

ST MARY'S CONTACT CENTRE

England & Wales · Charity number 1179955

Details

Status Registered

Legal form CIO

Registered 2018-09-17

Register [View on the Charity Commission register](#)

Contact

Address 1 Chestnut Hill
Eaton
Norwich
Norfolk
NR4 6NL

Phone 01603760497

Activities

Objects: TO RELIEVE THE NEEDS OF CHILDREN SEPARATED FROM PARENTS AND / OR OTHER FAMILY MEMBERS THROUGH DIVORCE AND FAMILY BREAKDOWN IN NORWICH AND THE SURROUNDING AREA IN NORFOLK BY THE PROVISION OF" FOLLOWED BY PROVIDING A SAFE, FRIENDLY AND NEUTRAL ENVIRONMENT WHERE CHILDREN OF SEPARATED FAMILIES CAN SPEND TIME WITH THEIR NON-RESIDENTIAL PARENTS AND SOMETIMES OTHER FAMILY MEMBERS.

Activities: The facilitation of contact between minor children and non-resident parents and other relatives as sessions held by the charity on alternate Saturdays at Norwich Central Baptist Church, Duke Street, Norwich.

Classification

- **How:** Provides Services
- **What:** Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Other Defined Groups

Geography

- Norfolk

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£11,766	£10,157	-	-
2023-12-31	£14,555	£6,466	-	-
2022-12-31	£544	£7,483	-	-
2021-12-31	£8,880	£6,053	-	-
2020-12-31	£10,061	£4,324	-	-

Trustees

Name	Role	Appointed
Eunice Walcott		2020-09-01
Gill Duffy		2019-06-20
Helen Bouttell		2020-09-01
JOHN DAVID EASTON		2019-06-20
Katherine Rae Severson		2019-10-30
ROSEMARY MURIEL HORBURY		2019-06-20

ST MARY'S CONTACT CENTRE

England & Wales - Charity number 1179955

Accounts

St Mary's Contact Centre
Annual Report
for the financial year ending
31st March 2024

**St Mary's Contact Centre is registered with the Charity Commission
Registration number 1179955**

Principal Office Norwich Central Baptist Church
Duke Street
Norwich
NR3 3AP

Trustees Helen Bouttell (Chair)
John Easton (Treasurer)
Gill Duffy
Rosemary Horbury
Katherine Severson
Eunice Walcott

Bankers CAF Bank
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

The trustees present their Annual Report the year ending 31st March 2024

Structure, Governance and Management

Our Governing Document is the “Constitution for St Mary’s Contact Centre March 2017”

Trustee Meetings take place at least 4 times a year.

The Charity Trustees are responsible for the oversight of the Contact Centre’s operations, together with the financial and legal aspects of the Charity.

We are affiliated to the National Association of Child Contact Centres who audit our policies and procedures.

Objectives

The principal objective of Contact Centre is to relieve the needs of children separated from parents and / or other family members through divorce and family breakdown in Norwich and the surrounding area in Norfolk by providing a safe, friendly and neutral environment where children of separated families can spend time with their non-residential parents and sometimes other family members.

A secondary objective is to enable the families to reach a point, where suitable, when they can arrange to meet outside of the centre and move on from needing the facility.

Activities

In order to achieve the principal objective, which is set out above, the Contact Centre is open on Saturdays, bi-weekly, for parents to meet with the children that do not live with them. The non-resident parent sits at a table with their child(ren) and they have the option of doing activities / games together. Refreshments are

also provided. The resident parents are able to stay in a different room and also enjoy refreshments. Some parents use the centre as a venue to meet and the non-resident parent then takes their child(ren) out.

We aim to provide a range of games and activities suitable to the different ages of the children.

Families can refer themselves via NACCC to the centre but most referrals come via solicitors, CAFCASS or Children's Services.

We employ a Contact Centre Co-ordinator whose role includes:

- Receiving applications for use of the centre and interviewing potential customers
- Overseeing the running of the centre when it is open and ensuring everything runs smoothly
- Co-ordinating the volunteers who help with the running of the centre

We have 13 volunteers. They undertake regular training across a number of areas. There are many related training modules, including Domestic Abuse, Understanding Substance Abuse, and Managing Conflict, which are delivered on a three year rolling programme, following the programme provided by NACCC.

The volunteers' activities at the centre include the following:

- Helping set up the centre and clear things away
- Serving refreshments
- Having an oversight of what is happening in the room where the families are meeting, helping with any queries or issues
- Welcoming and interacting with the families and supporting the transition from the resident parent to the visiting parent.

The Centre has undergone a process of re-accreditation and received praise from the reviewing officer in recognition of the strong lead presented by the project co-ordinator.

Families

The Contact Centre has 12 families now in attendance.

Financial Review

The Contact Centre raises the funds which it needs to carry on its activities through grant income, application fees and the sale of refreshments.

The accounts for 1st January 2024 to 31st December 2024 are submitted with this report.

Future Plans

Although the need for places at the Contact Centre remains strong, the process for self referral has become more labour intensive for the co-ordinator.. The Trustees are looking to make this process as streamline and user friendly as possible in order to balance his workload.

The Trustees are also aware that there is an on-going need for recruiting and training more volunteers and seeking additional funding.



Section A

Independent Examiner's Report

Report to the trustees

Charity Name: ST MARKS CONTACT CENTRE

On accounts for the year ended

31 DECEMBER 2024 Charity no (if any) 11 79955

Set out on pages

PROFIT AND LOSS AND BALANCE SHEET

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 DECEMBER 2024.

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 Trust's accounts carried out under section 145 of the 2011 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

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below*) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
the accounts did not accord with the accounting records; or
the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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 in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed: [Signature]

Date: 12/5/2025

Name: A ROFFED

Relevant professional qualification(s) or body

ATT

(if any):

Address:

Section B Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

St Marys Contact Centre
Profit And Loss Account
For the year ended 31 December 2024

		2024		2023
		£		£
Income	Grant	2,500		-
	Grant BBC Children in Need	9,000		14,000
	Interest	26		16
	Referral Fees	240		539
		<u>11,766</u>		<u>14,555</u>
Gross profit		11,766		14,555
Expenses	Admin	(90)		(395)
	Bank charges	(65)		(58)
	Data Protection	(35)		(35)
	Donation	(1,000)		(1,000)
	Gifts To Volunteers	-		(130)
	Insurance	(475)		(475)
	Safeguarding	(30)		-
	Stationery and printing	(308)		-
	Subscriptions	(292)		(285)
	Sundry expenses	(18)		-
	Toys	(997)		-
	training	(80)		-
	Wages	(6,767)		(5,710)
		<u>(10,157)</u>		<u>(8,089)</u>
Net profit		<u><u>1,609</u></u>		<u><u>6,466</u></u>

St Marys Contact Centre
 Balance Sheet
 As at 31 December 2024

		2024	2023
		£	£
Bank	Barclays	4,946	5,253
	Caff	18,665	10,778
	Petty cash	30	30
		<u>23,641</u>	<u>16,062</u>
		23,641	16,062
Creditors	Accruals	(5,970)	-
	Sundry	(2,443)	(2,443)
		<u>(8,413)</u>	<u>(2,443)</u>
		(8,413)	(2,443)
Net assets		<u>15,228</u>	<u>13,619</u>
		£	£
Capital account	Brought forward	13,619	7,152
	Net profit	1,609	6,466
		<u>15,228</u>	<u>13,619</u>
Total funds		<u>15,228</u>	<u>13,619</u>

ST MARY'S CONTACT CENTRE

England & Wales - Charity number 1179955

Accounts

St Mary's Contact Centre
Annual Report
for the financial year ending
31st March 2024

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Eunice Walcott
Katherine Severson

Bankers CAF Bank
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Trustee Meetings take place at least 4 times a year.

The Charity Trustees are responsible for the oversight of the Contact Centre’s operations, together with the financial and legal aspects of the Charity.

We are affiliated to the National Association of Child Contact Centres who audit our policies and procedures.

Objectives

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A secondary objective is to enable the families to reach a point, where suitable, when they can arrange to meet outside of the centre and move on from needing the facility.

Activities

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the option of doing activities / games together. Refreshments are also provided. The resident parents are able to stay in a different room and also enjoy refreshments. Some parents use the centre as a venue to meet and the non-resident parent then takes their child(ren) out.

We aim to provide a range of games and activities suitable to the different ages of the children.

Families can refer themselves via NACCC to the centre but most referrals come via solicitors, CAFCASS or Children's Services.

We employ a Contact Centre Co-ordinator whose role includes:

- Receiving applications for use of the centre and interviewing potential customers
- Overseeing the running of the centre when it is open and ensuring everything runs smoothly
- Co-ordinating the volunteers who help with the running of the centre

We have 14 volunteers. They undertake regular training across a number of areas. There are many related training modules, including Domestic Abuse, Understanding Substance Abuse, and Managing Conflict, which are delivered on a three year rolling programme, following the programme provided by NACCC.

The volunteers' activities at the centre include the following:

- Helping set up the centre and clear things away
- Serving refreshments
- Having an oversight of what is happening in the room where the families are meeting, helping with any queries or issues
- Welcoming and interacting with the families and supporting the transition from the resident parent to the visiting parent.

Families

The Contact Centre has had 16 families on the books and between 10-14 regularly in attendance over the course of the year. Some families are well established whilst others come briefly and move on quickly. The relationships fostered by the Co-ordinator and volunteers is very good and numbers have increased after a drop as a result of COVID.

Financial Review

The Contact Centre raises the funds which it needs to carry on its activities through grant income, application fees and the sale of refreshments.

The accounts for 1st January 2023 to 31st December 2023 are submitted with this report.

Future Plans

For the year 2024/25 plans are in place to establish support to the Co-ordinator via a sessional Deputy to offer support and cover due to holiday or sickness.



Section A

Independent Examiner's Report

Report to the trustees

Charity Name

ST MARKS CONTACT CENTRE

On accounts for the year ended

31 DECEMBER 2023

Charity no (if any)

1179155

Set out on pages

PROFIT & LOSS AND BALANCE SHEET

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 12 2023

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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 all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

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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 in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

[Signature]

Date:

11-10-2024

Name:

A. ROTHFORD

Relevant professional qualification(s) or body

ATT

ST MARY'S CONTACT CENTRE

England & Wales - Charity number 1179955

Accounts

St Mary's Contact Centre
Annual Report
for the financial year ending
31st March 2023

**St Mary's Contact Centre is registered with the Charity Commission
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Duke Street
Norwich
NR3 3AP

Trustees Gill Duffy (Chair- retiring)
John Easton (Treasurer)
Rosemary Horbury
Helen Bouttell (Chair- incoming)
Eunice Walcott
Katherine Severson

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A secondary objective is to enable the families to reach a point, where suitable, when they can arrange to meet outside of the centre and move on from needing the facility.

Activities

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We aim to provide a range of games and activities suitable to the different ages of the children.

Families can refer themselves via NACCC to the centre but most referrals come via solicitors, CAFCASS or Children's Services.

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We have 12 volunteers. They undertake regular training across a number of areas. There are many related training modules, including Domestic Abuse, Understanding Substance Abuse, and Managing Conflict, which are delivered on a three year rolling programme, following the programme provided by NACCC.

The volunteers' activities at the centre include the following:

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- Welcoming and interacting with the families and supporting the transition from the resident parent to the visiting parent.

Families

The Contact Centre has 12 families now in attendance. This is due to the effort of one of the trustees and the centre coordinator reaching out to make sure other centres, CAFCASS and solicitors are aware of St Mary's after the closure during COVID.

Financial Review

The Contact Centre raises the funds which it needs to carry on its activities through grant income, application fees and the sale of refreshments.

The accounts for 1st January 2022 to 31st December 2022 are submitted with this report.

Future Plans

For the year 2023/24 plans are in place to increase awareness of the service amongst potential referrers and the public while recruiting and training more volunteers.

ST MARY'S CONTACT CENTRE

England & Wales - Charity number 1179955

Accounts

St Mary's Contact Centre
Annual Report
for the Financial year ending
31st March 2021

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David Ramsbottom (until September 2020)
June Gidney (until September 2020)
Rosemary Horbury
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- Welcoming and interacting with the families and supporting the transition from the resident parent to the visiting parent.

Families

In the year 2020 – 2021 the Contact Centre was closed for much of the year due to COVID 19, with a brief period of opening for a few weeks before closing again. A number of families made their own arrangements for meeting during COVID and this has enabled them to move on to not needing the centre anymore. This has been a positive outcome from a difficult situation. 8 families were still registered with the centre and referrals were still being made during closure.

Financial Review

The Contact Centre raises the funds which it needs to carry on its activities through grant income, application fees and the sale of refreshments.

The accounts for 1st January 2020 to 31st December 2020 are attached to this report.

Future Plans

At the end of March there were plans in place for safe re-opening of the centre, ready for when it was permitted.



Section A

Independent Examiner's Report

Report to the trustees/
members of

ST MARYS CONTACT CENTRE

On accounts for the year
ended

31 DECEMBER 2021

Charity no
(if any)

1179955

Set out on pages

PROFIT & LOSS AC AND BALANCE SHEET

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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 in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

28/11/22

Name:

A. REDFORD

Relevant professional
qualification(s) or body

ATT

St Marys Contact Centre
Profit And Loss Account
For the year ended 31 December 2021

		2021		2020
		£		£
Income	Canteen Receipts	0		52
	Grant	7,200		3,628
	Grant BBC Children in	1,600		6,400
	Referral Fees	80		0
		<u>8,880</u>		<u>10,080</u>
Cost of sales	Purchases	0		-19
		<u>0</u>		<u>-19</u>
Gross profit		<u>8,880</u>		<u>10,061</u>
Expenses	Bank charges	-100		-60
	Data Protection	-35		-35
	Donation	0		-500
	Insurance	-389		-379
	Safeguarding	-30		0
	Stationery and printir	-42		0
	Subscriptions	-252		-246
	Telephone and fax	-453		-308
	Toys	-122		-71
	training	-111		0
	Wages	<u>-4,520</u>		<u>-2,726</u>
		-6,053		-4,324
Net profit		<u><u>2,827</u></u>		<u><u>5,737</u></u>

**St Marys Contact Centre
Balance Sheet
As at 31 December 2021**

		2021		2020
		£		£
Bank	Barclays	9,843		8,577
	CAF	11,181		2,658
	Petty cash	30		30
		<u>21,054</u>		<u>11,264</u>
		21,054		11,264
Creditors	Accruals	-4,520		0
	Sundry	-2,443		0
		<u>-6,963</u>		<u>0</u>
		-6,963		0
Net assets		<u><u>14,091</u></u>		<u><u>11,264</u></u>
		£		£
Capital account	Brought fo	11,264		5,527
	Net profit	2,827		5,737
		<u>14,091</u>		<u>11,264</u>
		14,091		11,264
Total funds		<u><u>14,091</u></u>		<u><u>11,264</u></u>

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- Welcoming and interacting with the families and supporting the transition from the resident parent to the visiting parent.

Families

In the year 2020 – 2021 the Contact Centre was closed for much of the year due to COVID 19, with a brief period of opening for a few weeks before closing again. A number of families made their own arrangements for meeting during COVID and this has enabled them to move on to not needing the centre anymore. This has been a positive outcome from a difficult situation. 8 families were still registered with the centre and referrals were still being made during closure.

Financial Review

The Contact Centre raises the funds which it needs to carry on its activities through grant income, application fees and the sale of refreshments.

The accounts for 1st January 2020 to 31st December 2020 are attached to this report.

Future Plans

At the end of March there were plans in place for safe re-opening of the centre, ready for when it was permitted.



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
ST MARK'S CONTACT CENTRE

**On accounts for the year
ended**

31 DECEMBER 2020 Charity no (if any) **1179955**

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31/12/2020**

**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 (other than that disclosed below *) 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.

* Please delete the words in the brackets if they do not apply.

Signed: 

Date: **27/9/20**

Name: **A RODFORD**

**Relevant professional
qualification(s) or body
(if any):**

ATT

Address: **CHURCH FARM BARN
SOUTHBURGH
NORFOLK IP25 7TF**

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

For clarity, bank reconciliation
re CAF account particularly
to be attached

St Marys Contact Centre
Profit And Loss Account
For the year ended 31 December 2020

		2020	2019
		£	£
Income	Canteen Receipts	52	35
	Grant	3,628	1,280
	Grant BBC Children in Need	6,400	4,800
	Referral Fees	-	420
		<u>10,080</u>	<u>6,535</u>
Cost of sales	Purchases	<u>(19)</u>	-
		(19)	-
Gross profit		<u>10,061</u>	<u>6,535</u>
Expenses	Advertising and PR	-	(199)
	Bank charges	(60)	(60)
	Data Protection	(35)	(35)
	Donation	(500)	(1,000)
	Expenses	-	(121)
	Insurance	(379)	(395)
	notification	-	(240)
	Stationery and printing	-	(65)
	Subscriptions	(246)	(239)
	Telephone and fax	(308)	(308)
	Toys	(71)	(364)
	Training Course	-	(30)
	Volunteers thank you	-	(308)
	Wages	<u>(2,726)</u>	<u>(4,374)</u>
		(4,324)	(7,738)
Net profit/(loss)		<u><u>5,737</u></u>	<u><u>(1,203)</u></u>

St Marys Contact Centre
 Balance Sheet
 As at 31 December 2020

		2020	2019
		£	£
Bank	Barclays	8,577	2,484
	Caff	2,658	2,994
	Petty cash	30	49
		<u>11,264</u>	<u>5,527</u>
		11,264	5,527
Net assets		<u><u>11,264</u></u>	<u><u>5,527</u></u>
		£	£
Capital account	Brought forward	5,527	6,731
	Net profit/(loss)	<u>5,737</u>	<u>(1,203)</u>
		11,264	5,527
Total funds		<u><u>11,264</u></u>	<u><u>5,527</u></u>