

KINGSTON CHILD CONTACT CENTRE

England & Wales · Charity number 1196179

Details

Status Registered

Legal form CIO

Registered 2021-10-18

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

Contact

Address United Reformed Church
Richard Mayo Centre
Eden Street
Kingston upon Thames
KT1 1HZ

Phone 07526751581

Email admin@kingstonchildcontactcentre.org.uk

Website <https://kingstonchildcontactcentre.org.uk/>

Activities

Objects: TO RELIEVE THE NEEDS OF CHILDREN SEPARATED FROM PARENTS AND/OR OTHER FAMILY MEMBERS THROUGH DIVORCE AND FAMILY BREAKDOWN IN PARTICULAR BY:A) THE PROVISION OF A CHILD CONTACT CENTRE TO FACILITATE CONTACT ARRANGEMENTS WITH NON-RESIDENT PARENTS AND OTHER FAMILY MEMBERS IN A SAFE, SECURE AND NEUTRAL LOCATION; ANDB) TO PROVIDE SUCH SERVICES IN PARTICULAR, BUT NOT LIMITED TO, THE COMMUNITY IN THE ROYAL BOROUGH OF KINGSTON-UPON-THAMES AND ADJACENT AREAS.

Activities: To relieve the needs of children separated from parents and/or other family members through divorce and family breakdown in particular by provision of a child contact centre to facilitate contact arrangements with non-resident parents and other family members in a safe, secure and neutral location and to provide such services in particular, but not limited to Kingston-upon-Thames & adjacent areas.

Classification

- **How:** Provides Services
- **What:** Other Charitable Purposes
- **Who:** Children/young People

Geography

- Kingston Upon Thames

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£9,497	£5,255	-	-
2023-12-31	£4,826	£6,437	-	-
2022-12-31	£15,320	£5,802	-	-

Trustees

Name	Role	Appointed
Charmaine Lee	Chair	2021-10-19
Anna Elizabeth Eliasson		2025-07-24
Holland Scarlett Jupp		2023-03-12
LAYLA HARDING		2021-10-19
Stuart Chandler		2021-10-19

KINGSTON CHILD CONTACT CENTRE

England & Wales - Charity number 1196179

Accounts



KINGSTON CHILD CONTACT CENTRE

Income and Expenditure 2024

INCOME

Metro Bank balance at 01.01.24	£9,475.84	<i>Last Year</i>
Session Fees	1,925.00	<i>(-324.50)</i>
MoJ Grant (CAFCASS)	2,500.00	
The London Community Grant	5,000.00	
Lottery	68.50	
<hr/>		
£9,496.50		
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EXPENDITURE

Administration (Jan - July)	1440.00	
Website (Google IT Suite)	181.44	
Returned Registration Fee	50.00	
Insurance	341.60	
Mobile	72.00	
Milk & Biscuits	50.00	
Rent (room 12)	3120.00	
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£5,255.04		<i>(£6437.15)</i>
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Balance at 31.12.24	£11559.34	<i>(9475.84)</i>
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KINGSTON CHILD CONTACT CENTRE NOTES TO THE ACCOUNTS YEAR END 31 DECEMBER 2024

(1) Administration

a) Basis of preparation.

Accounts are prepared in accordance with the Charities Statement of Recommended Practice Charities SORP (FRS102), (FRS102) and the Charities Act 2011. Kingston Child Contact Centre is a registered charity [number: 1196179](#) and meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

b) Income recognition.

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

c) Donations.

Donations are accounted for gross when received.

d) Investment Income Investment income.

National Lottery Community Play ticket Income is included in the accounts in the year in which it is receivable.

e) Expenditure recognition.

All expenditure is accounted for on an accruals basis. Expenditure is recognised where there is a legal, or constructive obligation to make payments to third parties, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

f) Fundraising and publicity costs

The Charity has not made a formal appeal for funds this year and expenditure on these items is therefore not material.



g) Support costs

Support costs are those that assist the work of the charity and directly represent charitable activities including administration work. The administration work is carried out by a trustee and is capped (15 hours maximum paid per month). Any additional time (over the cap) is volunteered and this intangible time (and cost) is not included in the Statement of Financial Activities.

h) Fixed Assets

Furniture and equipment is not capitalised.

i) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity (ie., supporting families with financial challenges etc), and which have not been designated for other purposes. Designated funds - comprise of unrestricted funds that have been set aside by the trustees for particular purposes. The aims and use of each designated fund (ie., room 12, website update etc) is set out in the financial statement notes. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donors, or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the financial statement notes.

Charmaine Lee

Treasurer

10.08.25



Kingston Child Contact Centre Charity

Report of the Trustees for the Year Ending 31 August 2025

The Trustees of Kingston Child Contact Centre Charity are pleased to present their annual report (August 2025) and financial statements for the year ended 31 December 2024. This report complies with the requirements of the Charities Act 2011, the Trust Deed, and the Charities SORP (FRS 102).

1. Our Aims

The Kingston Child Contact Centre provides a neutral, safe and welcoming environment for contact between children and their non-resident parents or other family members, following a family breakdown. We offer three types of services:

- **Supported Contact:** our presence is discreet, providing a safe setting without active involvement in the contact.
- **Supervised Contact:** a detailed report of the contact is presented to both parents ie., for Family Court
- **Handover:** we handover the children between parents (or main carers)
- **Review/moving on:** we review family contact arrangements, assist in understanding a Court Order, support transitions to the community, use of a Parenting App; and try to establish a common language/better communication to move on.

The Centre caters for families where no significant or major risks to the child(ren), or others have been identified. Our services are essential for maintaining, and fostering relationships between children and their non-resident parents, where a complete loss (of contact) could cause long-term harm.

2. Objectives and Activities

Primary Objectives

- Promoting and supporting the care and upbringing of children from separated families.



- Providing a safe, secure and neutral environment where children can spend time with their non-resident parent, or other family members.
- Facilitating contact arrangements that are in the best interests of the children, supporting and assisting families transitions (ie., community contact).

Operations

The Centre operates on most fortnightly Sundays (two hours) for children of separated families to spend quality family time with their non-resident parent and/or other family members. Sessions are held at the United Reformed Church (URC) in Kingston upon Thames. Each session is managed by two coordinators and two to three volunteers, depending on the number of families attending. We also provide light refreshments during the session.

3. Achievements and Performance (August 2024 - August 2025)

During this period, the Centre has successfully conducted 24 sessions supporting 15 families and 21 children (this includes supervised contact sessions). The Centre also facilitated visits involving grandparents, aunts, uncles, cousins, other siblings and close family friends.

Outcomes:

- 6 families have transitioned to making their own contact arrangements
- 3 families have been with us over a year
- 1 families moved to a different centre, because of relocation
- 1 family breached one of our centre rule; contract agreement terminated
- 0 safeguarding concerns have been reported this year
- 3 families financially subsidised
- 2 no-shows for pre-meetings (*this tends to happen when parents need evidence for Court of their steps to reconcile etc..*)

4. Volunteers

12 Volunteers have contributed approximately 55 hours to cover contact sessions, plus a further 4 hours for training sessions and their own time to represent us at a Charity event.



- 1 volunteer from Kingston University (work placement)
- 2 new volunteers (includes 1 returner)
- 1 volunteer - Sheelah also a trustee has resigned after 10 years of service
- Summer Social lunch event organised by Layla at Harts Boatyard

Volunteer Training

Safeguarding modules are provided by the National Association of Child Contact Centres (NACCC) - all volunteers are required to complete as part of their induction.

Other training has included:

- Trauma Informed Practices
- Adverse Childhood Experiences (ACEs)
- Mindful Emotional Coaching
- Place To Be Mental Health Training (foundation level)

The Trustees and Centre Manager wish to extend their heartfelt thanks to all volunteers for their dedication and hard work throughout the year. The Centre has a strong team of volunteers, who are highly skilled, experienced and always receive positive feedback from the families as being friendly, kind and caring.

5. Policies and Procedures

- Kingston Child Contact Centre adheres to 18 written policies
- They will be reviewed August 2026
- All policies are accessible online at our website: [Kingston Child Contact Centre Policies](#)

Key Policies Include:

- Confidentiality Policy
- Safeguarding & Child Protection Policy (also NACCC)
- Health & Safety Policy
- Equal Opportunities, Inclusion & Diversity Policy
- Training for Volunteers Policy
- Positive Communication and Managing Vexatious Communication



6. Financial Review

The financial statement has been prepared in accordance with the Charities Act 2011, the Companies Act 2006, and the Charities SORP (FRS 102). Please refer to the financial statement circulated earlier.

Current Financial Position

As of the close of the financial year 31 August 2024, the Centre holds a bank balance of £4,438.13, which is equivalent to approximately 12 months of operating expenses. This reserve is essential given the uncertainty of future funding in these challenging times.

7. Trustees

The Trustees serving Kingston Child Contact Centre at the start of the financial year were:

- Stuart Chandler (Chair)
- Holland Jupp (Vice-Chair)
- Charmaine Lee (Temporary Treasurer)
- Layla Harding
- Sheelah Watson (resigned June 2025)
- Anna Eliasson (appointed August 2025)

There are two trustee vacancies, please express your interest by emailing:
admin@kingstonchildcontactcentre.org.uk

8. Sustainability & New Developments

Families

The Centre's attendance has remained steady with a rise in demand for supervised contacts. Unfortunately, we only have one room available, but we are able to accommodate for however long a family needs with us.



Website

Our website is currently being redesigned and updated to attract more families, other service users and volunteers. We hope to have this complete by next year.

Fundraising and Grants

We have successfully received the full funding available of £2,500 from the Ministry of Justice (MoJ formally CAFCASS). This will pay part of our rent for the Supervised contact room (£3120 per annum).

Kingston United Reform Church

The Centre is very grateful to the United Reformed Church, the clergy, staff and community for their continued support and prayers for our work. And for the use of the hall and facilities, the centre made an annual kind donation of £1,800 (Aug 2025).

This report was prepared by Charmaine Lee and is submitted on behalf of the Trustees of Kingston Child Contact Centre.
August 2025

Registered Charity Number: 1196179 <https://kingstonchildcontactcentre.org.uk>

KINGSTON CHILD CONTACT CENTRE

England & Wales - Charity number 1196179

Accounts



Kingston Child Contact Centre Charity

Report of the Trustees for the Year Ending 31 August 2024

The Trustees of Kingston Child Contact Centre Charity are pleased to present their annual report (August 2024) and financial statements for the year ended 31 December 2023. This report complies with the requirements of the Charities Act 2011, the Trust Deed, and the Charities SORP (FRS 102).

1. Our Aims

The Kingston Child Contact Centre provides a neutral, safe and welcoming environment for contact between children and their non-resident parents or other family members, following a family breakdown. We offer three types of services:

- **Supported Contact:** Where our presence is discreet, providing a safe setting without active involvement in the contact.
- **Supervised Contact:** Limited sessions where we oversee interactions and provide detailed reports for Family Court purposes.
- **Handover:** We are the intermediate handover of the children between parents (or main carers)
- **Review/moving on:** We support families review their contact arrangement, assist understanding a Court Order, transitioning into the community, using a Parenting App and enabling better communication to move on.

The Centre caters to families where no significant risks to the child(ren) or others have been identified. Our services are essential for maintaining and fostering relationships between children and their non-resident parents, thereby mitigating the emotional and developmental harm caused by a complete loss of parental contact.

2. Objectives and Activities

Primary Objectives

- Promoting and supporting the care and upbringing of children from separated families.



- Providing a safe, secure and neutral environment where children can spend time with their non-resident parent, or other family members.
- Facilitating contact arrangements that are in the best interests of the children, supporting and assisting families transitions (ie., community contact).

Activities

The Centre operates on most fortnightly Sundays for two hours, allowing children of separated families to connect with their non-resident parent or other family members. Sessions are held at the United Reformed Church (URC) in Kingston upon Thames. Each session is managed by two coordinators, supported by two to three volunteers, depending on the number of families attending.

Since the COVID-19 pandemic, we have adapted our protocols, requesting that children bring their own toys, books and personal items (excluding devices) to the Centre. And we provide light refreshments during the sessions.

3. Achievements and Performance (August 2023 - August 2024)

During this period, the Centre has successfully conducted 24 sessions supporting 15 families and 14 children, which included 5 children in supervised contact sessions. The Centre also facilitated visits involving grandparents, aunts, uncles, cousins and other siblings.

Outcomes:

- 5 families have transitioned to making their own contact arrangements either through improved communication (since using our centre), such as using a parenting app.
- 2 family contacts have ended after two years in the Centre - they were unable to find a common language to move on.
- 1 family moved to a different area.
- 1 family we ceased supporting, because of threatening and aggressive behaviour towards staff.
- 2 safeguarding concerns were reported to the Multi-Agency Safeguarding Hub of the relevant Local Authority.



- As of August 2024, 5 families continue to use our services, including 1 family that uses the Centre for handovers only.

4. Volunteers

10 Volunteers are integral to the operation of Kingston Child Contact Centre. Over the past year, volunteers have contributed approximately 55 hours to cover contact sessions, along with an additional 4 hours for training sessions.

- 2 volunteers work experience from Kingston University: business and social work
- 2 new volunteers starting September 2024
- 2 volunteers on temporary leave
- 1 volunteer has left after 8 years of service

Volunteer Training

Our volunteers and trustees participate in an ongoing training programme, which includes modules provided by the National Association of Child Contact Centres (NACCC) covering Supported and Supervised Contact as well as Safeguarding. All volunteers are required to complete these modules over a rolling three-year period. Training also includes Trauma Informed Practices - Adverse Childhood Experiences (ACEs), Mindful Emotional Coaching and Place To Be Mental Health Training.

The Trustees and Centre Manager wish to extend their heartfelt thanks to all volunteers for their dedication and hard work throughout the year. The Centre has a strong team of volunteers, who are highly skilled and experienced. They always receive positive feedback from the families served over the years as being friendly, kind and caring.

5. Policies and Procedures

Kingston Child Contact Centre adheres to 18 written policies, which are reviewed regularly as stipulated by our governing body The National Association of Child Contact Centre (NACCC). These policies are essential for maintaining high standards of safety, confidentiality and professionalism. All policies are accessible online at our website: [Kingston Child Contact Centre Policies](#).

Key Policies Include:

- Confidentiality Policy
- Safeguarding & Child Protection Policy



- Health & Safety Policy
- Equal Opportunities, Inclusion & Diversity Policy
- Training for Volunteers Policy

A new policy, **Positive Communication and Managing Vexatious Communication**, was introduced in 2024 following a Centre review of service updates.

6. Financial Review

The financial statement has been prepared in accordance with the Charities Act 2011, the Companies Act 2006, and the Charities SORP (FRS 102). Please refer to the financial statement circulated earlier.

Current Financial Position

As of the close of the financial year 31 August 2024, the Centre holds a bank balance of £4,139.92, which is equivalent to approximately 12 months of operating expenses. This reserve is essential given the uncertainty of future funding in these challenging times.

7. Trustees

The Trustees serving Kingston Child Contact Centre at the start of the financial year were:

- Stuart Chandler (Chair)
- Holland Jupp (Vice-Chair)
- Charmaine Lee (Temporary Treasurer)
- Layla Harding
- Sheelah Watson
- Christine Young (resigned 13 May 2023)

There are two trustee vacancies, please express your interest by emailing:

admin@kingstonchildcontactcentre.org.uk

8. Sustainability

Families

The Centre's attendance has remained steady with a rise in demand for supervised contacts. However, some are not appropriate for our Supervised contact setting.



Fundraising and Grants

We will diversify funding through targeted campaigns and grants focused on mental health and family services. This will help us maintain low-cost services and support more families.

Training Enhancements

The Centre will introduce Mental Health Awareness and Mindful Emotional Coaching to better equip staff and volunteers to support children with anxiety, trauma and other challenges.

These initiatives will help Kingston Child Contact Centre sustain and expand its essential services, meeting the evolving needs of our community.

Kingston United Reform Church

The Centre is very grateful to the United Reformed Church, the clergy, staff and community for their continued support and prayers for our work.

This report was prepared by Charmaine Lee and is submitted on behalf of the Trustees of Kingston Child Contact Centre.

Registered Charity Number: 1196179 <https://kingstonchildcontactcentre.org.uk>



KINGSTON CHILD CONTACT CENTRE

Income and Expenditure 2023

INCOME

Metro Bank balance at 01.01.23 **£9,570.72**

Session Fees 2,249.50

MoJ Grant (CAFCASS) 2,500.00

Lottery 76.50

£4,826.00

EXPENDITURE

Administration (Jan/May) £1056.00

Website 50.00

Returned Registration Fee 50.00

Insurance 341.60

Mobile 100.00

Milk & Biscuits 50.00

NACCC Supervised Training 150.00

Decoration and Furnishing of Room 12 3,059.55

Rent (room 12) 1580.00

£6437.15

Balance at 31.12.23 **£7,959.57**



KINGSTON CHILD CONTACT CENTRE NOTES TO THE ACCOUNTS YEAR END 31 DECEMBER 2023

(1) Administration

a) Basis of preparation.

Accounts are prepared in accordance with the Charities Statement of Recommended Practice Charities SORP (FRS102), (FRS102) and the Charities Act 2011. Kingston Child Contact Centre is a registered charity [number: 1196179](#) and meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

b) Income recognition.

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

c) Donations.

Donations are accounted for gross when received.

d) Investment Income Investment income.

National Lottery Community Play ticket Income is included in the accounts in the year in which it is receivable.

e) Expenditure recognition.

All expenditure is accounted for on an accruals basis. Expenditure is recognised where there is a legal, or constructive obligation to make payments to third parties, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

f) Fundraising and publicity costs

The Charity has not made a formal appeal for funds this year and expenditure on these items is therefore not material.



g) Support costs

Support costs are those that assist the work of the charity and directly represent charitable activities including administration work. The administration work is carried out by a trustee and is capped (12 hours maximum paid per month). Any additional time (over the cap) is volunteered and this intangible time (and cost) is not included in the Statement of Financial Activities.

h) Fixed Assets

Furniture and equipment is not capitalised.

i) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity (ie., supporting families with financial challenges etc), and which have not been designated for other purposes. Designated funds - comprise of unrestricted funds that have been set aside by the trustees for particular purposes. The aims and use of each designated fund (ie., room 12) is set out in the financial statement notes. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donors, or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the financial statement notes.

(2) NOTES: Decoration and Furnishing of Room 12

Decorating £1356.70

Furnishing £1,702.85

Charmaine Lee

Treasurer

16.08.24

KINGSTON CHILD CONTACT CENTRE

England & Wales - Charity number 1196179

Accounts

KINGSTON CHILD CONTACT CENTRE

Income and Expenditure

18. 10.21 – 31.12.22

INCOME

Session Fees	£1,320.00
Fundraising	£10,000.00
Donations	£4,000.00
Total	<hr/> £15,320.00

EXPENDITURE

Administration	£2,112.00
Rent	£2,400.00
Website maintenance	£115.00
IT Equipment	£400.00
Insurance	£341.60
NACCC	£145.00
Bank charges	£165.00
Other incidental	£124.00
Total	<hr/> £5,802.60

NOTES

- 1) Payments to Trustees: The administration services during 2022 were provided by one of the trustees, Charmaine Lee. These total £2,112 and are within the level approved by the Trustees in March 2022.
- 2) The rental payment includes £1,200 paid for 2021 in arrears.
- 3) The following computer equipment is owned by KCCC, and has current book value as follows:
 - a. iPad – £370.00 (purchased 31. 7.20)
 - b. Chrome Book – £325.00 (purchased 29. 1.22)
- 4) Cash at the bank was £11,735.67 as at 31.12.22.

Christine Young
Treasurer