

St Mary's Contact Centre  
Annual Report  
for the Financial year ending  
31<sup>st</sup> March 2020

**St Mary's Contact Centre is registered with the Charity Commission  
Registration number 1179955**

<b>Principal Office</b>	Norwich Central Baptist Church Duke Street Norwich NR3 3AP
<b>Trustees</b>	Rev Mark Fairweather-Tall (Chair) (Until January 2020) Gill Duffy (Chair from January 2020) John Easton (Treasurer) David Ramsbottom June Gidney Katie Severson (from January 2020) Rosemary Horbury
<b>Bankers</b>	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 2020**

### **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 to the centre but most referrals come via solicitors.

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 14 regular volunteers and 7 substitutes. 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

## **Data**

In the year 2019 – 20 14 families used the Contact Centre and there were 7 new referrals during this time.

## **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 March 2019 to December 2020 are attached to this report.

## **Future Plans**

The coronavirus has meant we have not been able to open the centre since the end of March 2020 but plans are in place to re-open in a safe way.

**St Mary's Contact Centre**

**Profit and Loss Account**

**For the period 1st April 2019 to 31st December 2019**

	<u><b>2019</b></u>
<b>INCOME</b>	
Referral Fees	420
Grant	4800
Canteen Receipts	<u>335</u>
<b>TOTAL INCOME</b>	<u><u>5555</u></u>
<b>EXPENSES</b>	
Canteen Costs	194
Wages & Salaries	4374
Donation NCBC	1000
Social Meal & Leaving Gifts	308
Telephone	
Training	
Administration	370
Advertising	264
Data protection	35
Notification of CIO	240
Travel	
Miscellaneous	
Equipment	
<b>TOTAL EXPENSES</b>	<u><u>6785</u></u>
<b>NET SURPLUS/-DEFICIT</b>	<u><u>-1230</u></u>

The above accounts cover the first 9 months of St Mary's Contact Centre operating as a CIO Charity.

# St Mary's Contact Centre

## Balance Sheet as at 31st December 2019

	<u>2019</u>
<b>ASSETS</b>	
Bank/Cash	
Barclays Bank	2449
CAF Bank	2994
Cash	<u>97</u>
	5540
<b>TOTAL ASSETS</b>	<u><u>5540</u></u>
<b>FUNDS</b>	
Balance B/f	6770
Excess Income over expenses	
Excess Expenses over Income	-1230
	<u><u>5540</u></u>



Section A

Independent Examiner's Report

Report to the trustees/  
members of

Charity Name  
St Marys Contact Centre

On accounts for the year  
ended

31<sup>st</sup> December 2019

Charity no  
(if any)

1179955

Responsibilities and  
basis of report

I report to the trustees on my examination of the accounts of the above  
charity ("the Trust") for the year ended

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

I have completed my examination. I confirm that no material matters have  
come to my attention in connection with the 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:



Date:

22/9/2020

Name:

A.D. RODFORD

Relevant professional  
qualification(s) or body  
(if any):

ATT

Address:

CHURCH FARM BARN

SOUTHBURGH

NORFOLK IP25 7TF