



GLAMORGAN HOUSE
Family Development Centre

Charity Number: 1147895

***Helping Families to Build
Positive Relationships***



***“Every child has a right to grow up with a loving relationship with both parents.
Each parent has the responsibility of ensuring that their child achieve their
right.”***

Annual Report

2017 – 2018

Glamorgan House Family Development Centre

Mission Statement

To provide facilities and support contact between children of separated families and their parents and other family members, through the creation of a warm, informal atmosphere in a comfortable and safe neutral meeting place and to provide variety of services to help and support such children.

What Type of Contact Session We Provide?

Our Centre is a neutral meeting place where children from separated families may enjoy contact with one or both parents, and sometimes other family members, in a comfortable environment when there is no viable alternative. Contact sessions can either be ***Supported*** or ***Supervised***.

At the Centre we provide both supported and supervised contact sessions and handovers.

Supported contact sessions take place in different rooms where there are facilities to enable children to develop and maintain positive relationships with non-resident parents and other family members. Supported contact is suitable for families where there are no significant risks to the child or those around the child has been identified. Supported contact takes place in a number of rooms with door left open and volunteers on hand to offer help and support. Visiting parents have exclusive use of the room to build/rebuild their relationship with their child/ren without undue distraction from other families.

Supervised contact is for higher risk families. This type of contact has one family in a room with a specialist worker who writes an observational record of the contact. Supervised Contact should be used generally when it has been determined that a child has suffered or is at risk of suffering harm during contact. Supervised contact ensures the physical safety and emotional well-being of a child.

Handovers is a service for parents who either don't want to meet each other through personal or legal reasons or where the resident parent feels reassured

the child/ren will be returned to him/her by the other parent at the end of contact session, which normally takes place in the community.

Glamorgan House Family Development Centre



The Centre officially opened in June 2012, having started in 2011 offering both Supported and Supervised contact for children and their family members. It has close links with children and Family Court Advisory and Support Service (CAFCASS Cymru), with whom we have contract to provide supervised and supported contact.

The Centre has achieved its enhanced accreditation status with the *National Association of Child Contact Centres (NACCC)*, whose headquarters are in Nottingham. Even though we have our accreditation status from NACCC we are an independent organisation with our own charity status with Trustees, Management Committee and Constitution. The Centre is a forward thinking, growing centre, which has an increasing number of demands put on its facilities and the administration section of the organisation.

The main aim of the Contact Centre is to relieve the hardship and distress children often encounter when there is an irretrievable family break-up. The main objective of the Centre is to provide a safe neutral meeting place where children from separated families can meet and enjoy the love and companionship of their non-resident family member in a comfortable and neutral environment. We provide play facilities, which help to encourage interactions between children and visiting adults, so that they can spend quality time together to form positive relationships and bonding with their children. Other objectives include providing a range of services to help children from separated families.

Contact session rooms



What's new at Glamorgan House?

Visit by Swansea and West Member of Parliament Geraint Davies MP



A toast with a cup of tea and Welsh cake with the staff and the volunteers



Discussing what we do with the MP



MP Visits one of the session rooms

Message

Chantal Patel J.P.

Chair

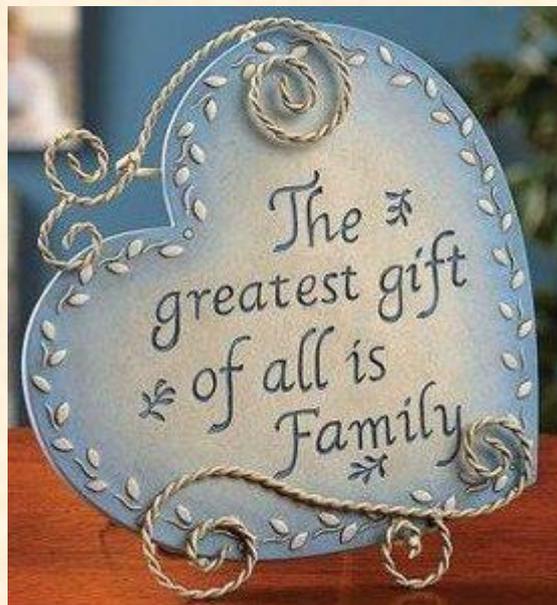


All children have the right to grow up in a safe and loving environment with their parents. It is widely accepted that children need the support and affection of their parents if they are to become confident adults. It is also accepted that for a multitude of reasons, parents find themselves in circumstances where they can no longer continue to co-habit. For the majority of families that find themselves in that situation, they continue to provide a loving environment where conflict and differences are dealt with in an amicable way.

Where separation is acrimonious bitter or vindictive, it is left to the state via its professionals and agencies to find ways of ensuring that children are given every opportunity to reconnect with the absent parent. Contact Centres like this much needed establishment is one such vital agency that provides a safe haven for the children.

Since the opening of the Glamorgan House Family Development Centre in 2012, the Centre has been providing such a service to children and families.

I am deeply grateful to the volunteers, to the Centre Manager Ray Singh for all they do to support the families we serve.



Message

Ray Singh CBE Manager/Coordinator

“ Children may be affected indirectly as a result of parental conflict leading to a reduced capacity to parent effectively, which results in impaired parent-child relationships and a higher likelihood of anxiety, behaviour problems or withdrawal in children.”



Glamorgan House FDC has now been up and running for over five years. When we first started, we opened for few hours on Saturday's only, but it soon progressed to six days a week.

We are busy throughout the week dealing with pre-visits of the new parents, contact sessions, both supported and supervised, thus making it easier to facilitate more contact sessions, up to 30- 35 families each Saturday to facilitate working parents.

The service the Trustees and I provide would not be possible without the support of our dedicated volunteers; a very big thank you to each and everyone one of you: ***“SACRIFICE of your PRECIOUS time”*** is much appreciated. We are also indebted to the Trustees most of whom attend on a regular basis to help out and in particular our Chair who spends a lot of time each Saturday, meeting and interacting with our service users and volunteers. “Your generosity of time, support and regular ‘snacks’ is much appreciated.”

Parents and children's feedback forms, on the whole were very positive about the centre, namely the accommodation, toys and services provided.

As will be seen from the stats, CAFCASS referral has increased since last year, most of which are supervised sessions. The referrals from solicitors have increased as well. We have also had substantial increase in self-referrals and referrals by Mediation Services. We now have eight supervisors including myself who are fully qualified to do CAFCASS supervision, three of whom are qualified social workers.

Training of the volunteers is an ongoing process. Volunteers have attended “In-house Supported Training Modules by NACCC” led by David Barton on 2nd February 2017. Two volunteers attended the enhanced supervised contact centre training in Nottingham and three attended data protection training on the 2nd November 2016 in Cardiff: four attended ‘Supported Contact’ training in May 2017 facilitated by NACCC. In addition I do regular training of volunteers.

As a Trustee of NACCC, representing Wales on its board I have attended regular meetings in London. I am always available to all the Centres for any help or advice.

On the 10th of October 2016 NACCC launched the awareness campaign “Lost Parents”. It was launched by the President of the Family Courts in England and Wales and has been well received. The clip can be accessed at [**#lostparents by NACCC.**](#)

Funding is an ongoing battle for us. I concluded with CAF/CASS a new contract for 2017/18. The latter will be pivotal for our work being carried forward during the next financial year and onwards. I hope to start negotiations for 2018/2019 contract soon.

We were grateful to the **BBC CHILDREN in NEED** for their award 2016/17 to benefit children in establishing meaningful relationships with the separated parents and how it would benefit the child; so far ten children are part of this work. Thank you BBC CHILDREN In NEED, Cymru.

We are also grateful to the **Big Lottery, Awards for All** (2016/2017), specifically to support the resident parent. Thank you Big Lottery A for all.

We are further grateful to the **Gwalia Trust Charity** now Pobl Group for their generous support in awarding us monies to achieve our objectives of benefiting children and supporting parents: Diolch Gwalia Trust.

The full lists of donations /funding are set out in this report.

We are grateful to **Dan Perrin & Company Limited, Chartered Certified Accountants**, in doing our accounts and wage slips for our staff.

We are indebted to Roy for his help and support generally.

I am very sorry to inform you the death of one of our most cheerful and fun loving volunteer – **Sam Barton**. His commitment to the welfare and wellbeing of the children was second to none - he had ways of calming down distraught, distress children. His legacy will be ‘the life changing experiences of scores of children who went through Glamorgan House during his stewardship.



“Everyone I dealt with was extremely helpful and considerate. It was very daunting on my first visit, but I was made to feel comfortable. Sam in particular was very helpful and as asset to the Centre, as are all the staff.”

You will be missed and we will remember you forever.

REFERRALS

Since **January 2017** the referrals have increased hugely. The majority of contact adults tend to be fathers; however we do have other family members visiting the children. This often includes mothers, grandparents and other siblings.

Clients are not accepted in the centre without a duly signed fully completed referral forms. The referrals come through **CAFCASS, Solicitors, Socials Services** or various other agencies such as the **Family Mediation services** or one or both parents themselves. **(Self-referrals)** Each parent must have a pre-visit before the first session is set up.

- CAFCASS 
- SOLICITORS 
- SELF-REFERRALS 
- SOCIAL SERVEICES 



**Carpenter Singh
Solicitors**

**Peter Lynn
& PARTNERS**
Solicitors

**Graham Evans
& Partners**
SOLICITORS



GOLDSTONES
SOLICITORS



JENNINGS
SOLICITORS

full stop
LAW

SALLY GOLDSTONE
Family Law

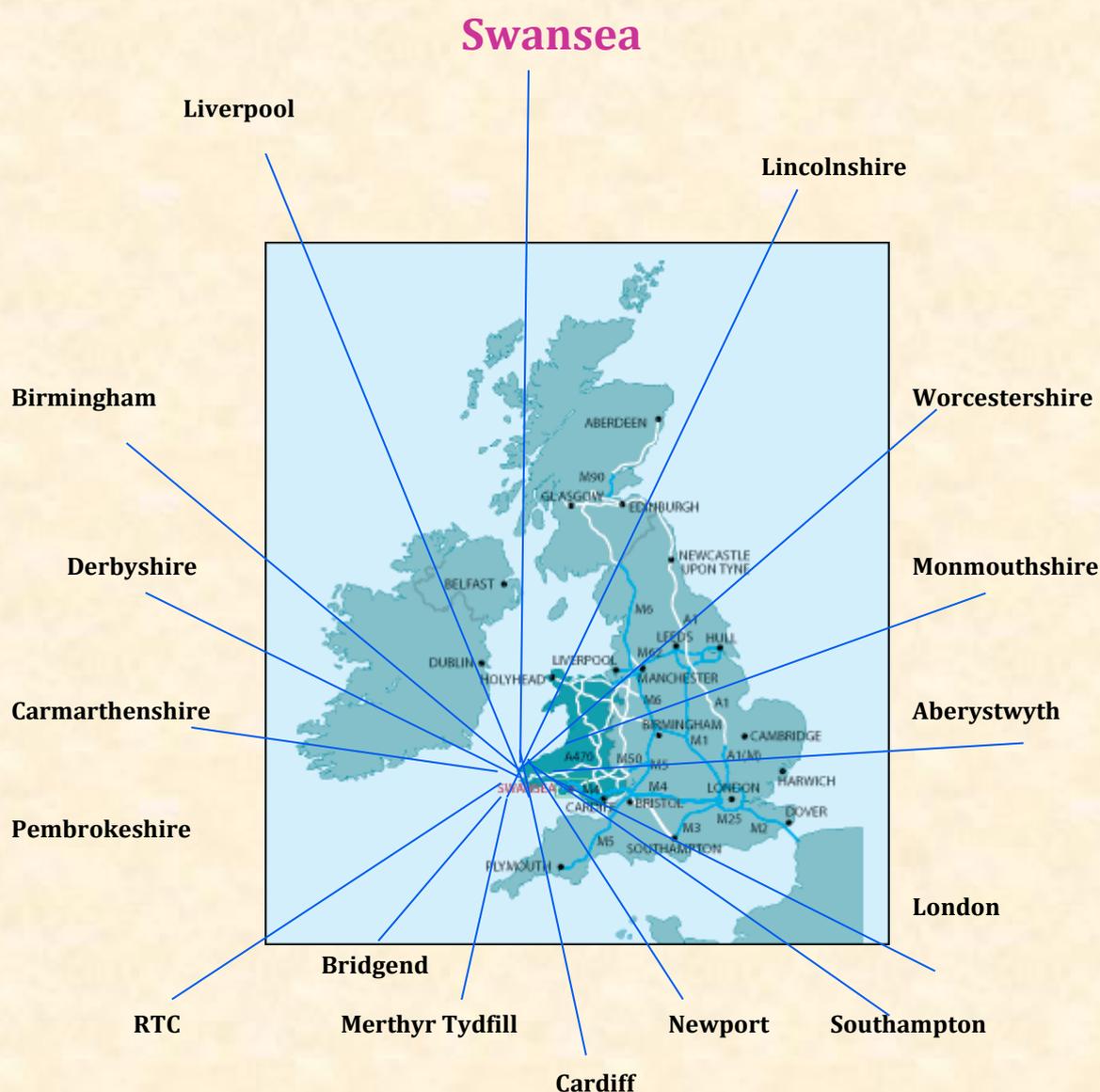
G W GOMER
WILLIAMS

cjhh CAMERON
JONES
RUSSELL
HOWE

Swansea Social Services, Monmouthshire Social Services, Powys Social Services, Caerphilly Social Services, Neath & Port Talbot Social Services, Rhondda Social Services, Reading Social Services, Torfaen Social Services, Mediation West Wales, Stockton-on-Tee Social Services & Blaenau Gwent Social Services

How far Glamorgan House has spread throughout United Kingdom?

Clients use our Contact Centre from different parts of United Kingdom. Some clients travel long distances to access our services.



And neighbouring places of Swansea

Llanelli, Gowerton, Gorseinon, Burry Port, Ammanford, Pontarddulais, Brecon Beacons, Pontardawe, Clydach, Morryston, Neath, Port Talbot, Aberavon, Porthcawl

Funding

Glamorgan House Family Development Centre is a registered charity. While we have a contract with **CAFCASS** which provide some income for the centre towards core costs, but most costs are met by obtaining grants from various organisations and trusts, self-funding activities and small charges made for non-CAFCASS supervised, supported and handover sessions. The current financial climate is making it more difficult with grants: however we continue to do our best in order to secure the future running of this valuable service. Funding is very important to the continued development of the Centre and all the staff work very hard in order to secure funding so that the Centre can continue to expand and develop.

With the help of these grants we have been able to ensure we can provide quality services. We are constantly looking at new ideas to see how we can develop the Centre.

During the period covered by this report we have obtained funding and grants from;

- **Awards for All – Big Lottery**
- **Some donations from satisfied Clients, Family Matters and others**

Thank you all very much for your generosity and for supporting our work at the Centre.



Bingo Fundraising at the Glamorgan House

Fun Wong our Trustee organised the event.



Volunteers

At present we have number of volunteers who help run the Centre on a rota basis. Our volunteers are all dedicated and committed individuals who work hard to support the children and their families at the Centre.

We get new volunteers from word of mouth, various presentations, networking with the **Local Voluntary Action Organisations, friends of existing volunteers**. We still need more volunteers, and we will be pleased to hear from you. **Evening Post** carried features about GHFDC and an 'SOS' was sent to the public at large and as a result we have recruited 4 new excellent volunteers.

Message

Carmelane Read

Volunteer Coordinator



Over the last 5 years of volunteering at Glamorgan House with our dedicated and committed volunteers who continue to give help and support to all children and their families, it is nice to see positive outcomes. Our team has worked hard to achieve another successful year. Without them we cannot make all these possible. I am hugely touched by the volunteers who give up their precious time and effort to assist each child and parent and other members of the family. Our volunteers are important part of our Contact Centre, without whom we cannot open the door for the absent parents seeking contact with their children. We are given training in our roles as volunteers. Our Centre has made tremendous progress and achievements through the continuous support and help of our volunteers.

Having started as a volunteer, I have personally benefited and learnt different things in my day to day volunteering at the Centre, and it has made me sensitive and aware of my environment. It is not an easy job but we are here to give our helping hands to those who need it most especially to our parents and children. We are always happy to help and we continue to be there for them. We do not take sides, always neutral.

Volunteer activities can foster enormous leadership skills and believing in them can make the difference. I am personally grateful and thankful for all our volunteers for their support. On behalf of Glamorgan House I would like to say a big **“THANK YOU”** to all of you who make a difference in the lives of children and families.



Volunteers, friends at Christmas lunch 2017



Attended MELA Indian Society event and GHFDC had a stall to recruit volunteers and to raise awareness of the service we provide.

Training

We are aware of the importance of training at GHFDC. We ensure all staff & volunteers including Trustees are kept up to date with new developments to ensure safety and welfare of the children. Training is on-going and some of which we recently attended:

- ***Responding to Conflict & Reluctant Families***
- ***Safeguarding/Child Protection for Volunteers/Staff Working in a Supported CCC***
- ***Listening, Observing, Recording & Report Writing***
- ***The Court Process***
- ***GDPR Training (Amersham Buckinghamshire)***
- ***Internal Face to Face Training***
- ***Data Protection & Safeguarding***
- ***Internal NACCC Safeguarding Training***



Our Team

Trustees and Management Committee Members

Chantal Patel

Chair/Trustee/Safeguarding Lead

Mair Ap Gruffyd

Vice Chair/Trustee/
Welsh Language Lead

David Barton

Trustee/ Training Lead

Fun Wong

Trustee/Fundraising Lead

Brian Clements

Trustee

Ray Singh

Manager/Coordinator & Training Lead

Lane Read

Deputy Coordinator

Volunteer Coordinator

Secretary

Resna Begum

Assistant Coordinator (Bookkeeper)
Equality & Diversity Lead

Dan Perrin

Accountant

Roy Allen (*The Handyman*)

Security/Emergency Lead

Nicola Edwards

Health & Safety Lead

Our Dedicated Volunteers/Supervisors

Ann Cooke

Kenneth Lewis

Georgina Beynon

Lesley Hall

Eileen Jones

Pat Stratton

Mary Morris

Vivienne Lewis

Layla Hoque

Elaine Thomas

Roy Peeke

Nicola Richards

Nathan Thomas

Sedef Temel

Laura Santos

Emma Jayne Phillips

Ishrat Chowdhury

Sian Sharp

SOME OF THE FEED BACKS FROM OUR SERVICE USERS

"The staff are amazing made me feel comfortable and trusting to leave my son in the Centre. Happy with everything."

Mum

"I felt it was a very safe place for the children and the staff very impartial and we were made very welcome."

Dad

"Glamorgan House were very accommodating and it was no time at all before we got our visits."

Mum

"Very happy and thankful, very professional."

Dad

"The Centre were helpful in accommodating and supporting me, despite the delays I faced in the contact commencing."

Dad

"Very impressed and thankful for all the staff."

Mum

"I would like to say a massive thank you to yourself and the whole team for all of your efforts as it will never be forgotten. Thank you for making this as easy of an experience as you could have for both me and the kids. I will always be appreciative of your services and the way it has helped the kids connect with their father was I thought I had exhausted every option."

Mum