

Scottish Charity Ref. No. SC035041

INVERCLYDE FAMILY CONTACT CENTRE

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 DECEMBER 2023

ACTIVITIES AND ACHIEVEMENTS

INVERCLYDE FAMILY CONTACT CENTRE

REPORT OF THE TRUSTEES

For the Year ended 31 December 2023 (Contd.)

ACTIVITIES AND ACHIEVEMENTS (Contd.)

The children and families using the Contact Centre are mainly from the Inverclyde area, but we also have families who live in Clydebank, Paisley, Lochwinnoch, Largs and Glasgow. Without this service many of these children and parents simply would not have the opportunity to build or re-establish relationships with each other when the parents part company. We have the privilege of offering supportive and positive guidance to separated parents working through the care of their children following the breakdown of their relationship. This can be extremely daunting particularly for a young person who may not have had the benefit of their own stable family from which to draw personal experience or advice and support which others may take for granted. The encouragement of staff and volunteers can be pivotal in helping these parents to persist and be patient in building up relationships with their children sometimes over weeks and months against a backdrop of inter-parental animosity. The long-term benefits of this service have a wider impact on the community in that it is recognised that children who are able to have relationships with both parents are more likely to thrive and have a firmer basis on which to build their own relationships and be successful in later life. The service and support we offer is not limited to parents and extends to the wider family if required. We often have grandparents and other family members using our centre where family break-up or bereavement has affected their opportunities to build relationships with their grandchildren or close relatives. We know that these bonds are so important to all those concerned. We have around 30 families attending the centre each week, between handovers and contact sessions within the centre and usually have a waiting list of families waiting to use our service.

Our aim is to protect children from disputes between their parents and facilitate the child's contact with the separated parent by providing a friendly neutral supervised venue for contact. Where bail conditions or circumstances require that parents do not meet, staff will pass the child from one parent to the other. We support both the parent with residence giving up a child for contact and the contact parent who may never have seen their child or may know and love the child but been separated for months. We facilitate Child Welfare Reporters appointed by the Court and social work where they are involved. We have a few families where Social Work and Children's Panel or the Home Office are involved but the Court is not and these we do not charge.

Greenock Sheriff Court deals with approximately 300 Child Welfare Hearings in a normal year, and most involve contact questions. Some families can come to an agreement, and some are bitterly opposed to each other only out of disappointment and hurt but in some cases there are genuine reasons to doubt the children's safety. There may be mental or physical health issues, drug or alcohol abuse or worries over domestic abuse, or threats. Sometimes a separated parent has no suitable home to bring a child. It is these cases that need the Contact Centre most so that the children can get to know the parent safely and our objective reports on progress can assist better decision-making on their future.

Even when a child can go over-night to the Contact Parent, we may have to supervise the hand-over until trust grows to the point where at last the parents can make their own arrangements. Things can go smoothly for weeks and then a family crisis or a new partner or a new baby can cause a quarrel to flare but with patience the lawyers or our Manager can often smooth matters. If not, we welcome them back without blame when they are ready to try again.

INVERCLYDE FAMILY CONTACT CENTRE

REPORT OF THE TRUSTEES

For the Year ended 31 December 2023 (Contd.)

ACTIVITIES AND ACHIEVEMENTS (Contd.)

Contact parents may be allowed 1 hour in the Contact Centre at first, gradually building as we see the contact parent building a good relationship with the child. They may then graduate to 15 minutes in the Centre, 1 hour outside and 15 minutes back with us so that we can see whether the child is well and happy and then to have the full time or longer outside with only the handovers monitored by us.

Our manager provides valuable telephone support and professional advice to parents and relatives, doing all they can to help families overcome obstacles and provide reassurance so that contact goes ahead whenever possible. They are helped by our assistant manager who also provides much needed support. This year we recruited an extra member of staff to assist on a sessional basis helping to improve the resilience of our small team.

This year we have welcomed 55 children from 37 families with ages ranging from 6 months to 15. 28 parents had bail conditions or other issues such as drug or alcohol problems which meant that the contact centre was the only solution to facilitate contact with their children. We have 6 children from three families who are under kinship care and have also supported 8 children with additional support needs. The majority of these children have now been diagnosed with ASD.

In March we were successful in our application to become a SCIO (Scottish Charities Incorporated Organisation) We will be retaining our original charitable purposes and aims as we begin the transition from our former status as a charitable trust to that of a SCIO. We aim to have this transition complete in 2024.

After our long association with the Church of Scotland, we were very pleased to welcome the Moderator of the Church of Scotland, [REDACTED] who met staff and families at the Contact Centre during his visit to Clyde in April.

Due to the increasing demand on our services, starting in December for a limited period, we opened the centre for an additional day each week to accommodate families on our waiting list. These additional hours enabled 9 children and 14 parents to start seeing each other before the Christmas period and into 2024.

Our building provides fantastic facilities with a variety of spaces & rooms which are able to accommodate the diverse needs of our families. Understandably these come at a significant cost. As an old building it often needs attention in terms of repairs. This year we identified the need to repair the leaking roof, replace old skylights and make repairs to the floor on the ground floor. Difficulties with material supplies and contractor availability have necessitated this work continuing into early next year.

We were privileged to receive some expert support from an Associate of the Cattnach Trust, enabling staff and trustees to participate in a workshop in November. The aim was to help us create an effective evaluation strategy and develop ideas to improve our ways of working. We intend to develop the outcomes from this workshop in 2024. This year we were also excited to launch our new website www.inverclydefamilycontact.com this provides easily accessible up-to-date information about our services, volunteering and donor opportunities.

INVERCLYDE FAMILY CONTACT CENTRE

REPORT OF THE TRUSTEES

For the Year ended 31 December 2023 (Contd.)

As always the Trustees are hugely grateful to our committed staff and volunteers, who give so much time effort and care to the centre and the families and all those whose work behind the scenes and financial support have enabled us to continue this important work.

We are also grateful to the locally based charity, Children in Poverty Inverclyde who once again generously donated several toys at Christmas.

Looking forward to our plans for next year. We will rise to the challenge we already see of increasing numbers of children using our centre, who have additional support needs. We want to meet their needs well, so this will include looking at our use of space and creating sensory areas within the building as well as exploring funding for additional staff. We also intend to take forward and implement the learning from our workshop such as reviewing and streamlining some of our administration process for greater efficiency and improving our client experience.

FINANCE

The year saw the first increase for some time in our fee structure and, as a result, the income from fees increased substantially and led to a surplus on the Unrestricted Funds of £11,586. We are grateful for the continued support of the Cattnach Trust who contributed greatly to our costs this year. The Cattnach money is received at the end of our financial year and is included in the unrestricted funds carried forward amounting to £46,038.

Restricted Funds: During the year we received funding from Inverclyde Council to assist with wages and repairs to the roof. Much of this work has been carried out but we still have £3,750 carried forward to 2024 to carry out further work to the roof and purchase new carpeting.

All funds expended by the Trust were applied to the running costs of the Family Contact Centre, as shown in the Annual Accounts.

Reserves Policy: The Trust endeavours to maintain Reserves of one half of annual running costs but at the moment this has not been possible. However, the situation continues to improve and the Trustees are confident that the desired level of Reserves will be attained in 2024.



(Chairperson)

Date: 23rd September 2024

INVERCLYDE FAMILY CONTACT CENTRE

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF THE INVERCLYDE FAMILY CONTACT CENTRE

I report on the accounts of the Charity for the year ended 31 December 2023, which are set out on pages 6 and 7.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to our attention.

Basis of independent examiners' report

My examination was carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An Examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosure in the accounts, and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

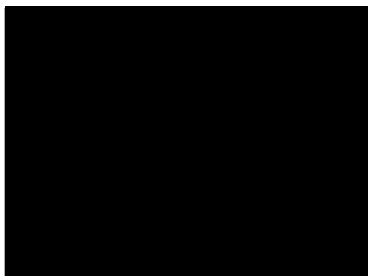
Independent examiners' statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounts records in accordance with Section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and
 - to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations

have not been met, or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Date: 24/09/2024

INVERCLYDE FAMILY CONTACT CENTRE

RECEIPTS AND PAYMENTS ACCOUNT for the year ended 31 December 2023

	2023			2022		
	Restricted £	Unrestricted £	Total £	Restricted £	Unrestricted £	Total £
RECEIPTS						
Fees Received		28,435	28,435		13,072	13,072
Inverclyde Council	8,750	0	8,750	5,000	0	5,000
Mair's Trust		0	0		0	0
Groundworks (Tesco)		0	0		0	0
Foundation Scotland (Volant Trust)		0	0		12,500	12,500
Gifts and Donations		2,831	2,831		1,905	1,905
C J Lang		0	0		1,000	1,000
Cattanach Trust		20,000	20,000		20,000	20,000
Sundry Income	1,460	0	1,460	0	680	680
Total receipts	10,210	51,266	61,476	5,000	49,157	54,157
PAYMENTS						
Payments for Charitable Activities						
Wages & Pension Contributions		20,754	20,754		16,425	16,425
Rent	5,000	7,060	12,060	5,000	7,000	12,000
Heat & Light		7,146	7,146		2,648	2,648
Repairs and Renewals	1,460	1,079	2,539		4,650	4,650
Telephone		1,421	1,421		806	806
Insurance		872	872		1,506	1,506
Legal and Professional Fees		0	0		0	0
Miscellaneous Expenses		1,348	1,348		787	787
Total Payments for Charitable Activities	6,460	39,680	46,140	5,000	33,822	38,822
SURPLUS / -DEFICIT FOR YEAR	3,750	11,586	15,336	0	15,335	15,335

NOTES

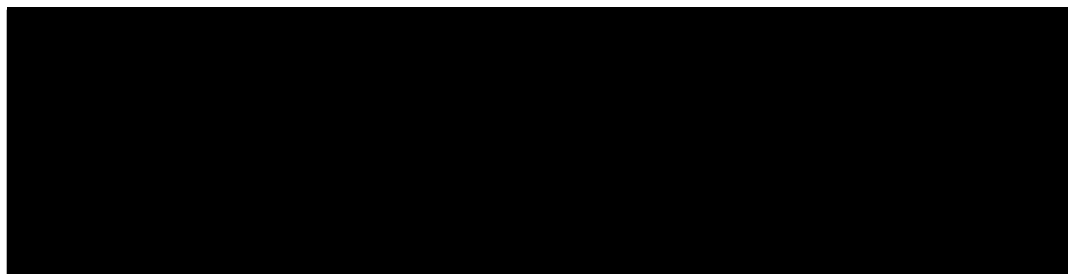
1. The charity did not incur any fund raising costs, support costs or governance costs during the year
2. During the year, the Trustees made donations to the Charity totalling £200 (2022- £200).

**INVERCLYDE FAMILY CONTACT
CENTRE**

**STATEMENT OF BALANCES
As at 31 December 2023**

	£	2023 £	£	£	2022 £
BANK AND CASH IN HAND					
Bank Balance				<u>49,788</u>	<u>34,452</u>
RESERVES					
	<u>Opening Balance</u>	<u>Incoming Resources</u>	<u>Outgoing Resources</u>	<u>Closing Balance</u>	
UNRESTRICTED FUNDS					
General Fund	34,452	51,266	39,680	46,038	34,452
RESTRICTED FUNDS	0	10,210	6,460	3,750	0
	<u>34,452</u>	<u>61,476</u>	<u>46,140</u>	<u>49,788</u>	<u>34,452</u>

Approved by the Trustees and signed on their behalf.



23rd SEPTEMBER 2024