

St Mary's Contact Centre  
Annual Report  
for the financial year ending  
31<sup>st</sup> 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 31<sup>st</sup> 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 1<sup>st</sup> January 2024 to 31<sup>st</sup> 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.



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 MARK'S 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 ROBERT

Relevant professional  
qualification(s) or body

ATT



(if any):

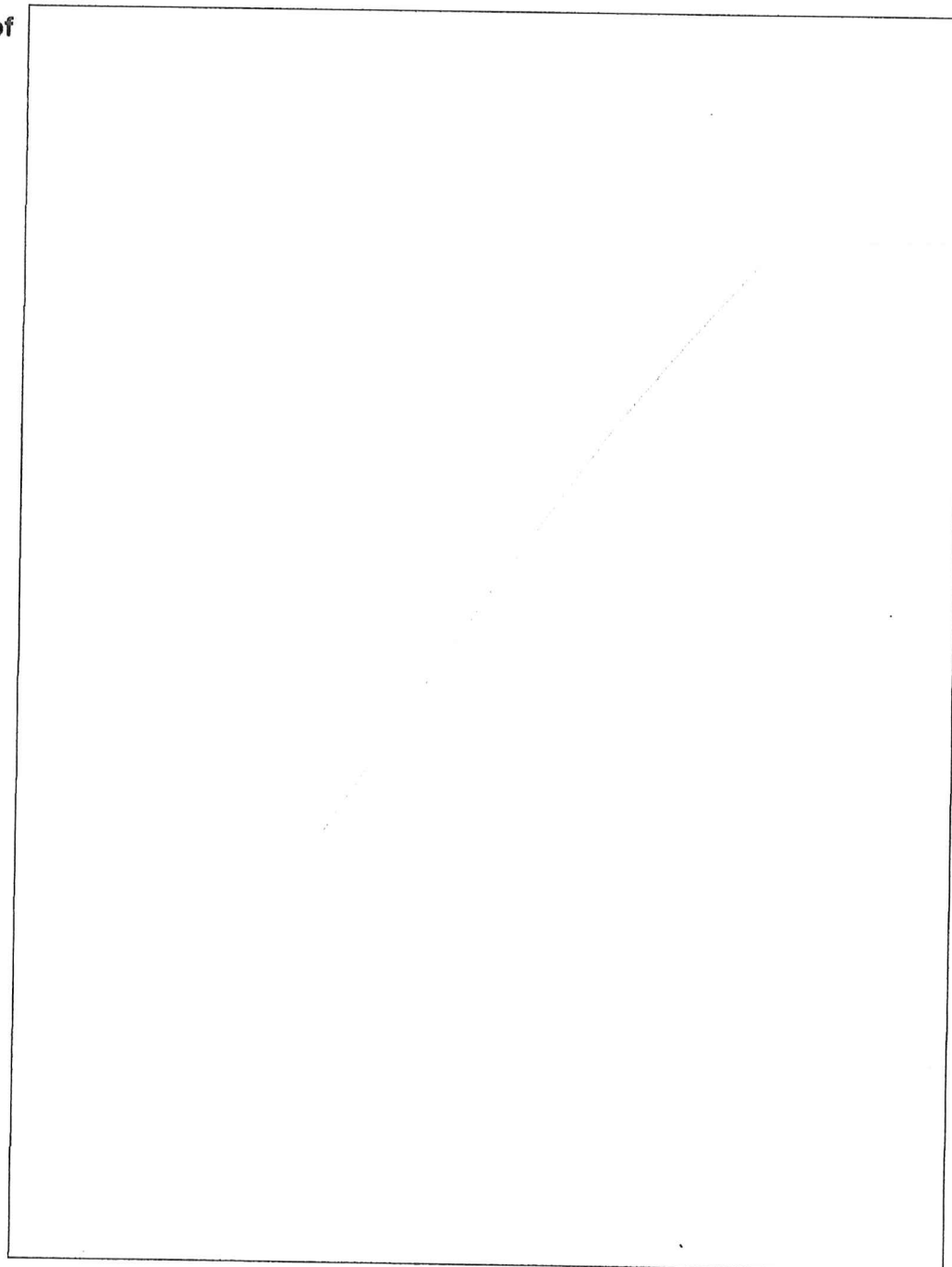
Address:

## 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	<u>1,609</u>	<u>6,466</u>
		15,228	13,619
Total funds		<u>15,228</u>	<u>13,619</u>

