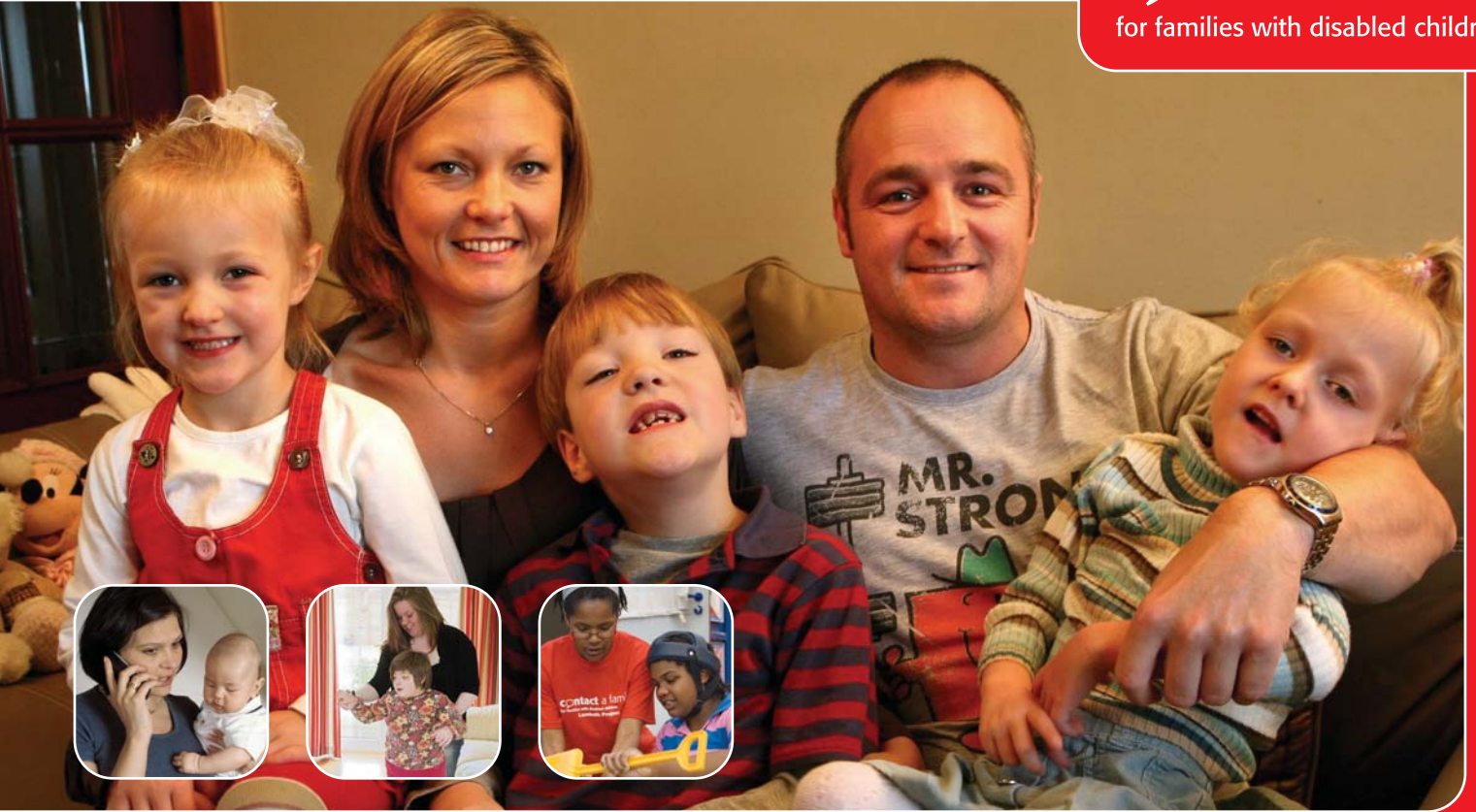


**contact** a family  
for families with disabled children



**Review 2008**

Incorporating **The Lady Hoare Trust**

## Transforming lives

Across the UK, a child is born or diagnosed with a severe disability every 25 minutes. Contact a Family works to transform the lives of families with disabled children.



In 2007/08 we reached over 300,000 families with disabled children

### A message from Rosey and Srabani

No matter what a child's disability, families report the same kinds of issues and difficulties. Learning that your child has a disability or serious health condition can be a stressful time. Most parents describe long periods of feeling isolated and not knowing where to turn for support. Getting in contact with other parents is a vital source of mutual support, and learning from those who've been through similar challenges can make a real difference to parents' lives.

Again and again our staff, helpline advisers and volunteers hear from parents that getting help is like fighting one battle after another. And the first battle is just finding information about what help there is. That's why our advice and information services – a confidential freephone helpline, online services, local offices, parent volunteers and family workers around the country – are vital. And why we continue to bring families together through support groups and our one-2-one linking service.

This has been a fantastic year for Contact a Family; for two important reasons. Over the year we reached over 300,000 families. And as a lead partner in the *Every Disabled Child Matters* campaign, and through our direct lobbying of government, we made significant headway in putting disabled children and their families high on the political agenda. We were pleased to welcome additional funding allocated to local authorities and primary care trusts for disabled children's services. We also saw the first steps of *Aiming High for Disabled Children*, a government programme which promises to transform parents and disabled children's experiences of services in England.

But we know there is still much to do to ensure families with disabled children get the services they deserve. That's why next year we plan to become even more of a force for change, and will continue to campaign for a better deal for families. And that's why our aim is to reach every family with a disabled child in the UK.

Help us transform the lives of families with disabled children and support Contact a Family today.



**Rosey Foster**  
Chair



**Srabani Sen**  
Chief Executive

*"We have a beautiful daughter of whom we are very proud. She has helped to change our lives for the better. Almost two years ago the outlook was bleak and uncertain but we now know what road we are taking and we are all living with disability together."*

## About families with disabled children

- In the UK, there are 770,000 disabled children under the age of 16. That equates to one child in 20
- 99% of disabled children live at home and are supported by their families
- Disabled children are more likely to live in poverty
- Only 16% of mothers with disabled children work, compared to 61% of other mothers
- It costs up to three times as much to raise a disabled child, as it does to raise a child without disabilities
- Only 8% of families get care services from their local authority
- Pupils with SEN are nine times more likely to be expelled than their peers

# Campaigning for change

Because there is a real shortage of good services, basic everyday tasks like getting around on public transport, taking children to school and going to work present enormous challenges for families with disabled children. For some, short breaks from caring can make the difference between coping and reaching breaking point.

Contact a Family campaigns for improved rights and services for families with disabled children.

## Putting disabled children and their families on the policy agenda

Contact a Family was instrumental in putting disabled children on the policy agenda in England through its work with the *Every Disabled Child Matters* campaign ([www.edcm.org.uk](http://www.edcm.org.uk)), in Scotland through *For Scotland's Disabled Children* and in Wales through *Disabled Children Matter Wales* ([www.dcmw.org.uk](http://www.dcmw.org.uk)).



## Persuading government to increase spending on services for families in England

The year 2007/8 was dominated by work arising from the English government's *'Aiming High for Disabled Children'* programme. The programme means that from 2008 to 2011, the government will invest £430million in services for disabled children, with the lion's share, £370m, being spent to ensure that families who have children with severe disabilities are able to have vital short breaks from caring, and that disabled children are able to access positive new experiences. Additional money for primary care trusts for short break services has been added to their baseline budgets. The package also includes new funding to pilot accessible childcare and improve support at transition from child to adult services.

**As a lead partner in the *Every Disabled Child Matters* campaign we successfully lobbied government to invest an additional £430m of funding in services for families with disabled children**

## **New rights to short breaks**

The government has also agreed to make providing short breaks a duty on councils in England and Wales from 2011.

## **Representing parent carers in the new carers strategy**

Contact a Family was actively involved in shaping the review of the government's new Carers Strategy, making sure that the needs of parents were represented in the final document.

## **Raising awareness**

Throughout the year we ran several press campaigns. For example, we carried out an online survey about the affects of winter on almost 400 families across the UK with a disabled child. We used the results of the survey to raise awareness of the help available to families and to lobby the government for additional entitlements.

## **Early campaign success in Scotland**

In Scotland we are a lead partner in the campaign *For Scotland's Disabled Children* (FSDC). Last year the campaign secured meetings with the First Minister Alex Salmond who made a range of commitments – putting disabled children and their families higher up the political agenda in Scotland. This included securing the campaign's involvement in monitoring the National Performance Framework operating in local authorities across Scotland.

## **High profile in Wales**

In Wales Contact a Family is a lead partner in the *Disabled Children Matters Wales* (DCMW) campaign. As part of this campaign our team in Wales has been very involved in ministerial meetings, press briefings and campaigning work with other voluntary sector colleagues. This work has raised the political temperature in Wales as far as disabled children and their families are concerned.

An early result was the Welsh Assembly announcement of an extra £1million for inclusive play, £1million for early years support materials and a further £225,000 to improve access for families of disabled children to cultural and leisure events.

*"I know that Contact a Family offers a vital lifeline to many parents of disabled children. I also value their expertise as we roll out our Aiming High for Disabled Children programme. Contact a Family has championed the role of parents in shaping local services and they are helping us to develop a strong network of parent's forums and groups across the country."*

**Ed Balls, Secretary of State for Children Schools and Families**

# Reducing isolation

Intensive caring, and a lack of contact with others in the same situation, can mean parents feel isolated and struggle to cope.

## Fun days out

Last year we ran events, workshops, outings and fun days out for 11,000 families with disabled children. Activities this year have included: swimming, cinema trips, pottery, picnics in the park and more adventurous outdoor activities.

## Bringing families together

By the end of the year over 5,400 families had joined our social networking site, makingcontact.org and are using this daily to link with others caring for a disabled child.

## Supporting parent groups

Local parent support groups are a key source of local information and support for families. Our Local Groups Network and Group Action Pack guides give information on a wide variety of topics associated with running a parent support group. During the year we developed new guides for groups including – *Reaching out to black and minority ethnic families* and *Reaching out to fathers*.



## Local volunteer network celebrates 10 years of supporting parents

Parents often value speaking to another parent who faces similar issues and understands the impact that caring for a disabled child has on a family. Last year we celebrated the 10th anniversary of our Volunteer Parent Representatives service. Through our network of volunteer parents we are able to reach families at a local level.

## Reaching Traveller and BME communities in NI

Our Northern Ireland office took part in a 10 week project with the Southern Health and Social Services Trust in Northern Ireland, reaching out to Traveller and BME families. It was a great success helping us to raise the profile of Contact a Family, encourage benefit take up and access to services, and reduce the isolation of these families.

**We ran events, workshops, outings and fun days out for 11,000 families with disabled children**

## Giving families a much needed break

Many of our local offices run annual holidays for families with disabled children. For example, in Southall, our local project organised a five day holiday for families at Butlins – with almost 100 parents and children coming along.

## New parent befriending scheme in West Mids

In the West Midlands we worked with Link-Upp Birmingham, a network of parent groups, to set up a parent-to-parent befriending scheme. Nine parent volunteers were recruited and attended a 10-week training programme. The scheme was launched with a picnic in the park for parents and a range of fun activities for the children.

*“By doing this course I have gained confidence, I can sit in a group and talk about my family and my feelings. I have learnt how to listen to others and ask questions.”*

## Hassan’s mum

I have had continued support and friendship from Contact a Family since I was referred by a health professional because my son Hassan has complex special needs. I needed help claiming Disability Living Allowance and was telephoned by Contact a Family’s office in my local area and given an appointment the following week.

I am from Somalia and the local office has a Family Support Worker who deals specifically with minority ethnic families. She has always been very understanding, supportive and ready to listen. During the appointment she helped me fill out the DLA form and we now receive high rate mobility and care which has made a big difference to the family income.

The same Family Support Worker has also helped me applying for a grant from another charitable organisation. Hassan’s condition means that he has many allergies. I applied for money to pay for a special mattress and bedding from the Family Fund, which was successful. The new bedding improved Hassan’s health and well-being.



But it is not just the help I have received from Contact a Family that has been so important, it is also the companionship. I feel that I can phone up for a chat when I am feeling a bit low. Since my initial visit to Contact a Family I have become more involved with the organisation, attending some of the parent meetings at the local office. It is a great source of comfort and friendship to be able to meet with and talk to other parents who are in a similar situation. My family also enjoyed a day trip to the London Eye during the summer, organised by the local Contact a Family office. It was the first day we had been out as a family for many months and we had a really fun day, meeting other families and being together.

## Reducing poverty

Combining work and care for many families with a disabled child is just not possible. This, alongside the many extra costs that come with raising a severely disabled child, means they are at a greater risk of living in poverty.



We helped families claim £9m in benefits in 2007/08

### Helping find 30,000 families who were missing out on tax credits

We worked closely with Her Majesty's Revenue and Customs (HMRC) to try to resolve a particular problem with Tax Credits for families with disabled children. As a result 30,000 families will receive additional payments – and some will receive backdating worth thousands of pounds.

### Maximising families' incomes

Thanks to funding from the *True Colours Trust* we were able to continue with our successful take-up campaign Pounds for Parents. As a result of significant media coverage for the campaign our specialist welfare rights service, helpline and offices helped families with disabled children claim £9m in benefits and other financial help.

### Helping families struggling with debt

Families with disabled children report higher levels of debt than other families. Last year Contact a Family joined up with Citizens Advice to refer families to specialist debt advice projects around the country. Also, our helpline advisers advise on debt issues, and facilitated money advice and benefits workshops for families around the country.

### Practical help claiming benefits

The benefits system is very complicated and the forms are often off-putting and difficult to complete. Our family support workers and staff around the country helped parents with disabled children to complete benefit forms and other applications for financial help.

### Parent guides

Contact a Family produced and distributed a range of parent guides to benefits, tax credits and other sources of financial help – helping families get the money they are entitled to and desperately need.

## Helping families stay warm and healthy

We ran a campaign to highlight the difficulties families with disabled children face in winter – keeping warm and the impact on their child’s health when the weather is cold – and promote existing help to insulate homes and reduce or meet higher fuel bills. The government has since announced a range of measures to tackle fuel poverty, many of which will directly benefit families with disabled children.

## Drop in sessions

In the West Midlands staff ran weekly drop in sessions at Birmingham Children’s Service helping families find out about and claim benefits and grants available to them. In Southwark we organised drop in sessions for Latino and Spanish families in the area. Many of our other offices and family workers ran similar drop in sessions in local venues around the country.

## Alfie’s mum

Contact a Family was the first to help and understand me. Before that I felt very much in the dark and alone. My son Alfie has Down’s Syndrome and I first telephoned the Contact a Family helpline to ask about claiming Disability Living Allowance for him. It was like a breath of fresh air talking to the adviser who immediately understood all of my issues.

I was put in touch with a local Contact a Family, Family Support Worker, who visited me in my home. I was overwhelmed by the Disability Living Allowance form, but the Family Support Worker spent three hours with me helping me to focus on the relevant points to ensure my claim was successful. She was so warm, kind, supportive, friendly and helpful. I didn’t feel that she was trying to rush off, instead she stayed with me until I had completed the form and even had time to chat through other issues I was experiencing.

Thanks to the information she gave me, I found a childminder from a local service I didn’t know existed. This gives me a break from Alfie and time to recharge my batteries.



Another concern I raised was the lack of nearby play facilities for Alfie to enjoy. Again the Family Support Worker proved to be a fountain of local knowledge and told me about a local play den suitable for children with additional needs.

I can’t speak highly enough of the support I received from Contact a Family. I am still feeling the benefits, after just qualifying for Carer’s Allowance following receipt of Alfie’s Disability Living Allowance.

## Providing the support families need

What little help is available to families with disabled children often goes unclaimed for years – because no one thought to tell them about it. Without support in place from the outset – from the very first day they learn their child is disabled – some families will reach breaking point.



Our staff and volunteers dealt with nearly 24,000 enquiries, helping families get the support and services they were entitled to

## A phone call away

During 2008 our national freephone helpline, staff and volunteers dealt with nearly 24,000 enquiries. Our helpline advisers respond to a whole range of enquiries from parents and other family members. They give detailed information about disabilities and conditions affecting children, and offer expert help on all aspects of disability through to advice about special educational needs, and getting help from children's services.

## Face-to-face work with families

Our family support workers carried out 600 home visits across the UK, supporting families who need on-going help or have reached a crisis point. Also, we continued to do outreach events at Great Ormond Street Hospital and other sites around the country.

## Empowering parents

Through our workshops and family events we helped 7,669 parents and 3,578 children. Our range of workshops for parents included: building confidence and self esteem, supporting siblings, managing challenging behaviour, transition to adulthood, puberty and sexuality, and negotiation skills.

*"The extra money's made a huge difference. Before, I was managing on about £100 a week, and after paying for groceries and bills there wasn't much left. Now I've bought a trampoline, slide & swing for my son to help him strengthen his muscles, he's booked in for some hydrotherapy sessions – and we can just do more things as a family."*

Parent who got help from our specialist benefits advice service.

Many of our offices also ran in-depth training courses for parents, for example in Lewisham we ran a nine month British Sign Language course for parents.

## Information on any issue

Last year our websites had 3.5m visitors, and we distributed over 110,000 parent guides covering a wide range of support and rights for families with disabled children.

## Information for dads

We launched *'Different Dads: Fathers' Stories of Parenting Disabled Children'* – the first ever book for and about UK fathers of disabled children. It was published by Jessica Kingsley Publishers and has a Foreword by Rt. Hon. David Cameron MP.

# Supporting best practice

Ensuring families with disabled children get the support and services they need isn't just about additional resources. It's also about how professionals from both mainstream and specialist services work with families.

This section touches on just some of the ways Contact a Family supports best practice in working with disabled children and their families.



**Our work with professionals helps improve services for parents and disabled children**

## Supporting children's centres and family information services

Children's centres and family information services are run by local authorities. They play an important part in helping families to access local services in England. During the year we worked directly with centres across the country to ensure they had the right skills and knowledge to include disabled children and their families.

We also produced a range of briefings on the issues families face and how children's centres can help, a resource pack, and a dedicated zone on our website for professionals working in children's services.

## Giving parents a voice

During the year our work around parent participation – making sure that parents are involved in shaping the public services that they and their disabled children need – went from strength to strength. We distributed 4,104 guides on parent participation to parents and professionals. And towards the end of the year Contact a Family was successful in tendering to support the development of parents' forums across the UK, which will help parents to have their voices heard in shaping local services.

## Improving disability awareness

Challenging negative attitudes and raising awareness of disability is at the heart of our work. For example our offices in the North East and in Wandsworth delivered a series of disability awareness training events to professionals and mainstream service providers.

## Supporting professionals and students

Our library and information team deals with enquiries from professionals and students, helping them to deliver better services and research on families with disabled children. Also, our staff and volunteers gave talks at 322 meetings attended by 9,274 parents and professionals.

*"The relationship I have with my wife is like shift work. I deal with our daughter's early morning tantrums, then I go off to work exhausted. When I get home, my wife is exhausted because she's had our daughter non-stop since she came home from school, so she passes her to me."*

Father

## Supporting local implementation of Aiming High

In the North East and other parts of England we held events and conferences, working jointly with local partners and the *Every Disabled Child Matters* campaign, to ensure successful implementation of the proposals set out in Aiming High for Disabled Children.

## Research

We continue to develop an evidence base focusing on the needs of families with disabled children. This year we worked closely with the Family Fund to research transition planning for disabled young people and are working with the Social Policy Research Unit at the University of York mapping parent participation across the country.



# Governance and finance

## Our vision

Contact a Family's vision is that all families with disabled children are empowered to live the lives they choose to live, and achieve their full potential, for themselves, for the communities they live in and for society.

Contact a Family's mission and purpose is to remove the barriers imposed by society which prevent families with disabled children achieving their full potential, and to empower these families to live the lives they want to lead.

## Trustee update

Whilst we were sad to lose Dea Birkett, one of our long-standing Trustees, we are also very pleased to welcome Lynne Hill as a new Trustee.

## Thank you

Contact a Family would like to thank the individuals, companies, trusts and statutory bodies who have so generously provided funding over the past year. The following is a list of those who have contributed £5,000 or above.



<b>Total income = 4,835,481</b>		
	<b>£</b>	<b>%</b>
Central government grants	1,080,243	22
Nation government grants	220,064	5
Local government grants	1,324,909	27
European government grants	69,217	1
Big Lottery Fund	453,825	9
Charitable Trusts	853,377	18
Companies	4,962	0.5
Special events/other	280,301	6
Legacies	53,222	1
Donations from individuals	436,156	9
Rental income	4,483	0.5
Investment income	54,722	1

<b>Total expenditure = 4,945,191</b>		
	<b>£</b>	<b>%</b>
Investment in individual donor recruitment	315,614	6
Other costs of generating funds	259,410	5
Governance costs	47,910	1
Total charitable expenditure	4,236,847	86
Other costs	85,410	2

Department for Children, Schools and Families; Department of Health; Department for Trade and Industry Financial Inclusion Fund in partnership with Citizens Advice; Home Office; HM Revenue and Customs; European Union Equal Project; National Assembly for Wales; Scottish Executive; Northern Ireland Executive; London Boroughs of Ealing, Lambeth, Lewisham, Sutton and Merton; Southwark Strategic Services; Wandsworth Corporation; Southwark Children's Centres; London Councils; Luton Borough Council; local Children's Funds for Northern Ireland and Lewisham; Cornwall PCT; Cornwall County Council; SureStart; Parenting Fund; Big Lottery Fund; BBC Children in Need;

Henry Smith Charity in Wales; Northern Rock Foundation; Henry Smith's Charity; John Ellerman Foundation; True Colours Trust; City Bridge Trust; Freemasons' Grand Charity; Constance Green Foundation; Four Acre Trust; Charles Dunstone Trust; Childwick Trust; Baily Thomas Charitable Fund; Maureen Lillian Charitable Trust; EDCM Wales; ScottishPower Energy People Trust; Waterside Trust; Vintners' Company Charity; Eveson Charitable Trust; Peacock Charitable Trust; P F Charitable Trust; GUS Trust; Florence Shute Millennium Trust; Lloyds TSB Foundation for Northern Ireland; Lloyds TSB Foundation for Scotland; Michael Cornish Charitable Trust; Morgan Foundation; Sherborne Castle Country Fair

## Summarised statement of Financial Activities for the year ended 31 MARCH 2008

	Restricted Funds £	Unrestricted Funds £	Total £
<b>Total incoming resources</b>	<b>3,964,314</b>	<b>871,167</b>	<b>4,835,481</b>
<b>Resources expended</b>			
Cost of generating funds		575,024	575,024
<b>Charitable expenditure</b>			
Community Projects	1,554,075	44,798	1,598,873
Regional and National Development	1,212,548		1,212,548
Advice, Information and Support	1,093,351	161,455	1,254,806
Parent Participation	170,620		170,620
Total charitable expenditure	4,030,594	206,253	4,236,847
Governance costs		47,910	47,910
Other costs	85,410		
<b>Total resources expended</b>	<b>4,116,004</b>	<b>829,187</b>	<b>4,945,191</b>
<b>Net (outgoing)/incoming resources</b>	<b>-151,690</b>	<b>41,980</b>	<b>-109,710</b>
Unrealised losses on investment assets		-101,658	-101,658
<b>Net movement in funds</b>	<b>-151,690</b>	<b>-59,678</b>	<b>-211,368</b>
<b>Funds at the start of the year</b>	<b>1,728,668</b>	<b>1,201,054</b>	<b>2,929,722</b>
<b>Funds at the end of the year</b>	<b>1,576,978</b>	<b>1,141,376</b>	<b>2,718,354</b>

## Balance sheet as at 31st March 2008

	£
<b>Fixed assets</b>	
Tangible fixed assets	1,673,366
Investments	502,155
	<u>2,175,521</u>
<b>Current assets</b>	
<b>Stock</b>	
Debtors	356,584
Cash at bank and in hand	586,000
	<u>942,584</u>
<b>Creditors: amounts due within one year</b>	-357,962
<b>Net current assets</b>	584,622
<b>Total assets less current liabilities</b>	2,760,143
<b>Creditors: amounts due after one year</b>	-41,789
<b>Net assets</b>	<u>2,718,354</u>
<b>Funds:</b>	
Restricted funds	
In surplus	1,576,978
In deficit	
<b>Unrestricted funds</b>	
Designated funds	198,236
General funds	943,140
<b>Total funds</b>	<u>2,718,354</u>

### Independent auditors' statement to the trustees of Contact a Family

The summarised financial information detailed above does not constitute the statutory accounts, but a summary of information relating to both the Statement of Financial Activities and the balance sheet, and notes thereon, contained within the full financial statements. The only exception to this is an analysis of fundraising costs which is given in the Trustees Report which accompanies the financial statements.

Those financial statements have been externally audited by Sayer Vincent and an unqualified audit report was issued relating to those accounts. Those financial statements, which were approved on 26th September 2008, can be obtained, along with the Audit Report and the Trustees Report, from [www.cafamily.org.uk/accounts.html](http://www.cafamily.org.uk/accounts.html) or from our Head Office at 209-211 City Road, London EC1V 1JN. The financial statements have been submitted to the Charity Commission.

Rosey Foster Chair of Trustees

### Independent auditors' statement to the trustees of Contact a Family

We have examined the summarised financial statements of Contact a Family.

### Respective responsibilities of trustees and auditors

The trustees are responsible for preparing the summarised financial statements in accordance with the recommendations of the charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statement with the full financial statements and Trustees' Annual Report. We also read the other information contained in the Annual Review and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

### Basis of opinion

We conducted our work in accordance with Bulletin 1999/6 "The auditors' statement on the summary financial statements" issued by the Auditing Practices Board for use in the United Kingdom.

### Opinion

In our opinion the summarised financial statements are consistent with the full financial statements and the Trustees' Annual Report of Contact a Family for the year ended 31 March 2008.

Sayer Vincent Registered Auditors

31 October 2008

## Donation details:

I wish to give £ \_\_\_\_\_ to Contact a Family

I enclose a cheque made payable to 'Contact a Family'

I enclose a CAF voucher made out to 'Contact a Family'

## Please debit my:

Visa       Mastercard       CAF Charitycard

(tick as appropriate and complete card details below)

Name as it appears on card:

---

Card number: \_ \_ \_ \_ \_ \_ \_ \_ \_ \_

Expiry date: \_ \_ / \_ \_

Security number (the last 3 digits on the signature strip on the reverse of the card): \_ \_ \_

## Gift Aid declaration:

Increase your donations by almost a third at no extra cost to you!

I want Contact a Family to reclaim tax on all donations I make from the date of this declaration until I notify you otherwise. I understand I must be paying at least as much income or capital gains tax as the charity reclaims in the tax year. I confirm I am a UK taxpayer.

*giftaid it*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please ensure you have completed all boxes and return to Contact a Family in an envelope at the address on the reverse.

# Donation form

Please complete and return this form to us in an envelope if you are able to make a donation to Contact a Family:

## Your details:

Title: \_\_\_\_\_ First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Tel no: \_\_\_\_\_

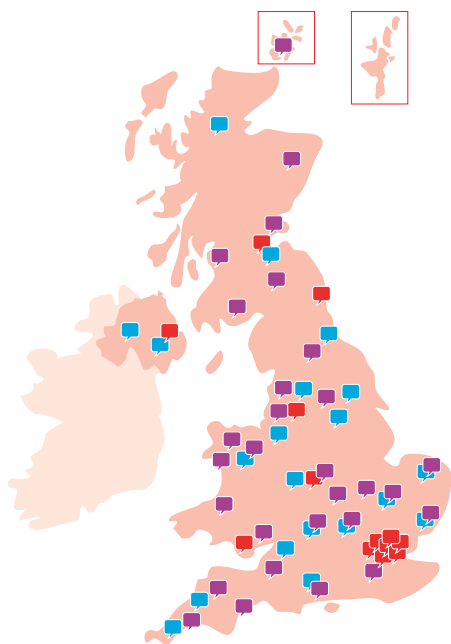
Email: \_\_\_\_\_

Please return your completed form (including the donation details overleaf) in an envelope to:

**Contact a Family**  
**FREEPOST LON8801**  
**LONDON EC1B 1EE**

Registered charity No. 284912

# About Contact a Family



## Key:

- Staffed office
- Family Worker
- Volunteer Parent Rep

[www.cafamily.org.uk](http://www.cafamily.org.uk)

## UK Office

209-211 City Road  
London EC1V 1JN  
Tel 020 7608 8700  
Fax 020 7608 8701  
[www.cafamily.org.uk](http://www.cafamily.org.uk)

## National offices:

Northern Ireland  
Scotland  
Wales/Cymru

## Regional offices:

North East England  
North West England  
West Midlands

## Local offices:

Ealing  
Lambeth  
Lewisham  
Southall  
Southwark  
Sutton and Merton  
Wandsworth

## For advice

Contact our UK freephone helpline: **0808 808 3555**  
(10am – 4pm Mon to Fri, Mon 5.30 – 7.30pm)

We can provide a translation service.

Textphone: **0808 808 3556**. Our web-based family linking service is at [www.makingcontact.org](http://www.makingcontact.org)

To find contact details for any of our offices or Reps in your area, please visit: [www.cafamily.org.uk/inyourarea](http://www.cafamily.org.uk/inyourarea) or call our helpline.

## Patrons:

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Dr Richard Smith CBE  
Claire Tomalin  
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Professor Lord Winston

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(at 31st March 2008):

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## President:

Professor Sir Al Aynsley-Green,  
*Children's Commissioner for England*