



Annual Report 2021 - 2022

*Helping families to build
positive relationships*

**Glamorgan House Family
Development Centre**



Charity Number: 1147895

NACCC Member Number: 1410/7

What's Inside

FEATURES

Glamorgan House FDC Mission Statement	2
Type of Contact Sessions we provide	2
How Glamorgan House started.....	3

ACHIEVEMENTS

Virtual contact sessions via 'Zoom'	5
--	---

MESSAGES

Chantal Patel (<i>Chair</i>)	6
Ray Singh (<i>Manager</i>)	7
Referrals.....	8
Funding & Donations.....	9
Volunteers.....	10

MESSAGES

Lane Read (Volunteer Coordinator)	11
Resna Begum (Asst. Coordinator)	12
Mary Morris (Health & Safety Lead)	
Training.....	13
Our dedicated Volunteer & Supervisors	15 & 16
Christ Church Carmarthen	17
Tribute to the Passing of Her Majesty Queen Elizabeth II	18
Feedback from our service users	20

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 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.

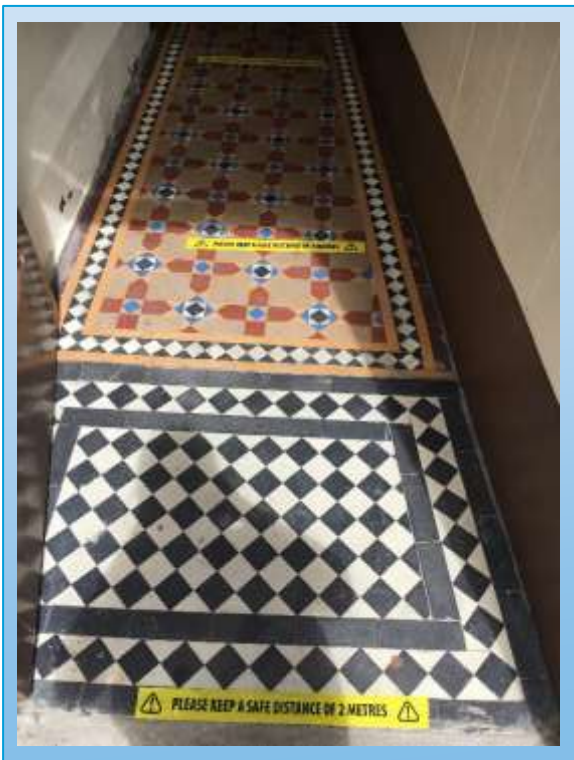
The recent pandemic led to us 'thinking on our feet, so to speak' and within days of "lockdown" the **Manager introduced virtual contact**, thus keeping dozens of children in contact with their absent/separated parents and extended members of their family.

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, 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 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 CAFCASS 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 CAFCASS 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

Cafcass
Cymru

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**

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

To Every one,

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

Child - 7 years old

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>