

Swindon Family Contact Centre Trustees' Report

Introduction

The trustees present their report and the financial statements of The Swindon Family Contact Centre Charity (SFCC) for the year ended 31 March 2025.

Charity's Purpose

The purpose of SFCC is to promote the care and upbringing of children of separated families for the public benefit by providing a safe, secure and neutral location where such children can spend time with the parent they no longer live with, or other family members they would not otherwise see; by providing the highest quality, child focussed service for the benefit of the children of separated families; by facilitating the contact arrangements in ways which are in the best interests of the children; and by assisting the families to move forward and, where appropriate, to move to contact arrangements away from the centre.

Achievements During the Year

- SFCC successfully continued the self-referral process following the closure of the Safe Referring system previously provided by NACCC.
- Services were opened to new families, allowing us to extend our support and meet a vital community need.
- SFCC completed and passed the NACCC reaccreditation inspection, with the next accreditation scheduled for 2027

Financial Review

During the year, the charity received £2,552 in donations and £870 in service fees. Total expenditure for the year was £4,388, slightly lower than the previous year. The main costs for 2024–25 relate to rent and the management and coordination of the Centre, following the cessation of NACCC referral support. All other expenses remained broadly consistent with the previous year, primarily covering SFCC operational and administrative costs.

Challenges

One of the key challenges faced by SFCC continues to be maintaining adequate funding. Securing consistent financial support is vital to sustain our initiatives and ensure the continuity of our services. For the second consecutive year, our costs have exceeded our income. While current reserves allow us to operate at a deficit in the short term, addressing this funding gap will be essential going forward. Future grants and additional fundraising efforts will be required to support the ongoing work of SFCC.

Another significant challenge during 2024–25 was the shortage of volunteers. Several volunteers left the Centre due to personal reasons, and we were unable to recruit replacements during the year. The contribution of volunteers remains crucial to our operations, and rebuilding our volunteer base will be a key focus in the year ahead.

Future Plans

Looking ahead, SFCC will continue to train and develop volunteers while actively recruiting new ones to strengthen our capacity and support more families in need.

We also plan to appoint a dedicated person to manage funding activities and oversee website updates, ensuring stronger financial sustainability and improved communication with the families and partners we support.

In the longer term, SFCC intends to develop a proposal for supervised contact services, reinforcing our commitment to adapt, grow, and continue making a positive difference in the lives of those we serve.

Appreciation and Thanks

The trustees would like to express their heartfelt gratitude to the SFCC co-ordinator, all volunteers, donors and supporters whose contributions and efforts have been instrumental in the success of our programmes and without whom SFCC will not be able to exist and provide its support to families.

Trustees' Responsibilities

The trustees play a vital role in ensuring the effective operation of SFCC. Their responsibilities include preparing the Annual and Trustees' Reports, providing a clear overview of the charity's activities and financial performance. They also ensure the Centre operates safely, efficiently, and in full alignment with SFCC's values and standards. Their commitment and guidance help ensure SFCC remains a safe, supportive, and positive place for the families we work with.

Conclusion

We believe that our efforts have made a positive impact on the lives of the children and their parents. We remain committed to our mission and look forward to continuing our work in the years ahead.

On behalf of the Board of Trustees:

Chair: 
Iryada Ashmore

04 October 2025

SWINDON FAMILY CONTACT CENTRE

ACCOUNTS2024-2025



RECEIPTS AND PAYMENTS SHEDULE

BALANCE B/F	£ 17,267.03
RECEIPTS IN	£3,422.00
PAYMENTS OUT	£4,387.94
BALANCES AT 31/03/2025	£ 16,301.09

BANK REC

BALANCE B/F	£18,489.89
RECEIPTS IN	£3,422.00
PAYMENTS OUT	£5,610.80
TRANSFERS	
Metro BALANCES AT 31/03/2025	£16,185.09
Petty Cash 31/03/2025	116.00

DIFFERENCE

Closing Balance Difference	Unpresented Cheques	£0.00
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SWINDON FAMILY CONTACT CENTRE RECEIPT AND PAYMENTS 2024-2025

INCOME	BUDGET	ACTUAL	% RECEIVED
Parent Referral Fees On-Going	£500.00	£330.00	66.00%
Parent Referral Fees New	£1,000.00	£540.00	54.00%
Grants	£2,500.00	£2,500.00	100.00%
Other	£52.00	£52.00	100.00%
Donations - Businesses	£100.00	£0.00	0.00%
Donations - Clients/Parents	£0.00	£0.00	
TOTAL	£4,152.00	£3,422.00	82.42%
OUTGOINGS AND EXPENSES	BUDGET	ACTUAL	% SPENT
Rent	£940.00	£850.00	90.43%
Travel	£900.00	£736.50	81.83%
Refreshments	£100.00	£52.76	52.76%
Postage	£20.00	£0.00	0.00%
Phone	£82.80	£82.80	100.00%
Stationery	£50.00	£0.00	0.00%
Equipment / Toys	£500.00	£21.97	4.39%
Training - Room Hire	£120.00	£0.00	0.00%
AGM	£320.00	£140.41	43.88%
Miscellaneous	£50.00	£0.00	0.00%
IT and Website Cost	£200.00	£0.00	0.00%
Photocopying	£25.00	£0.00	0.00%
NACCC Subscription	£300.00	£0.00	0.00%
DBS	£100.00	£0.00	0.00%
Maintenance	£100.00	£0.00	0.00%
Data Protection Cost	£50.00	£0.00	0.00%
Insurance	£95.00	£97.00	102.11%
Bank and Insurance Charges	£10.00	£0.00	0.00%
Coordinator Part-time	£4,200.00	£2,406.50	57.30%
Support Staff	£100.00	£0.00	0.00%
TOTAL	£8,262.80	£4,387.94	53.10%
BALANCE B/F	£17,267.03		
RECEIPTS IN	£3,422.00		
PAYMENTS OUT	£4,387.94		
BALANCES AT 31/03/25	£ 16,301.09		

RECEIPT AND PAYMENT BY MONTH

RECEIPTS	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Parent Referral Fees On-Going	£20.00	£60.00		£40.00	£60.00	£50.00	£20.00	£20.00	£20.00	£20.00		£20.00
Parent Referral Fees New			£300.00			£180.00			£60.00			
Grants								£2,500.00				
Other	£4.00	£5.00	£4.00	£4.00	£5.00	£4.00	£5.00	£4.00	£4.00	£5.00	£4.00	£4.00
Donations - Businesses												
Donations - Clients/Parents												
TOTAL RECEIPTS	£24.00	£65.00	£304.00	£44.00	£65.00	£234.00	£25.00	£2,524.00	£84.00	£25.00	£4.00	£24.00
PAYMENTS	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Rent	£210.00				£210.00				£430.00			
Travel			£36.94		£3.00	£696.56						
Refreshments					£40.76		£12.00					
Postage												
Phone			£82.80									
Stationery												
Equipment / Toys					£21.97							
Training - Room Hire												
AGM						£140.41						
Miscellaneous												
IT and Website Cost												
Photocopying												
NACCC Subscription												
DBS												
Maintenance												
Data Protection Cost												
Insurance					£97.00							
Bank and Insurance Charges												
Coordinator Part-time			£506.50		£600.00	£240.00		£110.00	£890.00	£60.00		
Support Staff												
TOTAL PAYMENTS	£210.00	£0.00	£626.24	£0.00	£972.73	£1,076.97	£12.00	£110.00	£1,320.00	£60.00	£0.00	£0.00
TOTAL FOR MONTH	-£186.00	£65.00	-£322.24	£44.00	-£907.73	-£842.97	£13.00	£2,414.00	-£1,236.00	-£35.00	£4.00	£24.00

SWINDON FAMILY CONTACT CENTRE

	24-25	24-25	25-26		
INCOME	BUDGET	ACTUAL	BUDGET	VARIANCE	NOTES
Parent Referral Fees On-Going	500.00	330.00	500.00	-170.00	
Parent Referral Fees New	1,000.00	540.00	600.00	-460.00	
Grants	2,500.00	2,500.00	2,500.00	0.00	
Other	52.00	52.00	52.00	0.00	Lottery
Donations - Businesses	100.00	0.00	100.00	-100.00	Fund Raising
Donations Client/Parents	0.00	0.00	0.00	0.00	
TOTAL	£4,152.00	£3,422.00	£3,752.00	-£730.00	

	24-25	24-25	25-26		
OUTGOINGS AND EXPENSES	BUDGET	Actual	Budget	VARIANCE	NOTES
Rent	940.00	850.00	940.00	90.00	
Travel	900.00	736.50	500.00	163.50	
Refreshments	100.00	52.76	70.00	47.24	
Postage	20.00	0.00	10.00	20.00	
Phone	82.80	82.80	82.80	0.00	
Stationery	50.00	0.00	20.00	50.00	
Equipment / Toys	500.00	21.97	300.00	478.03	
Training	120.00	0.00	100.00	120.00	
AGM	320.00	140.41	200.00	179.59	
Miscellaneous	50.00	0.00	20.00	50.00	
IT and Website Cost	200.00	0.00	100.00	200.00	
Photocopying	25.00	0.00	25.00	25.00	
NACCC Subscription	300.00	0.00	600.00	300.00	
DBS	100.00	0.00	50.00	100.00	
Maintenance	100.00	0.00	50.00	100.00	
Data Protection Cost	50.00	0.00	50.00	50.00	
Insurance	95.00	97.00	100.00	-2.00	
Bank Charges	10.00	0.00	10.00	10.00	
Coordinator Part-time	4,200.00	2,406.50	4,200.00	1,793.50	Estimated increase as Selfreferrals processing in house
Support Staff	100.00	0.00	50.00	100.00	
TOTAL	£8,262.80	£4,387.94	£7,477.80	£3,874.86	

