

Welcome to Young Carers Magazine 2003



Hi, my name is Connie, I'm 15 and a young carer.

I would like to welcome you to this edition of Young Carers Magazine that will hopefully explain to you who we are, what our lives are like and help you understand more about us.

It is important for people to

understand the situations we face on a daily basis, so you can support us wherever possible.

It would be useful for both professionals and other young carers to have information and insight into our lifestyles. At the end of the day, a young carer wants to be treated

like anyone else but with a little more understanding to help them on their way.

Connie Emes-Ellis (15) Norwich

Making it Work

Making it Work is a new good practice guide about young carers and their families.

It has been put together by The Children's Society and the Princess Royal Trust for Carers and is aimed at anyone involved in providing support for young carers and their families. Written by Jenny Frank, the guide brings together much of the thinking and experience behind good practice and embracing new perspectives. Much of the guide is shaped around the views of young carers and their families. Copies cost £14.95 and are available from The Children's Society, Publishing Department, Edward Rudolf House,

Margery Street, London WC1X 0JL. 020 7841 4415 www.childrenssociety.org.uk

Parents with Mental Illness

Children Caring for Parents with Mental Illness is a new book looking at the experiences and needs of young carers. Authors Jo Aldridge and Saul Becker, say it is the first in-depth study of children and young people caring for parents affected in this way.

It costs £19.99 and is available from Marston Book Services, PO Box 269, Abingdon, OXON OX14 4YN. 01235 465500 direct.orders@marston.co.uk

Carers Grant News £70,000 available

More than £70,000 is being given to young carer groups across Norfolk this year. The Carers Grant is money made available by the Department of Health to provide short breaks in the form of support groups for young carers.

This year there were 15 applications for cash, 18 per cent up on last year. Seven have been met in full and seven are getting a bigger grant than last year. The other application was for a group set up last year plus an extra group - one of these groups is being fully funded. Stuart Marpole, chair of the county's

Young Carers Project Advisory Group, said: "The young carer groups across Norfolk have a vital role to play in helping to support young carers. This money enables groups to provide a range of activities, provide transport and arrange outings."

Who got what: Youth and Community Service Gt Yarmouth £5,000 North East Norfolk Crossroads £3,062 Youth and Community Service Norwich (group1)

Youth and Community Service	
Norwich (group2)	£5,000
NCH King's Lynn	£4,900
Breckland Crossroads	
(8-11 year olds)	£5,390
Breckland Crossroads	
(12-15 year olds)	£4,125
NCH Thetford	£6,180
Thetford Crossroads	£6,113
North Norfolk Family Outreach	£4,900
South Norfolk Crossroads	£3,138
Youth and Community Service	
King's Lynn	£4,000
City Christian Centre, Norwich	
(3 groups)	£7,500
Carers Forum (Lodgers, Yarmouth)	£1,630
Carers Forum (Norwich 7-11 year	olds)
	£4,385
For information about the Carers	
Grant contact Stuart Marpole on	

Grant contact Stuart Marpole on £5,000 01362 694711



THE LODGERS

The Lodgers is a Young Carers Support Group for 8-12 year olds in Great Yarmouth. The group began in November 2001, funded through Great Yarmouth Education Action Zone until March 2002. Since then, funding has been through the Carers' Grant.

The group has space for up to popular. 12 children and meets at the Lodge at Great Yarmouth High School. Norwich and District Carers Forum is the main agency

We try and meet six times, with one or two outings, each term. The group doesn't meet during school holidays but daylong outings are organised - so far to Fritton Lake Countryworld and the Village Experience. Activities include arts and crafts, games and during the summer term games on the beach. Food is provided but cooking is limited to a microwave oven. Evaluations from the young carers show that eating together is very The group leaders aim to give the children a break from

caring with activities and the chance to form good relationships with the adults at the group - Hazel Brain, education social worker, Claire Stuart, YMCA pastoral worker and Lois Povey, senior project worker Young Carers Primary and Middle Schools Project.

This gives children the opportunity to talk about any worries they may have, though in practice this rarely happens as they are too busy having fun and being children!

The group is open to any young carer - caring for a parent, grandparent or brother or sister. There is no charge. There is also a second group for 12-18 year olds in Great

Yarmouth and if space is available, young carers can move up into this group when they start high school.

For more details contact Lois Povey, senior project worker, Young Carers Primary and Middle Schools Project,

Norwich and District Carers Forum. 18 St Faiths Lane. Norwich NR1 1NN. 01603 219924

Great Yarmouth Young Carers Support Group 12-18 year olds This is run by Norfolk County **Council Youth and Community** Service and began back in January 1998. The group meets fortnightly at the Source on York Road.

The group has spaces for 15 young carers.

For more information phone the County Council's Youth and Community Service on 01493 854661.

Putting the record straight

Who are we?

Young Carers are children and young people up to 18 whose lives are affected by caring.

They might be caring for mum or dad, a brother or sister. They may have a long term illness or disability, a mental health problem, learning disability, substance or alcohol misuse.

These groups of children and young people are not

- categorised as Young Carers: • caring for someone with a short term illness
- caring for brothers or sisters whilst parents are temporarily
- absent, like at work caring for their partner or

What Do We Do?

own child

We care. That might mean domestic chores, helping someone get about, administering medicine, offering

brothers and sisters.

Problems we face

- Problems at school · homework and getting qualifications
- Isolation from other children of the same age and from other family members
- No time for play, sport or leisure activities
- Conflict between the needs of the person being cared for and the Young Carer's needs, leading to feelings of guilt and resentment

What does it feel like to be a Young Carer?

- There is nobody there for me, professionals do not listen and are only working with adult family members
- Lack of recognition, praise or respect for my contribution
- Feeling different from other children and unable to be part of a group

emotional support, looking after • Feeling that no-one else understands my experience

Problems moving into adulthood, especially with finding work, own home and establishing relationships.

What do we need?

- recognition of our role, to be heard, believed and respected
- support with caring tasks so we can go to school and do our homework
- information about the support available
- educational support emotional support -
- someone to talk to • opportunities just to be children, to mix with own
- age group • a break from caring
- services for all the family so we can do things together

What are we doing in Norfolk? Lots! Including raising

awareness of professional workers, helping Young Carers in schools and helping to establish and maintain support systems. The work of all the Young Carers projects is coordinated by a multi-agency **Project Advisory Group** convened by Norfolk County Council Social Services. A partnership approach is essential if Young Carers are to be properly recognised and properly supported. All agencies - Norfolk County Council (Social Services,

Education, Youth and Community Service), Primary Care Trusts and voluntary organisations - have a contribution to make.

This can be through direct work with Young Carers and their families, funding Young Carers projects or providing transport, venues for group activities or office space for projects.



we meet each week It's our Little treat

NAME AGE :

ots of fun -aughter too Dur groug is the luby When its the end OF the Day Staying Frend's together



Every young carer is different. But by sharing experiences and problems, they not only help each other but form great friendships. Helen Bull is 16 and goes to a group in Norwich for 12-16 year olds. She explains what being part of a group means to her.

I was getting quite down about my situation at home. We have a YMCA pastoral worker helping at our school. It helped to get some problems off my chest and she referred me to the group.

SPEAK OUT!!

When I first went I was lucky because I knew someone there. I didn't feel nervous. As soon as I got in there everyone was so friendly. It was great. No one was left out. I remember feeling quite shocked. It was such a friendly

atmosphere

I love going and I've made some great friends. They're lovely people. If I have had a bad week I can go to the group and have a moan. Everyone can have a moan! If you need to talk to someone on our own you can do that. We have fun as a group and you can have the one to one stuff too.

We do lots of different activities, or just hang out and talk. There are times when

you need information and Alison (who runs the group) has always been able to give me advice or referrals to other places. My friends in the group are 14, 15 or 16. But if we do activities together everyone joins in. My friends at the group really do help each other, to get each other through stuff.

I like to think us older ones do help the others. We do all talk! That's why the group is great.

NEWS KINGS LYNN

-



NAME: MAGE: 11 We have Fun And fill our tum We play Gomes And colour in Trains we have breaks And loads of sweet's toggether we like to meet

Drawings and Poems

by young carers at the Willows, King's Lynn

Crossroads Young Carers Project Update

NEWS NEWS NEWS NEWS NEWS NEWS NEWS NEWS

Last September saw the departure of Carole Sutherland who has contributed so much since the mid 1990s in helping develop services for young carers in Norfolk. Christine Comacle-Smith is her successor - and The Crossroads Young Carers Project continues to build on the tremendous work accomplished by the many dedicated professionals and volunteers involved.

As such, we are hoping to introduce camps/workshops for young carers in transition to adulthood. The focus will be a
Improved self-confidence celebration of their experiences, the good and not so good times, while providing information and support.

We are also planning camps/groups alongside health colleagues for children who have to support and care for someone and refreshments are free. with a life threatening illness.

Crossroads schemes run young carers groups in Dereham (under and over 11s), North Walsham (11-18), Thetford (11-18) and Diss (11-18)

The 7-11 year old Norwich group is now run by the Norwich and District Carers

Forum and the 11-18 Norwich group by the to join in, others found it useful and Norfolk Youth and Community Service.

The idea of a group is to allow children and young people who have someone at home with an illness or disability the chance to meet, relax with other children in similar situations, and have access to a Norwich and Diss to Pleasurewood Hills, trusted adult to share their problems and provide information

The benefits to young carers are:

- Breaks and recreation
- Peer support and friendship

The emphasis is on having fun through activities like arts and crafts, cookery and games. Everything is planning in consultation with the young carers. Food

Regular events are interspersed with oneoff activities or outings like horse riding, fencing, bowling, cinema or other shows, circus skills and on one glorious summer day - a picnic. We have also had two sessions on drugs and sexual health for the older Norwich group. Some chose not

informative

Bigger events involving several groups and young carers who are not members of any group, are organised on a regular basis. Some 49 young carers came from and we've also held enjoyable residential weekends at Longendale Centre in Derbyshire

We are hoping to organise another residential summer camp at Hilltop near Sheringham. We also hope to offer theatrical coaching over the summer. Masks made by young carers went on display at the Forum in Norwich during National Carers Week in June. The masks represented different aspects of people's caring experience.

And finally - the annual summer disco, with young carers from all over Norfolk, was on July 18 at the Norwich Rugby Club. And it was great!

Christine Comacle-Smith Crossroads Young Carers Project

ANTI-BULLYING

In my role as local anti-bullying team member, I hear from parents whose children are being bullied at school.

Recently two families have revealed that their children are carers at home. In one case, the mother was agrophobic, in the other the father was

disabled. I was pleased to be able to refer both to the young carers groups locally.

All schools have anti-bullying policies which parents and carers are allowed to see. The anti-bulling policy should clearly state what a school will do if a child is bullied.

Discussions between families and

school staff are one way to make sure bullying is stopped. Talking to schools often leads to better understanding. There are many different strategies being used in schools in Norfolk. The playground is often a vulnerable

environment. Some schools now have Playground

Angels who support other children. Others have a Friendship bench for children who spend time alone. In the classroom the issue of bullying is being discussed as part of Personal,

Social and Health Education. Hopefully any young carers who have experienced bullying know they can talk to the adults at their school teachers, auxillaries, support assistants. No child has to put up with bullying and young carers need it less than most.

Sue Davies Education co-ordinator Norfolk Psychological Service



The Thetford **Family Centre**

We have now run four Young Carers' groups for 7-11 year olds at National Children Homes Thetford Family Centre.

We can have up to 12 young people in a group, with three adult leaders

We have tea together and do many different activities like art and craft, cooking, team games and outings.

This year we've been swimming, fishing and had trips to the forest, Young Carers Disco and a brilliant day at the Dinosaur Park.

The young people also have the chance to think about life as a young carer and how this affects them both in groups and, if they wish, talking individually to adult leaders.

It's been a real pleasure to be involved in this group and it Some good friendships are made and some decide to go on and would be great if we had the means to run more of them for join the young carer groups for over-11s when they're old enough. under-11s and for longer.

NEWS THETFORD

We're all feeling a bit sad at the moment as the present group has just ended. Many of the young people said they felt nervous when they first came to the group, but over the months they've become close and shared a lot together.

We've all had to prepare for saying goodbyes and getting ready to move on, but it's given us the chance to look back on some of the highlights.

We've had some memorable outings, from those in brilliant sunshine to those when it poured down while we were playing parachute games in the forst or the two hours to get to the disco in Norwich stuck in a traffic jam!

Thoughts

Young carers - I am one of them. Often you will find it hard. Usually you will find it difficult. New things will be learnt at Young Carers. Great fun on a Tuesday night!

Car is the way to get to Young Carers. Angry people have some help. Rely on adults. Each and every Tuesday night. You have a snack, Really nice snacks! Super Activities!

Young carer (9) NCH Thetford

You would find being a young carer is hard. Often it is easy at Young Carers. Usually we play lots of games at Young Carers, Nice people come to Young Carers, Great people are good people,

Caring people come here, Apples are for desserts, Regular people are special, Everyone has fun, Readily we make friends Super games

Young Carer (9) NCH Thetford

WHAT DO YOU THINK?

Thoughts from Crossroads Young Carers

True or False? By Scott Black (14) Connect Club Cadet

1. There are an estimated 149.000 voung carers in the UK?

2. Young carers do all sorts of tasks like domestic chores to personal care?

3. Bv 1997 one in 10 voung carers had received no outside support?

4. About 3 million children under 16 live in families with illness or disability in the UK?

5. In the 5 to 10 age group, 10% of young carers had educational problems, according to statistics in 1995?

6. In the 11 to 15 age group, 25% of young carers had educational problems, according to statistics in 1995?

7. In 1997, the gender division between young carers had become more equal between boys and girls?

> 5 (20%), 6 (42%) (1 in 1) E - 92167 T (4, 2, 2, 4, 7 **Answers**

What do you think of your group? I think the people are very friendly

What do you like or dislike? I like the fact that it is a really cool place to hang out on Friday nights.

Do you feel you have involvement with the decisions made in the group? Yes, most of the time.

Are you happy at the group? Yes. I can't wait till young carers next time.

Do you think more could be done to improve the group? No. it's great.

What did you think of the trips we have done recently? Holiday on Ice was brilliant, Megazone was unreal and I can't wait until our next trip.

What do you think of your group? It is fun. We all like watching The Simpsons together and meeting up with our mates.

What do you like or dislike? To see our friends that we don't see very often and going on trips.

Do you feel you have involvement with the decisions made in the group? Yes because we all discuss what we want to do, where to go and what to eat on different occasions.

Are you happy at the group? I think we are all happy at the group. Everyone is always smiling.

Do you think more could be done to improve the aroun?

Yes. Better facilities like cups etc and table tennis and Internet on the computers.

What did you think of the trips we have done recently?

They were all fun. It gave a us a chance to get to know each other and see what kind of sports we are good at. We all like going out on days out. It gives us a chance to get away

from problems at home.

What do you think of your group? It's cool, sum of da peeps r alright.

What do you like or dislike? I like da trips out and playin table tennis and watchin' TV and listenin' to music

Do you feel you have involvement with the decisions made in the group? Yeah I do. We chat as a group and give our opinions.

Are you happy at the group? Yeah I am happy, it's something to do to get away from my brother.

Do you think more could be done to improve the group?

Yeah, better facilities eg table tennis table, pool. Internet.

What did you think of the trips we have done recently?

They are quality, especially go-karting, Megazone and the show on ice was better than I expected!

What do you think of your group? I think the group is okay.

What do you like or dislike? I like to be with my friends on a Friday and this group is great to see my friends.

Do you feel you have involvement with the decisions made in the group? Yes I do.

Are you happy at the group? I am very happy at the group.

Do you think more could be done to improve the aroup?

No, because we have all we need.

What did you think of the trips we have done recently?

I think the trips were brilliant. I loved the holiday on ice concer and I can't wait for the next trip.



"I like going to Flarers Carers because we get to have fun. I've enjoyed making a puppet Octopus best and going swimming and bowling"

"I like Lois, Helen and Angela and all the people who go there. No-one is a big 'poop'. I love the group, its fun to be there."

(Young Carer aged 8)

(Young Carer aged 11)

The Flarers Carers

The Flarers Carers is a group for young carers aged up to 11e in the Norwich area. The name was voted for by the children and Flarers Carers came out way on top. The group, which is run by

the Norwich and District Carers Forum's Young Carers Project, meets every fortnight at the Sprowston Resource Base and the fun alternates between games and activities, food and outings.

We like to involve the group as much as possible in decision making. Outings so

the Aquapark in Norwich, rollerblading at Funky Monkeys, ten pin bowling and trips to Megazone. We've also had visits from Boffo the Clown

We try to take into account everyone's wishes, and I think we have so far managed to avoid requests to go to Disneyland - slightly beyond our budget!

For some of the young carers it is one of the few social activities they have outside of school and provides a

NEWS NORWICH

"It's a chance to meet new people and it gets me out of the house. I like doing stuff at Flarers Carers'

(Young Carer aged 8)



far have included swimming at fantastic opportunity for all the minute of her time with the children to meet and make new friends and have fun.

> There are plenty of things young carers want to do that we haven't had time for yet. like camping. One of them wants a talent show! Some just fancy going for walks. All these things are possible in the future.

Parents are always pleased that their children are getting a break. One mum told us: 'It gives kids time out. There's always plenty for the kids to do. My daughter enjoys every

group.

So what's the future? We hope to be able to continue to offer places to Young Carers at Flarers Carers and perhaps with further funding we may be able to set up groups in more rural areas of Norfolk too.

Lois Povey Senior Project Worker Primary and Middle Schools Young Carers Project Norwich and District Carers Forum

WORKING WITH YOUNG CARERS Interview with Lois Povey

SENIOR YOUNG CARERS PROJECT WORKER



Lois Povey is a Senior Project Worker at Norwich and District Carers' Forum. She runs their newly formed Young Carers' Primary and Middle Schools Project. A qualified primary school teacher, Lois has taught at schools around the country, including Norfolk. She started work for the project in September 2002. So far the project has helped more than sixty young carers and their families.

Tell us about your job.

My area is Norwich and Southern Norfolk where I visit schools to talk to staff and children about young carers and the issues they face. Sometimes I will talk to teachers about a particular young carer and discuss the ways that their experience at school could be improved, .like having access to a phone at all times and less pressure about

homework. When referrals come into the office, we'll usually follow them up with home visits. We need to find out the needs of the children so we can get them the support they want. The children might be caring for parents with longterm illness or disability, drug or alcohol problems or maybe mental health problems.

We sometimes offer them one-to-one support in or out of school. We also take them on trips to places like Banham Zoo, the Aquapark or Hollywood Bowl in Norwich. If at all possible we'll refer them to young carers' support groups.

How have you found your first few months in the job?

My move to work with Young Carers in the voluntary sector has been a real eyeopener. I have nothing but admiration for

these children who carry the load of responsibility that many children or even adults will never have to face.

What's your favourite part of the job?

Working directly with children and families and seeing what a difference we can make to their lives. The kids really enjoy having a break and having some fun. They find meeting other young carers very helpful and reassuring as many are bullied at school, because they have disabled parents maybe.

What's an average day at work?

Well there isn't one really. I'll always try to contact some of the young carers and their families to see how they're getting on. I also go to meetings where I might be asked to give talks about the project. We've also just set up a website. It's an important way to communicate and provide information for Young Carers, their families and anyone else who is interested.

How many young carers are there that need support?

Nobody really knows for sure. In 1996 it was estimated there were between 18 and 51 thousand Young Carers in the UK.

Do you offer support to parents as well?

We take a holistic approach to our work. In other words, to help the children we need to help the whole family. But we are limited with our time and resources and ultimately we are really there for the young carers. What we'll often do is to put the family in touch with other agencies.

How valuable do you think the project is for young carers?

I know from the feedback we receive from young carers that the support can make a real difference to their lives. For some of these children it is the only break they get from their situation at home.

How is the scheme funded?

The money comes from the Norfolk Children's Fund. It's a government backed body and part of a national initiative to fund projects which help tackle child poverty and social exclusion for children between 5 and 13 and their families

Lois Povey can be contacted on 01603 219924 or by visiting www.norfolkyoungcarers.org



Dear Young Carers,

look after my sister Bertie (13) who has Down Syndrome. I look after her in the mornings by seeing if she is okay and if she needs any help. I also help around the house by doing some dusting and unpacking some shopping. I feel quite happy because I need to look after my family. I help Bertie to play because she doesn't know how to play. I remind and make sure she cleans her teeth.

Honor Boyd

with you and everyone but now it's time to say goodbye.

Today is our last Young Carers with you and the others. We are going to be so sorry to leave you so soon. But we will try to come and visit and we will write to you as well to let you know how we get on in Watton.









Words and Pictures from young carers in North Norfolk

NEWS NORTH NORFOLK

Dear Young Carers,

Scott and I will miss all of you and we both wish we could still come to young carers but we have no way of getting there. Me and Scott would like to thank you for what you've done for us. Taking us on trips and making sure we have fun. We had fabulous times.

Thank you to all of you! Love.

Stacy and Scott Englestone

Dear Young Carers,

Young Carers want this magazine because people think that teenagers can only be young carers when children under the age of five can be.

It's also important because teachers, other children and their parents who don't have a disabled child or parent don't know what we go through every day.

Young Carers groups that we all go to let us have a break from the disabled person in our famiy.

The groups are SUPER! WE are still normal children just like people who don't have a disabled person in their family.

-

10 years old

YOUNG CARERS **11**

Useful contacts around the region

THESE PEOPLE ARE HERE TO HELP

Youth & Community Service Gt Yarmouth

Jeff Leak, *District Youth Worker* District Resource Base, Floor 2, Havenbridge House, North Quay, Gt Yarmouth NR30 1UZ Telephone 01493 854661 *Young Carers Group, Gt Yarmouth. Fortnightly.*

North East Norfolk Crossroads

Jeanne Heal, *Co-ordinator* Oaks Lodge, New Road, North Walsham, NR28 9DE Telephone 01692 500006 *Young Carers Support Group (11-18), North Walsham. 15YC; fortnightly.*

Carers Forum Schools Project

David Todd, *Co-ordinator* Carers Forum, 18 St Faiths Lane Norwich NR1 1NN Tel : 01603 219924 *Day Respite and Support (under 11) [East NHA]*

Norfolk Crossroads

Christine Comacle-Smith, *Senior Project Worker Cath Thomas & Rose Rooney, Project Workers* Contact via Norfolk Carers Helpline Telephone 0808 808 987 Regional office: 2 The Stables, Pinkneys Yard, Mill Road, Wimbish, Saffron Walden, Essex CB10 2XD *Norwich Young Carers Group 1. 15-20 YC; fortnightly.*

Youth & Community Service

Alison Thorley 33, Sandy Lane, Norwich NR1 2NN Telephone 01603 630948 *Norwich Young Carers Group 2 (11-16). Fortnightly.*

NCH The Willows

Sarah Green-Plumb, *Project Manager* Marsh Lane, Kings Lynn PE30 3AE Telephone 01553 670990 *The Willows Young Carers Group (7-11), Kings Lynn. 10 YC;* weekly.



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Breckland Crossroads

Sue Kerrison, *Manager* Dereham Hospital, Northgate, Dereham NR19 2EX Telephone 01362 696110 Breckland Young Carers (7-11). 15 YC; three weekly. Breckland Crossroads Sue Kerrison, Manager Dereham Hospital, Northgate, Dereham NR19 2EX Telephone 01362 696110 *Breckland Young Carers (12 - 15). 15 YC; monthly.*

NCH Thetford Family Centre

Mark Agnew, *Project Manager* 17 Raymond Street, Thetford, IP24 2EA Telephone 01842 753294 *Young Carers Group, Thetford (7 - 11). 12 YC; weekly.*

Thetford Crossroads

Monica Barthelemy, *Manager* Riverdale, Tanner Street, Thetford IP24 2BQ Telephone 01842 763477 *Young Carers Group, Thetford (11-16). 25 YC; fortnightly.*

North Norfolk Family Outreach Project

Bridget Hughes, *Senior Practitioner* Winston Court, Mundesley Road, North Walsham NR28 ODB Telephone 01692 405814 *Junior Young Carers Group (5-13). Fortnightly.*

South Norfolk Crossroads

Ros Staff, *Manager* Harker House, Flower Pot Lane, Long Stratton NR15 2TS Telephone 01508 531974 *Diss Young Carers Group.* 17 YC; fortnightly.

Youth & Community Service, King's Lynn

Colin Fawcett, *District Team Leader* Providence Street, Kings Lynn PE30 5ET Telephone 01553 773565 *Young Carers Group, King's Lynn (11-18). Weekly.*

"The Connects"

Sallie Boyd, *Group Leader* City Christian Centre, Nelson Street, Norwich NR2 4DR Telephone 01603 632904 *Young Carers & Siblings Support Groups. Connect Club, Connect 2, Connect Kids, Connect Cadets. 60 YC/sibs*

If you would like this newsletter in large print, audio, Braille, alternative format or in a different language contact Dan Pritchard on (01603) 223154, minicom (01603) 223242 and we will do our best to help.

