

THE CONTACT ZONE - CHILD CONTACT CENTRE

England & Wales · Charity number 1167826

Details

Other names	THE CONTACT ZONE BRIDGEND
Status	Registered
Legal form	CIO
Registered	2016-06-23
Register	View on the Charity Commission register

Contact

Address	Hope Chapel House Station Hill Bridgend Mid Glamorgan CF31 1EA
Phone	07455801617
Email	andrea.thecontactzone@yahoo.co.uk
Website	www.andreathecontactzo.wix.com/childcontactcentre

Activities

Objects: TO PROMOTE THE CARE AND UPBRINGING OF CHILDREN OF SEPARATED FAMILIES FOR THE PUBLIC BENEFIT BY:- PROVIDING A SAFE, SECURE AND NEUTRAL LOCATION WHERE SUCH CHILDREN CAN SPEND TIME WITH THE PARENT THEY NO LONGER LIVE WITH, OR OTHER FAMILY MEMBERS THEY WOULD NOT OTHERWISE SEE- PROVIDING THE HIGHEST QUALITY, CHILD FOCUSED SERVICE FOR THE BENEFIT OF THE CHILDREN OF SEPARATED FAMILIES;- FACILITATING THE CONTACT ARRANGEMENTS IN WAYS WHICH ARE IN THE BEST INTERESTS OF THE CHILDREN;- ASSISTING THE FAMILIES TO MOVE FORWARD AND, WHERE APPROPRIATE, TO MOVE TO CONTACT ARRANGEMENTS AWAY FROM THE CENTRE.

Activities: The organisation operates in Bridgend providing a safe, friendly and neutral place for children of separated families to have contact with their non-resident parent without fear of conflict. We enable all families with or without the help of legal bodies to be able to access contact facilities, supporting them and helping them progress to being able to facilitate contact outside the centre

Classification

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

Geography

- Bridgend

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£9,280	£17,697	-	-
2023-12-31	£6,401	£15,498	-	-
2022-12-31	£5,548	£15,290	-	-
2021-12-31	£29,400	£14,400	-	-
2020-12-31	£17,969	£6,041	-	-

Trustees

Name	Role	Appointed
CATHERINE EVANS		2013-11-30
Conor William Christopher Lynn		2023-07-31

THE CONTACT ZONE - CHILD CONTACT CENTRE

England & Wales - Charity number 1167826

Accounts

Independent examiner's report to the trustees of The Contact Zone Bridgend

I report to the trustees on my examination of the accounts of The Contact Zone Bridgend for the year ended 31 December 2024.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records.

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

Signed:



Name: Peter Lea

Relevant professional qualification: Chartered Accountant

Date: April 2025



CHARITY COMMISSION
FOR ENGLAND AND WALES

The Comfort Zone Bridgend
Registered charity number 1167826

No. 1167826

Receipts and payments accounts

For the period from	01-Jan-24	To	31-Dec-24
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	-	-	-	-	500
Fundraising	1,167	-	-	1,167	1,580
Cafcass referrals	1,600	-	-	1,600	-
Session fees	4,333	-	-	4,333	1,219
Donations	1,835	-	-	1,835	2,657
Therapeutic CS Ltd	345	-	-	345	-
Training fees	-	-	-	-	375
Arnold Clark	-	-	-	-	70
Sub total (Gross income for AR)	9,280	-	-	9,280	6,401
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	9,280	-	-	9,280	6,401
A3 Payments					
Accounting package	205	-	-	205	180
Postage and stationery	396	-	-	396	378
Staff wages	8,112	-	-	8,112	8,145
Insurance	262	-	-	262	428
NACC membership	293	-	-	293	285
Rent and rates	3,831	3,831	-	7,662	2,773
Staff expenses	402	-	-	402	240
Only Dads training fees	-	-	-	-	90
Resources	-	305	-	305	-
Governance assessment and certificate	60	-	-	60	50
Sub total	13,561	4,136	-	17,697	12,569
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	13,561	4,136	-	17,697	16,290
Net of receipts/(payments)	- 4,281	- 4,136	-	- 8,417	- 10,742
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	6,359	6,082	-	12,441	32,280
Cash funds this year end	2,078	1,946	-	4,024	21,538

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank account	2,078	1,946	-
		-	-	-
		-	-	-
	Total cash funds	2,078	1,946	-

(agree balances with receipts and payments account(s))

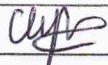
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
 C. M. Evans	CONOR LYNN CATHERINE EVANS	27.8.25

THE CONTACT ZONE - CHILD CONTACT CENTRE

England & Wales - Charity number 1167826

Accounts



Trustees' Annual Report for the period

From	Period start date			T o	Period end date		
	01	01	2023		31	12	2023

Charity name

Other names charity is known by

Registered charity number (if any)

Charity's principal address

 Postcode

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Benjamin Delve	Secretary	1 year	
2	Conor Lyn	Treasurer	1 year	
3	Catherine Evans	Vice Chair	11 years	
4	Rev Geoff Waggett	Chair	4 years	
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19				
20				

	Names of the trustees for the charity, if any, (for example, any custodian trustees)	
	Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)		
Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)
 Andrea Thomas, Manager



Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	<p>Applicants are appointed by Trustees.</p> <p>Eligibility for trusteeship (a) Every charity trustee must be a natural person. (b) No individual may be appointed as a charity trustee of the CIO: - if (s)he is under the age of 18 years; - if (s)he would automatically cease to hold office under the provisions of clause</p> <p>c) No one is entitled to act as a charity trustee whether on appointment or on any re-appointment until (s)he has expressly acknowledged, in whatever way the charity trustees decide, his or her acceptance of the office of charity trustee.</p> <p>Number of charity trustees (a) There must be at least 3 charity trustees. If the number falls below this minimum, the remaining trustee or trustees may act only to call a meeting of the charity trustees, or appoint a new charity trustee. (b) The maximum number of charity trustees is 10. The charity trustees may not appoint any charity trustee if as a result the number of charity trustees would exceed the maximum. (c) When actively looking for new trustees, the skillset required to fill missing skills will be considered e.g. knowledge of GDPR, Funding, Accounts etc.</p>

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

The charity trustees will make available to each new charity trustee, on or before his or her first appointment:

- (a) a copy of the current version of this constitution; and
- (b) a copy of the CIO's latest Trustees' Annual Report and statement of accounts.
- (c) a copy of the accreditation/re-accreditation Report as carried out by NACCC or its agent.
- (d) a copy of the membership terms and conditions of NACCC

The centre is a Member of the National Association of Child Contact Centres and operates in accordance with its National Standards for Child Contact Centres. There are a number of working policies including the following:

- Child Protection
- Confidentiality
- Health and Safety
- Equal Opportunities and Diversity
- Domestic Violence
- Volunteers
- DBS Disclosures
- GDPR

All policies and procedures are reviewed by the Trustees on an annual basis.

The centre has one member of staff who works on a part time basis. The CIO is managed by Andrea Thomas, she trains and manages a group of volunteers.

Summary of the objects of the charity set out in its governing document

To promote the care and upbringing of children of separated families for the public benefit by:

- providing a safe, secure and neutral location where such children can spend time with the parent they no longer live with, or other family members they would not otherwise see
- providing the highest quality, child focussed service for the benefit of the children of separated families;
- facilitating the contact arrangements in ways which are in the best interests of the children;
- assisting the families to move forward and, where appropriate, to move to contact arrangements away from the Centre.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

The Contact Zone in Bridgend began in 2014 after District Judge Morgan requested that a centre should be established in Bridgend County Borough. It would allow children of separated parents to maintain valuable contact with a parent or members of their family in a safe and fun environment. There was no such facility at the time.

The Contact Zone, a registered charitable incorporated organisation based at Nolton Church Hall, Bridgend, was the answer to this request. It is supported by a highly-trained member of staff and a number of trained volunteers who work on a rota basis. All staff and volunteers have passed Disclosure and Barring Service (DBS) checks.

The centre is open every Saturday morning and Wednesday afternoon, offering play sessions, games, arts and crafts in a fun environment for parents and their loved ones.

Families that attend the centre are referred by the court or they refer themselves due to issues that have arisen from conflict after a relationship breakdown. Parents require a safe place for children to meet parents or family members without fear of conflict and with support. Contact normally takes place until a resolution through court, mediation or discussion can be found.

The basic elements of supported contact are as follows:

- Impartiality.
- Staff and volunteers are available for assistance but there is no close observation, monitoring or evaluation of individual contacts/conversations.
- Several families are usually together in one or a number of rooms.
- Encouragement for families to develop mutual trust and consider more satisfactory family venues.
- Apart from attendance dates and times, no detailed report will be made to a referrer, CAFCASS, a party's solicitor or court, unless there is a risk of harm to the child, parent or Centre worker.
- An acknowledgement that it be viewed as a temporary arrangement to be reviewed after an agreed period of time.

Since opening in February 2014, The Contact Zone has overseen contact for 150 families for a range of time periods, varying from four weeks to 7 years depending on the type of referral and the need or willingness to progress contact to a more natural environment. A court order will stipulate the length of contact but a self-referral by a client themselves is likely to need a longer period of time with more support and guidance to reach an amicable agreement to avoid court.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

The role of the volunteer is to oversee discreetly the meetings between the families, support the children and interaction if needed and generally assist with the day to day running of the centre. There are opportunities for volunteers who wish to learn more, to sit in on pre-visits and to learn about the responsibilities of running a centre.

The volunteer will:

- . assist with the setting up and the cleaning up
- . oversee discreetly the meetings between the families
- . support the children and interaction if needed
- . assist with the day to day running of the centre
- . provide a healthy and safe environment for families to meet for contact
- . report any concerns regarding safeguarding or child protection immediately to The Manager
- . Ensure that all service users, visitors, staff and volunteers follow The Contact Zone's Policies and Procedures at all times.

There was an increase in referrals again this year due to the backlog from Covid and the effects Covid has had on families which has required additional support

Summary of the main achievements of the charity during the year

Since opening in February 2014, The Contact Zone has overseen contact for 150 families for a range of time periods, varying from four weeks to 7 years depending on the type of referral and the need or willingness to progress contact to a more natural environment.

During 2023 The Contact Zone oversaw contact for 41 families over 1-2 hours. One family were still ongoing from 2017 with 3 still ongoing from 2018 and 2 from 2019 and 2 from 2020.

We have begun working more closely with Pontypridd Contact Centre and have been able to begin Supervised contact for clients in the Bridgend area. This has enabled us to keep contact consistent and familiar for the children and families involved.

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Section E	Financial review
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Brief statement of the charity's policy on reserves	<p>Accounting records, accounts, annual reports and returns, register maintenance</p> <p>(1) The charity trustees must comply with the requirements of the Charities Act 2011 with regard to the keeping of accounting records, to the preparation and scrutiny of statements of account, and to the preparation of annual reports and returns. The statements of account, reports and returns must be sent to the Charity Commission, regardless of the income of the CIO, within 10 months of the financial year end.</p> <p>(2) The charity trustees must comply with their obligation to inform the Commission within 28 days of any change in the particulars of the CIO entered on the Central Register of Charities.</p>
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Details of any funds materially in deficit	No funds in deficit.
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Further financial review details (Optional information)	
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<p>You may choose to include additional information, where relevant about:</p> <ul style="list-style-type: none"> ● the charity's principal sources of funds (including any fundraising); ● how expenditure has supported the key objectives of the charity; ● investment policy and objectives including any ethical investment policy adopted. 	<ul style="list-style-type: none"> ● The Contact Zone families pay a £50 Referral Fee and £14 per hour, £20 for 1.5 hrs & £24 for 2 hrs unless on benefits (proof required) where the cost is £10/hr, £14 for 1.5 hrs & £18 for 2hrs. This helps cover some of the costs of running the centre. ● CAFCASS Cymru provided £1000 for this year ● The Contact Zone staff and trustees apply for grant funding on a continual basis and have been successful in gaining £1000 from the RAOB club in Pencoed. ● Fundraising has achieved £1580
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Section F	Other optional information
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Section G		Declaration	
The trustees declare that they have approved the trustees' report above.			
Signed on behalf of the charity's trustees			
Signature(s)			
Full name(s)	REV. GREGORY JAMES WAGARRIT	BENJAMIN BEVILLE	
	Position (eg Secretary, Chair, etc)	Chair	Treasurer
		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Date	8 May 2024	



Receipts and payments accounts

For the period from	01-Jan-23	To	31-Dec-23
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	500	-	-	500	500
Fundraising	1,580	-	-	1,580	817
Self Referral fees		-	-	-	275
Session fees	1,219	-	-	1,219	1,370
Donations	2,657	-	-	2,657	1,606
Therapeutic CS Ltd	375	-	-	375	-
Training fees		-	-	-	230
Arnold Clark		-	-	-	750
John Martin sponsorship	70	-	-	70	
Sub total (Gross income for AR)	6,401	-	-	6,401	5,548
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	6,401	-	-	6,401	5,548
A3 Payments					
Accounting package	180	-	-	180	131
Postage and stationery	378	-	-	378	473
Staff wages	8,145	-	-	8,145	8,260
Insurance	428	-	-	428	429
NACC membership	285	-	-	285	280
Rent and rates	5,446	-	-	5,446	5,982
Staff expenses	240	-	-	240	149
Only Dads training fees	90	-	-	90	
Volunteer expenses		-	-	-	8
Resources	256	-	-	256	168
Governance assessment and certificate	50	-	-	50	410
Sub total	15,498	-	-	15,498	16,290
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	15,498	-	-	15,498	16,290
Net of receipts/(payments)	- 9,097	-	-	9,097	10,742
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	15,456	6,082	-	21,538	32,280
Cash funds this year end	6,359	6,082	-	12,441	21,538

	-	-	-
Total cash funds	9,338	3,103	-

(agree balances with receipts and payments account (s))

OK

Unrestricted funds

to nearest £

OK

Restricted funds

to nearest £

OK

Endowment funds

to nearest £

B2 Other monetary assets

Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

B3 Investment assets

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

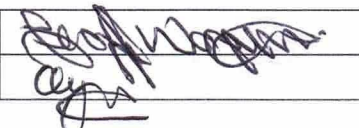
B4 Assets retained for the charity's own use

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
		-	
		-	
		-	
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Rev. R. J. WAGGOTT	8.5.24
	CONOR LYNN	8.5.24

Independent examiner's report to the trustees of The Contact Zone Bridgend

I report to the trustees on my examination of the accounts of The Contact Zone Bridgend for the year ended 31 December 2023.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records.

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

Signed:



Name: Peter Lea

Relevant professional qualification: Chartered Accountant

Date: April 2024

THE CONTACT ZONE - CHILD CONTACT CENTRE

England & Wales - Charity number 1167826

Accounts



Trustees' Annual Report for the period

From	Period start date		Period end date			
	01	01	To	2022	31	12

Section A Reference and administration details

Charity name

The Contact Zone - Child Contact Centre

Other names charity is known by

Registered charity number (if any)

1167826

Charity's principal address

PO Box 363
Bridgend
Postcode CF31 9NZ

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Natalie Harries	Secretary	10 years	
2	Mared Edwards	Vice chair	10 years	

	3	Catherine Evans	Treasurer	10 years	
	4	Rev Geoff Waggett	Chair	3 years	
	5				
	6				
	7				
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	10				
	11				
	12				
	13				
	14				
	15				
	16				
	17				
	18				
	19				
	20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Andrea Thomas, Manager

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	Applicants are appointed by Trustees. Eligibility for trusteeship (a) Every charity trustee must be a natural person. (b) No individual may be appointed as a charity trustee of the CIO:

- if (s)he is under the age of 18 years;
 - if (s)he would automatically cease to hold office under the provisions of clause
- c) No one is entitled to act as a charity trustee whether on appointment or on any re-appointment until (s)he has expressly acknowledged, in whatever way the charity trustees decide, his or her acceptance of the office of charity trustee.

Number of charity trustees

- (a) There must be at least 3 charity trustees. If the number falls below this minimum, the remaining trustee or trustees may act only to call a meeting of the charity trustees, or appoint a new charity trustee.
- (b) The maximum number of charity trustees is 10. The charity trustees may not appoint any charity trustee if as a result the number of charity trustees would exceed the maximum.
- (c) When actively looking for new trustees, the skillset required to fill missing skills will be considered e.g. knowledge of GDPR, Funding, Accounts etc.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
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- (d) a copy of the membership terms and conditions of NACCC

The centre is a Member of the National Association of Child Contact Centres and operates in accordance with its National Standards for Child Contact Centres. There are a number of working policies including the following:

- Child Protection
- Confidentiality
- Health and Safety
- Equal Opportunities and Diversity
- Domestic Violence
- Volunteers
- DBS Disclosures
- GDPR
- Covid19 Policy

All policies and procedures are reviewed by the Trustees on an annual basis.

The centre has one member of staff who works on a part time basis. The CIO is managed by Andrea Thomas, she trains and manages a group of volunteers.

Summary of the objects of the charity set out in its governing document

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

To promote the care and upbringing of children of separated families for the public benefit by:

- providing a safe, secure and neutral location where such children can spend time with the parent they no longer live with, or other family members they would not otherwise see
- providing the highest quality, child focussed service for the benefit of the children of separated families;
- facilitating the contact arrangements in ways which are in the best interests of the children;
- assisting the families to move forward and, where appropriate, to move to contact arrangements away from the Centre.

The Contact Zone in Bridgend began in 2014 after District Judge Morgan requested that a centre should be established in Bridgend County Borough. It would allow children of separated parents to maintain valuable contact with a parent or members of their family in a safe and fun environment. There was no such facility at the time.

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The basic elements of supported contact are as follows:

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- Staff and volunteers are available for assistance but there is no close observation, monitoring or

evaluation of individual contacts/conversations.

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- Encouragement for families to develop mutual trust and consider more satisfactory family venues.
- Apart from attendance dates and times, no detailed report will be made to a referrer, CAFCASS, a party's solicitor or court, unless there is a risk of harm to the child, parent or Centre worker.
- An acknowledgement that it be viewed as a temporary arrangement to be reviewed after an agreed period of time.

Since opening in February 2014, The Contact Zone has overseen contact for 129 families for a range of time periods, varying from four weeks to 4 years depending on the type of referral and the need or willingness to progress contact to a more natural environment. A court order will stipulate the length of contact but a self-referral by a client themselves is likely to need a longer period of time with more support and guidance to reach an amicable agreement to avoid court.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

The role of the volunteer is to oversee discreetly the meetings between the families, support the children and interaction if needed and generally assist with the day to day running of the centre. There are opportunities for volunteers who wish to learn more, to sit in on pre-visits and to learn about the responsibilities of running a centre.

The volunteer will:

- . assist with the setting up and the cleaning up
- . oversee discreetly the meetings between the families
- . support the children and interaction if needed
- . assist with the day to day running of the centre
- . provide a healthy and safe environment for families to meet for contact
- . report any concerns regarding safeguarding or child protection immediately to The Manager
- . Ensure that all service users, visitors, staff and volunteers follow The Contact Zone's Policies and Procedures at all times.

There was an increase in referrals this year due to the backlog from Covid and the effects Covid has had on families



Section D

Achievements and performance

Summary of the main achievements of the charity during the year

Since opening in February 2014, The Contact Zone has overseen contact for 129 families for a range of time periods, varying from four weeks to 4 years depending on the type of referral and the need or willingness to progress contact to a more natural environment.

During 2022 The Contact Zone oversaw contact for 32 families over 1-2 hours. One family were still ongoing from 2017 with 3 still ongoing from 2018 and 2 from 2019 and 2 from 2020.

We have been able to make a slow return to normal after the Covid 19 Pandemic and have had to add another day to our contact to ensure all our clients needs are met within Covid regulations.

This has also enabled us to meet the rise in demand for contact

Section E

Financial review

Brief statement of the charity's policy on reserves

Accounting records, accounts, annual reports and returns, register maintenance
(1) The charity trustees must comply with the requirements of the Charities Act 2011 with regard to the keeping of accounting records, to the preparation and scrutiny of statements of account, and to the preparation of annual reports and returns. The statements of account, reports and returns must be sent to the Charity Commission, regardless of the income of the CIO, within 10 months of the financial year end.
(2) The charity trustees must comply with their obligation to inform the Commission within 28 days of any change in the particulars of the CIO entered on the Central Register of Charities.

Details of any funds materially in deficit

No funds in deficit.

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

- The Contact Zone families pay a £50 Referral Fee and £14 per hour, £20 for 1.5 hrs & £24 for 2 hrs unless on benefits (proof required) where the cost is £10/hr, £14 for 1.5 hrs & £18 for 2hrs. This helps cover some of the costs of running the centre.
- CAF/CASS Cymru didn't provide funding this year
- The Contact Zone staff and trustees apply for grant funding on a continual basis and have been successful in gaining £750 from Arnold Clark. The organisation has used £3000 of the Moondance Foundation Restricted Funds to assist with core costs. £1606 was donated to the organisation as well as the Session/Referral costs of £1646 which help with the sustainability of the organisation

Section F

Other optional information

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	Section G	Declaration
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	The trustees declare that they have approved the trustees' report above.	
	Signed on behalf of the charity's trustees	

Signature(s)	G. Waggett	C.Elias
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Full name(s)	Rev Geoffrey Waggett	Catherine Elias/Evans
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	Position (eg Secretary, Chair, etc)	Chair	Treasurer
--	--	-------	-----------

	Date	27/07/23
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CHARITY COMMISSION
FOR ENGLAND AND WALES

The Contact Zone Bridgend
Registered charity number 1167826

No (if any)

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Receipts and payments accounts

For the period from	01-Jan-22	To	31-Dec-22
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Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Grants	500	-	-	500	1,360
Fundraising	817	-	-	817	1,050
Self Referral fees	275	-	-	275	-
Session fees	1,370	-	-	1,370	10,921
Donations	1,606	-	-	1,606	2,074
The Yapp - charitable payment	-	-	-	-	2,000
Training fees	230	-	-	230	-
Arnold Clark	750	-	-	750	-
Moondance Foundation	-	-	-	-	12,000
Sub total (Gross income for AR)	5,548	-	-	5,548	29,405
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	5,548	-	-	5,548	29,405
A3 Payments					
Accounting package	131	-	-	131	72
Postage and stationery	473	-	-	473	551
Staff wages	8,260	-	-	8,260	8,780
Insurance	429	-	-	429	429
NACC membership	280	-	-	280	252
Rent and rates	3,087	2,895	-	5,982	2,600
Staff expenses	149	-	-	149	411
PPE expenses	-	-	-	-	86
Volunteer expenses	-	8	-	8	310
Resources	-	168	-	168	350
Governance assessment and certificate	410	-	-	410	530
Sub total	13,219	3,071	-	16,290	14,371
A4 Asset and investment purchases. (see table)					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	13,219	3,071	-	16,290	14,371
Net of receipts/(payments)	- 7,671	- 3,071	-	- 10,742	15,034
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	23,127	9,153	-	32,280	17,246
Cash funds this year end	15,456	6,082	-	21,538	32,280

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank account	15,456	6,082	-
		-	-	-
		-	-	-
	Total cash funds	15,456	6,082	-
	(agree balances with receipts and payments account(s))	OK	OK	OK

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval

THE CONTACT ZONE - CHILD CONTACT CENTRE

England & Wales - Charity number 1167826

Accounts



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01	01	2021		31	12	2021

Section A Reference and administration details

Charity name

Other names charity is known by

Registered charity number (if any)

Charity's principal address

 Postcode

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Natalie Harries	Secretary	9 years	
2	Mared Edwards	Treasurer	9 years	
3	Catherine Evans	Chair	8 years	
4	Rev Geoff Waggett	Vice Chair	2 years	
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Andrea Thomas, Manager

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	<p>Applicants are appointed by Trustees.</p> <p>Eligibility for trusteeship</p> <p>(a) Every charity trustee must be a natural person.</p> <p>(b) No individual may be appointed as a charity trustee of the CIO: - if (s)he is under the age of 18 years; - if (s)he would automatically cease to hold office under the provisions of clause</p> <p>c) No one is entitled to act as a charity trustee whether on appointment or on any re-appointment until (s)he has expressly acknowledged, in whatever way the charity trustees decide, his or her acceptance of the office of charity trustee.</p> <p>Number of charity trustees</p> <p>(a) There must be at least 3 charity trustees. If the number falls below this minimum, the remaining trustee or trustees may act only to call a meeting of the charity trustees, or appoint a new charity trustee.</p> <p>(b) The maximum number of charity trustees is 10. The charity trustees may not appoint any charity trustee if as a result the number of charity trustees would exceed the maximum.</p> <p>(c) When actively looking for new trustees, the skillset required to fill missing skills will be considered e.g. knowledge of GDPR, Funding, Accounts etc.</p>

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

The charity trustees will make available to each new charity trustee, on or before his or her first appointment:

- (a) a copy of the current version of this constitution; and
- (b) a copy of the CIO's latest Trustees' Annual Report and statement of accounts.
- (c) a copy of the accreditation/re-accreditation Report as carried out by NACCC or its agent.
- (d) a copy of the membership terms and conditions of NACCC

The centre is a Member of the National Association of Child Contact Centres and operates in accordance with its National Standards for Child Contact Centres. There are a number of working policies including the following:

- Child Protection
- Confidentiality
- Health and Safety
- Equal Opportunities and Diversity
- Domestic Violence
- Volunteers
- DBS Disclosures
- GDPR
- Covid19 Policy

All policies and procedures are reviewed by the Trustees on an annual basis.

The centre has one member of staff who works on a part time basis. The CIO is managed by Andrea Thomas, she trains and manages a group of volunteers.

Section C

Objectives and activities

Summary of the objects of the charity set out in its governing document

To promote the care and upbringing of children of separated families for the public benefit by:

- providing a safe, secure and neutral location where such children can spend time with the parent they no longer live with, or other family members they would not otherwise see
- providing the highest quality, child focussed service for the benefit of the children of separated families;
- facilitating the contact arrangements in ways which are in the best interests of the children;
- assisting the families to move forward and, where appropriate, to move to contact arrangements away from the Centre.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

The Contact Zone in Bridgend began in 2014 after District Judge Morgan requested that a centre should be established in Bridgend County Borough. It would allow children of separated parents to maintain valuable contact with a parent or members of their family in a safe and fun environment. There was no such facility at the time.

The Contact Zone, a registered charitable incorporated organisation based at Nolton Church Hall, Bridgend, was the answer to this request. It is supported by a highly-trained member of staff and a number of trained volunteers who work on a rota basis. All staff and volunteers have passed Disclosure and Barring Service (DBS) checks.

The centre is open every Saturday morning and Wednesday afternoon, offering play sessions, games, arts and crafts in a fun environment for parents and their loved ones.

Families that attend the centre are referred by the court or they refer themselves due to issues that have arisen from conflict after a relationship breakdown. Parents require a safe place for children to meet parents or family members without fear of conflict and with support. Contact normally takes place until a resolution through court, mediation or discussion can be found.

The basic elements of supported contact are as follows:

- Impartiality.
- Staff and volunteers are available for assistance but there is no close observation, monitoring or evaluation of individual contacts/conversations.
- Several families are usually together in one or a number of rooms.
- Encouragement for families to develop mutual trust and consider more satisfactory family venues.
- Apart from attendance dates and times, no detailed report will be made to a referrer, CAFCASS, a party's solicitor or court, unless there is a risk of harm to the child, parent or Centre worker.
- An acknowledgement that it be viewed as a temporary arrangement to be reviewed after an agreed period of time.

Since opening in February 2014, The Contact Zone has overseen contact for 107 families for a range of time periods, varying from four weeks to 4 years depending on the type of referral and the need or willingness to progress contact to a more natural environment. A court order will stipulate the length of contact but a self-referral by a client themselves is likely to need a longer period of time with more support and guidance to reach an amicable agreement to avoid court.

Additional details of objectives and activities (Optional information)

The role of the volunteer is to oversee discreetly the meetings between the families, support the children and interaction if needed and generally assist with the day to day running of the centre. There are opportunities for volunteers who wish to learn more, to sit in on pre-visits and to learn about the responsibilities of running a centre.

The volunteer will:

- . assist with the setting up and the cleaning up
- . oversee discreetly the meetings between the families
- . support the children and interaction if needed
- . assist with the day to day running of the centre
- . provide a healthy and safe environment for families to meet for contact
- . report any concerns regarding safeguarding or child protection immediately to The Manager
- . Ensure that all service users, visitors, staff and volunteers follow The Contact Zone's Policies and Procedures at all times.

There were less referrals made this year due to Covid19 and contact has been affected but volunteers have assisted in outdoor contact and digital contact.

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

Since opening in February 2014, The Contact Zone has overseen contact for 107 families for a range of time periods, varying from four weeks to 4 years depending on the type of referral and the need or willingness to progress contact to a more natural environment.

During 2021 The Contact Zone oversaw contact for 25 families once a week/fortnight for 1 to 2 hours. One family were still ongoing from 2017 with 3 still ongoing from 2018 and 2 from 2019 and 2 from 2020.

We have been able to make a slow return to normal after the Covid 19 Pandemic and have had to add another day to our contact to ensure all our clients needs are met within Covid regulations.

This has also enabled us to meet the rise in demand for contact

Section E Financial review

Brief statement of the charity's policy on reserves

Accounting records, accounts, annual reports and returns, register maintenance
(1) The charity trustees must comply with the requirements of the Charities Act 2011 with regard to the keeping of accounting records, to the preparation and scrutiny of statements of account, and to the preparation of annual reports and returns. The statements of account, reports and returns must be sent to the Charity Commission, regardless of the income of the CIO, within 10 months of the financial year end.
(2) The charity trustees must comply with their obligation to inform the Commission within 28 days of any change in the particulars of the CIO entered on the Central Register of Charities.

Details of any funds materially in deficit

No funds in deficit.

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
 - how expenditure has supported the key objectives of the charity;
 - investment policy and objectives including any ethical investment policy adopted.
- The Contact Zone families pay a £50 Referral Fee and £14 per hour, £20 for 1.5 hrs & £24 for 2 hrs unless on benefits (proof required) where the cost is £10/hr, £14 for 1.5 hrs & £18 for 2hrs. This helps cover some of the costs of running the centre.
 - CAFcass Cymru currently provide £1000 a year and £360 to cover the Cyber Essentials certificate required for the grant. This covers CAFcass referral costs only.
 - The Contact Zone staff and trustees apply for grant funding on a continual basis and have been successful in gaining £2000 a year for 3 years (£6,000 in total) from YAPP towards our rent. We have received £12,000 from the Moondance Foundation to help with the rent, Parenting Programmes and sustainability through Covid

Section F Other optional information

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)	C. M. Evans	M. Edwards
Full name(s)	CATHERINE MARY EVANS	Mared Elenid Edwards
Position (eg Secretary, Chair, etc)	Chair	Treasurer
Date	4/10/22	



CHARITY COMMISSION
FOR ENGLAND AND WALES

The Contact Zone Bridgend

Registered charity number 1167826

No (if any)

Receipts and payments accounts

For the period
from

01-Jan-21

To

31-Dec-21

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	1,360	-	-	1,360	1,360
Fundraising	1,050	-	-	1,050	247
Self Referral fees	-	-	-	-	125
Session fees	10,921	-	-	10,921	850
Donations	2,074	-	-	2,074	1,756
The Yapp - charitable payment	2,000	-	-	2,000	2,000
Ford Britain Trust	-	-	-	-	2,000
National Lottery Community Fund	-	-	-	-	9,631
Moondance Foundation	12,000	-	-	12,000	-
Sub total (Gross income for AR)	29,404	-	-	29,404	17,969
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	29,404	-	-	29,404	17,969
A3 Payments					
Accounting package	72	-	-	72	72
Postage and stationery	551	-	-	551	342
Staff wages	8,780	-	-	8,780	2,784
Insurance	429	-	-	429	428
NACC membership	252	-	-	252	246
Rent and rates	753	1,847	-	2,600	1,121
Staff expenses	411	-	-	411	278
PPE expenses	-	86	-	86	231
Volunteer expenses	310	-	-	310	9
Resources	35	314	-	350	-
Governance assessment and certificate	530	-	-	530	530
Sub total	12,123	2,247	-	14,371	6,041
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	12,123	2,247	-	14,371	6,041
Net of receipts/(payments)	17,281	- 2,247	-	15,034	11,928
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	5,846	11,400	-	17,246	5,318
Cash funds this year end	23,127	9,153	-	32,280	17,246

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank account	23,127	9,153	-
		-	-	-
		-	-	-
	Total cash funds	23,127	9,153	-
	(agree balances with receipts and payments account(s))	OK	OK	OK

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval

Independent examiner's report to the trustees of The Contact Zone Bridgend

I report to the trustees on my examination of the accounts of The Contact Zone Bridgend for the year ended 31 December 2021.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records.

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

Signed:



Name: Peter Lea

Relevant professional qualification: Chartered Accountant

Date:

4 August 2021



CHARITY COMMISSION
FOR ENGLAND AND WALES

The Contact Zone Bridgend

Registered charity number 1167826

No (if any)

Receipts and payments accounts

For the period
from

01-Jan-21

To

31-Dec-21

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	1,360	-	-	1,360	1,360
Fundraising	1,050	-	-	1,050	247
Self Referral fees	-	-	-	-	125
Session fees	10,921	-	-	10,921	850
Donations	2,074	-	-	2,074	1,756
The Yapp - charitable payment	2,000	-	-	2,000	2,000
Ford Britain Trust	-	-	-	-	2,000
National Lottery Community Fund	-	-	-	-	9,631
Moondance Foundation	12,000	-	-	12,000	-
Sub total (Gross income for AR)	29,404	-	-	29,404	17,969
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	29,404	-	-	29,404	17,969
A3 Payments					
Accounting package	72	-	-	72	72
Postage and stationery	551	-	-	551	342
Staff wages	8,780	-	-	8,780	2,784
Insurance	429	-	-	429	428
NACC membership	252	-	-	252	246
Rent and rates	753	1,847	-	2,600	1,121
Staff expenses	411	-	-	411	278
PPE expenses	-	86	-	86	231
Volunteer expenses	310	-	-	310	9
Resources	35	314	-	350	-
Governance assessment and certificate	530	-	-	530	530
Sub total	12,123	2,247	-	14,371	6,041
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	12,123	2,247	-	14,371	6,041
Net of receipts/(payments)	17,281	- 2,247	-	15,034	11,928
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	5,846	11,400	-	17,246	5,318
Cash funds this year end	23,127	9,153	-	32,280	17,246

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank account	23,127	9,153	-
		-	-	-
		-	-	-
	Total cash funds	23,127	9,153	-
	(agree balances with receipts and payments account(s))	OK	OK	OK

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval

Independent examiner's report to the trustees of The Contact Zone Bridgend

I report to the trustees on my examination of the accounts of The Contact Zone Bridgend for the year ended 31 December 2021.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records.

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

Signed:



Name: Peter Lea

Relevant professional qualification: Chartered Accountant

Date:

4 August 2021

THE CONTACT ZONE - CHILD CONTACT CENTRE

England & Wales - Charity number 1167826

Accounts



Trustees' Annual Report for the period

From	Period start date			Period end date		
	01	01	2020	To	31	12

Section A Reference and administration details

Charity name

The Contact Zone - Child Contact Centre

Other names charity is known by

Registered charity number (if any)

1167826

Charity's principal address

PO Box 363

Bridgend

Postcode

CF31 9NZ

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Natalie Harries	Secretary	8 years	
2	Mared Edwards	Treasurer/Vice Chair	8 years	
3	Catherine Evans	Chair	7 years	
4	Rev Geoff Waggett	Trustee	1 year	
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18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Andrea Thomas, Manager

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	<p>Applicants are appointed by Trustees.</p> <p>Eligibility for trusteeship</p> <p>(a) Every charity trustee must be a natural person.</p> <p>(b) No individual may be appointed as a charity trustee of the CIO:</p> <ul style="list-style-type: none"> - if (s)he is under the age of 18 years; - if (s)he would automatically cease to hold office under the provisions of clause <p>c) No one is entitled to act as a charity trustee whether on appointment or on any re-appointment until (s)he has expressly acknowledged, in whatever way the charity trustees decide, his or her acceptance of the office of charity trustee.</p> <p>Number of charity trustees</p> <p>(a) There must be at least 3 charity trustees. If the number falls below this minimum, the remaining trustee or trustees may act only to call a meeting of the charity trustees, or appoint a new charity trustee.</p> <p>(b) The maximum number of charity trustees is 10. The charity trustees may not appoint any charity trustee if as a result the number of charity trustees would exceed the maximum.</p> <p>(c) When actively looking for new trustees, the skillset required to fill missing skills will be considered e.g. knowledge of GDPR, Funding, Accounts etc.</p>

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

The charity trustees will make available to each new charity trustee, on or before his or her first appointment:

- (a) a copy of the current version of this constitution; and
- (b) a copy of the CIO's latest Trustees' Annual Report and statement of accounts.
- (c) a copy of the accreditation/re-accreditation Report as carried out by NACCC or its agent.
- (d) a copy of the membership terms and conditions of NACCC

The centre is a Member of the National Association of Child Contact Centres and operates in accordance with its National Standards for Child Contact Centres. There are a number of working policies including the following:

- Child Protection
- Confidentiality
- Health and Safety
- Equal Opportunities and Diversity
- Domestic Violence
- Volunteers
- DBS Disclosures
- GDPR
- Covid19 Policy

All policies and procedures are reviewed by the Trustees on an annual basis.

The centre has one member of staff who works on a part time basis. The CIO is managed by Andrea Thomas, she trains and manages a group of volunteers.

Section C

Objectives and activities

Summary of the objects of the charity set out in its governing document

To promote the care and upbringing of children of separated families for the public benefit by:

- providing a safe, secure and neutral location where such children can spend time with the parent they no longer live with, or other family members they would not otherwise see
- providing the highest quality, child focussed service for the benefit of the children of separated families;
- facilitating the contact arrangements in ways which are in the best interests of the children;
- assisting the families to move forward and, where appropriate, to move to contact arrangements away from the Centre.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

The Contact Zone in Bridgend began in 2014 after District Judge Morgan requested that a centre should be established in Bridgend County Borough. It would allow children of separated parents to maintain valuable contact with a parent or members of their family in a safe and fun environment. There was no such facility at the time.

The Contact Zone, a registered charitable incorporated organisation based at Nolton Church Hall, Bridgend, was the answer to this request. It is supported by a highly-trained member of staff and a number of trained volunteers who work on a rota basis. All staff and volunteers have passed Disclosure and Barring Service (DBS) checks.

The centre is open every Saturday morning, offering play sessions, games, arts and crafts in a fun environment for parents and their loved ones.

Families that attend the centre are referred by the court or they refer themselves due to issues that have arisen from conflict after a relationship breakdown. Parents require a safe place for children to meet parents or family members without fear of conflict and with support. Contact normally takes place until a resolution through court, mediation or discussion can be found.

The basic elements of supported contact are as follows:

- Impartiality.
- Staff and volunteers are available for assistance but there is no close observation, monitoring or evaluation of individual contacts/conversations.
- Several families are usually together in one or a number of rooms.
- Encouragement for families to develop mutual trust and consider more satisfactory family venues.
- Apart from attendance dates and times, no detailed report will be made to a referrer, CAFCASS, a party's solicitor or court, unless there is a risk of harm to the child, parent or Centre worker.
- An acknowledgement that it be viewed as a temporary arrangement to be reviewed after an agreed period of time.

Since opening in February 2014, The Contact Zone has overseen contact for 96 families for a range of time periods, varying from four weeks to 4 years depending on the type of referral and the need or willingness to progress contact to a more natural environment. A court order will stipulate the length of contact but a self-referral by a client themselves is likely to need a longer period of time with more support and guidance to reach an amicable agreement to avoid court.

Additional details of objectives and activities (Optional information)

The role of the volunteer is to oversee discreetly the meetings between the families, support the children and interaction if needed and generally assist with the day to day running of the centre. There are opportunities for volunteers who wish to learn more, to sit in on pre-visits and to learn about the responsibilities of running a centre.

The volunteer will:

- . assist with the setting up and the cleaning up
- . oversee discreetly the meetings between the families
- . support the children and interaction if needed
- . assist with the day to day running of the centre
- . provide a healthy and safe environment for families to meet for contact
- . report any concerns regarding safeguarding or child protection immediately to The Manager
- . Ensure that all service users, visitors, staff and volunteers follow The Contact Zone's Policies and Procedures at all times.

There were less referrals made this year due to Covid19 and contact has been affected but volunteers have assisted in outdoor contact and digital contact.

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Section D

Achievements and performance

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

Since opening in February 2014, The Contact Zone has overseen contact for 96 families for a range of time periods, varying from four weeks to 4 years depending on the type of referral and the need or willingness to progress contact to a more natural environment.

During 2020 The Contact Zone oversaw contact for 14 families over 1-2 hours. One family were still ongoing from 2017 with 3 still ongoing from 2018 and 2 from 2019.

We have managed to adapt during the Covid19 Pandemic using digital means to maintain contact with 2 families and outdoor contact during the summer months with 4 families.

Section E

Financial review

Brief statement of the charity's policy on reserves

Accounting records, accounts, annual reports and returns, register maintenance

(1) The charity trustees must comply with the requirements of the Charities Act 2011 with regard to the keeping of accounting records, to the preparation and scrutiny of statements of account, and to the preparation of annual reports and returns. The statements of account, reports and returns must be sent to the Charity Commission, regardless of the income of the CIO, within 10 months of the financial year end.

(2) The charity trustees must comply with their obligation to inform the Commission within 28 days of any change in the particulars of the CIO entered on the Central Register of Charities.

Details of any funds materially in deficit

No funds in deficit.

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

- The Contact Zone families pay a £50 Referral Fee and £14 per hour, £20 for 1.5 hrs & £24 for 2 hrs unless on benefits (proof required) where the cost is £10/hr, £14 for 1.5 hrs & £18 for 2hrs. This helps cover some of the costs of running the centre.
- CAF/CASS Cymru currently provide £1000 a year and £360 to cover the Cyber Essentials certificate required for the grant. This covers CAF/CASS referral costs only.
- The Contact Zone staff and trustees apply for grant funding on a continual basis and have been successful in gaining £2000 a year for 3 years (£6,000 in total) from YAPP towards our rent. We have received £2000 from Fords Britain Trust towards creating a baby room when we acquire new premises and £9631 from The National Lottery Community Fund towards rent for additional rooms, PPE and extra resources needed due to the Covid19 Pandemic

Section F

Other optional information

Section G

Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)	C.M. Evans	M. Edwards
Full name(s)	CATHERINE EVANS	MARCO EDWARDS
Position (eg Secretary, Chair, etc)	Chair	Vice Chair/Treasurer
Date	19/9/2021	



CHARITY COMMISSION
FOR ENGLAND AND WALES

The Contact Zone Bridgend
Registered charity number 1167826

No (if any)

Receipts and payments accounts

For the period from	01-Jan-20	To	31-Dec-20
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	1,360	-	-	1,360	1,360
Fundraising	247	-	-	247	2,056
Self Referral fees	125	-	-	125	90
Session fees	850	-	-	850	1,012
Training fees	-	-	-	-	15
Donations	1,756	-	-	1,756	2,044
The Yapp - charitable payment	2,000	-	-	2,000	2,000
Ford Britain Trust	-	2,000	-	2,000	2,000
National Lottery Community Fund	-	9,631	-	9,631	-
Sub total (Gross income for AR)	6,338	11,631	-	17,969	10,577
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	6,338	11,631	-	17,969	10,577
A3 Payments					
Accounting package	72	-	-	72	78
Postage and stationery	342	-	-	342	370
Staff wages	2,784	-	-	2,784	2,448
Insurance	428	-	-	428	423
NACC membership	246	-	-	246	239
Rent and rates	1,121	-	-	1,121	1,448
Staff expenses	278	-	-	278	-
PPE expenses	-	231	-	231	-
Volunteer expenses	9	-	-	9	55
Governance assessment and certificate	530	-	-	530	840
Sub total	5,810	231	-	6,041	5,901
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	5,810	231	-	6,041	5,901
Net of receipts/(payments)	528	11,400	-	11,928	2,676
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	5,318	-	-	5,318	2,642
Cash funds this year end	5,846	11,400	-	17,246	5,318

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank account	5,846	11,400	-
		-	-	-
		-	-	-
	Total cash funds	5,846	11,400	-
	(agree balances with receipts and payments account(s))	OK	OK	OK



	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	MAREE EDWARDS	8/9/21
	Natalie Harries	8/9/21

Independent examiner's report to the trustees of The Contact Zone Bridgend

I report to the trustees on my examination of the accounts of The Contact Zone Bridgend for the year ended 31 December 2020.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records.

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

Signed:



Name: Peter Lea

Relevant professional qualification: Chartered Accountant

Date: 20 August 2021