children's lives and to help create a positive space where they feel seen, heard, and valued.

The atmosphere at Glamorgan House is one of genuine care, teamwork, and encouragement. I have felt truly supported by my other supervisors, volunteers and management, which has allowed me to grow both personally and professionally. Being part of a team so committed to making a real difference has been inspiring, and I am deeply grateful to play a role in the work we do.

Working at Glamorgan House has been far more than just a job; it has been a meaningful and fulfilling journey. I am proud to be part of such a dedicated and compassionate team.

VICTORIA

Looking back on my time working at Glamorgan House, I can honestly say it's been one of the most meaningful roles I've had. Being a supervisor here has opened my eyes to just how important a safe, neutral space can be for families going through tough times. It's not always easy work, but it's incredibly rewarding.

What stands out most to me are the small moments that sometimes go unnoticed, a child who was nervous at first becoming more relaxed, or a parent and child slowly starting to rebuild their bond. These moments might seem small on the surface, but they carry a lot of weight and being there to support that process feels very special.

The team here is also something I'm grateful for. Everyone genuinely cares, not just about the families we work with, but about each other. I've learned so much through this job, not just professionally, but personally too. It's taught me patience, compassion, and the power of consistency.

I feel proud to be part of a place that plays such a crucial role in helping families reconnect. I'm looking forward to continuing this work and seeing the positive impact we can keep making.

ANGIE

My time at the Glamorgan House Family Development Centre has been nothing short of transformative. It was here that I came to truly understand the depth of vulnerability that so many people live with, often quietly, and often without the support they need. Being entrusted to accompany families through moments of high emotion, uncertainty, and hope was a responsibility I never took lightly. It shaped me profoundly.

Being a supervisor didn't just strengthen my practical skills; it refined my intuition. I learned to read beyond words, to notice what wasn't being said, and to respond with both compassion and clarity. It has made me who I am today: someone who leads with empathy, but who also speaks with confidence when it comes to safeguarding, fairness, and advocating for others.

One of the most powerful parts of this role has been witnessing change, seeing the development of individuals and families over time. Watching parents rebuild trust, children grow in confidence, and relationships begin to heal has deepened my understanding of human nature and the pain many carries. But it has also shown me the strength people possess when given the right support.

Seeing families eventually move forward and no longer need the centre is incredibly rewarding. It fills me with hope, not just for the children's futures, but for what's possible when people are met with patience, respect, and care. This experience has confirmed how much I value supporting vulnerable people, and how meaningful it is to make a difference, quietly, consistently, day by day.

Our supervisors who continue to help and support our children and parents' coming to Glamorgan House to have session meetings with the absent parents and their children. Our supervisors who work hard to assist and supervised families everyday with their time spent and being flexible just to accommodate visiting parents who are desperately wanting to see their children.

Our Supervisors

Elaine – Retired Social Worker

Emma – Psychology & LLB Graduate

Sian – Retired Social Worker

Jamilah – BA (Hons) Computer Animation Graduate

Kofoworola – Master's Degree in Management

Caitlin – BS Sociology

Ashly – Postgraduate/Trainee Medical Student

Angie – Master's Degree in Medical Engineering & Past President of Cardiff Student Union

Imogen – Psychology Graduate

Precious – BSc Geology

Victoria – 3rd Year Health Informatics

Daniel – Master's in Health Informatics and B. Pharmacy

Oscar – Postgraduate/Trainee Medical Medicine 2nd Year

Hannah - BA (Hons) Philosophy, Ethics and Religion

Katherine – Retired social worker

Our dedicated and committed volunteers who come regularly to give their time to help and support our parents and children. In no time they ensure all the rooms are clean before and after each use ready for the next family. They make children and parents feel welcome. They ensure everyone's safety during the Family time sessions.

They make themselves always available and never get tired of giving up their time and strength. Our volunteers are such a good bunch and always happy to help whenever we needed them most.

They are one of the inspiring people to admire to. Our volunteers give an inspiration to others and make big differences to our children and parents who use our services. Your kindness is much appreciated. You are the best!

Our Volunteers

Swansea

Volunteers

Mary

Jean

Lesley

Jamie

Sian

Steffan

Lara

Elsie

Carmarthen

Volunteers

Rosemary

Kathleen

Simon

Julian

Andrew

Our staff and volunteers are always on hand to make sure the rooms are perfectly clean after each session.



Jamie, Mary, Jean, Eleanor, Sian and Lesley are always alert, making sure that all rooms are clean and ready for all families who come during the weekdays and more so during Saturdays.

Our volunteers are helping one another ensuring all surfaces are clean and sprayed with antibacterial spray to protect all children and parents who use the rooms for Family time sessions. They clean and check toilets and common parts regularly. They check and open the windows to ensure enough ventilation is maintained.

Our volunteers are extremely busy not only cleaning the rooms but also taking the children back and fore to resident and visiting parents. Glamorgan House has the most committed and reliable volunteers ever.



MESSAGES FROM OUR SERVICE USERS (Parents and Children)

Very nice people to work with. And my honest opinion is. They are the only ones who knows how to do their job the way it's meant to be. If only Cafcass and family courts could put the efforts in that these guys do that's all I can say.

Thank you for all your hard work, guys. It's much appreciated.

Visiting Parent

Helped both me and dad see each other and gain a connection. Everyone at the Family time centre made me and dad happy.

Child 10 yrs old

To the wonderful staff at Glamorgan House, we just want to thank you for being such a big part in our families' journey and allowing us to have the best family time in your centre. You have been so welcoming and amazing to us, and we couldn't have gotten through this without you all. You are all some of the most incredible people we have ever met, and we wish you so much happiness in your lives. You have brought our family so much happiness and we appreciate that so much! You're all amazing!

Both visiting parents

I'd like to thank all the staff at Glamorgan house for helping me with my boys during the sessions, you played a massive part in bringing us back together.

Mum - Visiting Parent

Reassured me along the way and assisted in first session with Family time.

Child 9 yrs old

I would like to thank all the staff for being so kind and warm to my daughter. Thank you.

Dad - Visiting Parent

The centre gave me all the information I needed. Centre was big and plenty of space. Everything is good and very helpful with everything.

Child 7 yrs old

Calmed me down when I was crying. They helped me get ready to see daddy.

Child 8 yrs old

I really enjoy the sessions as I get to have fun with my dad. I really like the building because it's old. 5 stars from me. The people who work here are amazing.

Child 7 yrs old

The place is functional and, in a way, impersonal, but bear in mind it is for a certain purpose therefore you should not expect too much friendliness from them.

They aim to fulfil the court's orders regarding the Family time between children and their estranged family members. That's it. It is most of the time working out well for families but there are a lot of cases when things just got worse, they even forced the children to meet the family member. The children did suffer from it every single time.

Dad - Visiting Parent

I like coming to see Mummy. I like it when my mummy brings me lots of food and drink, and lots of presents.

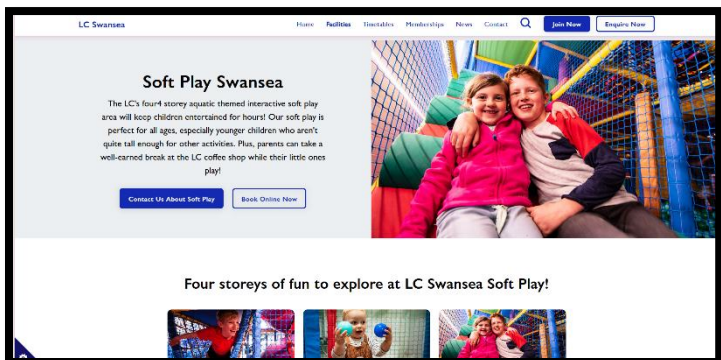
Child 5 yrs old

Made sure the room was tidy and ready – always helpful.

Child 6 yrs old



SERVICES TO USE IN SWANSEA AREA (for Community)



LC2 Soft Play

Location:
Oystermouth Rd, Swansea, SA1 3ST

[01792 466500](tel:01792466500)

Ticket options		
Adult Spectator	£1.00	- 0 +
1 Adult is required for every booking. Any other spectating adults will also require a ticket.		
Under 1's	Free	- 0 +
Free before your 1st birthday.		
1 & 2 yr olds	£4.40	- 0 +
3 yr olds +	£6.40	- 0 +
2x Children Age 3 yrs+	£11.50	- 0 +

How to get there: 21 minutes' walk and 8 minutes driving.

With bus you can take 91 – Swansea University (St James Church), 20a – Brunel Court, or 14 – Masonic.

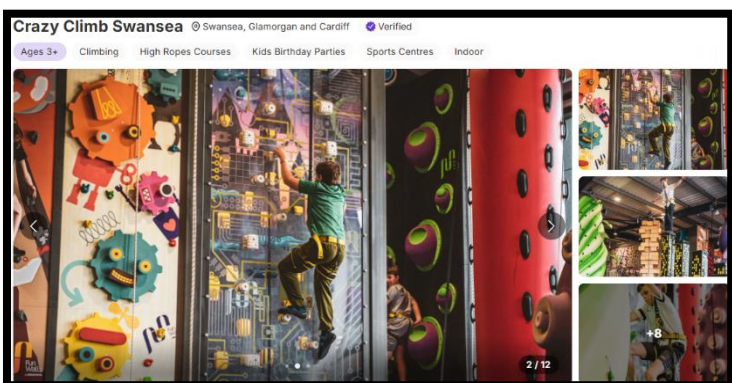


Bunkers! Swansea

Location:
Unit 18, Little Wind St, Swansea Sa1 1ed
[01792 674 950](tel:01792674950)

How to get there:

7 minutes driving and 21 minutes walking from GH. With bus you can take 91 Swansea University (St James Church), 36 - Seion Chapel (Swansea Bus Station), or X6 – Ystradgynlais Bus S (Swansea Bus Station).



Crazy Climb Swansea

Location:
Crazyclimb, Unit 5a&b, Parc Tawe Retail Park, Parc Tawe, Swansea, SA1 2AL
[01792 399618](tel:01792399618)

How to get there: 22 minutes walking and 8 minutes driving from GH. With bus you can take 36 – Seion Chapel, 22 – St James Church,

or X6 – Ystradgynlais Bus S.





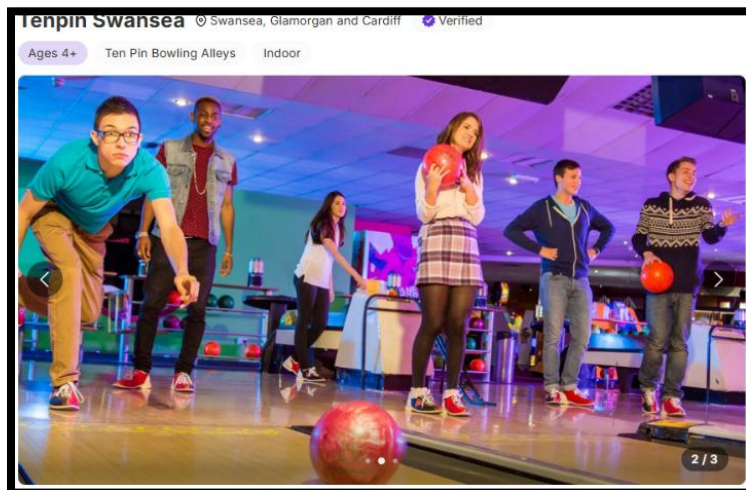
Superbowl UK Swansea

Location:

Swansea Bowl, Unit 2, York Street. The City Gates, Swansea SA1 3LZ

[01792 304825](tel:01792304825)

How to get there: 8 minutes driving and 19 minutes driving from GH. This is near the VUE Cinema. With bus you can take 22 – St James Church, X7 – Pontwalby Bridge, or 19 - Masonic.



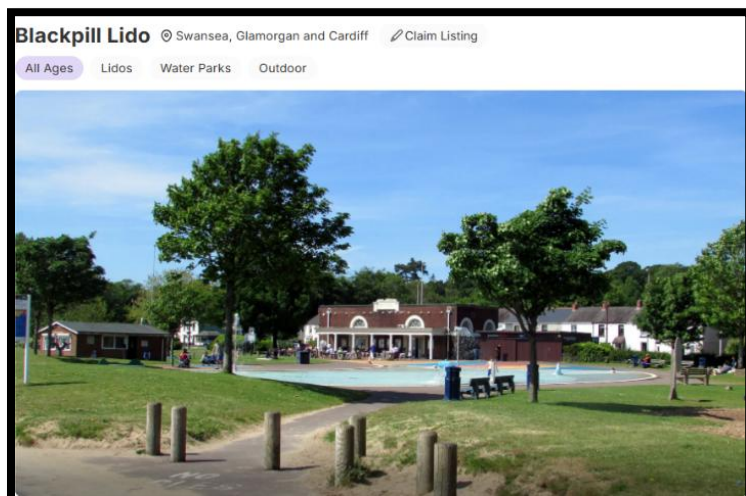
Tenpin Bowling Swansea

Location:

The Pod Parc Tawe, Swansea SA1 2AS

[0333 038 6565](tel:03330386565)

How to get there: 17 minutes walking and 6 minutes driving from GH. With bus you can take 22 – St James Church, 19 - Masonic, or 43 – St Helen's Crescent.



Blackpill Lido

Location:

1927 Mumbles Rd, Blackpill, Swansea, SA3 5

Open location.

How to get there: 9 minutes driving and 48 minutes walking from GH. With bus you can take 3A – Bracelet Bay, 14 – Pennard (Cliffs), or 2 – Slade Road.





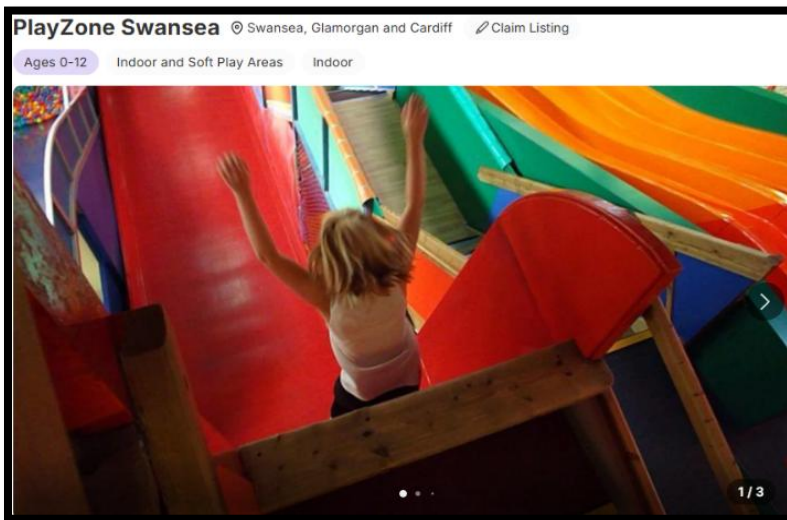
National Waterfront Museum Swansea

Location:

National Waterfront Museum
Oystermouth Rd, Swansea SA1 3rd
[0300 111 2333](tel:03001112333)

How to get there: 8 minutes driving and 21 minutes walking from GH. With bus you can take 22 – St James Church, 19 - Masonic, or X6 – Depart from

Kingsway.



PlayZone Swansea

Location:

Imperial Centre Lion Way, Swansea SA7
9FY
[01792 775200](tel:01792775200)

How to get there: 16 minutes driving from GH. With bus you can take 91 > stop at High Street Station then get 4 (Morrison Hospital depart) > walk from Morrison Post Office then walk to

PlayZone. You can also get an X6 or 4.



Plantasia Swansea

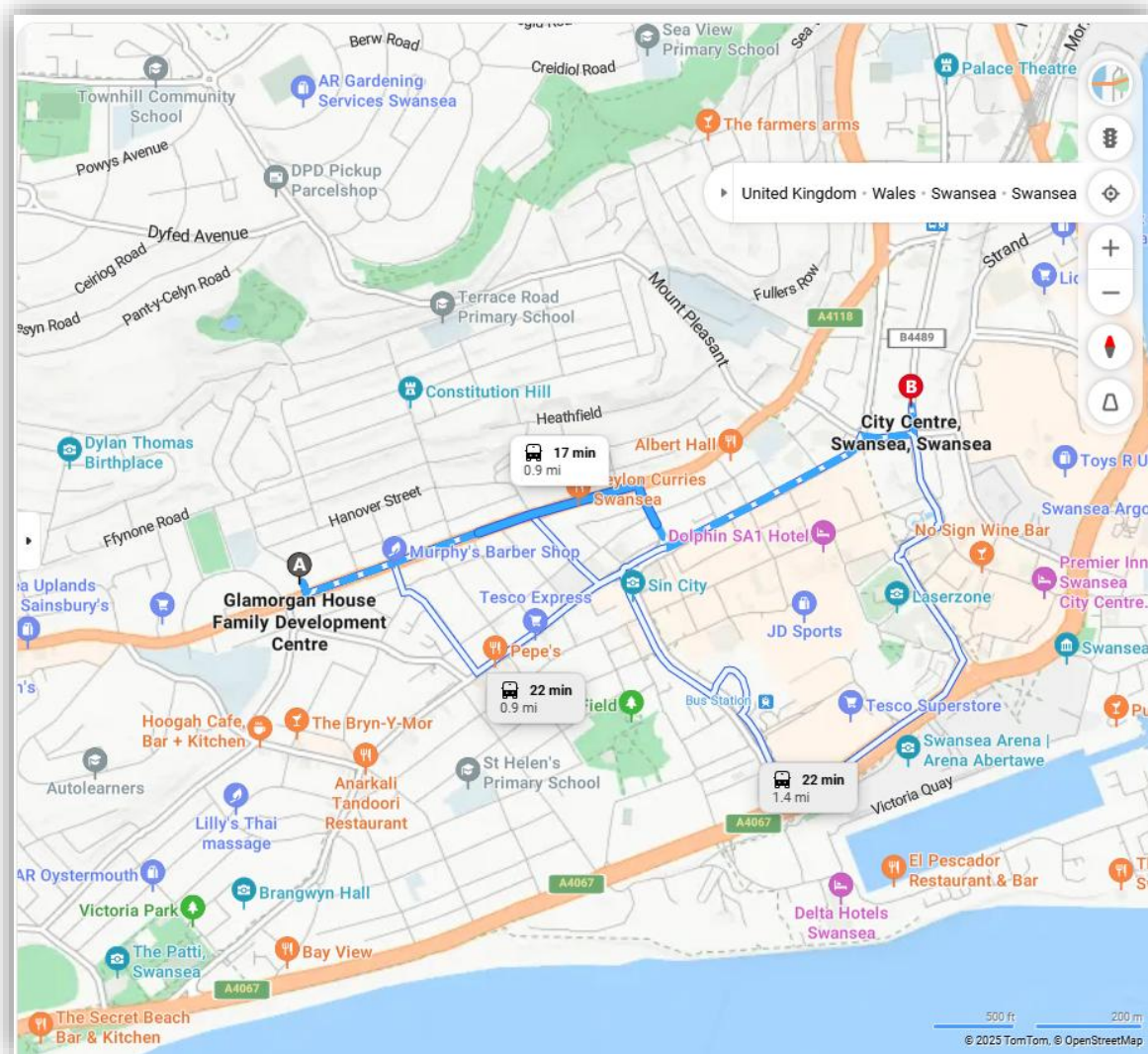
Location:

Oasis Park Parc Tawe, Swansea SA1 2AL
[01792 474555](tel:01792474555)

How to get there: 9 minutes driving and 22 minutes walking from GH. With bus you can take a 29 – Bus Station from St James' Church > arrive at Christina Street > 20 minutes' walk to Plantasia or walk to Masonic and get the bus 92 – Swansea University > Sainsbury's Quay Parade > 11 minutes' walk to Plantasia.



MAP – From GHFDC to City Centre Swansea.



Disclaimer:

If in doubt, please don't hesitate to speak to any staff at Glamorgan House. Give us a ring at: 01792 470003



GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

**GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME & EXPENDITURE ACCOUNTS**

YEAR ENDED 31ST MARCH 2025

Daniel Perrin & Co Limited
Chartered Certified Accountants & Chartered Tax Advisers
9 Stanley Place
Cadoxton
Neath
SA10 8BE

**Independent examiner's report to the trustees of Glamorgan House Family
Development Centre**

I report on the accounts of the company for the year ended 31st March 2025

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act
- to follow the procedures laid down in the general Directions given by the commission under section 145(5)(b) of the 2011 Act
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act and;
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Daniel Perrin & Co Limited

Chartered Certified Accountants & Chartered Tax Advisers

9 Stanley Place
Cadoxton
Neath
SA10 8BE

Date: 28th November 2025

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2025

	<u>2025</u>		<u>2024</u>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
<u>INCOME</u>				
Supervised Contact Fees	67,382		61,136	
Supported Contact Fees	9,024			
Family Matters				
Donations	5,005		10,442	
Sam Sponsored		1,017		
Welsh Assembly Government & Grants	99,491		113,410	
	<u>180,902</u>	<u>1,017</u>	<u>184,988</u>	<u>-</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2025

	<u>2025</u>		<u>2024</u>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
<u>EXPENDITURE</u>				
Rent & Gas	23631.13		23,655	
Office expenses & utilities	5820.72		6,274	
Property repairs				
Training	3874.8		2,465	
Insurance	6124.5		1,784	
Wages, salaries & volunteer expenses	115039.3		98,910	
Telephone	1221.99		150	
Legal & Professional Fees				
Travel & Mileage	7200		6,200	
Sam's funds to support families		1017		
	<u>162,912</u>	<u>1,017</u>	<u>139,438</u>	<u>-</u>
TOTAL INCOME	180,902	1,017	184,988	-
TOTAL EXPENDITURE	162,912	1,017	139,438	-
SURPLUS FOR THE YEAR	<u>17,990</u>	<u>-</u>	<u>45,550</u>	<u>-</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2025

<u>INCOMING RESOURCES</u>	<u>UNRESTRICTED</u>	<u>RESTRICTED</u>	<u>2025</u>	<u>2024</u>
	£ 180,902	1,017	181,919	184,988
	<u>£ 180,902</u>	<u>1,017</u>	<u>181,919</u>	<u>184,988</u>
<u>RESOURCES EXPENDED</u>	£ 162,912	1,017	162,912	139,438
NET INCOME (OUTGOINGS) RESOURCES				
Movement of Funds	17,990	-	17,990	45,550
Funds brought forward	205,039	16,378	221,417	175,867
	<u>223,029</u>	<u>16,378</u>	<u>239,407</u>	<u>221,417</u>

BALANCE SHEET AS AT 31ST MARCH 2025

2025

CURRENT ASSETS

Cash at Bank	39,222
Cash In Hand	
Sundry Debtors	
	<u><u>39,222</u></u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

England & Wales - Charity number 1147895

Accounts



ANNUAL REPORT

2023 - 2024

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

Email address:

info@glamorganhousefdc.cymru

Website:

<https://glamorganhousefdc.cymru/>

Tel: 01792 470003

96, Walter Road,

Swansea, SA1 5QE



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WELCOME TO GLAMORGAN HOUSE

WHAT IS A CHILD FOCUSED CENTRE?

Children's Focused Centre is a neutral meeting place where children of separated families can meet with their estranged family member and interact in a safe, secure, neutral, and enjoyable environment. Our Centre is in Swansea and has a various of comfortable rooms.

FREQUENTLY ASKED QUESTIONS:

Can I make a self-referral?

Referrals can be made by CAFCASS Cymru, Mediation Services, Solicitors, Social Services, or you can make a self-referral by requesting a form. Both parties need to complete the referral form.

WHEN CAN I HAVE CONTACT?

Sessions can be on weekly, fortnightly, or monthly basis. The Centre is open 6 days a week 9.00-4.00: Saturday being the busiest day. We can accommodate contact on weekdays as well.

DO I NEED TO MEET MY EX-PARTNER?

No, just tell us at your pre-visit and we can arrange for you not to meet but, there are exceptions which will be discussed at the first meeting.

WHAT IF I CAN'T COME?

Please notify the Centre if you are unable to make it to your session. If, three sessions are missed without any notification, you will be removed from our list.

HOW MUCH DOES IT COST?

Supported contact session £10.00 per hour.
Supervised contact costs for self- referrals by parents with no outside bodies involved £40.00 per hour. Referrals made by CAFCASS may result in them paying up to 6 sessions.

TYPES OF CONTACT WE PROVIDE

Our Centre is a neutral meeting place where various children from separated families may enjoy interacting with one or both parents, and sometimes other family members, in a comfortable environment when there is no viable alternative.

Sessions include:

- Supervised
- Supported [Virtual or Face to Face]
- Handover Services

Supervised

This is for higher risk families. This type of contact has one family in a room with a specialist worker who writes an observational record of the session. Supervised session should be used generally when it has been determined that a child has suffered, or is at risk of suffering, harm during the session. Supervised session ensures the physical safety and emotional well-being of a child and to observe and the non-resident parent's interaction with the child / ren.

Supported (virtual or face to face)

This takes place in suitable rooms where there are facilities to enable children to develop and maintain positive relationships with non-resident parents and other family members.



OUR MISSION

To provide facilities and support meeting between children of separated families and their parents and other family members, through the creation of a warm, informal atmosphere in a comfortable and safe neutral meeting place; and to provide variety of services to help and support such children.

Handover Services

This is a service for parents who either don't want to meet each other due to personal or legal reasons or where the resident parent feels reassured the child/ren will be returned to him/her by the other parent at the end of contact session, which normally takes place in the community.

Virtual Contact

COVID-19 led to GHFDC introducing virtual contact, both supervised and supported contact.

HOW GLAMORGAN HOUSE STARTED?

Our Manager/Coordinator whilst working in Merthyr Tydfil, Aberdare and Brecon was involved in the setting up and running Children's Contact Centres in those areas. Whilst working on his secondment in **Swansea** he found there was no such facility for children to see their absent /separated parents in a safe and friendly environment.

Thus, following his retirement, he got together with some of the current Trustees, in particular the current Chair, and GHFDC was 'born.' However, with no funding available a lot of voluntary workers came together, led by Roy Peeke and his family who did all the basic work in readiness for us to have a lift off.

The Centre officially opened in June 2012, having started in 2011 offering both Supported and Supervised contact for children and their family members. It has close links with **Children and Family Court Advisory and Support Services (CAFCASS Cymru)**, with whom we have a contract to provide supervised and supported contact services; SOCIAL SERVICES throughout Wales and beyond including England and Northern Ireland.

The recent pandemic led to us 'thinking on our feet, so to speak' and within days of "lockdown" the **Manager introduced virtual contact**, thus keeping dozens of children in contact with their absent/separated parents and extended members of their family.

The main aim of the Contact Centre is to relieve the hardship and distress children often encounter when there is an irretrievable family break-up. The main objective of the Centre is to provide a safe, **neutral meeting place where children from separated families can meet and enjoy the love and companionship of their non-resident family member in a comfortable and neutral environment.**

We provide play facilities, which help to encourage interactions between children and visiting adults, so that they can spend quality time together to form positive relationships and bond with their children. Other objectives include providing a range of services to help children from separated families.

WHAT HAVE WE ACHIEVED THIS YEAR?

Our Annual General Meeting gives us the opportunity to tell people what we do and how we provide services for children and families.

Virtual Contact Session



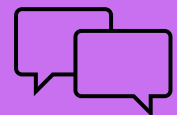
We continue to provide virtual contact sessions for families who cannot travel to Swansea and live in far distance from their child/ren. Glamorgan House was one of the first contact centres to introduce virtual contact sessions in Wales.



Staff & Volunteers Regular



Meeting



We continue to provide our regular meetings via 'Zoom' with the staff, trustees & volunteers for those who cannot attend face to face. It is pleasing to know that we continued to reach out to one another. Thankfully the technology brought us all to stay connected and managed to keep in touch. We were able to continue our services and brainstorming about our ideas on how to keep children and parents safe in our centre by making safety measures.

MESSAGE FROM OUR CHAIR – CHANTAL PATEL

ASSOCIATE PROFESSOR IN MEDICAL LAW & ETHICS SWANSEA UNIVERSITY

Every child has the fundamental right to grow up in a safe and loving environment with their parents. Unfortunately, over a million children in the UK lose contact with one of their parents after separation. It is widely recognized that children thrive best when they receive the love and support of both parents, helping them grow into confident and well-adjusted adults.

However, we also understand that for various reasons, parents may find themselves unable to live together.

In most cases, families in this situation manage to create a nurturing environment where differences are resolved amicably. But for those facing more challenging separations, it often falls to professionals and agencies to ensure children have every chance to reconnect with the absent parent. Contact Centres, like ours, play a crucial role in offering a safe space for these children.

Since opening in 2012, we have welcomed more than a thousand families. Through the tireless efforts and dedication of our volunteers, we've helped many reconnect and adjust to the reality of living between two households. At our Centre, we understand the sensitive nature of these circumstances and work hard to support all involved, regardless of the existing tensions or challenges.

However, there have been recent changes on the national scene, as alluded to by NACCC, particularly concerning funding challenges in Wales. These issues pose significant hurdles for the continued operation of vital services like ours. Despite this, our commitment to supporting children and their families remains steadfast. I am incredibly proud of the work our staff and volunteers do to provide this essential service. I owe special thanks to Ray, Lane, Resna, and all our volunteers, whose commitment continues to support children and their families during such difficult times.



MESSAGE FROM OUR MANAGER/CO-ORDINATOR – RAY SINGH CBE



When we first started, we opened for few hours on Saturdays only, but it soon progressed to six days a week.

We are busy throughout the week dealing with pre-visits of the new parents, contact sessions, both supported and supervised, thus making it easier to facilitate more contact sessions - up to 40-50 families each Saturday to facilitate working parents and children attending school. Sadly, a lot of our time is taken up daily in dealing with issues unconnected with us providing the services we were set up to do, and it adds time, cost and most concerning of all the unnecessary stress to the staff and volunteers.

Parents' and children's feedback forms overall were very positive about the Centre, services provided by us with often identifying individual staff member or a volunteer for their invaluable support.

As will be seen from the stats, CAFCASS Cymru referrals have been on the increase since last year, despite the time-consuming contract with them. I am grateful to Resna for ensuring pre-visits are done in a timely manner and Lane for ensuring stringent terms and conditions surrounding the objective connect, and KPI are complied with in a timely manner. Jacob, Leanne, and Jamie have been of great help in their individual contributions to the admin section. Mary's commitment to H&S keeps us all on our toes!! The referrals from solicitors and more so from Social Services have been on the increase during the last year.

Sadly, our workload is increasing by the day, with the Courts ordering more and more families to stay in the Centre rather than moving on in to community is a real challenge to us: we can only accommodate them at the expense of depriving the new families to start their family time together. There are long delays in dealing with the pending children's cases and to us it seems we are being used as a "waiting room"!! This does not sit well with the ethos behind what we should be doing: PROVIDING a safe and neutral space for children and their separated parents to rekindle with one another and move into community. We cannot and must not become The Second Home For these children.

CAFCASS Cymru with the Path Finder innovation would mean more and more cases would be referred to the contact centres, probably as supported sessions, with no financial support from them. Centres throughout Wales will suffer financially, leading

to closures, unlike in England where they will receive fundings from Ministry of Justice, distributed by NACCC.

We now have fourteen supervisors including our Chair, myself, Lane, Resna and all-rounder Leanne who are all fully qualified to do CAF/CASS Cymru supervision, However, we still need more to meet ever increasing needs. I would like to welcome a cohort of new Supervisors from England, Nigeria, Phillipine and Peruvian/Spanish.....Croeso!! Volunteers are come and go but the Rocks of GHFDC, Jean, Mary, Leslie, Sian, Elenor, the real backbones are forever present and supportive. We will not survive without their selfless commitments

Training of the volunteers is an ongoing process.

Funding is an ongoing battle for us. We were successful in securing two new three-year contracts with CAF/CASS Cymru's successfully bidding for the tender covering the whole Regions 2&3. The contract will expire in March 2025, and we'll be submitting our bid for both Regions 2&3 once the tender goes live. The latter is pivotal for our work being carried forward during the next financial year. ***This success means that whilst celebrating our Fourteenth Anniversary plus of GHFDC, we have set up our new Centre: GHFDC CHRIST CHURCH LAMMAS St CAERFYRDDIN*** and facilities in Brecon and Haverfordwest.

We are grateful to ***Shelagh Creegan*** for her unceasing commitment to raising funds for GHFDC in memory of our late most charismatic volunteer ***Sam (and we can't wait for his son to start his role as a volunteer)***. Thank you for our Scottish and other supporters of Shelagh's tireless commitment to raising funds. They help us in providing our services to the children and families with special needs. The full lists of donations/funding are set out in this report. We are grateful to ***Dan Perrin & Company Limited, Chartered Certified Accountants***, in doing our accounts and ***Charlotte Davies of the Business Sense*** the wage slips for our staff members.

I would like to continue to thank Lane, Resna and ever supportive Mary, Jean, Lesley, Eleanor, Jamie and all the volunteers, who exposed themselves to the risk of the deadly virus, covid-19 in line of their duty. and their continued "commitment to the welfare of those hundreds of children" passing through their hands.

We welcome the volunteers at GHFDC< Christchurch, and in particular ever supportive Rosemary, Kath Simon Andrew, and Julian. Diolch!

It would be amiss not to mention the help and support we received from NACCC, and in particular from Donna, Ruth and Phil Coleman, Service Development Officer: Diolch.

Finally, the help and support our chair Chantal provides to us, week in week out is second to none. ***Diolch, Vinaka baka levu, Shukriya, Dhan'yabad, Maraming Salamat, Merci Beaucoup, Mucho Gracias.***



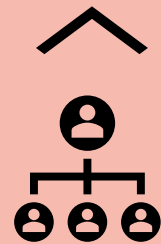
Since **October 2023** the referrals have increased hugely. Many of the contact adults tends to be fathers; however, we do have other family members visiting the children.

This includes mothers, grandparents, and other siblings. Clients are not accepted in the Centre without duly signed, fully completed referral forms.



REFERRALS

- CAFCASS CYMRU
- SOLICITORS
- SELF-REFERRALS
- SOCIAL SERVICES
- OTHERS



The referrals come through **CAFCASS, Solicitors, Social Services**, or one or from both parents themselves (**Self-referrals**). Each parent must have a pre-visit before the first contact session is set up.

Funding/Donations

Glamorgan House Family Development Centre is a registered charity. While we have a contract with **CAFCASS CYMRU** which provides some income for the Centre towards core costs, most costs are met by obtaining grants from various organisations and trusts, self-funding activities and small charges made for non-CAFCASS supervised, supported and handover sessions. The current financial climate is making it more difficult with grants, however, we continue to do our best to secure the future running of this valuable service.

Funding is very important to the continued development and sustainability of the Centre and all the staff led by Fun Wong a Trustee play their part in raising funds and Shelagh Creegan for raising funds in memory of our volunteer Sam.

With the help of these grants, we have been able to ensure that we can provide quality services and needs for the children and parents. We are constantly looking at new ideas to see how we can develop the Centre further. During the period covered by this report we have obtained funding and grants from: **some donations from satisfied clients, and others.**

We continue to look for funders who can donate and help our children to see their absent parents. We continue to provide support for our families who use our services. We welcome any donations to continue our goals and objectives for the future of Glamorgan House in helping the separated parents.



Sheelagh Creegan our 'Trustee' continues to fundraise in memory of our late and much revered volunteer Sam Barton.

She continues working hard to do fundraising for Glamorgan house, to help our separated families and children.

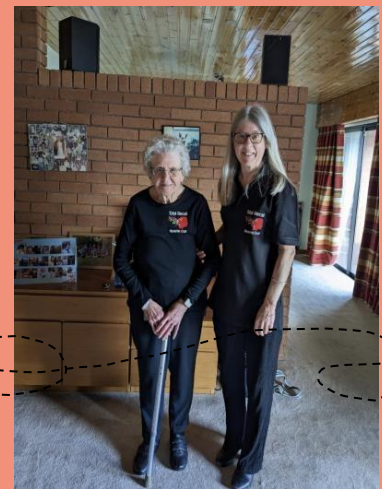
Sheelagh's family and friends are always supportive and giving their times to fundraise and support her. Distance has never been hindrance for out Scot Trustee.

Thank you, Sheelagh for your hard work.

Charity Quiz Night



Charity Concert Aid





Swan Garden's Team

We had beautiful raffle prizes, and the Bingo game made it more exciting. Our guests were delighted to win prizes and very thankful for inviting them; many requested to do it again.

Yes, of course we will be organising another one again in due course. We had also invited special guests were, we share and told them what we do and what we can offer, and how Contact Centre provides services for absent parents who don't see their children, the importance of having a Contact Centre like Glamorgan House.

Our Deputy Lord Mayor and Lady Mayoress were delighted to be invited and understand the role of a contact centre and have promised to visit the Centre during their year as a Lord Mayor and Lady Mayoress.

Another active Trustee of Glamorgan House 'Fun Wong' organised a 'Bingo' event on 12th of June to raise money. The event was very successful with the help of Swan Garden's team.

They had decorated the venue beautifully and cooked authentic oriental food served with their pride which our guests enjoyed it. They planned the event in plenty of time and ensured that everything is in order where we had more guests than expected.

Lord Lieutenant Louise Fleet (His Majesty King Charles III Wales representative) attended the event. She was very honoured to come and join us for the event. She was humbled to learn what we do and how we help vulnerable families where children are in the middle of parents' disputes and conflict.

Our guests met our dedicated and committed staff and Volunteers. We could spend time, talking and sharing our experiences from the parents and children we help and support with them.



Our guests with Deputy Lord Mayor of Swansea



Glamorgan House Team with Lord Lieutenant Louise Fleet

Volunteers

At present, we have several volunteers and sessional workers who help run the Centre on a rota basis. Our volunteers are all dedicated and committed individuals who work hard to support the children and their families at the Centre.



We recruit new volunteers through SCVS, by word of mouth, various presentations, networking with the Local Voluntary Action Organisations, friends of existing volunteers. We still need more volunteers, and we will be pleased to hear from you.

November 2023
We managed to get together, relax, and treat ourselves to beautiful meal with our staff, volunteers, and the Trustees.



Message from Shelagh Creegan - Trustee



At GHFDC, volunteers are encouraged to work as part of the team, sharing their talents and skills to ensure interactions between children and their non-resident family member take place in a safe, secure and welcoming environment. The naming of a playroom in memory of my friends' son, Sam, who was a much loved and valued volunteer, acted as the catalyst for me to begin fundraising creating a living legacy which provides services to children and families with special needs. I live in Scotland and began my fundraising in 2019. Two years later, with remote working the norm during the Covid-19 pandemic, I received a surprise invitation to become a

Trustee which I gratefully accepted.

The main legal duties of Trustees are to act in a charity's best interests, manage its resources responsibly and act with reasonable care and skill. At GHFDC, in addition to virtual meetings with staff, fellow Trustees and volunteers, I have attended in person training sessions, Annual General Meetings and visited Christ Church Lammas St, Carmarthen to observe a small number of supervised contact sessions involving children and families living in West Wales.

Supervised contact is when a child spends time with the non-resident parent in a neutral setting. Contact is supervised to make sure the child is safe, and the contact is in their best interests. The role of the contact supervisor is to observe, monitor and assess the quality of contact between the child and the non-resident parent, being aware of family dynamics and to write evidence-based reports which may be filed with the court.

The contact supervisor oversees the handover of children ensuring parents do not meet either for legal reasons or personal preference. The non-resident parents I met were all fathers. I listened as one voiced sadness and sorrow at the lengthy passage of time before a first reunion with his child whilst another spoke of his frustration at not knowing how long contact sessions would play a part in his family's lives.

The children, I noticed, were pleased to see and spend time with their fathers. Younger ones played quietly with toys brought by the father or provided by the contact center. Some of the older children enjoyed reading aloud from a favorite story book or playing board games as parent and child caught up with each other's daily lives. The exchange of gifts, a hand drawn card by the child or a toy from the father, was common.

The experienced contact supervisor acknowledged the emotional difficulties families encountered during these sessions providing guidance on a range of sensitive issues including the prohibited use of mobile devices and the taking of photographs whilst remaining in the background as far as possible.

It has been a privilege to witness first-hand how contact sessions provide a positive experience for families living through difficult circumstances. Parents learning to appreciate and trust the center has nothing to gain by taking sides, its first concern always being the best interests of the child. All of which brings me full circle to my role as a Fundraising Trustee at GHFDC.

My reason for accepting the role is to raise money and show support for my grieving friends and honour the memory of their beloved son. Fundraising can also educate and inform the public about the positive impact charities can have on people's lives. Raising money often brings people together.

It can be a great way to have fun and make friends whilst giving people a real sense of satisfaction from knowing they are helping a chosen charity. Whether done regularly or as a one-off, fundraising brings a sense of fulfilment like no other.

I wonder if you might accept my challenge to fundraise for GHFDC? Whether your event is big or small, it's a tangible way to show support for the amazing volunteers and staff at GHFDC who work tirelessly to support children of separated families, their parents and other family members. Who knows. It might be you writing about your fundraising journey in the annual report next year. Thank you. And good luck!

Our First Aid training presented by Thomas Hewes (Swansea University)



TRAINING



We are aware of the importance of training at GHFDC. We ensure all staff & volunteers, including Trustees, are kept up to date with new developments to ensure the safety and welfare of the children. We also attend NACCC AGM and training every year, but this is year we attended NACCC AGM held virtually due to the current pandemic. Training is on-going.

- NACCC's Virtual Trainings
- Internal Face to Face Trainings
- Inhouse Trainings
- Other Organisations Trainings



Phil Coleman – Head of NACC
(Service Development Manager)

MEETING WITH MAGISTRATES

Neath & Port Talbot & Swansea Magistrates

We were privileged to welcome three of groups of Magistrates to enlighten them of our services, the challenges we encounter and the pivotal role they play in the process. Ray and the staff showed them the facilities in the centre and happily answered many cogent questions from them.

Each cohort of Magistrates were extremely grateful for the opportunity of visiting GHFDC and seeing what we do following their Orders.

We are due to have the pleasure of visit by Legal Advisors to Justices later this year.

Llanelli Magistrates



We at the invitation of Llanelli Magistrate were pleased to attend and provide information as to what Glamorgan House does and the services we provide for the separated families. We were pleased to share with the Justices information about the Centre the challenges we encounter and the positive outcomes for the children. The session led by Chantal and Lane was enthusiastically welcomed by the Justices.

OUR TEAM

TRUSTEES AND MANAGEMENT COMMITTEE MEMBERS

Chantal Patel
Chair/Trustee/Safeguarding Lead

Mair Ap Gruffyd Vice Chair/Trustee/Welsh Language
Lead

Trustee/Fundraising
Lead
Fun Wong

Trustee/Training
Lead
David Barton

Trustee/Fundraising
Lead
Trustee Board

Trustees
Youth Borad
Jacob Singh

Trustees
Youth Borad
Ishrat Chowdhury

Lane Read
Deputy & Volunteer Co-
ordinator/Secretary/Treasurer

Ray Singh
Manager/Training
Co-ordinator

Resna Begum
Asst. Co-ordinator

Jamilah Viajar & Leanne Morgan
Admin Assistant

Mary Morris
Health & Safety Lead

Daniel Perrin & Charlotte Davies
Accountants

Messages from our Supervisors/Volunteers

Odunayo

My name is Odunayo and I'm one of the volunteers and contact supervisors at the centre. Working at Glamorgan Contact Centre has been a rewarding experience working with the children and families. The onboarding process since I started from a volunteer in training to a supervisor, was a well-organized one. From the paperwork to the orientation, and then familiarization of the policies, I was able to understand, and to easily identify what my role entailed.

Jamilah

Starting off as a supervisor in Glamorgan House helped me learn a lot such as adapting to different types of parents as well as children. I gained so much knowledge on how to handle from simple to difficult level of situations of different families. Being able to gain trust from children and letting me help them seek contact from the visiting parent, to help them form a relationship is very rewarding. I adapted quickly and practically with my work, and it ensured my dependence on being a supervisor.

From personal experience, there was one parent and daughter that I supervised who had credited me, which gave me confidence knowing that I was able to provide the right care and support between the two. Alongside being a supervisor, I am also trained in doing admin and accountant work, with helpful training from my manager and co-ordinators. From previous work experience, this helped me improve much more on top of that with responsibilities, time management, and being organised. Additionally, I have gained independence in the work that I do.

Overall, I enjoy my experience here and happy to be contributing on every aspect that I could get my hands on. I have learnt a lot of important duties that Glamorgan House take up on, which helped me work harder. Can't forget mentioning how much support I get from colleagues and volunteers. Thank you to them and for their dedication.

Jacob

For the past year I have been working at Glamorgan House as my professional placement year at Cardiff University. I have worked predominantly on the accounting side of the charity and as an admin assistant, as well as helping as a supervisor.

Whilst working here I have experienced a wide range of situations and learnt so much. In the office I have gained confidence while working with a lot of responsibility. It has been an incredible place to work, and I have been very lucky to have had such supportive colleagues who try their best to help each other.

The experience has been overwhelmingly positive. The benefits from my work have been tangible and seeing parents and children strengthen their relationship enormously has been very rewarding. The experience has given me a deeper understanding of the challenges faced by single parents going through divorces or separations and the challenges faced by the children. It has also opened my eyes to the role played by charities such as Glamorgan House FDC. I aim to continue my involvement with the charity and apply the lessons learned from working here to other aspects of my life.

Throughout the different positive and negative experiences, I have received a great level of support from my manager and coordinators while also maintaining a level of independence. I have learnt a great deal when it comes to running a business and the work done at Glamorgan House FDC cannot be underestimated.

Kofu

I wanted to share my experiences working with the children and parents at the Glamorgan House Family Development Centre, focusing particularly on the contact between parents and children, as well as the interactions with the parents who bring their children to the centre.

The opportunity for parents and children to have contact at the centre has proven to be incredibly valuable because it is very important for the children's physical and emotional well-being and development. These interactions allow parents to play an active role in their children's development, allowing stronger bonds and promoting a sense of security and support. It is truly heartwarming to witness the joy and connection that these moments bring, reinforcing the importance of family involvement in the children's growth.

The resident parents who bring their children to the centre are equally remarkable. Their dedication to their children's well-being is evident in their consistent participation and engagement. They are committed, and their support has been instrumental in the progress we have seen. These parents not only bring their children to the centre but also contribute to creating a positive and nurturing environment through their active involvement.

Working with the wonderful staff at Glamorgan House has also been a wonderful privilege. Their dedication and expertise create an environment where both children and parents feel welcomed and supported. The staff's efforts in facilitating meaningful interactions between parents and children, as well as their collaboration with the parents, have been key to the success to the work of GHFDC.

While we have faced some challenges, such as coordinating schedules and addressing diverse needs for both children and parents, these have been far outweighed by our successes. The strong bonds formed between parents and children, the active participation of the parents, and the unwavering support from the staff highlight the positive impact of our collective efforts.

Thank you for your ongoing support and for providing me with the opportunity to be part of such a meaningful and impactful work as a supervisor. I look forward to continuing our work together and achieving even greater successes in the future.

Our supervisors who continue to help and support our children and parents' coming to Glamorgan House to have session meetings with the absent parents and their children. Our supervisors who work hard to assist and supervised families everyday with their time spent and being flexible just to accommodate visiting parents who are desperately wanting to see their children.

Our dedicated and committed volunteers who come regularly to give their time to help and support our parents and children. In no time they ensure all the rooms are clean before and after

Our Volunteers

each use ready for the next family. They make children and parents feel welcome. They ensure everyone's safety during the contact sessions. They make themselves always

available and

never get tired of giving up their time and strength. Our volunteers are such a good bunch and always happy to help whenever we needed them most.

They are one of the inspiring people to admire to. Our volunteers give an inspiration to others and make big differences to our children and parents who use our services. Your kindness is much appreciated. You are the best!

Swansea Volunteers

Mary
Jean
Lesley
Jamie
Sian
Lizy
Charlott
Odunayo
Angie
Kiara

Carmarthen Volunteers

Rosemary
Kathleen
Simon
Julian
Andrew

Our supervisors

Elaine – Retired Social Worker

Nathan – Mental Health Social Worker

Emma – Psychology & LLB Graduate

Sian – Retired Social Worker

Claire Morgan – Retired Teacher

Jamilah – Computer Animation Graduate

Kofoworola – Master's Degree in Management

Odunayo – Master of Science in Human Resources Management

Ashly – Post Graduate/Trainee Medical Student

Angie – Master's Degree in Medical Engineering & Past President of Cardiff Student Union

Imogen – Psychology Graduate

Precious – BSc Geology

Christ Church Lamma St. Carmarthen



Christ Church Lamma St. Carmarthen

The Church Hall

Mother was very encouraging for her daughter to see her father and always saying “Have fun with Daddy.” It then followed by couple of families which are still ongoing contact with their absent parents. The facility in Carmarthen is comfortable and convenient for children and families living in West Wales.

Our new place where we facilitate contact sessions in Carmarthen, West Wales referred by CAFCASS.

We started in August 2022 and the very first session involved a child who had not seen her father for nearly two and half years has now been happily reunited with her father and contact sessions went extremely well.



Mr. Singh and Lane with Carmarthen Volunteers



Our staff and volunteers are always on hand to make sure the rooms are perfectly clean after each session.



During Covid-19 and ongoing all our volunteers are helping one another ensuring all surfaces are clean and sprayed with antibacterial spray to protect all children and parents who use the rooms for contact sessions. They clean and check toilets and common parts regularly. They check and open the windows to ensure enough ventilation is maintained.

Our volunteers are extremely busy not only cleaning the rooms but also taking the children back and forth to resident and visiting parents. Glamorgan House has the most committed and reliable volunteers ever.



Mary, Jean, Eleanor, Sian and Lesley are always alert, making sure that all rooms are clean and ready for all families who come during the weekdays and more so during Saturdays.

MESSAGES FROM OUR SERVICE USERS (PARENTS)

There was good notice for times, staff are helpful and friendly. Needs of child were cared for, the facility helps in this difficult time ensure child's wellbeing, staff ensured safety when dropping/off and collecting child of parent. Thank you.

- Resident Parent

Thankful for everything you've all done for me and my son. From the first day we both came to you, you're amazing with not just my son, but me also. I've not once felt uncomfortable and for that I'm grateful.

- Visiting Parent and son

Also, I would like to thank you all for all your support and all that you do at your contact centre. I was struggling to find somewhere when my contact was stopped unexpectedly. Without your service I would have not been able to see my son. I am so grateful for all that you do. Thank you for accommodating me and my sons. And for our last session with yourselves.

- Resident Parent

Thank you from the bottom of my heart for your support. Without your facility, staff, and volunteers I would not have any access to my children. I am forever grateful.

- Visiting Parent

When I reflect on my first session back in November. I hadn't seen my daughter in 9 months. The first few sessions were extremely challenging and at times I felt like I was causing my daughter more upset than happiness. With the objective support from specific supervisors, I have forged a bond with my daughter that I hope lasts a lifetime.

I will forever be grateful to Glamorgan House and will look back on those challenging sessions with fondness, knowing they have led my daughter and myself to be a father and Daughter.

- Visiting Parent

I am honoured to write this testimonial for Resna and the entire team at Glamorgan House Contact Centre in Swansea. The team at Glamorgan House Contact Centre played a critical role in ensuring the safety and well-being of both my daughter and me during our six supervised contact sessions. Their meticulous attention to detail and unwavering commitment to providing a safe and supportive environment made an immense difference in our lives.

Resna, in particular, exemplified what it means to be a true professional. Her compassion, understanding, and skill in handling these sensitive situations were remarkable. She, along with her entire team, ensured that every aspect of the contact sessions was managed with the utmost care, from the initial correspondence to the thoughtful aftercare that followed.

The team at Glamorgan House Contact Centre are real-life super savers. Their work goes beyond merely facilitating contact sessions; they truly care for the well-being of the families they serve, and their impact on my life has been immeasurable. I will forever be grateful for the protection, professionalism, and kindness they have shown my daughter and me.

- Visiting parent



MESSAGES FROM OUR SERVICE USERS (CHILDREN)

I felt well informed both before, during, and after contact. Thank you for helping me and daddy.

- Child (7yrs old)

Calmed me down when I was crying. They helped me get ready to see Daddy.

- Child (6yrs old)

Helped both Dad and I see each other and gain connection.

- Child (8yrs old)

I felt safe seeing mum because centre is familiar, and I don't get anxious.

- Child (7 yrs old)

The centre gave me all the information I needed.

- Child (5yrs old)

It felt like a prison, but it was nice, I would like to see my dad more often.

- Child (14 yrs old)

I really enjoy the sessions as I get to have fun with my dad. They helped me introduce my dad I hadn't seen in a long time.

- Child (5yrs old)

Thank you for helping me seeing my Daddy. You all nice to me and Daddy.

Child (8 yrs old)



**GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME & EXPENDITURE ACCOUNTS**

YEAR ENDED 31ST MARCH 2024

Daniel Perrin & Co Limited
Chartered Certified Accountants & Chartered Tax Advisers
9 Stanley Place
Cadoxton
Neath
SA10 8BE

**Independent examiner's report to the trustees of Glamorgan House Family
Development Centre**

I report on the accounts of the company for the year ended 31st March 2024

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act
- to follow the procedures laid down in the general Directions given by the commission under section 145(5)(b) of the 2011 Act
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act and;
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Daniel Perrin & Co Limited
Chartered Certified Accountants & Chartered Tax Advisers
9 Stanley Place
Cadoxton
Neath
SA10 8BE

Date: 28th November 2024

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2024

	<u>2024</u>		<u>2023</u>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
<u>INCOME</u>				
Supervised Contact Fees	61,136		67,183	
Supported Contact Fees			6,383	
Family Matters				
Resilience Grant				
Donations	10,442		2,499	
Sam Sponsored				2,305
Welsh Assembly Government & Grants	113,410		69,310	
Furlough				
	<u>184,988</u>	<u>-</u>	<u>145,375</u>	<u>2,305</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2024

	<u>2024</u>		<u>2023</u>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
<u>EXPENDITURE</u>				
Rent & Gas	23,655		21,109	
Office expenses & utilities	6,274		3,712	
Property repairs			2,880	
Training	2,465		214	
Insurance	1,784		1,397	
Wages, salaries & volunteer expenses	98,910		72,901	
Telephone	150		878	
Legal & Professional Fees			1,469	
Travel & Mileage	6,200		6,000	
Sam's funds to support families				450
	<u>139,438</u>	<u>-</u>	<u>110,560</u>	<u>450</u>
TOTAL INCOME	184,988	-	145,375	2,305
TOTAL EXPENDITURE	139,438	-	110,560	450
SURPLUS FOR THE YEAR	<u>45,550</u>	<u>-</u>	<u>34,815</u>	<u>1,855</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2024

<u>INCOMING RESOURCES</u>	<u>UNRESTRICTED</u>	<u>RESTRICTED</u>	<u>2024</u>	<u>2023</u>
	£ 184,988	-	184,988	147,680
	<u>£ 184,988</u>	<u>-</u>	<u>184,988</u>	<u>147,680</u>
<u>RESOURCES EXPENDED</u>	£ 139,438	-	139,438	111,010
 NET INCOME (OUTGOINGS) RESOURCES				
Movement of Funds	45,550	-	45,550	36,670
Funds brought forward	159,489	16,378	175,867	139,197
	<u>205,039</u>	<u>16,378</u>	<u>221,417</u>	<u>175,867</u>

BALANCE SHEET AS AT 31ST MARCH 2024

2024

CURRENT ASSETS

Cash at Bank	39,222
Cash In Hand	
Sundry Debtors	
	<u>39,222</u>

**GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME & EXPENDITURE ACCOUNTS**

YEAR ENDED 31ST MARCH 2024

Daniel Perrin & Co Limited
Chartered Certified Accountants & Chartered Tax Advisers
9 Stanley Place
Cadoxton
Neath
SA10 8BE

**Independent examiner's report to the trustees of Glamorgan House Family
Development Centre**

I report on the accounts of the company for the year ended 31st March 2024

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

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Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

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Daniel Perrin & Co Limited
Chartered Certified Accountants & Chartered Tax Advisers
9 Stanley Place
Cadoxton
Neath
SA10 8BE

Date: 28th November 2024

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2024

	<u>2024</u>		<u>2023</u>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
<u>INCOME</u>				
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	<u>184,988</u>	<u>-</u>	<u>145,375</u>	<u>2,305</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2024

	<u>2024</u>		<u>2023</u>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
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GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2024

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Funds brought forward	159,489	16,378	175,867	139,197
	<u>205,039</u>	<u>16,378</u>	<u>221,417</u>	<u>175,867</u>

BALANCE SHEET AS AT 31ST MARCH 2024

2024

CURRENT ASSETS

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Cash In Hand	
Sundry Debtors	
	<u>39,222</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

England & Wales - Charity number 1147895

Accounts

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

INCOME & EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2023

**Independent examiner's report to the trustees of Glamorgan House Family
Development Centre**

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- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

DE Accounting and Payroll Services limited
32 Willesby Road
Spalding
Lincolnshire
PE11 2AX

Date: 23rd December 2023

Glamorgan House Family Development Centre

Income and Expenditure For The Year Ended 31 March 2023

	2023		2022	
	Restricted	Unrestricted	Restricted	Unrestricted
Income Sources				
Supervised Contact Fees	67,183	-	55,301	-
Supported Contact Fees	6,383	-	6,898	-
Donations	2,499	-	2,739	-
Sam Sponsored	-	2,305	-	753
Welsh Assembly Government & Grants	69,310	-	60,360	-
	<u>145,375</u>	<u>2,305</u>	<u>125,298</u>	<u>753</u>

Glamorgan House Family Development Centre

Income and Expenditure For The Year Ended 31 March 2023

	2023		2022	
	Restricted	Unrestricted	Restricted	Unrestricted
Expenditure Resources				
Rent and Gas	21,109	-	21,739	-
Office Expenses & Utilities	3,712	-	2,509	-
Property Repairs	2,880	-	6,286	-
Training	214	-	338	-
Insurance	1,397	-	1,296	-
Wages, Salaries & Volunteer Expenses	72,901	-	76,633	-
Telephone	878	-	886	-
Legal & Professional Fees	1,469	-	483	-
Travel & Mileage	6,000	-	6,000	-
Restricted Fund	-	450	-	-
	<u>110,560</u>	<u>450</u>	<u>116,170</u>	<u>0</u>
TOTAL INCOME	145,375	2,305	125,298	753
TOTAL EXPENDITURE	110,560	450	116,170	0
SURPLUS FOR THE YEAR	<u>34,815</u>	<u>1,855</u>	<u>9,881</u>	<u>753</u>

Glamorgan House Family Development Centre

Income and Expenditure For The Year Ended 31 March 2023

	<u>UNRESTRICTED</u>	<u>RESTRICTED</u>	<u>2023</u>	<u>2022</u>
	£	£	£	£
<u>INCOME RESOURCES</u>				
	145,375	2,305	147,680	133,410
	<u>145,375</u>	<u>2,305</u>	<u>147,680</u>	<u>133,410</u>
 <u>RESOURCES EXPENSED</u>				
	110,560	450	111,010	116,170
 NET INCOME (OUTGOING) RESOURCES				
 MOVEMENT OF FUNDS	34,815	1,855	36,670	9,881
FUNDS B/F	124,674	14,523	139,197	129,316
	<u>159,489</u>	<u>16,378</u>	<u>175,867</u>	<u>139,197</u>
FUNDS C/F				

BALANCE SHEET AS AT 31 MARCH 2023

	<u>2023</u>	<u>2022</u>
<u>CURRENT ASSETS</u>		
Cash at Bank	167,176	151,363
Cash In Hand	813	200
 <u>CURRENT LIABILITIES</u>		
Sundry Creditors	-	(12,366)
	<u>167,989</u>	<u>139,197</u>

REPRESENTED BY

UNRESTRICTED FUNDS	124,674
RESTRICTED FUNDS	14,523
	<u>129,316</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

England & Wales - Charity number 1147895

Accounts



Annual Report

2021 - 2022

*Helping families to build
positive relationships*

**Glamorgan House Family
Development Centre**



Charity Number: 1147895

NACCC Member Number: 1410/7

Welcome to Glamorgan House

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WHAT IS A CHILD FOCUSED CENTRE?

Children's Focused Centre is a neutral meeting place where children of separated families can meet with their estranged family member and interact in a safe, secure, neutral and enjoyable environment. Our Centre is located in Swansea and has a number of comfortable rooms.

FREQUENTLY ASKED QUESTIONS:

Can I make a self-referral?

Referrals can be made by CAFCASS Cymru, Mediation Services, Solicitors, Social Services or you can make a self-referral by requesting a form. Both parties need to complete the referral form.

When can I have contact?

Sessions can be on weekly, fortnightly or monthly basis. The Centre is open 6 days a week 9.00-4.00 Saturday being the busiest day. We can accommodate contact on weekdays as well.

Do I need to meet my ex-partner?

No, just tell us at your pre-visit and we can arrange for you not to meet but, there are exceptions which will be discussed at the first meeting.

What if I can't come?

Please notify the Centre if you are unable to make it to your session. If, three sessions are missed without any notification, you will be removed from our list.

How much does it cost?

Supported contact session £10.00 per hour. Supervised contact costs for self-referrals by parents with no outside bodies involved £40.00 per hour. Referrals made by CAFCASS may result in them paying up to 6 sessions.

Glamorgan House Family Development Centre Mission Statement

To provide facilities and support meeting between children of separated families and their parents and other family members, through the creation of a warm, informal atmosphere in a comfortable and safe neutral meeting place; and to provide variety of services to help and support such children.

Types of Contact Sessions we provide

Our Centre is a neutral meeting place where children from separated families may enjoy interacting with one or both parents, and sometimes other family members, in a comfortable environment when there is no viable alternative. Sessions can either be **Supervised, Supported [Virtual or Face to Face] or Handover Services**.

Supervised session is for higher risk families. This type of contact has one family in a room with a specialist worker who writes an observational record of the session. Supervised session should be used generally when it has been determined that a child has suffered, or is at risk of suffering, harm during the session. Supervised session ensures the physical safety and emotional well-being of a child and to observe and the non-resident parent's interaction with the child/ren.

Supported sessions also takes place in suitable rooms where there are facilities to enable children to develop and maintain positive relationships with non-resident parents and other family members. Supported sessions is suitable for families where no significant risks to the child or those around the child have been identified. Supported contact takes place in suitable rooms with the door left open and volunteers on hand to offer help and support. Visiting parents have exclusive use of the room to build/rebuild their relationship with their child/ren without undue distraction from other families. No written recordings are made of Supported contact sessions.

A **Handover** is a service for parents who either don't want to meet each other due to personal or legal reasons or where the resident parent feels reassured the child/ren will be returned to him/her by the other parent at the end of contact session, which normally takes place in the community.

Virtual Contact: Covid-19 led to GHFDC introducing virtual contact, both supervised and supported contact.

How Glamorgan House started?

Our Manager/Coordinator whilst working in Merthyr Tydfil, Aberdare and Brecon was involved in the setting up and running Children's Contact Centres in those areas. Whilst working on his secondment in **Swansea** he found there was no such facility for children to see their absent /separated parents in a safe and friendly environment.

Thus, following his retirement, he got together with some of the current Trustees, in particular the current Chair, and GHFDC was 'born.' However, with no funding available a lot of voluntary workers came together, led by Roy Peeke and his family who did all the basic work in readiness for us to have a lift off.

The Centre officially opened in June 2012, having started in 2011 offering both Supported and Supervised contact for children and their family members. It has close links with **Children and Family Court Advisory and Support Services (CAFCASS Cymru)**, with whom we have a contract to provide supervised and supported contact services; SOCIAL SERVICES throughout Wales and beyond including England and Northern Ireland.

The Centre has achieved its enhanced accreditation status with the **National Association of Child Contact Centres (NACCC)**, whose headquarters are in Nottingham. Even though we have our accreditation status from NACCC we are an independent organisation with our own charity status with Trustees, Management Committee and Constitution. The Centre is a forward thinking, growing centre, which has an increasing number of demands put on its facilities and the administration section of the organisation.

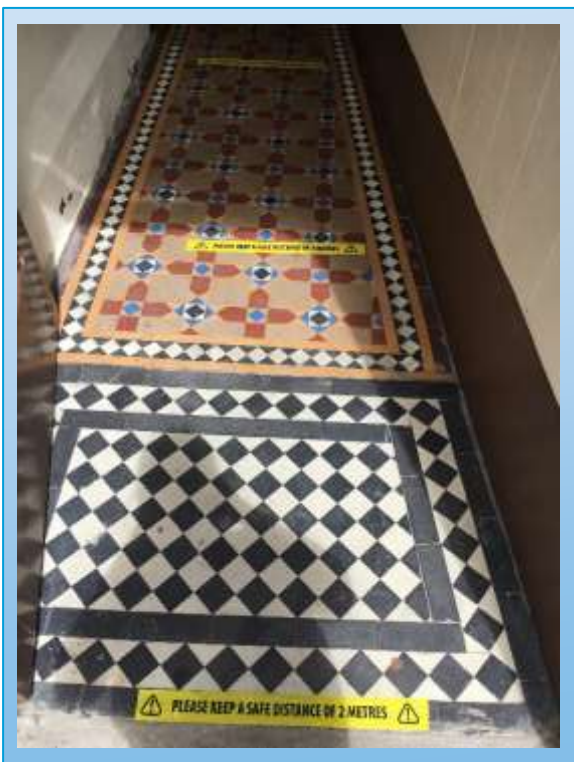
The recent pandemic led to us 'thinking on our feet, so to speak' and within days of "lockdown" the **Manager introduced virtual contact**, thus keeping dozens of children in contact with their absent/separated parents and extended members of their family.

The main aim of the Contact Centre is to relieve the hardship and distress children often encounter when there is an irretrievable family break-up. The main objective of the Centre is to provide a safe, **neutral meeting place where children from separated families can meet and enjoy the love and companionship of their non-resident family member in a comfortable and neutral environment.** We provide play facilities, which help to encourage interactions between children and visiting adults, so that they can spend quality time together to form positive relationships and bond with their children. Other objectives include providing a range of services to help children from separated families.

What have we achieved this year?

Our Annual General Meeting which give us the opportunity to tell people what we do and how we provide services for children and families.

How did we do during
COVID-19?



Some safety measures we put in place with the on-going COVID -19

Virtual Contact Sessions via 'Zoom'



We continued to provide virtual contact sessions with the on-going COVID-19. (Glamorgan House was one of the first Contact Centre to introduce Virtual Contact Sessions in Wales.)

Staff & Volunteers "Zoom" Meeting

We continue to provide our regular meetings via 'Zoom' with the staff, trustees & volunteers for those who cannot attend face to face. It is pleasing to know that we continued to reach out one another despite the on-going COVID-19. The communication did not stop there. Thankfully the technology brought us all to stay connected and managed to keep in touch. We were able to continue our services and brainstorming about our ideas on how to keep children and parents safe in our Centre by following the Welsh Government guidelines.

Message from our Chair

Chantal Patel – Associate Professor in Law & ELLGG

All children have the right to grow up in a safe and loving environment with their parents. It is widely accepted that children need the support and affection of both their parents if they are to become confident adults. It is also accepted that for a multitude of reasons, parents find themselves in circumstances where they can no longer continue to co-habit. For the majority of families that find themselves in that situation, they continue to provide a loving environment where conflict and differences are dealt with in an amicable way.

Where separation is fraught with difficulties, it is left to the state via its professionals and agencies to find ways of ensuring that children are given every opportunity to reconnect with the absent parent. Contact Centres like this much-needed establishment are one such vital agency that provide, a safe haven, for the children.

Since we opened in 2012, we have welcomed well over thousand families. The hard work and dedication of our volunteers has supported and helped many to reconnect and come to term with having to live in more than one household. We at the Centre recognise the sensitive situation that parents find themselves in and we try our best to support all in an open, non-judgemental manner.

The advent of the pandemic brought temporary shutdown of the facilities in response to Welsh Government advice. We were the first Contact Centre to advocate virtual contact sessions in order to re-establish vital contact with the absent parent and child (ren). I am really proud of the work that our staff had to do in order to continue to provide this valuable service. We have had to adapt our services to meet the Welsh government guidelines in relation to the pandemic.

I am indebted & very grateful, to Ray, Lane, Resna and to all the volunteers who have continued to support the children and their families. Whilst it is likely that the measures we have taken will remain in place for the foreseeable future, we hope that 2022 will see us return to normality.



Chantal

Message from our Manager/Coordinator

Ray Singh CBE

When we first started, we opened for few hours on Saturdays only, but it soon progressed to six days a week.

We are busy throughout the week dealing with pre-visits of the new parents, contact sessions, both supported and supervised, thus making it easier to facilitate more contact sessions - up to 35 families each Saturday to facilitate working parents and children attending school. Sadly, a lot of our time is taken up daily in dealing with issues unconnected with us providing the services we were set up to do, and it adds time, cost and most concerning of all the unnecessary stress to the staff and volunteers.

Parents' and children's feedback forms, on the whole were very positive about the Centre, services provided us with often identifying individual staff member or a volunteer for their invaluable support.

As will be seen from the stats, CAF/CASS Cymru referrals have been on the increase since last year, despite the time-consuming contract with them. I am grateful to Resna for ensuring pre-visits are done in a timely manner and Lane for ensuring stringent terms and conditions of surrounding the objective connect, and KPI. Tom, Jacob, Leanne and Jamie have been of great help in their individual contributions to the admin section. Mary's commitment to H&S keeps us all on our toes!!

The referrals from solicitors and more so from Social Services have been on the increase

We now have fourteen supervisors including our Chair, myself, Lane, Resna and all-rounder Leanne who are all fully qualified to do CAF/CASS Cymru supervision, However, we still need more to meet ever increasing needs.

Training of the volunteers is an ongoing process.

As a Trustee of NACCC, representing Wales on its board, I have attended regular meetings in London. I am always available to all the Centres in Wales for any help or advice. Sadly, my term of office will come to an end later this year having served as NACCC's Trustee for excess of nine years.

Funding is an ongoing battle for us. We were successful in securing two new three-year contracts with CAF/CASS Cymru's successfully bidding for the tender covering the whole Regions 2&3. The latter is pivotal for our work being carried forward during the next financial year. *This success means that whilst celebrating our Tenth Anniversary of GHFDC, we have set up our new Centre: GHFDC CHRIST CHURCH LAMMAS St CERFYRDYN.*

We are grateful to **Shelagh Creegan** for her unceasing commitment in raising funds for GHFDC in memory of our most charismatic volunteer **Sam**. Thank you for our Scottish and other supporters of Shelagh's tireless commitment to raising funds. They help us in providing our services to the children and families with special needs.

The full lists of donations /funding are set out in this report. We are grateful to **Dan Perrin & Company Limited, Chartered Certified Accountants**, in doing our accounts and wage slips for our staff.

We want to say a big thank you to **Carpenter Singh Solicitors of Llanelli** for their five -figure donation to help us through the pandemic.

We also acknowledge thoughtfulness of the Law Society of Swansea and SW Wales, through their then President and now member of the Bar Council, David Singh, Barrister-at law for raising monies for GHFDC. The Trustees requested that we invite them all to thank them personally.

Last two years have been very trying experience for everyone but to think that we managed many, many of our parents keep in touch with their children was challenging, fulfilling and greatly satisfying. I would like to thank everyone who supported me whilst "shielding", but in particular, Lane, Resna and ever supportive Mary, Jean, Lesley and all the volunteers, who exposed themselves to the risk of the deadly virus, covid-19 in line of their "commitment to the to the welfare of those hundreds of children" passing through their hands.

I welcome the volunteers at GHFDC< Christchurch, and in particular ever supportive Rosemary and Rev Delyth Richards, Diolch.

It would be amiss not to mention the help and support we received from NACCC, and in particular from Phil Coleman, Service Development Officer and Elizabeth Coe, the CEO: Diolch.

Finally, the help and support our chair Chantal provides to us week in week out is second to none. **Diolch, Vinaka baka levu, Shukriya, Dhan'yabad, Maraming Salamat!**



Ray

Referrals

Since **October 2021** the referrals have increased hugely. The majority of the contact adults tends to be fathers; however, we do have other family members visiting the children. This includes mothers, grandparents and other siblings.

Clients are not accepted in the Centre without duly signed, fully completed referral forms. The referrals come through **CAFCASS, Solicitors, Social Services**, or one or from both parents themselves (**Self-referrals**). Each parent must have pre-visit before the first contact session is set up.

CAFCASS



Solicitors



Self-referrals

Social Services

Others



SALLY GOLDSTONE

Family Law



Funding/Donations

Glamorgan House Family Development Centre is a registered charity. While we have a contract with **CAFCASS CYMRU** which provides some income for the Centre towards core costs, most costs are met by obtaining grants from various organisations and trusts, self-funding activities and small charges made for non-CAFCASS supervised, supported and handover sessions. The current financial climate is making it more difficult with grants, however, we continue to do our best in order to secure the future running of this valuable service. Funding is very important to the continued development and sustainability of the Centre and all the staff led by, Fun Wong a Trustee play their part in raising funds.

With the help of these grants we have been able to ensure that we can provide quality services. We are constantly looking at new ideas to see how we can develop the Centre further. During the period covered by this report we have obtained funding and grants from: **some donations from satisfied clients, and others.**



Sheelagh Creegan continues to fundraise in memory of our late and much revered volunteer Sam Barton. She continues working hard to do fundraising for Glamorgan House to help our separated families and children.



Swans Garden have donated money courtesy of our Fundraiser Lead Fun Wong

Volunteers

At present, we have a number of volunteers and sessional workers who help run the Centre on a rota basis. Our volunteers are all dedicated and committed individuals who work hard to support the children and their families at the Centre.

We recruit new volunteers through SCVS, by word of mouth, various presentations, networking with the Local Voluntary Action Organisations, friends of existing volunteers. We still need more volunteers, and we will be pleased to hear from you.

Our Annual Christmas Dinner

November 2021

We have missed one another and finally we managed to get together, relaxed and treat ourselves with beautiful meal for our staff and volunteers who work hard.



Message from Volunteer Coordinator and Deputy (Manager and Coordinator)

I have been working at Glamorgan House for 8 years and continue to work as hard as I can to help children and families. It is indeed my privilege and opportunity to work at Glamorgan House with such lovely people.

As a volunteer coordinator and Deputy Coordinator it is a tough job. There are daily challenges thrown at you It is a continuous challenging role but I try to put myself in the shoes of those parents who are desperate to come to know their loved ones and form a bond with them. Thus, the inevitable stress and worries of the role is mitigated to some extent.

COVID-19 is still around. Our staff and volunteers are working nonstop, ensuring our premises are clean, protected & safe for our children and parents coming into the building to spend valuable time together. Until very recently we were still wearing facemasks to protect them as we care and value them.

We continue to work with SCVS to recruit volunteers and continue processing their applications even though many never turn up. We have maintained a cohort of volunteers who are reliable and committed to achieving the mission statement of Glamorgan House.

“Every child has a right to grow up knowing and loving both the parents.”

My role has benefited me on how to improve my daily performances and I continue learning new things. It helps me gain knowledge and skills and perform well, ensuring that I do my work properly.

We have different age group of volunteers, staff members and we all make a big difference to our children and parents working as a team. We have lots of feedback from our service users, ‘praising our volunteers how kind, helpful and thoughtful they are’. Our volunteers continue to receive trainings from their day to day rota. It is nice to see a smile on their faces even though they are getting tired at the end of the day.

As our manager has said we have expanded our services in Carmarthen, and he is looking further afield in West and Mid-Wales to support the families in those rural parts of Wales. It gives me great pleasure

to welcome another very committed cohort of volunteers at Christchurch Carmarthen and thank Rosemary for her enormous kindness and support: Croeso and Diolch!

I am grateful to our Trustee Fun Wong for introducing a very special person to us and he after undergoing a baptism of fire from Mary, Jean and Resna has become an integral part of the team. Thank you Jamie, we value your hard work.

I would like to add how proud all the volunteers and staff were to see our manager being selected and invited as one of 2000 people world-wide to attend Her Majesty Queen Elizabeth II’s funeral at the Westminster Abbey. We were all glued to the tv all day, exchanging his picture in the congregation from tv snaps.

Thank you all for your hard work and ever-ending support and help. Glamorgan House is grateful to have such great staff, trustees, and volunteers. Working with our volunteers is a great experience knowing that I can rely and count on them. We value your hard work, commitment, and dedication: I look forward to working with you all and enjoying what we do at Glamorgan House for many more years to come. You always make children and parents happy. You are all stars and fantastic bunch. Thank you - Maraming Salamat!



Lane

Message from Assistant Deputy Coordinator

Resna Begum

It has been a pleasure working in Glamorgan House for the past 7 years. I have learnt a great deal of skill working in different areas of our work e.g. dealing with accounts, doing pre-visits and supervision, encountering challenges and eventual rewards from positive outcomes.

I am now the lead 'Pre-Visit Officer' and as outlined earlier, this mandatory post is extremely time consuming but absolutely vital process.

Everyone at Glamorgan House is hardworking and very supportive and work together as a team to achieve our goal.



Resna

Message from Health & Safety Lead

Mary Morris



Mary

Another year passed and Glamorgan House FDC is still as busy or more since pandemic, with all its daily challenges and rewards. Rules and safety procedures have now released following the pandemic but safeguarding and guidelines for the safety of the children of GHFDC are still in place.

All the volunteers and supervisors and the management team had worked hard all year round to try and provide a safe, caring environment for the families attending at the Centre.

Most of the families have had a trying few years, so with GHFDC support it give them importance on how to move things forward. With good patience in place and a caring role towards the families we provide good caring services.

Annex has been built to provide another useful area for families to wait under cover when the weather is bad. Families attending the Centre have challenges and issues within their lives, as a service provider we help them move into the next step. Keep good practice and we can make difference into their lives.

Training

We are aware of the importance of training at GHFDC. We ensure all staff & volunteers, including Trustees, are kept up to date with new developments to ensure the safety and welfare of the children. We also attend NACCC AGM and training every year, but this is year for the first time we attended NACCC AGM held virtually due to the current pandemic. Training is on-going. Some workshops we have recently attended include:

All who work hard, management committee, volunteers provide a service for families in a supporting and caring role in what is difficult time in their lives, let us all keep this service for families with good practice in place, and keep up the good work.

- **NACCC's Virtual Refresher Coordinator's Training July & August 2022 (4 days training)**
- **Internal Face to Face Training**
- **Inhouse Volunteers' Safeguarding Training (18/05/2022)**

Our Health & Safety Officer delivering feedback:

Our inhouse face to face training presented by Ray, our manager:



Our Team

Trustees & Management Committee Members

Chantal Patel
Chair/Trustee/Safeguarding Lead

Mair Ap Gruffyd
Vice Chair/Trustee/Welsh Language Lead

Fun Wong
Trustee/Fundraising Lead

David Barton
Trustee/Training Lead

Sheelagh Creegan
Trustee/Fundraising Lead - Scotland

Ishrat Chowdhury
Young Trustee Board

Ray Singh
Manager/Co-ordinator/Training &
Equality Lead

Lane Read
Deputy & Volunteer Co-
ordinator/Secretary

Resna Begum
Asst. Co-ordinator/Acting Treasurer

Jacob Singh & Leanne Morgan
Admin Assistant

Mary Morris
Health & Safety Lead

Daniel Perrin
Accountant

Our Dedicated Volunteers & Supervisors

Messages

I have been a Supervisor in the Glamorgan House FDC for over 3 years and have found all staff, including volunteers to do their utmost to make children and their parents' welcome.

I find that as a Supervisor, I am asked to provide a 'snapshot' of the interaction between a child (ren) and the parent who is non-resident. Sometimes the contact is one of a series in an established routine with both parents in a cooperative relationship in which they accept that they should prioritise their child's need to have contact with both parents.

Most of the children one can assume have witnessed varying degrees of domestic violence, although the Supervisor has little factual information and has to be careful not to be drawn into alliances or false assumptions and judgements.

In some instances, separation has occurred when the child is a baby or infant, the Supervisor then has to support the non - resident parent to develop a bond with the child whilst balancing the needs of the child who essentially may have no memory of the parent.

In addition to relationship breakdown there are often exacerbating factors such as drug and alcohol addiction and low income.

Whilst it is important to be aware of these factors, we can only assess what we observe of the interaction during contact and to ensure that contact must be a positive experience for the child.

Sian - Supervisor

My role at Glamorgan House is to ensure our clients are relaxed on arrival and treated to the highest standard of customer care. Especially for the children who deserve the love, care and reassurance, their visit is an enjoyable session on visiting their parents. Once the visiting parents are settled and the visiting children are relaxed, I word process any outstanding reports from previous visits. When the contact sessions have ended, I along with a supervisor escort the children to their guardians / parent outside in the carpark. Once the visiting children have vacated the carpark, I politely reassure the visiting parent and briefly hear how well their session went, followed by say goodbye.

I have enjoyed working at Glamorgan House over this last year and received excellent training, gaining confidence, and learning about other children's needs and requirements. I have worked alongside enthusiastic, caring, and professional colleagues. I am very grateful with the trainings I have been given and continue to explore my knowledge and gaining skills in every aspect of my volunteering role. I have built my confidence. I very much hope we at Glamorgan House can continue to deliver excellent customer services.

Jamie-Volunteer

Being a supervisor at Glamorgan House requires a flexible approach to accommodate the many and varied situations arising from each individual case. While many children are excited and happy to see their visiting parent, some are more reluctant which then requires mediation from the supervisor. Gaining the trust of the children can be difficult at times but over continued sessions, most of the children overcome their fears and go on to form a good relationship with the visiting parent. This is particularly rewarding when the children have shown reluctance or fear in the beginning, but with the help of Glamorgan House staff, they and the parent leave with a happy and strong relationship.

Emma - Supervisor

I was looking to broaden my experience and find a new volunteering opportunity when I found an advert for Glamorgan House. Since I have been retired, I realised that being part of something was one thing that I really missed about work. So, I was looking for somewhere that I could feel proud of being part of, somewhere that would use my skills, knowledge, and experience and somewhere that I could feel that I could make a difference to others.

From the first meeting at Glamorgan House, I sensed that volunteers were a real part of how this organisation worked. As I started my first sessions at Glamorgan House I saw how volunteers supported families, put children first and foremost and were a vital part of mothers, fathers and children feeling that Glamorgan House was a safe space.

I have been impressed with how volunteers with experience have encouraged "newbies" like me, how staff have gone out of their way to make sure volunteers feel comfortable and valued and how my first impression were right, volunteers are an integral part of how Glamorgan house works for its children. I have learnt so much, I have witnessed how valuable this service is to children and seen how the diverse talents of supervisors, staff and volunteers are seamlessly directed to support those who need our support.

It's sometimes heart breaking to see families struggle with the realities of what their family life is currently like; it's sometimes difficult to view someone's else's family life so up-close and personal but it is richly rewarding to see timid children bound into the centre to spend time with their parent and to see parents so intent on making this precious time work for their children.

It calls for tact, for understanding, for diverse skills, for recognising who on the team is best placed to support which family. All the skills of the volunteers are used and valued. We are a diverse bunch and that helps the diverse nature of the families who need us. Different families need different support at different times and at Glamorgan House this is how it works. And I am proud of being part of the team.

Eleanor - Volunteer



Our lovely Jean received a bunch of bouquet from one of our father's, who really appreciated the support and help from our volunteer Jean.

Supervisors

Elaine Thomas

Emma Phillips

Nathan Thomas

Sian Sharp

Leanne Morgan

Pam Rees

Diane John

Gabriela Timakova

Volunteers

Mary Morris

Jean Beynon

Lesley Hall

Jamie Kingsey

Laura Rees

Sian Morgan

Sam McMillan

Richard Gomes De Moraes

Rhiannon Fenn

Tammy Thomas

Keira Ingham

Rosemary Bowen

Joyce Smith

Kathleen Hyde

Simon Phillips

Julian Murphy

Andrew Padfield

Christ Church Lamma St. Carmarthen

Our new place where we facilitate contact sessions in Carmarthen, West Wales referred by CAFCASS. We started in August and the very first session involved a child who had not seen her father for nearly two and half years has now been happily reunited with her father and contact sessions went extremely well. Mother was very encouraging for her daughter to see her father and always saying “Have fun with Daddy.” It then followed by couple of families which are still ongoing contact with their absent parents.



Christ Church Lamma St. Carmarthen

The Church Hall



A Special Tribute of the Passing of Her Majesty our Queen Elizabeth II

Queen's Funeral Flower



Our Manager Ray Singh CBE paying tribute to our Beloved Queen Elizabeth II.



A special invitation card from the Royal family.



Our staff and volunteers are always on hand to make sure the rooms are perfectly clean after each session

During Covid-19 and ongoing all our volunteers are helping one another ensuring all surfaces are clean and sprayed with antibacterial spray to protect all children and parents who use each room for contact sessions. They clean and check toilets and common parts regularly. They check and open the windows to ensure enough ventilation is maintained.

Our volunteers are extremely busy not only cleaning the rooms but also taking the children back and forth to resident and visiting parents. Glamorgan House has the most committed and reliable volunteers ever.



Mary, Jean and Lesley are always alert, making sure that all rooms are clean and ready for all families who come during the weekdays and more so during Saturdays.



Messages from our service users

Thank you so much for your time, advice, guidance and support over the last two and a half years. Both myself and my son wouldn't have been able to make special memories, if it wasn't for Glamorgan House and the fantastic staff. Thank you from the bottom of my heart. All the best.

Mum – Visiting parent

Thank you so much for looking after me and my mummy whilst visiting and ensuring my transition from mummy to daddy went smoothly and looking out for me.

18th months baby written by his mum

I would like to thank you all for your hard work and dedication throughout these tough times. Putting the health of yourselves and loved ones at risk during this pandemic in order for absent parents' to maintain a relationship with their children. Also, I would like to thank you for all the support you have shown to me in each session.

Dad – Visiting parents

To. All staff,

Just a little thank you for what you do, making difficult situation a little easier.

Mum – resident parent and her daughter

I would like to thank all the staff at Glamorgan House, you are the kindest people. My experience was more like family than supervisor which is very comforting.

Mum – Visiting parent

To, All staff at Contact Centre,

As much as I want handovers to now move forward between myself and Dad. I just want to take time to say how grateful I am for all your hard work and reassuring me my boy was happy and cared for. I really do appreciate it and will miss all staff members as I'm sure my son will do too. But time for us to move on. I wish you all the best and all children who attend there are lucky to have people who care for them. Take care

From: **Mum - resident parent**

To Every one,

Thank you very much. I love you.
Lots of love. I'll miss you.

Child - 7 years old

Hi thank you for all your help with the contact with my son, you will never understand how grateful I am, thank you all again

Dad – Visiting parents

Under the circumstances the sessions were excellent, can't think of any improvements.

Dad – Visiting parent

To. Glamorgan House Team,

Thank you for giving up your time with friends and family, so I could see mine. You all do a fantastic job and I'm very grateful.

This is my last week here, so just wanted to wish you all the best for the future and again say a massive thank you.

Dad - Visiting parent of 2 children

**GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME & EXPENDITURE ACCOUNTS**

YEAR ENDED 31ST MARCH 2022

Daniel Perrin & Co Limited
Chartered Certified Accountants & Chartered Tax Advisers
9 Stanley Place
Cadoxton
Neath
SA10 8BE

**Independent examiner's report to the trustees of Glamorgan House Family
Development Centre**

I report on the accounts of the company for the year ended 31st March 2022

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act
- to follow the procedures laid down in the general Directions given by the commission under section 145(5)(b) of the 2011 Act
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act and;
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Daniel Perrin & Co Limited
Chartered Certified Accountants & Chartered Tax Advisers
9 Stanley Place
Cadoxton
Neath
SA10 8BE

Date: 16th November 2022

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2022

	<u>2022</u>		<u>2021</u>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
<u>INCOME</u>				
Supervised Contact Fees	55,301		37,805	
Supported Contact Fees	6,898		1,799	
Family Matters			1,505	
Resilience Grant				2,000
Donations	2,739		28,557	
Sam Sponsored		753		601
Welsh Assembly Government & Grants	60,360		59,860	
Furlough			3,884	
	<u>125,298</u>	<u>753</u>	<u>133,410</u>	<u>2,601</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2022

	<u>2022</u>		<u>2021</u>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
<u>EXPENDITURE</u>				
Rent & Gas	21,739		26,700	
Office expenses & utilities	2,509		3,859	
Property repairs	6,286		995	
Training	338		-	
Insurance	1,296		1,039	
Wages, salaries & volunteer expenses	76,633		57,831	
Telephone	886		1,033	
Legal & Professional Fees	483		437	
Travel & Mileage	6,000		6,000	
Sam's funds to support families				520
	<u>116,170</u>	<u>-</u>	<u>97,894</u>	<u>520</u>
TOTAL INCOME	125,298	753	133,410	2,601
TOTAL EXPENDITURE	116,170	-	97,894	520
SURPLUS FOR THE YEAR	<u>9,128</u>	<u>753</u>	<u>35,516</u>	<u>2,081</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2022

<u>INCOMING RESOURCES</u>	<u>UNRESTRICTED</u>	<u>RESTRICTED</u>	<u>2022</u>	<u>2021</u>
	£ 125,298	753	126,051	136,011
	<u>£ 125,298</u>	<u>753</u>	<u>126,051</u>	<u>136,011</u>
<u>RESOURCES EXPENDED</u>	£ 116,170	-	116,170	98,414
NET INCOME (OUTGOINGS) RESOURCES				
Movement of Funds	9,128	753	9,881	37,597
Funds brought forward	115,546	13,770	129,316	91,719
	<u>124,674</u>	<u>14,523</u>	<u>139,197</u>	<u>129,316</u>

BALANCE SHEET AS AT 31ST MARCH 2020

	<u>2022</u>	<u>2021</u>
<u>CURRENT ASSETS</u>		
Cash at Bank	151,363	131,365
Cash In Hand	200	220
<u>CURRENT LIABILITIES</u>		
Sundry Creditors	- 12,366	- 2,269
	<u>139,197</u>	<u>129,316</u>
REPRESENTED BY:		
UNRESTRICTED FUNDS	124,674	115,546
RESTRICTED FUNDS	14,523	13,770
	<u>139,197</u>	<u>129,316</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

England & Wales - Charity number 1147895

Accounts

Annual Report

2020 - 2021

*Helping families to
build positive
relationships*

**Glamorgan House Family
Development Centre**



Charity Number: 1147895

NACCC Member Number: 1410/7

What's Inside

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Welcome to Glamorgan House Contact Centre

WHAT IS A CONTACT CENTRE?

Children's Contact Centre is neutral meeting place where children of separate families with their estranged family member can have contact in a safe, secure, neutral and enjoyable atmosphere. Our Centre is located in Swansea and has a number of comfortable rooms.

FREQUENTLY ASKED QUESTIONS:

Can I make a self-referral?

Referrals can be made by CAFCASS, Mediation Services, Solicitors, Social Services or you can make a self-referral by requesting a form. Both parties need to complete the referral form.

When can I have contact?

Sessions can be on weekly, fortnightly or monthly basis. The Centre is open 6 days a week 9.00-4.00 Saturday being the busiest day. We can accommodate contact on weekdays.

Do I need to meet my ex-partner?

No, just tell us at your pre-visit and we can arrange for you not to meet but, there are exceptions which will be discussed at the first meeting.

What if I can't come?

Please notify the Centre if you are unable to make it to your session. If, three sessions are missed without any notification, you will be removed from our list.

How much does it cost?

Supported contact session £10.00 per hour. Supervised contact costs for self- referrals by parents with no outside bodies involved £40.00 per hour. Referrals made by CAFCASS may result in them paying up to 6 sessions.

Glamorgan House Family Development Centre Mission Statement

To provide facilities and support contact between children of separated families and their parents and other family members, through the creation of a warm, informal atmosphere in a comfortable and safe neutral meeting place; and to provide variety of services to help and support such children.

Types of Contact Sessions we provide

Our Centre is a neutral meeting place where children from separated families may enjoy contact with one or both parents, and sometimes other family members, in a comfortable environment when there is no viable alternative. Contact sessions can either be ***Supervised, Supported [Virtual or Face to Face] or Handover Services.***

Supervised contact is for higher risk families. This type of contact has one family in a room with a specialist worker who writes an observational record of the contact. Supervised contact should be used generally when it has been determined that a child has suffered, or is at risk of suffering, harm during contact. Supervised contact ensures the physical safety and emotional well-being of a child and to observe and the non-resident parent's interaction with the child/ren.

Supported contact sessions also takes place in suitable rooms where there are facilities to enable children to develop and maintain positive relationships with non-resident parents and other family members. Supported contact is suitable for families where no significant risks to the child or those around the child have been identified. Supported contact takes place in suitable rooms with the door left open and volunteers on hand to offer help and support. Visiting parents have exclusive use of the room to build/rebuild their relationship with their child/ren without undue distraction from other families. No written recordings are made of Supported contact sessions.

A ***Handover*** is a service for parents who either don't want to meet each other due to personal or legal reasons or where the resident parent feels reassured the child/ren will be returned to him/her by the other parent at the end of contact session, which normally takes place in the community.

Virtual Contact: Covid-19 led to GHFDC introducing virtual contact, both supervised and supported contact.

How Glamorgan House started?

Our Manager/Coordinator whilst working in Merthyr Tydfil, Aberdare and Brecon was involved in the setting up and running Children's Contact Centres in those areas. Whilst working on his secondment in **Swansea** he found there was no such facility for children to see their absent /separated parents in a safe and friendly environment.

Thus, following his retirement, he got together with some of the current Trustees, in particular the current Chair and GHFDC was 'born.' However, with no funding available lot of voluntary workers joined hands, led by Roy Peeke and family and did all the basic work in readiness for us to have a lift off.

The Centre officially opened in June 2012, having started in 2011 offering both Supported and Supervised contact for children and their family members. It has close links with **Children and Family Court Advisory and Support Services (CAFCASS Cymru)**, with whom we have a contract to provide supervised and supported contact services; SOCIAL SERVICES throughout Wales and beyond including England and Northern Ireland.

The Centre has achieved its enhanced accreditation status with the **National Association of Child Contact Centres (NACCC)**, whose headquarters are in Nottingham. Even though we have our accreditation status from NACCC we are an independent organisation with our own charity status with Trustees, Management Committee and Constitution. The Centre is a forward thinking, growing centre, which has an increasing number of demands put on its facilities and the administration section of the organisation.

The recent pandemic led to us 'thinking on our feet, so to speak' and within days of "lockdown" the **Manager introduced virtual contact**, thus keeping dozens of children in contact with their absent/separated parents and extended members of their family.

The main aim of the Contact Centre is to relieve the hardship and distress children often encounter when there is an irretrievable family break-up. The main objective of the Centre is to provide a safe, **neutral meeting place where children from separated families can meet and enjoy the love and companionship of their non-resident family member in a comfortable and neutral environment.** We provide play facilities, which help to encourage interactions between children and visiting adults, so that they can spend quality time together to form positive relationships and bond with their children. Other objectives include providing a range of services to help children from separated families.

What have we achieved this year?

Our Annual General Meeting which give us the opportunity to tell people what we do and how we provide services for children and families.

How we doing during COVID-19?



Some safety measures we have prepared during re-opening of our Centre during COVID-19

Virtual Contact Sessions via 'Zoom'



We continued to provide virtual contact sessions during the pandemic.
(Glamorgan House was one of the first Contact Centre to introduce Virtual Contact Sessions in Wales.)

Staff & Volunteers "Zoom" Meeting

During the lockdown we held our regular meetings via 'Zoom' with the staff, trustees & volunteers. It is pleasing to know that we can reach out to one another despite the lockdown. The communication did not stop there. Thankfully the technology brought us all to stay connected and managed to keep in touch. We were able to continue our services and brainstorming about our ideas on how to keep children and parents safe for the re-opening of our Centre following the Welsh Government guidelines.

Message from our Chair

Chantal Patel – Associate Professor in Law & ELLGG

All children have the right to grow up in a safe and loving environment with their parents. It is widely accepted that children need the support and affection of both their parents if they are to become confident adults. It is also accepted that for a multitude of reasons, parents find themselves in circumstances where they can no longer continue to co-habit. For the majority of families that find themselves in that situation, they continue to provide a loving environment where conflict and differences are dealt with in an amicable way.

Where separation is fraught with difficulties, it is left to the state via its professionals and agencies to find ways of ensuring that children are given every opportunity to reconnect with the absent parent. Contact Centres like this much-needed establishment are one such vital agency that provide, a safe haven, for the children.

Since we opened in 2012, we have welcomed well over thousand families. The hard work and dedication of our volunteers has supported and helped many to reconnect and come to term with having to live in more than one household. We at the Centre recognise the sensitive situation that parents find themselves in and we try our best to support all in an open, non-judgemental manner.

The advent of the pandemic brought temporary shutdown of the facilities in response to Welsh Government advice. We were the first Contact Centre to advocate virtual contact sessions in order to re-establish vital contact with the absent parent and child (ren). I am really proud of the work that our staff had to do in order to continue to provide this valuable service. We have had to adapt our services to meet the Welsh government guidelines in relation to the pandemic.

I am indebted & very grateful, to Ray, Lane, Resna and to all the volunteers who have continued to support the children and their families. Whilst it is likely that the measures we have taken will remain in place for the foreseeable future, we hope that 2022 will see us return to normality.

Chantal



Message from our Manager/Coordinator

Ray Singh CBE

Glamorgan House FDC has now been up and running for over 10 years. When we first started, we opened for few hours on Saturdays only, but it soon progressed to six days a week.

We are busy throughout the week dealing with pre-visits of the new parents, contact sessions, both supported and supervised, thus making it easier to facilitate more contact sessions - up to 35 families each Saturday to facilitate working parents and children attending school.

Parents' and children's feedback forms, on the whole were very positive about the Centre, namely the accommodation, toys and services provided.

As will be seen from the stats, CAF/CASS Cymru referrals have increased since last year, most of which are supervised sessions. The referrals from solicitors increased as well and substantial increase in self-referrals and referrals by Mediation Services. We now have eight supervisors including myself, Lane and Resna who are fully qualified to do CAF/CASS.

Cymru supervision, three of whom are qualified social workers. Training of the volunteers is an ongoing process.

As a Trustee of NACCC, representing Wales on its board, I have attended regular meetings in London. I am always available to all the Centres in Wales for any help or advice.

Funding is an ongoing battle for us. I concluded with CAF/CASS Cymru a new contract for 2020/21. The latter is pivotal for our work being carried forward during the next financial year. We submitted our tender for future funding but the Welsh Government abandoned the process after days of working on it to submit it in time.

We are grateful to **Shelagh Creegan** for her unceasing commitment in raising funds for GHFDC in memory of our most charismatic volunteer **Sam**. Thank you for our Scottish and other supporters of Shelagh's tireless commitment to raising funds.

The full lists of donations /fundings are set out in this report. We are grateful to **Dan Perrin & Company Limited, Chartered Certified Accountants**, in doing our accounts and wage slips for our staff

We want to say a big thank you to **Carpenter Singh Solicitors of Llanelli** for their five -figure donation to help us through the pandemic.

Finally, the last three months of this financial year has been very trying experience for everyone but to think we managed many of our parents keep in touch with their children was challenging, fulfilling and greatly satisfying. I would like to thank everyone who supported me whilst "shielding", but in particular, Lane, Resna and ever supportive Mary!

It would be amiss not to mention the help and support we received from NACCC, and in particular from Phil Coleman, Service Development Officer and Elizabeth Coe, the CEO: Diolch.

Diolch, Vinaka baka levu, Shukriya, Dhan'yabad, Maraming Salamat!



Ray

Referrals

Since **October 2020** the referrals have increased hugely. The majority of contact adults tend to be fathers; however, we do have other family members visiting the children. This often includes mothers, grandparents and other siblings.

Clients are not accepted in the Centre without duly signed, fully completed referral forms. The referrals come through **CAFCASS CYMRU, solicitors, Social Services** or various other agencies, such as the **Family Mediation services**, or one or both parents themselves. **(Self-referrals)** Each parent must have a pre-visit before the first session is set up.

CAFCASS



Solicitors

Self-referrals

Social Services

Others



Funding/Donations

Glamorgan House Family Development Centre is a registered charity. While we have a contract with **CAFCASS CYMRU** which provides some income for the Centre towards core costs, most costs are met by obtaining grants from various organisations and trusts, self-funding activities and small charges made for non-CAFCASS supervised, supported and handover sessions. The current financial climate is making it more difficult with grants, however, we continue to do our best in order to secure the future running of this valuable service. Funding is very important to the continued development of the Centre and all the staff led by, Fun Wong a Trustee, work very hard in order to secure funding so that the Centre can continue to expand and develop.

With the help of these grants we have been able to ensure that we can provide quality services. We are constantly looking at new ideas to see how we can develop the Centre. During the period covered by this report we have obtained funding and grants from: **some donations from satisfied clients, Family Matters and others.**



Sheelagh Creegan continues to fund raise in memory of our late and much revered volunteer Sam Barton. She continues working hard to do fundraising for Glamorgan House to help our separated families and children even during the pandemic. Our heartfelt thanks for you Sheelagh your daughter and mum.



Volunteers

At present, we have a number of volunteers and sessional workers who help run the Centre on a rota basis. Our volunteers are all dedicated and committed individuals who work hard to support the children and their families at the Centre.

We recruit new volunteers through SCVS, by word of mouth, various presentations, networking with the Local Voluntary Action Organisations, friends of existing volunteers. We still need more volunteers, and we will be pleased to hear from you.

Our Annual Christmas Dinner like the one shown here for our dedicated Volunteers was cancelled due to pandemic.



Message from Volunteer Coordinator

Lane Read

Yes, it's been another tough and challenging year for all of us. as this unprecedented time (COVID-19) has again posed challenges and difficulties in our day to day lives.

Our Centre continue to organise regular meetings with our staff and trustees and volunteers virtually via 'Zoom'. Our staff and volunteers did not stop helping and supporting our vulnerable families and children. We continue our services to help facilitate contact for our non-residents parents to see their children. Our volunteers are always on hand to give their spare time to help. They never stopped coming to the Centre to help despite the risks to themselves: real unsung heroes and heroines.

The staff and volunteers work extra hard to clean each room after each visit by a family and ready for the next family to spend time together. We thoroughly clean all surfaces after each use and anti-bacterial spray applied. All our staff and volunteers have their own PPE to ensure the safety of everybody. We continue to introduce strict rules, risk assessment and safety measures to ensure we follow the Welsh Government guidelines as COVID-19 is still around.

Our Contact Centre will continue to open and provide services for children and parents. We continue working with SCVS to recruit volunteers. We have had number of applications from potential volunteers since the pandemic and we continue to recruit. We have maintained a cohort of volunteers who are reliable and committed to achieving the mission statement of GHFDC: "Every child has a right to grow up knowing and loving both the parents".

Amongst us all we have at least 10 different languages which is really very helpful in delivering our services.

Our volunteers are making a big difference to each of our children and parents. We have lots of feedback from parents saying that all our staff and volunteers are kind and helpful, and it's nice to see a smile on their faces.

Glamorgan House is grateful to have such great staff, trustees and volunteers. Working with our volunteers is a great experience knowing that I can rely and count on them. They never say 'No' to me if I needed them; I believe that with the team work we can make a huge difference to help and support each family. I would like to say a '**Big Thank you**' to all our staff and volunteers who work hard and continue to give support to our Centre. We value your hard work, commitment and dedication: Maraming Salamat!



Lane

Message from Assistant Deputy Coordinator

Resna Begum

It has been a pleasure working in Glamorgan House for the past six years. I have learnt a great deal of skill working in different areas of our work e.g. dealing with accounts, doing pre-visits and supervision, encountering challenges and eventual rewards from positive outcomes.

Everyone in Glamorgan House is hardworking and very supportive and work together as a team to achieve our goal.



Resna

Message from Health & Safety Lead

Mary Morris

Over the past years volunteering at Glamorgan House, with all its challenges has been rewarding, especially with the families having fun and enjoying the sessions.

Since the pandemic, with health and safety issues and rules changing weekly it has been again challenging for all parties concerned. Most of the parents, but not all, see the need for certain guidelines for the safety of their children and volunteers at the Centre.

The guidelines on time have been bigger and, more challenging than ever, but “thanks to our volunteers and management, we have continued to maintain a safe environment for families attending the Centre to continue their session, and at all times to make sure the children’s welfare is paramount.

All who work hard, management committee, volunteers provide a service for families in a supporting and caring role in what is difficult time in their lives, let us all keep this service for families with good practice in place, and keep up the good work.



Mary

Training

We are aware of the importance of training at GHFDC. We ensure all staff & volunteers, including Trustees, are kept up to date with new developments to ensure the safety and welfare of the children. We also attend NACCC AGM and training every year, but this is year for the first time we attended NACCC AGM held virtually due to the current pandemic. Training is on-going. Some workshops we have recently attended include:

- NACCC's Virtual Safeguarding Training Supported Contact (22/02/2021)
- NACCC's Virtual Refresher Training for Supervised Coordinator (29/03/2021)
- Internal Face to Face Training
- Inhouse Volunteers' Virtual Safeguarding Training (05/08/2021)



Virtual AGM 2019-2020

Our inhouse virtual training presented by our Chair Chantal and Ray our Manager.



Our Team

Trustees & Management Committee Members



Chantal Patel
(Chair/Trustee/Safeguarding Lead)

Mair Ap Gruffyd
(Vice Chair/Trustee/Welsh Language Lead)

Fun Wong
(Trustee/Fundraising Lead)

David Barton
(Trustee/Training Lead)

Brian Clements
(Trustee)

Ishrat Chowdhury
(Young Trustee Board)

Ray Singh
(Manager/Co-ordinator & Training Lead)

Lane Read
(Deputy Co-ordinator/Volunteer Co-ordinator)

Resna Begum
(Assistant Co-ordinator/Bookkeeper/ Equality Diversity Lead)

Tom Singh
(Admin Officer)

Mary Morris
(Health & Safety Lead)

Dan Perrin
(Accountant)



Trustees & Management Committee virtual meeting



Our Dedicated Volunteers & Supervisors

Messages

I've been asked to share my thoughts as a supervisor at Glamorgan House. Most of you know me, but for those who don't, my name is Elaine Thomas and I'm a retired Social Worker. I live in Merthyr Tydfil. I've worked as a Supervisor for about 9 years, firstly in the Contact Centre in Aberdare, before transferring to Swansea. I find the role of a Supervisor to be very rewarding, satisfying, frustrating and challenging. It draws on all my social work skills and on many occasions the presenting situation can reduce you to tears. It's wonderful to see how parents and children's relationships can be restored and rebuilt. It's heartbreaking to witness the opposite, when a parent/child can be very destructive.

I aim to empathise with both parties - I've not been part of how and why the family has unravelled - and what brought them to this position. I attempt to support both parents to improve their relationship with their child, putting their child's needs first. I confess that I sometimes get it wrong and at this period in time the relationship is not restored. But it is fantastic and so uplifting to witness how sometimes situations do change and do improve, and then move on to the absent parent having more involvement in their child's life.

The Contact Centre itself has evolved and improved in many ways. Having CCTV in each room provides a level of safety and is reassuring. The wonderful volunteers underpin what is delivered at the Centre - it's an absolute treat when a cup of tea is delivered to your room to revive you.

The manager, Ray, has a heart for the restoration of families, and his values cascade down to each and every member of staff. Lane and Resna run the busy office efficiently as they are faced with difficult scenarios daily, the trio make an amazing team.

What a privilege it is to be part of this particular Contact Centre and its work - to facilitate and support the precious bond between the absent parent and child. Long may this work continue.

Hope my thoughts are helpful.

With love, *Elaine*

When I retired, had some spare time to do some volunteering. I am lucky enough to have 6 grandchildren and enjoy being around children. To be part of the process that gets children and an absent parent together is a great feeling.

Lesley

I thoroughly enjoy my voluntary work at Glamorgan House. All the team have been so friendly and welcoming. Each week I look forward to meeting the parents and children and get huge satisfaction from seeing their happy reunions. I've loved making new friends and being part of such a great team. It's such a rewarding experience.

Sían

Being a volunteer in a Contact Centre is not only rewarding but important role that I love and enjoy. Treating both resident and non-resident parents by being impartial and non-judgemental. Making sure both parties are made to feel welcome and put at ease when they arrive. Being calm, and reassuring parents especially when they are there for maybe the first time that their child's needs are always put first, as understandably the child might have not seen the absent parent for months or even years. Having to encourage a nervous child who is reluctant to come inside the Centre to meet the absent parent can be sometimes hard, but rewarding when you have eventually managed to persuade the child to come with you, and seeing the end result with the child playing happily with Dad/Mum, (on one occasion child running back to Mum saying "I love my Daddy now")

Being passionate about the need for children to have a meaningful relationship with both parents is something I feel strongly about and being a volunteer that hopefully I have helped made a difference in some small way for some of these children to achieve this.

Jean

Supervisors

Elaine Thomas

Emma Phillips

Nathan Thomas

Sian Sharp

Leanne Morgan

Pam Rees

Gabriela Timakova

Volunteers

Ken Lewis

Vivienne Lewis

Mary Morris

Jean Beynon

Lesley Hall

Maryam Sohrabi

Ann Cooke

Jamie Kingsey

Laura Rees

Sian Morgan

Musab Robanni

Sam McMillan

Richard Gomes De Moraes

Rhiannon Fenn

Sarandeep Singh

Our lovely volunteers always on hand for regular cleaning the rooms after each session.



Messages from our service users

Glamorgan House has enabled me to see my little girl and allowed us to put in place the critical foundations needed to grow our father/daughter relationship. I have always found the team at the Contact Centre warm; friendly and professional. The team act like an extended family and find the perfect balance between structured support in a safe environment whilst, providing re-assurance that my girl's well-being is always Glamorgan House's priority.

Glamorgan House always promote contact for my daughter and I, they have opened the Contact Centre throughout the COVID-19 pandemic and implemented rigorous processes and procedures, to ensure the wellbeing of their staff and visitors. As an example, the team have even opened the Contact Centre when its supposed to be closed, to enable contact, which I cannot thank them enough for!

I have always felt like the Contact Centre genuinely cares about the families it facilitates, with most of the team volunteering and giving up their time, to keeps this incredibly important operation running. The team have become an important part of this chapter in my and my daughter's life and I will always be indebted to Mr Singh; Resna; Lane; Mary; Jean; Emma and the extended team, for everything that they have done and do, for us...it's not lost on me, that you make a positive difference to countless other children and their parents. Thank you for all that you do.

From: *Dad – Non-Resident Parent*

To you all at Glamorgan House

I just wanted to say a really big thank you to each and everyone of you, for all of your hard work and kindness. And for making me and my children feel welcome here at the Contact Centre. I appreciate everything you have done for us. It was lovely to meet you all and I wish you all safe and well. Many thanks.

From: ***Mum - Resident Parent***

To, All the staff at Glamorgan House,

Just a short note and token of my appreciation for providing the vehicle over the last eight months or so which has allowed me to have contact with my daughter.

Through your warmth and kindness, you have transformed what for me has been a very trying and testing period of my life into a time that has been bearable and at times even quite enjoyable.

I will however not be sorry to never again have to ring your doorbell and have my temperature checked but in a strange sort of way will miss my contact sessions at Glamorgan House.

Keep up the good work which for people in my situation has been absolutely priceless.

Best wishes!

From: ***Dad – Non-resident parent***

I really enjoy the sessions as I get to have fun with my dad. I really like the building because its old. 5 star from me.

From: ***Child – 4 yrs old***

**GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME & EXPENDITURE ACCOUNTS**

YEAR ENDED 31ST MARCH 2021

Daniel Perrin & Co Limited
Chartered Certified Accountants & Chartered Tax Advisers
9 Stanley Place
Cadoxton
Neath
SA10 8BE

**Independent examiner's report to the trustees of Glamorgan House Family
Development Centre**

I report on the accounts of the company for the year ended 31st March 2021

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act
- to follow the procedures laid down in the general Directions given by the commission under section 145(5)(b) of the 2011 Act
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act and;
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met

or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Daniel Perrin & Co Limited
Chartered Certified Accountants & Chartered Tax Advisers
9 Stanley Place
Cadoxton
Neath
SA10 8BE

Date: 20 January 2022

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2021

	<u>2021</u>		<u>2020</u>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
<u>INCOME</u>				
Supervised Contact Fees	37,805		44,628	
Supported Contact Fees	1,799		5,600	
Family Matters	1,505		1,495	
Resilience Grant		2,000		
Donations	28,557		773	
Sam Sponsored		601		1,957
Welsh Assembly Government & Grants	59,860		56,610	
Furlough	3,884			
	<u>133,410</u>	<u>2,601</u>	<u>109,106</u>	<u>1,957</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2021

	<u>2021</u>		<u>2020</u>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
<u>EXPENDITURE</u>				
Rent & Gas	26,700		20,371	
Office expenses & utilities	3,859		4,900	
Property repairs	995		5,775	
Training	-		190	
Insurance	1,039		471	
Wages, salaries & volunteer expenses	57,831		45,809	
Telephone	1,033		1,848	
Legal & Professional Fees	437		322	
Travel & Mileage	6,000		6,000	
Sam's funds to support families		520		
	<u>97,894</u>	<u>520</u>	<u>85,686</u>	<u>-</u>
TOTAL INCOME	133,410	2,601	109,106	1,957
TOTAL EXPENDITURE	97,894		85,686	
SURPLUS FOR THE YEAR	<u>35,516</u>	<u>2,601</u>	<u>23,420</u>	<u>1,957</u>

GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE
INCOME AND EXPENDITURE ACCOUNTS

YEAR ENDED 31ST MARCH 2021

<u>INCOMING RESOURCES</u>	<u>UNRESTRICTED</u>	<u>RESTRICTED</u>	<u>2021</u>	<u>2020</u>
	£ 133,410	2,601	136,011	111,063
	<u>£ 133,410</u>	<u>2,601</u>	<u>136,011</u>	<u>111,063</u>
<u>RESOURCES EXPENDED</u>	£ 97,894	520	98,414	85,686
 NET INCOME (OUTGOINGS) RESOURCES				
Movement of Funds	35,516	2,081	37,597	25,377
Funds brought forward	80,030	11,689	91,719	66,342
	<u>115,546</u>	<u>13,770</u>	<u>129,316</u>	<u>91,719</u>

BALANCE SHEET AS AT 31ST MARCH 2020

	<u>2021</u>	<u>2020</u>
<u>CURRENT ASSETS</u>		
Cash at Bank	131,365	103,194
Cash In Hand	220	275
<u>CURRENT LIABILITIES</u>		
Sundry Creditors	- 2,269	- 11,750
	<u>129,316</u>	<u>91,719</u>

REPRESENTED BY:

UNRESTRICTED FUNDS	115,546	80,030
RESTRICTED FUNDS	13,770	11,689
	<u>129,316</u>	<u>91,719</u>