

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)
Rosemary Horbury
Gill Duffy
Eunice Walcott
Katherine Severson

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 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.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

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)

117955

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

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:

A. ROTHFORD

Date:

11-10-2024

Name:

A. ROTHFORD

Relevant professional
qualification(s) or body

ATT