

Registered Charity Number: 1171718

Charitable Incorporated Organisation

TIDAL FAMILY SUPPORT

**TRUSTEES ANNUAL REPORT AND
RECEIPTS AND PAYMENTS ACCOUNT**

FOR THE YEAR ENDED

31 JULY 2024

**TIDAL FAMILY SUPPORT CIO
RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 JULY 2024**

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**TIDAL FAMILY SUPPORT CIO
RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 JULY 2024**

TRUSTEES' ANNUAL REPORT

REFERENCE AND ADMINISTRATION DETAILS

The principal address of the charity is:
Roman House, Rink Road, Ryde, Isle of Wight, PO33 1LP

Names of the trustees who managed the charity during the year were:

Trustees:

Leigh Ryan (Chair) (appointed 06 June 2024)
Zoe Findon (Chair) (resigned 06 June 2024)
Helen Smallwood (Secretary)
Sharon Armitage
Julia Lilley (appointed 4 October 2023)
Graham Steele (resigned 7 September 2023)
Emma Jelly (resigned 06 June 2024)
Emily Arnold (resigned 06 June 2024)

Charity Name – Tidal

Website: www.tidalfamilysupport.org.uk

OBJECTIVES

The charitable objectives of the charity as set out in the constitution are:

1. To ensure safe contact between children and their non-resident parent and where applicable extended family. Both in the centre and the wider community.
2. To provide support services for parents going through separation and divorce, by offering tools and solutions to manage the difficult transitions that accompany divorce and separation and where possible reduce the need to go to court.
3. To implement the correct policies and procedures as outlined by our Accrediting Body, The National Association of Child Contact Centres (NACCC) as we are an enhanced accredited member, the sole one on the Island.
4. Our contact services aims are to promote beneficial relationships between sibling groups, or children and their adult relatives. Whilst mitigating risks relating to their parents' mental health problems, drug and alcohol misuse and learning difficulties. Without our service such contact would not be possible or affordable locally. We have considerable experience promoting contact for children who have experienced trauma as a consequence of exposure to domestic abuse within their family.

Our trustees have a direct impact on the charity and perform a multitude of tasks that benefit the well-run centre and the families. These include overall control of finances and working closely with the centre manager to ensure best practice.

**TIDAL FAMILY SUPPORT CIO
RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 JULY 2024**

TRUSTEES' ANNUAL REPORT (continued)

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Charity is registered as a Charitable Incorporated Organisation (CIO) under charity number 1171718 and was registered with the Charity Commission on 21 February 2017.
The day-to-day running of the centre is operationally managed by Melanie Lewis with Carla Larkin Cook forming an experienced senior leadership team.

The Centre Manager Melanie Lewis reports on a regular basis directly to the Chair of Trustees and works alongside the Treasurer to manage cash flow.

The colleagues are (31.7.24) 2 full time paid, 4 part time paid and 11 volunteers. Recruitment of trustees when required is through local networking and professional recommendation. The trustees are responsible for the overall plan of the year, encapsulating both finances and business methods.

ACTIVITIES AND ACHIEVEMENTS

In October 2023, Tidal's headquarters were severely flooded due to excessive rainwater, the flood barriers on Simeon Recreation Ground were not actioned. This proved a very challenging time for the Charity but with the dedication and hard work of Melanie, Carla, staff members, volunteers and Trustees they were able to continue offering a lifeline for local families and children in a temporary base. Tidal's headquarters were made usable by April 2024 after six months of hard work. The clients and staff now have a safe, welcoming and refurbished centre to use.

During 2023 and into 2024 the Trustees have continuously ensured controls are in place throughout, processes and efficiency is achieved to allow the team to deliver services and the charity to be resilient and not dependent on one individual.

One of the areas the board of trustees provides expertise and local community knowledge is about this group of children who have experienced family breakdown. We are advised by our local family justice board and designated family district judge, that our contact services are essential to the progression of legal proceedings for separated parents. However, there is no statutory core funding for the services we provide. It has been identified by both our current service users, as well as a range of multi-agency professionals in the local area, that our contact centre services are vital to safeguard the children we support.

As our value to the community and the quality of the services we provide has been recognised on the Island we have taken on contracts with the IWCC and Barnardo's.

42% of our parents using Tidal Family Support have substance misuse issues, we support these families to have safe contact with their child/children in the Centre, without our Centre these contacts would not have taken place.

60% of the parents we support have been identified as having multiple and complex needs.

89% of our parents have experienced or are experiencing Domestic Abuse, the impact of Drugs/Alcohol misuse on the family and or suffer poor mental health.

We are also able to offer families wrap around services in addition to the already established contact services, these are:

- Parenting support sessions
- Therapeutic/counselling sessions for both parents and children
- Cost of Living support and where necessary sign posting to other support services

This allows families to access multiple services in one place and prevents them from having to tell their story to multiple different support agencies. Building trust and rapport with our families has broken down barriers, enabling us to have a direct impact on their emotional wellbeing.

We utilise our Chamber of Commerce on the Isle of Wight, which also provides access to cost effective HR support, and allows us to explore corporate welfare sponsorship, primarily through services. An example of this is the preferential terms we are receiving from Wightfibre and PC Consultants.

**TIDAL FAMILY SUPPORT CIO
RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 JULY 2024**

TRUSTEES' ANNUAL REPORT (continued)

PLANS FOR FUTURE PERIODS

Tidal Family Support continues to take on more projects that are funded by IWCC and other public agencies. Focusing on delivering core services ensures that Tidal can meet objectives of key contracts and grants.

One of the key objectives for the following year will be to find a ready source of information about the grants that are available.

Tidal also started to look at the technology it is utilising and look forward to moving to the cloud in the next financial year.

FINANCIAL REVIEW AND RESERVES POLICY

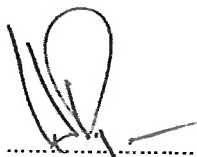
The charity has ongoing grant projects which continue for a three year period. We are able to prepare a simple annual report and cover the range of activities which we undertake to further our aims of the charity.

Building on the charity's continued financial improvement, together with ongoing improved accounting systems and practices implemented by Tidal last year, have much improved the efficiency of reporting and tracking spend against grants. The new set-up has also allowed Tidal to reduce debtors (Parent Outstanding payments) considerably.

Tidal have successfully secured three extra years of Lottery funding beyond the initial 2-year period from The National Lottery.

New grants and funding streams continue to be applied for, and won, to provide the sustainability and longevity that the centre needs to remain successfully operational. At the same time a recruitment drive for additional volunteer staff is continuing. The improved management processes have been designed to support both grant applications and facilitate reporting returns to funders.

In conclusion to the report, the charity is in a stronger position than previous years and we look forward to continuing the running and expansion of the charity.


 Leigh Ryan Chair of Trustees

25th April 25 .
 Dated

**TIDAL FAMILY SUPPORT CIO
RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 JULY 2024**

INDEPENDENT ACCOUNTANTS' REPORT TO THE TRUSTEES OF TIDAL FAMILY SUPPORT CIO

I report to the charity trustees on my examination of the receipts and payments accounts of the charity for the period ended 31 July 2024, which are set out on pages 5 to 7.

Responsibilities and basis of report

As the charity's trustees 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 charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all 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 giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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

Moore (South) LLP

Kevin R Cooper BA FCA DChA
For and on behalf of
Moore (South) LLP
Chartered Accountants
9 St John's Place
Newport
Isle of Wight
PO30 1LH

Dated *6 May 2025*

TIDAL FAMILY SUPPORT CIO
RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 JULY 2024

RECEIPTS AND PAYMENTS ACCOUNT

	Unrestricted Funds 31 July 2024	Restricted Funds 31 July 2024	Total Year ended 31 July 2024	Unrestricted Funds 31 July 2023	Restricted Funds 31 July 2023	Total Year ended 31 July 2023
	£	£	£	£	£	£
RECEIPTS (Income)						
Grants and donations						
Individuals	2,332	-	2,332	726	-	726
Corporate and organisations	2,380	-	2,380	3,703	-	3,703
Grants	<u>4,750</u>	<u>63,544</u>	<u>68,294</u>	<u>10,400</u>	<u>58,348</u>	<u>68,748</u>
	9,462	63,544	73,006	14,829	58,348	73,177
Income from Charitable Activities						
Supervised and supported contact fees	51,687	-	51,687	49,745	-	49,745
Handover and referrals	4,633	-	4,633	3,665	-	3,665
Counselling	220	-	220	160	-	160
Room Hire	1,010	-	1,010	11,691	-	11,691
Insurance claim	28,557	-	28,557	-	-	-
Other activities	<u>6,231</u>	<u>-</u>	<u>6,231</u>	<u>18,662</u>	<u>-</u>	<u>18,662</u>
	92,338	-	92,338	83,923	-	83,923
TOTAL RECEIPTS	<u>101,800</u>	<u>63,544</u>	<u>165,344</u>	<u>98,752</u>	<u>58,348</u>	<u>157,100</u>
	=====	=====	=====	=====	=====	=====
PAYMENTS (Expenditure)						
Fundraising						
Fundraising expenses	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
	-	-	-	-	-	-
Direct Charitable Activities						
Centre staff costs and contractor costs	4,627	24,238	28,865	-	23,220	23,220
Office staff	-	17,201	17,201	-	16,893	16,893
Activity costs	560	259	819	282	797	1,079
Purchases	397	624	1,021	66	605	671
Training	454	-	454	4,260	-	4,260
Rent / lease of Centre	12,000	-	12,000	16,500	-	16,500
Additional rent due to flooding	14,040	-	14,040	-	-	-
Rates	35	-	35	-	-	-
Repairs and maintenance of Centre	4,599	188	4,787	1,033	83	1,116
Equipment purchases	13,149	-	13,149	3,238	72	3,310
Establishment costs, heat and light	2,114	-	2,114	2,890	-	2,890
Travel and accommodation	<u>104</u>	<u>1,396</u>	<u>1,500</u>	<u>251</u>	<u>1,186</u>	<u>1,437</u>
C/fwd	52,079	43,906	95,985	28,520	42,856	71,376

TIDAL FAMILY SUPPORT CIO

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 JULY 2024

RECEIPTS AND PAYMENTS ACCOUNT (continued...)

	Unrestricted Funds 31 July 2024	Restricted Funds 31 July 2024	Total Year ended 31 July 2024	Unrestricted Funds 31 July 2023	Restricted Funds 31 July 2023	Total Year ended 31 July 2023
	£	£	£	£	£	£
B/fwd	52,079	43,906	95,985	28,520	42,856	71,376
Support Costs						
Support staff	18,072	20,272	38,344	17,225	24,965	42,190
Telephone and IT costs	1,840	-	1,840	818	10	828
Insurance	2,938	-	2,938	1,398	-	1,398
Bank and card charges	10	-	10	259	-	259
Memberships and subscriptions	3,054	-	3,054	902	68	970
Advertising and promotion	1,995	-	1,995	2,075	-	2,075
Other expenditure	3,945	113	4,058	7,014	76	7,090
Bookkeeping	1,440	-	1,440	-	-	-
Professional fees	1,287	-	1,287	-	-	-
Loan repayment	-	-	-	7,700	-	7,700
	86,660	64,291	150,951	65,911	67,975	133,886
Governance						
Accountancy	2,742	-	2,742	6,612	-	6,612
Legal and professional	4,635	-	4,635	10,360	338	10,698
TOTAL PAYMENTS	94,037	64,291	158,328	82,883	68,313	151,196
	=====	=====	=====	=====	=====	=====
NET SURPLUS/(DEFICIT) OF INCOME OVER EXPENSES	7,763	(747)	7,016	15,669	(9,965)	5,904
Transfer between funds	-	-	-	-	-	-
Cash funds at 1 August 2023	27,310	28,321	55,631	11,441	38,286	49,727
Cash funds at 31 July 2024	35,073	27,574	62,647	27,310	28,321	55,631
	=====	=====	=====	=====	=====	=====

**TIDAL FAMILY SUPPORT CIO
RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 JULY 2024**

STATEMENT OF ASSETS AND LIABILITIES

	Unrestricted Funds 31 July 2024	Restricted Funds 31 July 2024	Total Year ended 31 July 2024	Unrestricted Funds 31 July 2023	Restricted Funds 31 July 2023	Total Year ended 31 July 2023
	£	£	£	£	£	£
BANK AND CASH FUNDS						
Bank accounts	33,854	27,574	61,428	26,014	28,321	54,335
Cash in hand	<u>1,219</u>	<u>-</u>	<u>1,219</u>	<u>1,296</u>	<u>-</u>	<u>1,296</u>
	<u>35,073</u>	<u>27,574</u>	<u>62,647</u>	<u>27,310</u>	<u>28,321</u>	<u>55,631</u>
OTHER ASSETS						
Contact fees due	<u>12,170</u>	<u>-</u>	<u>12,170</u>	<u>5,335</u>	<u>-</u>	<u>5,335</u>
OTHER LIABILITIES						
Supplier accounts due	442	-	442	-	-	-
Accruals	2,550	-	2,550	2,500	-	2,500
Other liabilities	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
	<u>2,992</u>	<u>-</u>	<u>2,992</u>	<u>2,500</u>	<u>-</u>	<u>2,500</u>
RESTRICTED FUNDS						
2024 Fund Movement						
	B/fwd £	Income £	Expenditure £	C/fwd £		
HIWCF	-	2,544	(1,357)	1,187		
The National Lottery	27,301	60,000	(60,914)	26,387		
Wight Aid	1,020	1,000	(2,020)	-		
Total restricted funds	<u>28,321</u>	<u>63,544</u>	<u>(64,291)</u>	<u>27,574</u>		

These receipts and payment accounts were approved by the Trustees and signed on their behalf.

Signed: 

Name: Leigh Ryan,

Role: Chair of Trustees

Dated:  25th April 25