



Birmingham Child Contact Centre

Website: birmccc.org.uk Email: info@birmccc.org.uk
Charity No: 1174279, NACCC Registration No: 1702/2,

ANNUAL REPORT 2025 (Jan 2025 to Dec 2025)

2025 – An Intensive Year

Last year we mentioned that 2025 would be a pivotal year with several projects coming to fruition. We were not wrong! An anonymous feedback system was developed, automatically creating a succinct service evaluation system. An assessment by the Information Commissioners Office – who were impressed by the systems, policies and procedures of our small charity. Improvements to BCCC's Privacy, Subject Access and security systems ensued. A Self-Referral Form, automatically emailed for assessment, once completed within our website. We began using the Service Registration System (Entrisys). This transformed paper systems into a slick, cloud based, digital system enabling secure access to information whilst creating an informative, dynamic, professional and efficient service. NACCC re-accreditation, our umbrella organisation assesses and accredits contact centres every three years. Preparation (a 6-month process) includes a significant Portfolio and a physical surveillance visit. BCCC's portfolio consisted of 201 files. **BCCC's main income was received from BBC Children in Need, plus grants from Higgs LLP & MOJ totalling £2,499.** BCCC's 2026 plans include further system and sustainability improvements, and our 30th Anniversary in May. Throughout the year our Session Volunteers have accepted changes, received training, provided feedback and enhanced these systems; all whilst looking after the main reasons why they want to be there; supporting children to enjoy the love of parents they no longer live with.

**ON BEHALF OF OUR CHILDREN AND FAMILIES TO
ALL OF OUR VOLUNTEERS AND GRANTHOLDERS,
WE SALUTE and THANK YOU, MOST GRATEFULLY!**

Our Finances

*Current Funds - £18,088
(Restricted £10,456),*

*following
expenditure of £10,006
consisting of*

*Room Hire £3,776, IT
/GDPR £1,987 Insurance
£408, NACCC £483,
Volunteers £861, Toys
£322, Mobiles £431,*

Training £1,470,

Misc/Office/Adverts. £268

Highlights and achievements

- Open for 49 weeks during the year
 - 166 Volunteer attendances
- 48 Referrals received for 78 children
 - 259 Family attendances provided
- Grants & donations totalling £14,103 received
- Introduction of new IT system - Entrisys
 - New Self-Referral System created
 - Feedback system created
- Passed ICO (GDPR) assessment
- Three-year accreditation assessment completed

Our Volunteers

Alice, Annie, Charlotte B,
Charlotte C, Dan, Emmy,
Estelle, Mackenzie, Ilayda,
Isabella E, Isabella H, Jean,
Jasmeen, Jessica, Muntasir,
Phil, Rosie, Robert, Safia,
Sinead, Stephen, Sufyaana,
Yaren, Zoe,

Our Grantholders & Supporters





CHARITY COMMISSION
FOR ENGLAND AND WALES

Birmingham Child Contact Centre

No (if any)
1174279

Receipts and payments accounts

CC16a

For the period
from

Period start date
1/1/2025

To

Period end date
12/31/2025

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 | | | | | |
| Donations | 344 | - | - | 344 | 293 |
| Grants | - | 13,759 | - | 13,759 | 10,916 |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| | - | - | - | - | - |
| Sub total (Gross income for AR) | 344 | 13,759 | - | 14,103 | 11,209 |
| A2 Asset and investment sales, (see table). | | | | | |
| | - | - | - | - | - |
| | - | - | - | - | - |
| Sub total | - | - | - | - | - |
| Total receipts | 344 | 13,759 | - | 14,103 | 11,209 |
| A3 Payments | | | | | |
| Room Hire - Session, Training & Mtgs | - | 3,776 | - | 3,776 | 4,284 |
| Volunteer Costs | - | 861 | - | 861 | 855 |
| Insurance | - | 408 | - | 408 | 431 |
| Nat Assn of Child Contact Centres Subs, Trng | - | 1,952 | - | 1,952 | 1,300 |
| Toys / Activities | - | - | - | - | 282 |
| IT & GDPR | - | 1,987 | - | 1,987 | 1,854 |
| Mobile Phones (x2) | - | 431 | - | 431 | 400 |
| Misc Expenses inc Office | - | 585 | - | 585 | 552 |
| Advertising | - | 5 | - | 5 | 1,954 |
| Sub total | - | 10,006 | - | 10,006 | 11,912 |
| A4 Asset and investment purchases, (see table) | | | | | |
| | - | - | - | - | - |
| | - | - | - | - | - |
| Sub total | - | - | - | - | - |
| Total payments | - | 10,006 | - | 10,006 | 11,912 |
| Net of receipts/(payments) | 344 | 3,753 | - | 4,097 | - 703 |
| A5 Transfers between funds | - | - | - | - | - |
| A6 Cash funds last year end | 3,535 | 10,456 | - | 13,991 | 14,694 |
| Cash funds this year end | 3,879 | 14,209 | - | 18,088 | 13,991 |

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 | 3,879 | 14,209 | - |
| | | - | - | - |
| | | - | - | - |
| | Total cash funds | 3,879 | 14,209 | - |
| | (agree balances with receipts and payments account(s)) | OK | OK | OK |
| | | Unrestricted funds to nearest £ | Restricted funds to nearest £ | Endowment funds to nearest £ |
| B2 Other monetary assets | Details | - | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |
| 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 | |
| | | | | |
| | | | | |