It has been a year of great achievements for Contact a Family. We are proud to say that despite the challenging environment, we have worked hard to remain robust and provide a pillar of support to families with disabled children. We have successfully ensured the continuation of our core services providing advice and information through our helpline, one-to-one support from our family workers and parent volunteers, innovative social networking sites, and parent participation work. However, there is still much to do.

We are mindful of the economic challenges that face the families of the 770,000 disabled children in the UK. In 2010 we published our report *Counting the Costs*; a survey that revealed families with disabled children are more likely to be living in poverty, with almost a quarter going without heating and one in seven going short of food. The research also showed that financial worries greatly impact on a family’s well-being, quality of life and relationships.

With funding cuts likely to have a significant impact upon public services, and proposed changes to the welfare system, it is now more than ever a time for Contact a Family to remain strong in our support and a force for change for families with disabled children. We continue to be a voice for families through our work with Every Disabled Child Matters in England, for Scotland’s Disabled Children, Disabled Children Matter Wales, and Children with Disabilities Strategic Alliance in Northern Ireland. We have also spread our influence through becoming key partners in other alliances such as Kids in the Middle and End Child Poverty.

Families with disabled children have the same hopes and dreams as other families, but are met with practical, physical and emotional challenges. Our help over the past year has enabled families with disabled children to access the right information and support to help them overcome these difficulties.

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We have pushed on with modernising the organisation with an overhaul of our information technology systems, and will continue with this work into 2011/12. We are diversifying our income streams and continue to seek new and exciting fundraising opportunities to ensure that in this climate of economic uncertainty we will continue to thrive, be efficient and build on our core services.

**Looking forward**

Although we live in a time of austerity and uncertainty in the economic landscape, we are inspired by the families with disabled children we support and the impact we make on their lives:

“**If it wasn’t for Contact a Family… I wouldn’t be the person I am today.**”

Clare Lally, mum to twins Katie and Holly

Knowing this drives us to achieve our goals of enabling families with disabled children to overcome the barriers they face; to be recognised as a force for change; to raise awareness of the issues affecting families with disabled children; and to modernise and strengthen Contact a Family, meaning we can focus on achieving the best for families with disabled children.

We’d like to thank staff, volunteers, trustees and supporters for all their hard work. Their commitment is what makes Contact a Family the successful organisation that it is today, and will continue to be in the future.

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the organisation with an overhaul of our

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“I speak from experience when
highlighting how essential
it is for any parent with a
disabled child to have a break
from daily care and to share their experiences with other parents in the same situation. It makes all the difference to have a support network and to exchange advice and concerns. It was lovely to meet the parents today and to hear how Contact a Family has been making such a difference to their lives.”

Samantha Cameron
Ella and James have two sons, George aged three and a half and Will, aged ten months. George was diagnosed when he was two weeks old with Cri Du Chat Syndrome, a very rare condition affecting one in 37,000 children. Ella said: “I remember being given a piece of paper which had “abnormal result” printed at the top. That has stayed with us. Because the condition is so rare, doctors didn’t know much about it and we were told to go home and look for information on the internet. It was hard because everything on the website is worst case scenario and very negative. We felt completely lost and in limbo until my friend told me about Contact a Family.”

“I turned up unannounced at my local office in Southwark. The team members were so welcoming – they really listened and understood. I was given time to look through the Contact a Family resources and information and then I picked out a few useful parent guides together with a team member.”

Ella was told about the forthcoming events being organised by Contact a Family Southwark and became a member. “We started attending the social events and really got to know the local team as well as some of the other mums.”

“It doesn’t matter what the disability is, parents have the same issues with their children such as behaviour, getting a statement, Disability Living Allowance (DLA). It was great to meet other families who had more than one child and led very happy lives. I took inspiration from them and we have gone on to have another son and a brother for George.”

“Contact a Family shares our passion for our disabled children. They want our children to reach their full potential just like we do.”

“Contact a Family has given me the drive and the tools to fight George’s corner and keep going with the little battles we have to get the right support for him. Practical help such as helping me fill in the DLA form, was invaluable.”

“George is a very sociable and affectionate little boy. He is non-verbal but is now learning Makaton signing. We went as a family to a Makaton workshop organised by Contact a Family which was great. George has now learnt about 40 to 50 signs which helps him to communicate, a huge step forward.”

“I feel like I am at the beginning of my journey with Contact a Family. I hope that they will continue to be involved in our lives.”

Ella Baines, GP
**ACHIEVED**

We reached a total of 341,000 UK families with disabled children in 2010/11

---

Support, advice and information

**Face to face**  
Our team of family workers provides one-to-one support to families caring for a disabled child across the UK. Key areas of work in 2010/11 included help with maximising income, accessing other sources of support and negotiating with health, social services or education, as well as delivering workshops on a wide range of issues such as behaviour management, siblings and understanding the benefits system.

**How we help**  
Amy Turner, West Midlands family worker, says: “I recently visited a family with a five year old boy who has severe haemophilia. I provided emotional support at a time when the family felt that no one understood the impact of his condition, offered advice around equipment and adaptations and assisted the family in making a successful application for reduced council tax under the disability reduction scheme. I was able to obtain funding for carpets for the family’s house and a safe playhouse for their garden.” The mum said in an e-mail:

"Thank you so much for your help. The past few months have really been life changing for us thanks to your involvement."

In London, we reached around 3,000 families in 2010/11. More than half were from black and ethnic minority communities, or other hard to reach groups, such as single parents, those living in areas of deprivation, or parents with additional needs themselves.

Through our network of local, regional and national offices, we have helped families overcome the challenges they face through our information and enquiry services and by delivering workshops and training on a wide variety of topics such as behaviour management, adolescence and puberty, education, the law and transition.

Our volunteer parent representatives are all parent carers of children with a disability or additional need. They give three hours of their free time each week to provide support and information to families with disabled children in their local area.
Online and helpline

Our freephone national helpline continues to provide a highly regarded one stop shop service for families raising disabled children, advising 10,700 families in 2010/11. Financial assistance such as claiming benefits and tax credits remained the key area callers wanted help with during the year. We estimate that our welfare rights team generated over £900,000 in extra income for families who called our helpline.

How we help

Mrs C lives with her husband and three dependent children. Her two youngest children both get Disability Living Allowance (DLA): a four year old on DLA at the middle rate for care due to an autistic spectrum disorder and a two year old who has epilepsy and global developmental delay on DLA at the high rate for care. Mrs C is in receipt of Carer’s Allowance. Mr C works, earning £18,000 pa and the family was getting Child Tax Credit of £175 pw. They paid £90pw in rent and £27 pw in Council Tax.

Advice given

- It was calculated that the family were being underpaid Child Tax Credit and recommended they claim it. They were missing out on disability and severe disability elements for their youngest child. Tax credits award subsequently increased.

Total increase in weekly income: £73.08
Arrears of approximately £1,200

As well as finances, our helpline provides advice and information on a wide variety of issues, such as accessing services, getting equipment, holidays, play and leisure, employment rights and education.

The evaluation report for 2010/11 found that following a call to our helpline 92% of parents and carers felt better informed.

Through our websites and online activities we reached 494,933 unique visitors in 2010/11. This is a significant increase from the previous year and we estimate the increase is due to higher profile media work and online activity including social media. We now have over 12,000 regular
ACHIEVED
Contact a Family’s helpline empowerment rating was 91%, and the family support service’s rating was 100% in 2010/11

Followers of our various social media sites, including Facebook, Twitter and YouTube.
We use social media to bring families together, foster networks of support and combat feelings of isolation and to provide parents with the information they need.

“Contact a Family’s online services opened up a much bigger world for me from what was a very lonely place, in terms of finding support.” Parent

Our MakingContact.org service links families, across the UK and worldwide, via a confidential email service, and the forum feature allows discussions about caring for disabled children. There were 49,781 unique visitors to MakingContact.org in 2010/11.

How we help
Andrew Caan, whose son Pierre has Ollier Disease, says: “I came across MakingContact.org five years ago and I saw there were other families registered on the site with Pierre’s condition. There were 15 families in total and I emailed four or five. Getting in touch with other parents was like being able to breathe. There had been so much stress and anxiety and it was such a relief to know that there were others out there living and coping with this condition. We made a link with a family in the USA who have a daughter with Ollier. We have now visited them in New York twice. They are such a wonderful family and we have got an enormous amount of help and support from their friendship.”

Our support and advice services are underpinned by a suite of resources and information, including parent guides, the Contact a Family Medical Directory and much more. In 2010/11 we distributed 128,011 publications and information materials to families and professionals working with them.

For more information, call us on 0808 808 3555
Through events and workshops

Through our network of London projects we held 500 events during 2010/11. These included family days, workshops, drop-ins, coffee mornings and pamper sessions, bringing families together to reduce their experience of isolation and have fun.

In the West Midlands, one of the most successful events of the year was a trip to Coventry City Football Club for dads and their children, with a tour of the ground and an opportunity to meet the players.

In the North West families enjoyed a trip to the Philharmonic Hall in Liverpool where two musicians from the Royal Philharmonic Orchestra led family music sessions.

“My child normally finds it difficult to ‘join in’ and make new friends but in this setting, astonishingly, he shared and communicated with other children throughout the day.”

Parent, North West

Across Wales we held ten film showings funded by Children in Need. The events included a creative workshop on circus skills which ran during and after the show. This provided a fun alternative to the film and enabled children to opt in and out if they got restless.

“The worry of a child crying or behaving inappropriately just wasn’t there, after I got home I realised I hadn’t been stressed and none of the other families seemed stressed either. I’m sure this rubbed off on the children. It was a real treat for the whole family.”

Parent, Wales

And in Scotland we held a special exhibition of creative artwork by disabled children and young people at the Scottish Parliament. The Brill-Art exhibition showcased the wonderful contribution disabled children and young people make to Scotland’s cultural life.

Reducing isolation

ACHIEVED

We reached 10,000 families through workshops, meetings and trips
Through local support groups
Contact a Family was founded on the mutual support that families offer one another and this service remains integral to the organisation today. Our local groups officer received over 300 enquiries from groups and helped more than 1,000 parents and professionals by giving advice and support on everything from getting a group started, to registering as a charity and on-going development.

Working with professionals
We continued our work with professionals to encourage best practice in their work with children and families.

Our children’s centre team helped improve the support offered to families with disabled children through Sure Start Children’s Centres. We worked with children’s centres to increase disability awareness and improve access for families with disabled children.

At the end of the three year project in September 2010, 62% of children’s centres were registered to our online medical directory and 1,359 children’s centres had requested our resources.

“After the practitioner workshop I now have a much better understanding about the stigma and issues families face. I feel more confident about helping families with disabled children and helping other parents not to be so worried about children that have disabilities.” Children’s Centre Practitioner, Hampshire

» ACHieved
We distributed a total of 882 resource packs to professionals during 2010/11
UK wide
We continue to be the voice of parents of disabled children to ensure that they remain a political priority and their issues and concerns are at the forefront of policy makers’ minds.

In July 2010 we published our survey and report *Counting the Costs 2010* to highlight the impact of poverty on families with disabled children in the UK. It gained considerable press coverage and a number of other organisations have quoted the research in their campaigns and communications.

In October 2010 we launched our Stop the DLA Takeaway campaign working alongside The Children’s Trust. It successfully raised the profile of an issue that affects the most vulnerable families with disabled children. The campaign caught the attention of families and MPs alike with over 1,000 people taking action to highlight the campaign and an Early Day Motion receiving the backing of 70 MPs. While the government has not agreed to change the benefits rule the campaign continues to shine a light on a very unfair system.

In England
We have strengthened our effective partnership working throughout 2010/11. We are a leading member of the Every Disabled Child Matters (EDCM) campaign and have lobbied and influenced as part of other coalitions such as the Special Educational Consortium, Kids in the Middle, End Child Poverty and the Care and Support Alliance. We have worked on policy areas including benefits legislation, parental relationships and support, Special Educational Needs and Adult Social Care Reform.

In Wales
We continued to campaign with families across Wales, as part of the Disabled Children Matter Wales (DCMW) campaign. The campaign group were successful in securing an additional £2.2 million funding per year for wheelchair services in Wales, as well as a further £3 million for families with disabled children as part of the Welsh Government’s Families First programme.

For more information, visit [www.cafamily.org.uk/campaigns](http://www.cafamily.org.uk/campaigns)
In Scotland
Contact a Family Scotland has played a key role in the first stage of the Scottish Government’s Strategic Review of Services for Disabled Children and has also been a member of the Expert Steering Group for the Self-Directed Support (Scotland) Bill.

We continued to be a leading member of the for Scotland’s Disabled Children (fSDC) coalition and manage the Liaison Project. In 2010/11 the Liaison Project developed Setting the Scene, an online tool which collates all available information from a variety of sources about disabled children by local authority area.

In Northern Ireland
Contact a Family Northern Ireland continued to campaign as part of the Children with Disabilities Strategic Alliance (CDSA) on issues such as Special Education Needs (SEN), the development of the NI Child Poverty Strategy, the NI Disability Strategy and the Government report on the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).
The aim of parent participation is to improve services for all families of disabled children by involving parents in the planning, design and delivery of services.

There are now 1,710 parent representatives across England compared to 456 at the start of the program and only one English local authority area with no parent representatives.

In 92% of local authority areas in England there is now joint working with parents and professionals in more than one service area (from social care, education and health). Parents and professionals are now experiencing the benefits of working in this way.

**How parent participation works**

**Issue**
Parents in Southend reported there was a limited choice of wheelchairs, which did not always meet the child or carer’s needs. There were such lengthy waiting times the child had often outgrown the new wheelchair before it arrived.

**Parent forum response**
Family Voice Southend contacted their Primary Care Trust (PCT) to tell them about the problems that families were experiencing and the PCT agreed to meet parents to find out more.

Family Voice worked with parents and the PCT to develop a profile describing the wheelchair service they would like to see which the PCT used when inviting tenders to run the wheelchair service.

**Results**
The service has now been outsourced to a specialist wheelchair provider and most families are extremely satisfied with the new service. Parents using the service are encouraged to contact Family Voice Southend if they have problems with the service. Family Voice Southend have a named contact in the PCT and on the few occasions parents have had problems a simple telephone call has been all that was needed to resolve the problem. Parents are less frustrated and stressed and the PCT has adopted a simpler, quicker and cheaper process.

**ACHIEVED**

We continued to support the development of parent participation across all 152 English local authority areas working as part of Together for Disabled Children.
Our survey and report Counting the Costs 2010 attracted significant press coverage. Nationally it was featured on BBC Breakfast four times and BBC Radio 4, Radio 2 and Radio 3 news bulletins. It was also featured on STV in Scotland and HTV in Wales, amongst a total of 75 instances of media coverage.

Our Stop the DLA Takeaway campaign run alongside The Children’s Trust attracted the support of over 1,000 people in the first week following its launch. It was featured on BBC Breakfast and BBC Radio 5 Live, as well as a number of regional and specialist newspapers and magazines.

Following the government’s announcement of the SEN Green Paper in March 2011 Contact a Family and our messages were featured on BBC Breakfast, BBC One O’clock and BBC Six O’clock news, Radio 4’s Today programme and BBC London’s Vanessa Feltz show.

Our policy and campaigning work, through coalitions such as Kids in the Middle and the Care and Support Alliance have enabled us to mainstream the issues for families with disabled children. Contact a Family attended a Kids in the Middle meeting at Downing Street which gave us an opportunity to present directly to the prime minister David Cameron on issues affecting families at risk of breakdown.

Contact a Family’s specialist welfare rights workers carried out an in-depth analysis of the impact on families with disabled children of the Spending Review and Emergency budget. This research fed into the work of coalitions we lobby and campaign through including Every Disabled Child Matters and End Child Poverty.
We are diversifying our income streams and continue to seek new and exciting fundraising opportunities to ensure that in this climate of economic uncertainty we will remain robust, efficient and protect our core services.

**Corporate support**
We are delighted to have launched a charity of the year partnership with Irwin Mitchell who is supporting our work in the North West. The year began with a dinner and evening of entertainment for Irwin Mitchell staff in January 2011 and raised a fantastic £1,500 on the night.

Irwin Mitchell’s support has also extended to other regions including the West Midlands, Bristol and London, supporting our work with local families with disabled children.

**Events and challenges**
April 2010 saw ten incredible Contact a Family runners triumph in the London Marathon, raising in excess of £21,000 for families with disabled children. Thank you to all their friends and family for their kind donations to Contact a Family.

“I just wanted to drop you an email to let you know how proud I was to be able to run this year’s Marathon for Contact a Family. The day itself was such an amazing day and the support given to me by Contact a Family at the 16 ‘mile marker’ was brilliant! I would also like to thank the charity for its continued support over the past two years. The organisation is superb and I think you and the team can really congratulate yourselves with all your hard work.”
Jon, London Marathon runner 2010

On a cold, damp winter’s day in November 2010, a brave team of fundraisers took part in the Sussex Obstacle Dash. Our 12 challengers
powered through the course, including our charity of the year partners Irwin Mitchell from the London office, and raised in excess of £2,000.

Thank you to all of our event fundraisers throughout 2010/11 who swam, ran, baked cakes and even danced their way to raise valuable funds for Contact a Family.

**Legacies**

We received an unexpected legacy of £133,000 in the last financial year. This has provided Contact a Family with much needed resource in a time of financial uncertainty, enabling us to keep our core services running and also maintain our presence in every nation. Legacies are a hugely important source of unrestricted revenue which helps us to continue our support for UK families with disabled children.

**Grants**

We have received funding from the Big Lottery Fund to enable us to continue our work with children’s centres over the next three years. We can build on our previous work to help improve the support offered to families with disabled children through Sure Start Children’s Centres.

“Congratulations on the progress made during the year which is indeed most impressive. The care and support you give is obviously a tremendous support to all those involved and their families, as is evident from the testimonies you receive. I was pleased, as were the Trustees, to learn that the grant has been such a wonderful benefit to you.” The Baily Thomas Charitable Fund
## Our finances

### For the year ended 31 March 2011

The summarised financial information on these two pages is based on the full financial statements for Contact a Family for the year ending 31 March 2011. The full financial statements are available by writing to our Company Secretary at our Registered Office address on the back cover.

<table>
<thead>
<tr>
<th>Description</th>
<th>Restricted</th>
<th>Unrestricted</th>
<th>2011 Total</th>
<th>2010 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Incoming resources</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Incoming resources from generated funds</strong></td>
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<td></td>
<td></td>
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<tr>
<td>Voluntary income</td>
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<td>631,090</td>
<td>631,090</td>
<td>590,953</td>
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<td>Investment income</td>
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<td><strong>Incoming resources from charitable activities</strong></td>
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<tr>
<td>Community Projects</td>
<td>1,245,731</td>
<td>94,926</td>
<td>1,340,657</td>
<td>1,267,852</td>
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<td>Engagement and Support</td>
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<td>1,845,825</td>
<td>1,545,608</td>
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<td>Policy and Communications</td>
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<td>141,359</td>
<td>425,469</td>
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<td>National Development</td>
<td>468,504</td>
<td>30,314</td>
<td>498,818</td>
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<tr>
<td><strong>Other incoming resources</strong></td>
<td>-</td>
<td>72,295</td>
<td>72,295</td>
<td>30,364</td>
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<td><strong>Total incoming resources</strong></td>
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<td>1,671,859</td>
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<tr>
<td><strong>Resources expended</strong></td>
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<td></td>
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<tr>
<td><strong>Costs of generating funds:</strong></td>
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<tr>
<td>Fundraising</td>
<td>-</td>
<td>455,780</td>
<td>455,780</td>
<td>391,805</td>
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<td><strong>Charitable activities</strong></td>
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<tr>
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<td>1,797,342</td>
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<td>214,915</td>
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<td><strong>Total resources expended</strong></td>
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<td>4,468,565</td>
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<tr>
<td><strong>Net incoming/(outgoing) resources before other recognised gains and losses</strong></td>
<td>(117,047)</td>
<td>198,347</td>
<td>81,300</td>
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<td>Unrealised gains on investment assets</td>
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<td>8,847</td>
<td>8,847</td>
<td>157,271</td>
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<td><strong>Net movement in funds</strong></td>
<td>(117,047)</td>
<td>207,194</td>
<td>90,147</td>
<td>429,691</td>
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<tr>
<td><strong>Reconciliation of funds</strong></td>
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<tr>
<td>Funds at the start of the year</td>
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<td>1,695,766</td>
<td>3,488,151</td>
<td>3,058,460</td>
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<tr>
<td><strong>Funds at the end of the year</strong></td>
<td>1,675,338</td>
<td>1,902,960</td>
<td>3,578,298</td>
<td>3,488,151</td>
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</tbody>
</table>
Balance sheet at 31 March 2011

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td><strong>Fixed assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible fixed assets</td>
<td>1,579,890</td>
<td>1,612,618</td>
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<tr>
<td>Investments</td>
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<td><strong>Total</strong></td>
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<td>2,141,937</td>
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<tr>
<td><strong>Current assets</strong></td>
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<tr>
<td>Debtor</td>
<td>328,516</td>
<td>481,492</td>
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<tr>
<td>Cash at bank and in hand</td>
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<td>1,485,353</td>
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<tr>
<td><strong>Total</strong></td>
<td>2,029,186</td>
<td>1,966,845</td>
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<tr>
<td><strong>Liabilities</strong></td>
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<td></td>
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<tr>
<td>Creditors: amounts falling due within one year</td>
<td>588,441</td>
<td>617,027</td>
</tr>
<tr>
<td><strong>Net current assets</strong></td>
<td>1,440,745</td>
<td>1,349,818</td>
</tr>
<tr>
<td><strong>Total assets less current liabilities</strong></td>
<td>3,578,298</td>
<td>3,491,755</td>
</tr>
<tr>
<td>Creditors: amounts due after one year</td>
<td>-</td>
<td>3,604</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td>3,578,298</td>
<td>3,488,151</td>
</tr>
<tr>
<td><strong>Funds</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restricted funds</td>
<td>1,675,338</td>
<td>1,792,385</td>
</tr>
<tr>
<td>Unrestricted funds</td>
<td>50,000</td>
<td>50,000</td>
</tr>
<tr>
<td>Designated funds</td>
<td>50,000</td>
<td>50,000</td>
</tr>
<tr>
<td>General funds</td>
<td>1,852,960</td>
<td>1,645,766</td>
</tr>
<tr>
<td><strong>Total funds</strong></td>
<td>3,578,298</td>
<td>3,488,151</td>
</tr>
</tbody>
</table>

Approved by the trustees on 13 September 2011 and signed on their behalf by Rosey Foster (Chair), Peter Philips (Treasurer)
Our donors

Contact a Family would like to thank the following who have so generously provided funding during the 2010/11 financial year.

The Adint Charitable Trust
Welsh Assembly Government
BBC Children in Need
The Oak Foundation
The John Ellerman Foundation
The Beatrice Laing Trust
Garfield Weston Foundation
Big Lottery Fund
The Daily Thomas Charitable Fund
Department of Health
The May 29th 1961 Charitable Trust
Department for Education
(formerly the Department for Children, Schools and Families)
The Peacock Trust
The Ballinger Charitable Trust
The Eveson Charitable Trust
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The Pears Family Charitable Foundation
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London Borough of Lewisham
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Wandsworth Corporation
London Borough of Sutton
Sure Start Programme
Parenting Fund
Northern Ireland Children’s Fund
County Durham
Cornwall PCT
Cornwall County Council
Northern Rock Foundation
Scottish Power Energy People Trust
The Morgan Foundation
The Waterloo Foundation
“I am delighted to support the invaluable work of Contact a Family to provide advice, information and support to families with disabled children. Their ambition for parent and family carers is something to admire. I share their vision in wanting to see families with disabled children lead ordinary and happy lives. There is a long way to go; but I know with their passion, expertise and our continued support they will continue to strengthen families with disabled children.” Nick Crean, Patron
Further information

- Please send me a free information pack for families with disabled children.
- Please send me more information about how I can support Contact a Family.
- Please send me information about leaving a legacy to Contact a Family. A gift in your will helps families with disabled children now and into the future.

I am a:
- Parent
- Relative
- Professional
- Supporter

If you are able to support Contact a Family’s essential work please complete this form and return it in an envelope with your donation to: Fundraising Dept, Contact a Family FREEPOST LON8801, London EC1B 1EE

Data protection: Contact a Family is committed to the confidentiality of your personal information. Personal data will be held and used in accordance with the Data Protection Act 1998 and will not be shared with any third parties for commercial use.

UK office
209-211 City Road
London EC1V 1JN
Tel: 020 7608 8700
Fax: 020 7608 8701
www.cafamily.org.uk

National offices
Northern Ireland Tel: 028 9262 7552
Scotland Tel: 0131 659 2930
Wales/Cymru Tel: 029 2039 6624

Regional offices
North East England Tel: 0191 213 6300
West Midlands Tel: 0121 415 4624

London offices
Ealing Tel: 020 8810 8151
Lambeth Tel: 020 7326 5270
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Southall Tel: 020 8571 6381
Southwark Tel: 020 7358 7799
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For information and advice
Contact our UK freephone helpline: 0808 808 3555
We can provide a translation service.
Our web-based family linking service is at www.makingcontact.org

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