

Parent carer participation grant - Monitoring and Reporting form 2013/14

Please read the guidance notes which explain how to complete this form. It should be returned by **29 April 2014**. See end of form for details of how to submit. Scanned and emailed submissions are accepted. If submitting original documentation, please ensure you take a copy. We accept copies of all proofs of expenditure.

Section 1 – Area

Indicate which local authority area you represent:

Area	Torbay
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Section 2 – Organisational and contact information

2.1 Provide details of the **organisation that led the parent carer participation work in 2013/14**:

Organisation	Torbay Parents Participation Forum
Contact name	Marianne Lewis
Position	Co-ordinator
Telephone	████████████████████
Address	Torbay Parent Partnership Service c/o Town Hall, Castle Circus, Torquay, TQ1 3DR
Signature	████████████████████
Date	

2.2 Provide details of the **organisation which took receipt of the grant in 2013/14 if this is different** from the organisation in 2.1. Leave blank if not applicable.

Organisation	
Contact name	
Position	
Telephone	
Address	
Signature	████████████████████
Date	

2.3 Provide **email addresses** which we can use to contact you about the grants monitoring process.

	Email address
Email for lead organisation	info@torbayppf.org.uk
Email for grant holding organisation, if different	
Other relevant contact	Marianne.lewis@torbayppf.org.uk (secretary)
Any other email	chris.sumner@torbayppf.org.uk (Chris Sumner - Chair)
Any other email	

Section 3 – Parent carer involvement

Approximately the number of parent carers who:

	Approx. number at March 2014
You have contact details for, or the number on your database, or the number asking to be kept informed about participation	350
Are on management or steering group ie actively involved in running the parent participation work, or forum	6
Represent the forum on local service working, planning, steering or task groups	4
Have contributed their experiences of services to the forum during this year eg via drop in sessions, surveys, consultations etc	342 (p/c responses recorded over the last year)

Do you have any comments to make about how your forum consults with parent carers?

We held 3 events this year which provided face to face opportunities for parent/carers to contribute and always welcome additional contributions via our website and email. Alongside events we have also purchased surveymonkey this year to increase the opportunities for wider consultation/participation which we have already used effectively for EHC survey and Ofsted evaluation.

Section 4 – Wider communication

The approximate number of people with whom the forum can communicate, if applicable or known.

	Indicate yes or no	Approx. number of users at March 2014 if known
Does the forum have a website?	Yes / No	623
Is the forum on Facebook?	Yes / No	46

Des the forum use other modes of communication eg Twitter	Yes / No	However Emails newsletters etc. are used
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Section 5 – Planned and actual expenditure

5.1 Have you **significantly** altered your planned activity and spend throughout the year? *(delete as appropriate)* Yes

5.2 If yes, did you agree a variation of grant spend with your PCP Advisor? *(delete as appropriate)* Yes

5.3 Complete this table to show how you had planned to spend the full £10,000 (from your 2013/14 grant application) in the first two columns. Complete how the grant was actually spent in the third. Enter £0 for those items/activities which did not happen. Reference each item/activity with a proof of expenditure in the last column.

Item/Activity	Planned spend (from 2012-13 application form)	Actual spend (enter £0 if item/activity did not happen)	Proof of Expenditure (see notes below)
<i>Example: Spring 2013 conference</i>	£2,400	£2,870	<i>Items 1, 7, 12, 13, 22 and 24.</i>
<i>Example: Participation training</i>	£500	£0	-
<u>Events</u> Aug 2013 - Fair Event £2000 (only £350 spent as far more donated freely than anticipated inc. parking for attendees) Nov 2013 - SEND reforms Event £3000 March 2013 - SEND reforms follow-up Event £1000+ £2500 (from additional allocation of discretionary grant top-up) =£3500	£4350 + £2500 = £6850	£6754.54	C1, C2 x2 (CR), C3, C7, C17, C29 X2 (CR), C30 X2 (CR), C34, C35, In 3, In 5, In 8, In 10, In 13, Pc 1 & Pc 2
<u>Parent/Carer Expenses</u> including regular SG meetings, event planning, stakeholder meetings, regional and national meeting attendance etc.	£3500	Travel £1171.25 Childcare £1240.00 Other £471.11	Travel - C6, C8, C15, C19, C24 X2 (CR), C25 X2 (CR), C26, C28 X2 (CR), C31, C32 X2 (CR), C33, C36, C37, C38, C40, C42, C43, C44, C46 Childcare - C5, C20, C21, C22, C23, C27, C28 X2 (CR), C33, C36, C38,

		=£2882.36	C44, C45 Other - C14, C16, C18 X2 (CR), C25 X2 (CR), C32, C37 X3(CR), C46, In 1, In 6, In 11 & In 14
Room Hire <i>Room hire, meeting expenses, refreshments</i>	£500	Room hire £333.50	C4, C39, In 4 & In 7
Website <i>Website developments to make it more informative and interactive (Domain and accessibility tool)</i>	£200	Web £455.00	C11, C37 & In 2
Publicity <i>Postage £150 (far more distributed by others at their cost than anticipated and NB event postage has now been included in event costs, but that can be split out per event if required)</i> <i>Printing £350 (re-printed leaflets, business cards, letter template, bulletins etc. - NB event printing has now been included in event costs, but that can be split out per event if required)</i>	£ 500	Publicity £709.00 Postage £397.60 Printing (inc stationary) £346.86 = £1453.46	Publicity - C1, C3 x2(CR), C12, C43 & In 12 Postage - C9 x3(CR), C10 Stationary & printing - C6, C7, C9 x2(CR), C13 x2(CR), C36, C41, C42, C45, C46 x3(CR) & In 9
Training <i>Sourcing and providing relevant training for parents to carry out organisational roles (training was provided free by CaF and travel and expenses were claimed under parent/carer expenses)</i>	£450	£0	
TOTAL	£12,500	Total must be entered HERE	£ 11,878.86

Key for proof of expenditure:

C represents Claim number

(CR) represents composite receipts where one receipt covered more than one item on the expenses claim sheet

In represents Invoice number

Pc represents petty cash number

Section 6 – Outputs and outcomes

You completed outputs and outcomes in the 2013/14 grant application form and should refer to these when you are completing this section.

6.1 Outputs from grant spend

Outputs are activities, services and facilities you needed to deliver to achieve an outcome. Describe the main outputs from your grant spend in 2013/14.

Organisational outputs

We have:

- created and adopted revised/new constitution, action plan and policy documents all of which were then be published on our website, however, due to having used templates from the CaF website which we have since discovered were 'not fit for purpose' have removed the documents from the website and are having to revisit this.
- created and adopted an equal partner collaborative working agreement between PPF and PPS with clear similarities and differences as well as the ways in which we will be working together in order to benefit SEND children and their families within Torbay.
- created a new workable strategic participation model with all stakeholders and for all stakeholders to have signed up to the model including the local authority, healthwatch, CCG, and relevant third sector organisations who deliver services for SEND, however there is room for improvement in getting services to consistently apply the model.

Support, Training & development outputs

We have:

- created a new workable strategic participation model with all stakeholder which they have actively sign up to ensure practical and sustainable participation, however there is room for improvement in all services systematically applying this model.
- provided 'in-house' training for steering group members on website administration and 2 members also have gained skills to use surveymonkey. Both the secretary and Chair of our forum attended the leadership and development course in London provided by CaF.
- continued to provide travel and childcare expenses to any of our members who wish to access any training and event attendance and continue to offer the same support to those members who are willing to attend LA/Health meetings, steering groups and working parties.

Increasing Engagement outputs

We have:

- Increase knowledge to families about what the Torbay Parents Participation Forums is currently doing and has done previously, through the website and posted information, Bulletins and email updates.

- created a new presence of the PPF on Facebook
- been making parent/carers aware of the SEND reforms (SEND event), changes being made in Torbay from the SEND Reforms and make them aware of how to participate in Torbay's changes (Co-Production event).
- Developed a closer working relationship with LA and focus groups, events and surveymonkey (EHC survey)
- Co-worked with Torbay Council commissioners to review services that are relevant to SEND families (e.g Parent Partnership Service, SEN changes)
- increased the forum membership by nearly 100 and the number of parents/carers attending events has also risen.
- participated in the creation of Torbay's Local Offer, by having a steering group member on the LA Local Offer focus group and a facilitated workshop on the Local Offer within our Co-Production event
- begun participation within transition through to adult services, by having a steering group member on the LA Transitions focus group, by presentations about transition at our SEND event and a facilitated workshop on Transitions within our Co-Production event

Events outputs

- August 2013 – Organised Fair Play Day - this was a closed 'Fun Fair' session for SEND children which provided an excellent opportunity for recruiting new members to the forum and promoting participation as the invite circulation reached across all parents/carers of disabled children/young people known to several organisations (including the Local Authority, local Special Schools and local Special Collages). By managing the entrance to this dedicated closed session to the fair for qualifying children with SEN and/or disabilities it ensured that all attendees are aware of the existence of the forum, gave the forum an opportunity to check registered members' details were up to date, gave others the opportunity to join the forum and gave the forum an opportunity to collect information about current issues of concern about services as a market of stalls from local services was included within the Fairground for this event.
- Nov 2013 - Organised SEND event - this was organised to inform parents/carers of the SEND reforms and for the forum to be able to collect responses to the DfE Code of Practice consultation. We managed to get a Key note Speaker from CDC to explain both the reforms and the Code of Practice and had a range of other speakers (health, housing, employment, benefits, etc) to be able to give parents a snapshot of the current local situation and preparation for transition services.
- March 2014 - Co-Production event - this was organised as a follow-up from the SEND event as a result of feedback from members and included a range of facilitated workshops (EHC plans, Local Offer, Access to Social care disability team, person centred planning, Transport, Transition & Personal Budgets in health)

6.2 Outcomes from grant spend

Outcomes are the changes that came about as a direct result of your work. Describe the main outcomes you achieved in 2013/14.

Outcomes from grant spend

Organisational outcomes

We have:

- been attempting to make the forum more democratic, transparent and sustainable, however new policy and procedure documents are still a work in progress.
- created and publicised a collaborative working agreement between PPF and PPS (Parent Partnership Service) in Torbay, in order to ensure we work effectively together towards shared aims and that we systematically signpost parents to relevant services / organisations from either point of contact.
- purchased surveymonkey to use as a more effective way of consulting with our wider membership

Support, Training & development outcomes

We have:

- created a new workable strategic participation model with all stakeholder which they have actively sign up to ensure practical and sustainable participation, however there is room for improvement in all services systematically applying this model.
- provided 'in-house' training for steering group members on website administration and 2 members also have gained skills to use surveymonkey. Both the secretary and Chair of our forum attended the leadership and development course in London provided by CaF.
- continued to provide travel and childcare expenses to any of our members who wish to access any training and event attendance and continue to offer the same support to those members who are willing to attend LA/Health meetings, steering groups and working parties.

Increasing Engagement outcomes

We have:

- Increase knowledge to families about what the Torbay Parents Participation Forums is currently doing and has done previously, through the website and posted information, Bulletins and email updates.
- created a new presence of the PPF on Facebook
- been making parent/carers aware of the SEND reforms (SEND event), changes being made in Torbay from the SEND Reforms and make them aware of how to participate in Torbay's changes (Co-Production event).
- Developed a closer working relationship with LA and focus groups, events and surveymonkey (EHC survey)
- Co-worked with Torbay Council commissioners to review services that are relevant to SEND families (e.g Parent Partnership Service, SEN changes)
- increased the forum membership by nearly 100 and the number of parents/carers attending events has also risen.
- participated in the creation of Torbay's Local Offer, by having a steering group member on the LA Local Offer focus group and a facilitated workshop on the Local Offer within our Co-Production event
- begun participation within transition through to adult services, by having a steering group member on the LA Transitions focus group, by presentations about transition

at our SEND event and a facilitated workshop on Transitions within our Co-Production event

- participated in the Ofsted inspection of the LA progress in implementation of the SEND reforms (surveyMonkey used to gain wide feedback from members in addition to an opportunity for members to meet with the inspector)

Events outcomes

We ran 3 highly successful events increased during the year allowing more parent/carers the opportunity to voice their views and to be consulted with:

- August 2013 - Fair Play Day - approx 350 attendees (mixed parents and children) had free access to the fun fair within which there was a marketplace of consultation/participation stalls from local services.
- Nov 2013 - SEND event - 122 attendees (103 parents / 19 professionals) which produced over 180 individual responses which were incorporated within our DfE response to the Code of Practice consultation.
- March 2014 - Co-Production event - approx 90 attendees which was a mix of parents and professionals but over 50% parents.

Section 7 – Engaging with parent carers and other groups

7.1 In all our communities, there are some groups whose voice is seldom heard, but whose contribution we value and want to include. Some examples include Black and Minority Ethnic families; asylum seeking families; single sex parent families; working and non working dads; disabled parent carers. We need to understand how you are working to include their views. Can you provide us with an example of your forum's strategy or activity related to this?

Our Annual promotion/leaflet Distribution (which was carried out jointly with PPS was addressed to:

- Local voluntary organisations
- All pre-schools in Torbay
- SENCo's of all schools in Torbay
- All GP practices in Torbay
- Community resources (Libraries, Family centres, connexions offices, FIS, housing offices etc.)
- Health departments (Speech & Language therapy; Occupational therapy; Physiotherapy; Bladder and Bowel Clinic; Paediatrics; CAMHS and Sensory teams)
- And relevant LA departments including Social care (General and Disability teams); School Governors support; SEN and associated departments inc. EPS)

Invites to events throughout the year were sent widely not only to all our members but also via the LA SEN team (to cover parents/carers of Statemented children including Statemented children placed 'out of area' in our neighbouring authority); via LA Community groups liaison (to cover all local Community groups); via the LA fostering and adoption team (to cover all foster carers for whom LA has electronic contact details); via the LA disability register (DeCiDe) (to cover all parents/carers of children on their register)

and via all school SENCos given out to go into the 'book bags' of all pupils and their SEN registers.

We have also Improved access to website for visually impaired by the addition of an increased size of text application button

7.2 What have the outcomes of this been?

Known membership includes and/or events have been attended by: Minority ethnic groups, polish, aisian, same sex, disabled carers (and our chair is registered blind), foster carers, respite carers; and men (we currently have two men on the steering group).

7.3 Does your forum keep a record of details such as age, ethnicity, parents' disability, whether parents work, and other diversity issues?

Yes	
No	X

Comments

We do not currently consistently have records due to differing membership forms used although some records include this information. We aim to revisit our membership forms and review information about our current members in the near future.

7.4 Is your forum 'pan disability'? By this we mean does the membership of your forum include parent carers whose children have a wide range of different impairments, disabilities, and experiences?

Yes	X
No	

7.5 In order to demonstrate that the forum represents families whose children have a range of impairments and experiences, do you keep an annual record of your membership and steering group to evidence this?

Yes	
No	X

Comments

We do not currently consistently have records due to differing membership forms used although some records include this information. We aim to revisit our membership forms and review information about our current members in the near

future.

7.6 Is there an impairment type represented by a significantly greater number of members of your forum (for example parent carers of children with autism, parent carers of children with cerebral palsy)?

Yes	
No	X

If yes, please tell us which group this is, how you know this, and any thoughts you have about this.

The Torbay LA statistics on Statements by primary area of need are as follows:

ASD - 14%

BESD - 23%

HI - 2%

MLD - 20%

Physical - 10%

PMLD - 3%

SLD - 4%

Speech, Language and Communication - 17%

SpLD - 3%

VI - 2%

Although we do not currently consistently have records of children's primary areas of need from all forum members, we have no reason to suspect that our membership is not reflective of the local area stats.

7.7 Do you send information, and link with other groups of parent carers and organisations that support disabled children in your area?

Yes	X
No	

Section 8 – Joint working

How would you describe your forum's relationship with the following services? Please tell us if you feel things have improved, stayed the same, or deteriorated since you submitted the monitoring form for 2012/13. If applicable, provide examples of how parent carer participation has influenced a decision, policy or procedure for **each** area. See guidance notes for definitions of terms.

8.1 Education

Indicate with an 'X' which term best applies.

No working relationship	
Information	
Consultation	
Participation	
Co-production	X
Other (please describe)	

Describe who in education you are working with, and where possible provide examples of how parent carer participation has influenced a decision, policy or procedure:

Excellent involvement with SEND implementation manager and SEN services manager. Invitation and involvement in all strands of local implementation focus groups. Support from the LA with: EHC survey which pre-empted drafting of the Torbay EHC template; and Co-Production event where they facilitated workshops on EHC plan, Local Offer & Home to school transport.

8.2 Social Care

Indicate with an 'X' which term best applies.

No working relationship	
Information	
Consultation	
Participation	
Co-production	
Other (please describe)	X

Describe who in social care you are working with, and where possible provide examples of how parent carer participation has influenced a decision, policy or procedure:

Difficulties faced with systematic Social Care involvement due to reorganisation within the LA and changes of staff. LA Disability team facilitated a workshop at our Co-production event. Strong links with DeCiDe (Torbay's children's disability register), who assist in distributing invites to events and always have a stand at events.

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8.3 Health

Indicate with an 'X' which term best applies.

No working relationship	
Information	
Consultation	
Participation	
Co-production	
Other (please describe)	X

Describe who in health you are working with, and where possible provide examples of how parent carer participation has influenced a decision, policy or procedure:

<p>Involvement with the CCG in using previous PPF survey results in relation to continence product and service satisfaction to assist in creation of Continence tender, and involvement throughout the tendering process.</p> <p>CCG involvement in events (CCG stand at Fair play event & SEND event, CCG transition speakers (about both children and adult services) at SEND event & CCG facilitated a transitions/personal budgets workshop at Co-production event).</p> <p>2 PPF Steering group members were invited and involved in the local CCG equality and diversity working parties</p>
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8.4 Short Breaks Services Statement

Every local authority is now required to have produced a Short Breaks Services Statement. The regulations state that local authorities must have regard to views of parent carers in their area when preparing and revising the Short Breaks Services Statement.

Please indicate how much involvement your forum has had in developing and reviewing your local area's Short Breaks Services Statement. Indicate with an 'X' which term best applies.

We have not seen the statement for our area	
We had no involvement in its development or review	
We were consulted about the statement but have had no further involvement	X this appears to have not been formally reviewed since creation and publication in 2011/2012
We were consulted about the statement and have been involved in its review	

We actively participated in considering what should be in the statement and its review	
We co-produced the statement with the local authority, and were partners in developing, producing and reviewing the statement	

8.5 SEND Reform and Legislative changes

What involvement have your forum had with at the local level with health, education or social care in relation to the Governments proposed Special Educational Needs and Disability (SEND) reform and legislative changes? Please indicate if your forum has been part of any process or service reviews relating to the proposed changes.

Members of the PPF Steering Group have been invited and actively been a part of all LA and CCG focus groups in relation to the proposed changes and as a result the PPF with support from PPS, the LA and CCG has undertaken the following activities to inform, engage and consult with parents / carers in relation to SEND reforms 2014.

October 2013

PPF News Bulletin - Sent out electronically or by post to all PPF members by PPF and posted on PPF website

October 2013

Invite letter for SEND Event - Sent out electronically or by post to all PPF members by PPF and Sent out to all parents / carers of children who currently had a Statement of SEN via the Torbay LA SEN team

October 2013

PPF SEND Event Poster - Taken by hand by PPF members to all schools in Torbay requesting it to be sent out in children's book bags for all children on their SEN register

November 2013

SEND Event - Attended by 122 people (103 parents / 19 professionals) - Event feedback survey posted on PPF website subsequently

December 2013

DFE CoP response compiled and sent - over 180 individual responses from members were incorporated within our DfE response to the Code of Practice consultation which is posted on PPF website subsequently

February 2014

EHC survey compiled and live - Link to survey sent to all PPF members for whom we have electronic details by PPF and sent to all relevant professionals via Torbay LA and also accessible via PPF website

February 2014

EHC survey results - Presented to the LA team drafting the new Torbay ECH template and posted on PPF website

February 2014

PPF News Bulletin - Sent out electronically or by post to all PPF members by PPF and posted on PPF website

February 2014

Co-Production Event invite letter - sent out electronically or by post to all PPF members by PPF; sent out to all parents / carers of children who currently had a Statement of SEN but attended out of area schools via the Torbay LA SEN team and; taken by hand by PPF members to all schools in Torbay requesting it to be sent out in children's book bags for all children on their SEN register

March 2014

Co-production Event - Attendee numbers currently unavailable (approx 90 -a mix of parents and professionals but over 50% parents)

March 2014

Ofsted questions survey and invite - 40 respondents - feedback also sent to LA and posted on PPF website

8.6 Local Offer

Local authorities will be required to set out a Local Offer of the services available to children, young people and their families. This will cover services that are normally available to children and young people who have disabilities or special educational needs, and will provide details of how to apply for more specialist support. The stated aim is to allow parents and pupils to make informed decisions based on clear and consistent information, and so to improve satisfaction with the local authority and reduce disputes.

To your knowledge, has your local area begun to work on developing your Local Offer?

Yes	X
No	

If you are aware that work has begun on this, please indicate if your forum has been involved in developing your area's Local Offer. Indicate with an 'X' which term best applies.

We have not been involved in plans to develop the Local Offer	
We are being consulted about the proposed Local Offer but have no active involvement in it's development	
We are actively participating in considering what should be in the Local Offer	X
We are co-producing the Local Offer with all relevant parties	

8.7 **Only complete this answer if you are a Pathfinder area.** What have been the key impacts on your forum of being in a Pathfinder area?

N/A

Section 9 – Regional network meetings

Do members of your forum regularly attend the regional network meetings?

Yes	X
No	

If no, please tell us why:

N/A - this year there has been at least one rep at every regional meeting

Section 10 – Greatest achievements and challenges from 2013/14

What were your forum's greatest achievements in 2013/14?

All 3 events run this year were well attended and had good feedback:

- Fair play Day - this was the first time this event was entirely organised and run by the PPF & the first time this event had been used as a method of consultation/participation with a market of stalls by local services to enable this to happen.
- SEND Event - keynote speaker from CDC created a higher level of interest and involvement than ever before or since to date
- Co-production Event - full support from the LA - LA and Health facilitated workshops in relevant areas of reforms

Increased membership and promotion - particularly to parents/carers of children with SEND but not Statemented by managing to get school SENCo's to agree to distribute event invites to all parents/carers of children on their SEN registers

Increased active role of wider membership via surveymonkey - see outputs above

What were the greatest challenges you faced in 2013/14?

Being democratic and transparent - this requires a higher level of administration than is currently available

Creating a sustainable structure, with the forum having its own identity not dependent on any particular people involved

Managing disagreements and personal clashes

Section 11 – Satisfaction levels

Contact a Family are keen to know how you feel about the support that has been available to you. Please answer the following questions on a scale of 1-4:

	Very Dissatisfied (1)	Dissatisfied (2)	Satisfied (3)	Very Satisfied (4)
Q1. The contact I have had with my regional Parent Carer Participation Advisor			X	
Q2. How my enquiries about the grant process have been dealt with				X
Q3 How I was kept informed of the progress of our grant application				X
Q4. How my enquiries with other members of the parent carer participation team (not the grant or Advisor) have been dealt with <i>leave blank if n/a</i>				
Q5. How satisfied have you been with regular communications (including the joint bulletins produced with the NNPCF) sent or available from the parent carer participation team			X	

Comments

We have come across issues relating to information provided on the CaF website - some policy document templates 'not fit for purpose'

Suggestions for improvements

It would be useful if CaF had approved standard templates of policy documents ready for adoption by forums on their website

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To assist us with reviewing our own organisational outcomes at Contact a Family we would be grateful if you would also complete the following. This is not a mandatory part of the monitoring form so there is no requirement for you to complete this section, but it would help us at Contact a Family if you choose to do so.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
We feel informed about how our forum can get the support we need					
We feel more confident about how to manage situations in relation to parent carer participation and the forum					
We feel that we are able to ensure that our voices are heard about the issues that matter to us, and improving services for our children					
We know where to go to get more help and assistance in relation to parent carer participation and grants					

Thank you for completing this section

Monitoring and reporting forms and the supporting proofs of expenditure should be submitted by **29 April 2014**, either electronically or by post. Please note **you do not need to submit original documentation**.

Electronic submissions

Scanned versions of the form (including digital or scanned signatures) and proofs of expenditure are acceptable and should be emailed to kate.johnstone@cafamily.org.uk

If you submit the form and proofs of expenditure electronically, it is on the understanding that you have retained the original documentation, and that you can make these available if the Department for Education (DfE) request an audit in your area.

Posted submissions

You can choose to post either the original proofs of expenditure, or copies. However if you submit original documentation we strongly advise that you take a copy. If you submit copies, it is on the understanding that you have retained the original documentation, and that you can make these available if the Department for Education (DfE) request an audit in your area.

We also recommend if you post your form and proofs of expenditure that you do so by special delivery to guarantee delivery. This is due to the number of submissions which have been lost in the post in previous years.

Posted submissions should be sent to:

**Kate Johnstone
Programme Officer
Contact a Family
209 – 211 City Road
LONDON EC1V 1JN**

