



# ANNUAL REPORT

2023 - 2024

## GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE

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# TABLE OF CONTENTS

<b>WELCOME TO GLAMORGAN HOUSE</b>	<b>1</b>
What is a child focused centre?	1
Frequently asked questions	1
When can I have contact?	1
Do I need to meet my ex partner	1
What if I can't come?	1
How much does it cost?	1
<b>TYPES OF CONTACT WE PROVIDE</b>	<b>2</b>
Supervised	2
Supported	2
Handover Services	2
Virtual Contact	2
<b>HOW GLAMORGAN HOUSE STARTED</b>	<b>3</b>
What we achieved this year?	4
Message from our Chair	5
Message from our Manager	6
Referrals	8
Funding/Donations	9
Volunteers	12
Message from Shelagh Creegan (Trustee)	13
Training	15
Meeting with Magistrates	16
Our Team	17
Messages from our supervisors/volunteers	18
Christ Church Carmarthen	21
Messages from our service users (Parents and children)	23

## 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.

## GLAMORGAN HOUSE

### 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



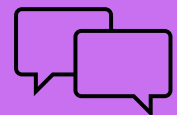
We continue to provide virtual contact sessions for families who cannot travel to Swansea and live in far distance from their child/ren. Glamorgan House was one of the first contact centres to introduce virtual contact sessions in Wales.



## 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 CAFCASS 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, Philippine 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 CAFCASS 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.



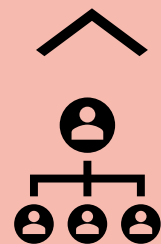
## REFERRALS

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.

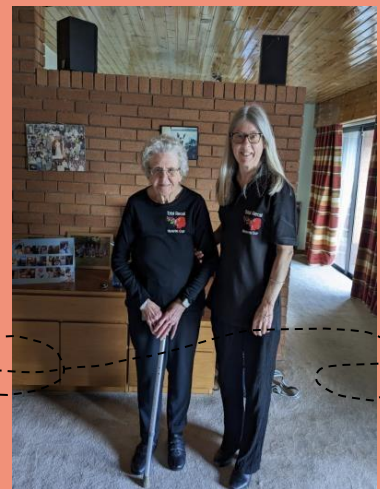
Sheelagh's family and friends are always supportive and giving their times to fundraise and support her. Distance has never been hindrance for out Scot Trustee.

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 12<sup>th</sup> 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.



**Glamorgan House Team with Lord Lieutenant Louise Fleet**



**Our guests with Deputy Lord Mayor of Swansea**

# 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

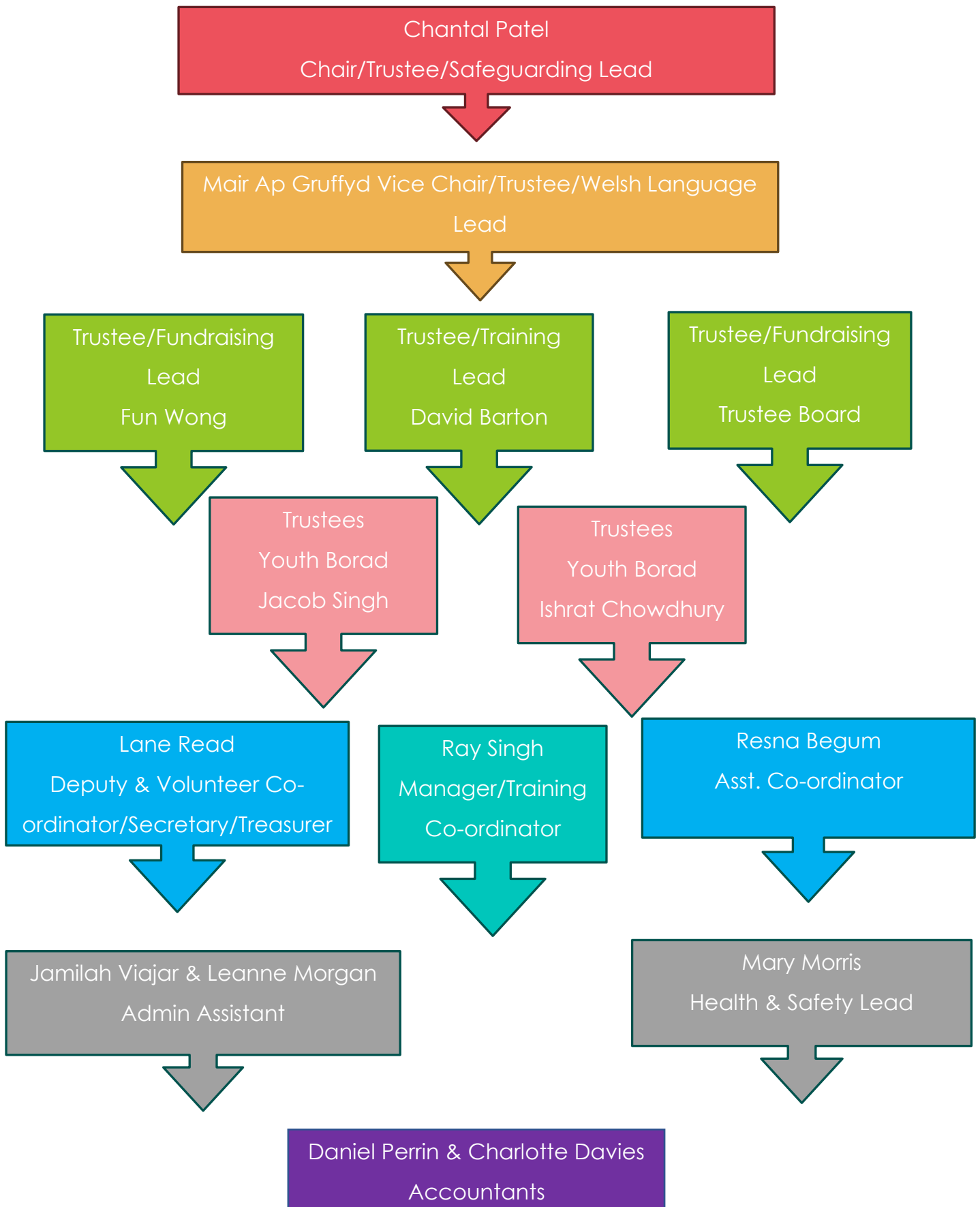


We at the invitation of Llanelli Magistrate were pleased to attend and provide information as to what Glamorgan House does and the services we provide for the separated families. We were pleased to share with the Justices information about the Centre the challenges we encounter and the positive outcomes for the children.

The session led by Chantal and Lane was enthusiastically welcomed by the Justices.

# OUR TEAM

## TRUSTEES AND MANAGEMENT COMMITTEE MEMBERS





# 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 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

## Our Volunteers

### *Swansea Volunteers*

Mary  
Jean  
Lesley  
Jamie  
Sian  
Lizy  
Charlott  
Odunayo  
Angie  
Kiara

### *Carmarthen Volunteers*

Rosemary  
Kathleen  
Simon  
Julian  
Andrew

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 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

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

Also, I would like to thank you all for all your support and all that you do at your contact centre.

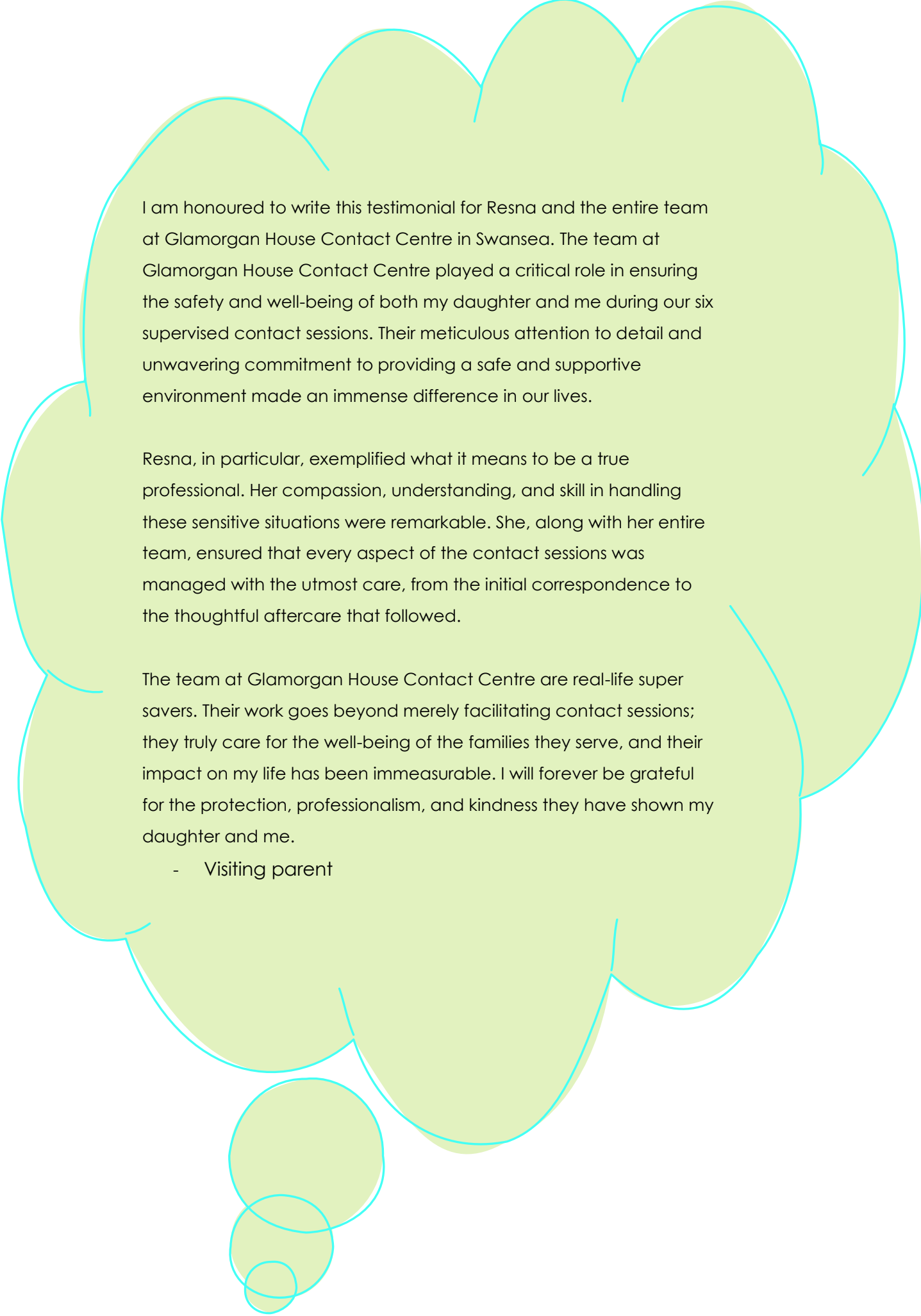
I was struggling to find somewhere when my contact was stopped unexpectedly. Without your service I would have not been able to see my son.

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



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**

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

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

**YEAR ENDED 31ST MARCH 2024**

	<b><u>2024</u></b>		<b><u>2023</u></b>	
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Restricted</u>
<b><u>EXPENDITURE</u></b>				
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
	<b><u>139,438</u></b>	<b><u>-</u></b>	<b><u>110,560</u></b>	<b><u>450</u></b>
TOTAL INCOME	184,988	-	145,375	2,305
TOTAL EXPENDITURE	139,438	-	110,560	450
<b>SURPLUS FOR THE YEAR</b>	<b><u>45,550</u></b>	<b><u>-</u></b>	<b><u>34,815</u></b>	<b><u>1,855</u></b>

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

**YEAR ENDED 31ST MARCH 2024**

<b><u>INCOMING RESOURCES</u></b>	<b><u>UNRESTRICTED</u></b>	<b><u>RESTRICTED</u></b>	<b><u>2024</u></b>	<b><u>2023</u></b>
	£ 184,988	-	184,988	147,680
	£ <u>184,988</u>	<u>-</u>	<u>184,988</u>	<u>147,680</u>
<b><u>RESOURCES EXPENDED</u></b>	£ 139,438	-	139,438	111,010
<b>NET INCOME (OUTGOINGS) RESOURCES</b>				
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  
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9 Stanley Place

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Date: 28th November 2024



**GLAMORGAN HOUSE FAMILY DEVELOPMENT CENTRE**

**INCOME AND EXPENDITURE ACCOUNTS**

**YEAR ENDED 31ST MARCH 2024**

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

**YEAR ENDED 31ST MARCH 2024**

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**INCOME AND EXPENDITURE ACCOUNTS**

**YEAR ENDED 31ST MARCH 2024**

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