Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01	01	2025		31	12	2025

Charity name The Contact Zone - Child Contact Centre

Other names charity is known by

Registered charity number (if any) 1167826

Charity's principal address

% 14 Castle View
Bridgend

Postcode CF31 1HL

Names of the charity trustees who manage the charity

		Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
	1	Benjamin Delve	Secretary	3 year	
	2	Conor Lyn	Treasurer	3 year	
	3	Catherine Evans	Chair	13 years	
	4	Emily Wales	Trustee	30/09/25 - current	
	5	Lucy Jones	Trustee	05/11/25 - current	
	6				
	7				
	8				
	9				
	10				
	11				
	12				
	13				
	14				
	15				
	16				
	17				
	18				
	19				
	20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Andrea Thomas, Manager

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association,company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	Applicants are appointed by Trustees. Eligibility for trusteeship (a) Every charity trustee must be a natural person. (b) No individual may be appointed as a charity trustee of the CIO: - if (s)he is under the age of 18 years; - if (s)he would automatically cease to hold office under the provisions of clause c) No one is entitled to act as a charity trustee whether on appointment or on any re-appointment until (s)he has expressly acknowledged, in whatever way the charity trustees decide, his or her acceptance of the office of charity trustee. Number of charity trustees (a) There must be at least 3 charity trustees. If the number falls below this minimum, the remaining trustee or trustees may act only to call a meeting of the charity trustees, or appoint a new charity trustee. (b) The maximum number of charity trustees is 10. The charity trustees may not appoint any charity trustee if as a result the number of charity trustees would exceed the maximum. (c) When actively looking for new trustees, the skillset required to fill missing skills will be considered e.g. knowledge of GDPR, Funding, Accounts etc.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

The charity trustees will make available to each new charity trustee, on or before his or her first appointment:
(a) a copy of the current version of this constitution; and
(b) a copy of the CIO's latest Trustees' Annual Report and statement of accounts.
(c) a copy of the accreditation/re-accreditation Report as carried out by NACCC or its agent.
(d) a copy of the membership terms and conditions of NACCC

The centre is a Member of the National Association of Child Contact Centres and operates in accordance with its National Standards for Child Contact Centres. There are a number of working policies including the following:

- Child Protection
- Confidentiality
- Health and Safety
- Equal Opportunities and Diversity
- Domestic Violence
- Volunteers
- DBS Disclosures
- GDPR

All policies and procedures are reviewed by the Trustees on an annual basis.

The centre has one member of staff who works on a part time basis. The CIO is managed by Andrea Thomas, she trains and manages a group of volunteers.

Summary of the objects of the charity set out in its governing document

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
- providing the highest quality, child focussed service for the benefit of the children of separated families;
- facilitating the contact arrangements in ways which are in the best interests of the children;
- assisting the families to move forward and, where appropriate, to move to contact arrangements away from the Centre.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

The Contact Zone in Bridgend began in 2014 after District Judge Morgan requested that a centre should be established in Bridgend County Borough. It would allow children of separated parents to maintain valuable contact with a parent or members of their family in a safe and fun environment. There was no such facility at the time.

The Contact Zone, a registered charitable incorporated organisation based at Nolton Church Hall, Bridgend, was the answer to this request. It is supported by a highly-trained member of staff and a number of trained volunteers who work on a rota basis. All staff and volunteers have passed Disclosure and Barring Service (DBS) checks.

The centre is open every Saturday morning and Wednesday afternoon, offering play sessions, games, arts and crafts in a fun environment for parents and their loved ones.

Families that attend the centre are referred by the court or they refer themselves due to issues that have arisen from conflict after a relationship breakdown. Parents require a safe place for children to meet parents or family members without fear of conflict and with support. Contact normally takes place until a resolution through court, mediation or discussion can be found.

The basic elements of supported contact are as follows:

- Impartiality.
- Staff and volunteers are available for assistance but there is no close observation, monitoring or evaluation of individual contacts/conversations.
- Several families are usually together in one or a number of rooms.
- Encouragement for families to develop mutual trust and consider more satisfactory family venues.
- Apart from attendance dates and times, no detailed report will be made to a referrer, CAFCASS, a party's solicitor or court, unless there is a risk of harm to the child, parent or Centre worker.
- An acknowledgement that it be viewed as a temporary arrangement to be reviewed after an agreed period of time.

Since opening in February 2014, The Contact Zone has overseen contact for 177 families for a range of time periods, varying from four weeks to 8 years depending on the type of referral and the need or willingness to progress contact to a more natural environment. A court order will stipulate the length of contact but a self-referral by a client themselves is likely to need a longer period of time with more support and guidance to reach an amicable agreement to avoid court.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant,about:

- policy on grantmaking;
- policy programme related investment;
- contribution made byvolunteers.

The role of the volunteer is to oversee discreetly the meetings between the families, support the children and interaction if needed and generally assist with the day to day running of the centre. There are opportunities for volunteers who wish to learn more, to sit in on pre-visits and to learn about the responsibilities of running a centre.

The volunteer will:

. assist with the setting up and the cleaning up
. oversee discreetly the meetings between the families
. support the children and interaction if needed
. assist with the day to day running of the centre
. provide a healthy and safe environment for families to meet for contact
. report any concerns regarding safeguarding or child protection immediately to The Manager
. Ensure that all service users, visitors, staff and volunteers follow The Contact Zone's Policies and Procedures at all times.

Summary of the main achievements of the charity during the year

Since opening in February 2014, The Contact Zone has overseen contact for 165 families for a range of time periods, varying from four weeks to 8 years depending on the type of referral and the need or willingness to progress contact to a more natural environment.

During 2024 The Contact Zone oversaw contact for 42 families over 1-2 hours. Three families are still ongoing from 2018 and 1 from 2019 and 1 from 2020.

We are worked more closely with Pontypridd Contact Centre until its closure and have been able to begin Supervised contact for clients in the Bridgend area. This has enabled us to keep contact consistent and familiar for the children and families involved.

Brief statement of the charity's policy on reserves	Accounting records, accounts, annual reports and returns, register maintenance (1) The charity trustees must comply with the requirements of the Charities Act 2011 with regard to the keeping of accounting records, to the preparation and scrutiny of statements of account, and to the preparation of annual reports and returns. The statements of account, reports and returns must be sent to the Charity Commission, regardless of the income of the CIO, within 10 months of the financial year end. (2) The charity trustees must comply with their obligation to inform the Commission within 28 days of any change in the particulars of the CIO entered on the Central Register of Charities.
Details of any funds materially in deficit	No funds in deficit.

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

- The Contact Zone families pay a £50 Referral Fee and £15 per hour, unless on benefits (proof required) where the cost is £12/hr. This helps cover some of the costs of running the centre.
- We have received funding from the following:
- The Ministry of Justice £2500
- Mary Homfray Trust £2000
- Garfield Weson £3000
- Therapeutic CS limited £130
- Moondance Foundation £12,000

- The Contact Zone staff and trustees apply for grant funding on a continual basis

- Fundraising has achieved £2925

- Donations were £3455

Section F Other optional information

[redacted]

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)	C. Evans	C. Lynn
Full name(s)	Catherine Evans	Conor Lynn
Position (egSecretary, Chair, etc)	Chair	Treasurer
Date	21/10/26	

Independent examiner's report to the trustees of The Contact Zone Bridgend

I report to the trustees on my examination of the accounts of The Contact Zone Bridgend for the year ended 31 December 2025

Responsibilities and basis of report

As the charity trustees of the Trust 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 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 which gives me cause to believe that, in any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Name: Peter Lea

Relevant professional qualification: Chartered Accountant

Date: September 2026

CHARITY COMMISSION FOR ENGLAND AND WALES

The Contact Zone - Child Contact Centre
Registered charity number 1167826

Receipts and payments accounts

CC16a

For the period from	01-Jan-25	To	31-Dec-25

Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Grants	17,200	-	-	17,200	-
Fundraising	2,926	-	-	2,926	1,167
Cafcass referrals		-	-	-	1,600
Session fees	1,525	-	-	1,525	4,333
Donations	3,455	-	-	3,455	1,835
Therapeutic CS Ltd	130	-	-	130	345
Garfield Weston	3,000	-	-	3,000	-
The Mary Homfray	2,000	-	-	2,000	-
A Thomas -wages	229		-	229	
Sub total *(Gross income for AR)*	30,465	-	-	30,465	9,280
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	30,465	-	-	30,465	9,280
A3 Payments					
Accounting package	252		-	252	205
Postage and stationery	27		-	27	396
Staff wages	10,995		-	10,995	8,112
Insurance	289		-	289	262
NACC membership	300		-	300	293
Rent and rates	3,860		-	3,860	7,662
Staff expenses	170		-	170	402
Training	130			130	
Volunteer expenses	240		-	240	-
Resources	35		-	35	305
Fundraiising expenses	1,294	-		1,294	
Governance assessment and certificate	60		-	60	60
Sub total	17,652	-	-	17,652	17,697
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	17,652	-	-	17,652	16,290
Net of receipts/(payments)	12,813	-	-	12,813	8,417
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	2,078	1,946	-	4,024	12,441
Cash funds this year end	14,891	1,946	-	16,837	4,024

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank account	14,891	1,946	-
		-	-	-
		-	-	-
	Total cash funds	14,891	1,946	-
	(agree balances with receipts and payments account(s))			

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
	C. Evans	Catherine Evans	21/10/26
	C. Lynn	Conor Lynn	21/10/26

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Signed:



Name: Peter Lea

Relevant professional qualification: Chartered Accountant

Date: September 2026

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B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
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