

Scottish Charity Ref. No. SC052391

INVERCLYDE FAMILY CONTACT CENTRE SCIO

ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 DECEMBER 2024

INVERCLYDE FAMILY CONTACT CENTRE

REPORT OF THE TRUSTEES

For the Year ended 31 December 2024

CHARITABLE TRUST STATUS

Inverclyde Family Contact Centre SCIO is a Scottish Charitable Incorporated Organisation regulated by the Scottish Charity Regulator (OSCR) Scottish Charity Number SC052391

TRUSTEES

[REDACTED]

[REDACTED] and [REDACTED] were Trustees of the Charitable Trust Inverclyde Family Contact Centre (SC035041) and remained as Trustees following the transition in March 2023 to Inverclyde Family Contact Centre SCIO. Alison Graham and Caroline Scott were appointed as Trustees in April 2024. The Reverend Christine Murdoch is a Trustee *ex officio* retaining our historic links with Church of Scotland Clyde Presbytery.

TRUST PURPOSE

The purpose of the Trust is the relief of distress among children who do not live with both their birth father and birth mother where the families are affected by difficulties and/or disputes over child contact and in furtherance thereof:

- (a) To facilitate where possible the building and maintenance of healthy relationships between the children and their parents, grandparents or significant others
- (b) To maintain one or more supervised venues for children to have contact with their separated parents, grandparents or significant others in a safe, neutral and child-centred environment (Family Contact Centre/s)
- (c) Recognising that the children's contact period is a stressful time for the adults involved, to give emotional support both to those having contact with the children and to those with whom the children reside
- (d) To encourage the provision and use of family mediation, and discourage by better education, the use of child contact as a bargaining counter in family disputes

ACTIVITIES AND ACHIEVEMENTS

In 2024 our staff team comprised our manager, an assistant manager one sessional worker providing resilience on an ad-hoc basis, a cleaner and from May 2024 a family support worker. This new post was funded by the National Lottery and their role is to work alongside families providing additional support as required. Our staff are supported by 10 volunteers who are also integral members of our team and provide support and care to families using the centre.

INVERCLYDE FAMILY CONTACT CENTRE

REPORT OF THE TRUSTEES (Contd)

For the Year ended 31 December 2024

This year we celebrated our 30th anniversary and reflected on the important changes and significant achievements of our work over the years. These included the many families we have helped, the honour of the Queens Award for Voluntary Service and the progression from providing an initial service in a church hall to our now fully equipped premises in the centre of Greenock. We can now properly cater for diverse families and children of all ages. We are thankful to all the many people and organisations who have been involved over these years as trustees, staff, volunteers and donors and who have all contributed to developing and sustaining this important work. This year we've been excited to welcome new volunteers, staff and trustees and are delighted with the fresh perspective and contributions that each of them bring to us. Our newsletter contains more details of our work and can be viewed here [newsletter](#) or via our website www.familycontact.org.uk.

In 2024 the contact centre has welcomed over seventy children, ranging from six months to age 16. We have supported 46 families, 31 of which had bail conditions, non-harassment orders or addiction issues which meant they would have been unable to facilitate contact with their children without the use of the contact centre. We have seen a 25% increase in the number of families needing support this year. We strive to play our part in Keeping the Promise for care experienced young people, which we are able to do through supporting kinship and sibling contacts. This year we were able to facilitate five sibling contacts, allowing brothers and sisters to form a relationship with each other despite living in different households. We also supported two contacts between children and their parents who are currently in kinship care (Kinship Care is where children live with and are cared for by other family or friends when parents are unable to care for them).

The addition to our small team of our family support worker has enabled us to accommodate and support families with particular challenges such as transitioning between parents, moving from supported contact to handovers and cases where contact has not taken place for a long period of time. This year we have also supported 11 children with additional support needs, such as ASD, ADHD and anxiety. We identified a need for a dedicated space to allow these children to have somewhere to regulate their emotions and our family support worker was able to transform one of our existing spaces into a sensory room.

Our building continues to provide fantastic facilities with a variety of spaces & rooms which are able to accommodate the diverse needs of our families. Although costly these renovations are so important as they have enabled contact to take place in a safe and comfortable environment for more families without a long wait for available space. This year we saw the completion of new skylights, enabling us to make greater use of our upstairs space and floor repairs downstairs enabling arrangements to be finalised for new carpeting throughout the building which we look forward to being fitted in 2025. We have also updated our lighting to be more energy efficient helping to reduce our monthly energy bills. We are so appreciative to Inverclyde Community Fund and Inverclyde Council for grant funding helping us to meet these costs.

As we look forward to 2025 we are considering ways to support and expand our small team to cater for the increasing numbers of families using our service, to continue to maintain and improve our centre facilities and most importantly to support and respond effectively to the many different needs of the families and children using our centre.

INVERCLYDE FAMILY CONTACT CENTRE

REPORT OF THE TRUSTEES

For the Year ended 31 December 2024 (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 for financial support which enable us to continue this important work.

The Inverclyde Family Contact Centre opens on Wednesdays from 3.45 to 6pm and Saturdays from 9.30 to 4pm

The children and families using the Contact Centre are mainly from the Inverclyde area, but we also have families from Paisley, Largs, Motherwell, Bishopton 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 they 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 hundreds of Child Welfare Hearings every 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.

INVERCLYDE FAMILY CONTACT CENTRE

REPORT OF THE TRUSTEES

For the Year ended 31 December 2024 (Contd.)

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.

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.

FINANCE

Unrestricted Funds:

This year we managed to generate sufficient fees to meet most of our annual costs. While this may not happen each year, we take encouragement that we are becoming less reliant on Grant Funding and more self-sufficient. We are, however, still extremely grateful for the support of the Cattanach Trust, without which, we would not have been able to function over the last few years.

The Cattanach money for 2025 was received at the end of 2024 and is included in the balance carried forward totalling £69,593.

Restricted Funds:

During the year we received £20,000 from the Lottery Fund to fund a Support Worker for two years, which has been very successful. In addition we received further funding from Inverclyde Council and Inverclyde Community Trust to redecorate and install more energy efficient lighting and heating. Much of this work has been completed but the Carpeting was not completed until the early part of 2025.

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



Date: 8 September 2025

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 2024, 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:

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

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



Date: 8 September 2025

INVERCLYDE FAMILY CONTACT CENTRE SCIO

RECEIPTS AND PAYMENTS ACCOUNT
for the year ended 31 December 2024

	2024			2023		
	Restricted £	Unrestricted £	Total £	Restricted £	Unrestricted £	Total £
RECEIPTS						
Fees Received		52,705	52,705	0	28,435	28,435
Inverclyde Council	1,733		1,733	8,750	0	8,750
National Lottery Fund	20,000		20,000	0	0	0
Inverclyde Community Fund	1,000		1,000	0	0	0
Bank Interest		569	569	0	0	0
Gifts and Donations		1,986	1,986	0	2,831	2,831
Cattanach Trust		20,000	20,000	0	20,000	20,000
Sundry Income			0	1,460	0	1,460
Total receipts	22,733	75,260	97,993	10,210	51,266	61,476
PAYMENTS						
Payments for Charitable Activities						
Wages & Pension Contributions	4,441	26,589	31,030		20,028	20,028
Pension Contributions		1,191	1,191		726	726
Rent		12,000	12,000	5,000	7,060	12,060
Heat & Light		7,112	7,112		7,146	7,146
Repairs and Renewals	3,032	109	3,141	1,460	1,079	2,539
Telephone		2,192	2,192		1,421	1,421
Insurance		1,067	1,067		872	872
Legal and Professional Fees		0	0		0	0
Miscellaneous Expenses	339	1,445	1,784		1,348	1,348
Total Payments for Charitable Activities	7,812	51,705	59,517	6,460	39,680	46,140
SURPLUS FOR YEAR						
	14,921	23,555	38,476	3,750	11,586	15,336

NOTES

1. The comparative figures for 2023 refer to Inverclyde Family Contact Centre (SC03541), the assets and liabilities of which were transferred into the SCIO at the beginning of 2024.
2. The figures for 2024 reflect all the transaction of both the SCIO and the non SCIO charity during the year.
3. During the year, the Trustees made donations to the Charity totalling £200 (2023- £200).

INVERCLYDE FAMILY CONTACT CENTRE SCIO

STATEMENT OF BALANCES

As at 31 December 2024

	2024				2023
	£	£	£	£	£
BANK AND CASH IN HAND					
Bank Balance				<u>88,264</u>	<u>49,788</u>
RESERVES					
	<u>Transfer</u>	<u>Incoming</u>	<u>Outgoing</u>	<u>Closing</u>	
	<u>From IFCC</u>	<u>Resources</u>	<u>Resources</u>	<u>Balance</u>	
UNRESTRICTED FUNDS					
General Fund	46,038	75,260	51,705	69,593	46,038
RESTRICTED FUNDS					
Repairs and Renewals	3,750	2,733	3,032	3,451	3,750
Support Worker	0	20000	4,780	15,220	0
	<u>49,788</u>	<u>97,993</u>	<u>59,517</u>	<u>88,264</u>	<u>49,788</u>

Approved by the Trustees and signed on their behalf.

