

# November 2019 Funding Gazette

We hope you'll find suitable sources of funding for your organisation or your project.

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# November Funding Gazeffe

Welcome to the November Funding Gazette for organisations working with children, young people and families here in Cumbria. It has not been an easy year so far and organisations are telling us that to secure the same amount of funding as in previous years it is taking twice as many funding applications. So that is twice as much work for fundraising staff and trustees; management committees etc. need to acknowledge the difficult and challenging economic climate in which you are operating at the moment.

There are very few organisations in our sector that have dedicated fundraising teams or even one dedicated fundraiser. If you are anything like our organisation it is something that is left mostly to one person or a small team who also have full time jobs to undertake so often it is an afterthought rather than a priority. Perhaps new times call for new ideas on how to move forward. A recent survey with some of our membership highlighted fundraising as the number one challenge within their organisations.

#### So what are the options?

- Do a number of small groups get together and have a shared fundraiser?
- Do you take the chance and employ a fundraiser?
- Do we work with a number of partners and do joint applications and tenders thus reducing the work load on any one organisation?
- Explore options of multi-agency partnerships / bids including opportunities with statutory bodies

We would be really interested to hear your comments and your thoughts on what would help you and your organisation in relation to fundraising and income generation.

Funders are also reporting that they are inundated with funding applications and often many of the funding applications are not even eligible and are not considered. You have wasted time writing applications to sources that would not support you!

# RESEARCH - RESEARCH - RESEARCH is the key to success

This month we have tried to find little known trusts and foundations and listed them in the newsletter so you have somewhere new you can apply for funding mixed with some of the best known trusts and foundations.

It is interesting when you look at sustainable organisations and organisations that are thriving even in this economic climate you will see they have a good mixture of different funding sources - they have a mixed economy - some earned income - some small local grants - some larger grants from national funders - some donations and some events and activities that generate local income.

I often look at the accounts of organisations who do a similar job to the one that CYA does - Often you find that they are applying to the same places as you but often you find new funders that have not been on your radar before.

It is well worth spending the odd hour looking at where other similar organisations get their funding from? It is interesting to see where they get their money from and that prompted me to do an analysis of where Cumbria Youth Alliance gets its money.

#### CYA: Analysis of last year's income

- Income increased by 40% from 2017/2018 to 2018/2019
- 10% of our income was generated from trusts and foundations we had not received money from in the past ( new funders)
- Only 5% was unrestricted and this remains our biggest challenge
- 10% comes from partnership working on ESF bids led by other agencies
- 25% comes from partnership bids to Lottery led by CYA but with other partners
- Earned income accounted for 15% of our income
- Donations accounted for 5% of our income
- Big lottery income accounted for 35% of our total income
- Local funders accounted for 12% of our income

What does the picture look like with your organisation?

# THE GOLDEN RULES

#### Golden Rules for anybody who is engaged in securing funds

- Start early giving yourself at least 6-9 months to secure the funding
- Don't leave funding to the last minute as you are likely to fail
- When researching a funder make sure you check eligibility before applying
- Fundraising is done all year round not just when you think you might need money
- Never be too reliant on one funding source because if that changes you are very much at risk of collapse - the best and most sustainable formula is to have numerous funders with no one funder providing more than 50% of your total income
- Have a mixture of local funders and national funders and some other sources of income
- Make a list of 10 local funders you could apply to and 10 regional or national funders that you could apply to and begin by some small applications and some larger applications
- Have a fundraising plan and sustainability plan even it is just one sheet of paper
- Have your accounts/financial information discussed at every board meeting so everybody knows the situation and what the funding priorities are
- Always have a plan B if plan A does not work out
- Take time with your funding applications never cut and paste from previous applications tailor your application to meet the aims and objectives of the trust you are applying to (without being driven by funding)
- Good fundraising is 80% research and 20% actually writing the bid
- Read the guidelines read them again make sure you answer the questions that were asked
- Use the application process correctly if there is an application process
- Only include the things the trust or foundation has asked for

Book your funding workshop now and improve your fundraising capacity – it's all free and provided by Cumbria Youth Alliance staff who are members of the institute of fundraising - book now contact:

cath@cya.org.uk 01900 603131

### Cath Clarke, CEO Cumbría Youth Allíance

Organisastional Members of the Institute of Fundraising



## THE BEST OF THIS MONTH'S FUNDING OPPORTUNITIES

### The Masonic Charifable Foundation

Large and Small Grant programmes are currently under review as the organisation examines ways in which it can better target funding to make the greatest possible impact. The Foundation supports Registered charities in England and Wales through the Community Support Grants Scheme which has previously given support for projects that:

- Tackle financial hardship
- Improve the lives of those affected by poor physical and/or mental health and wellbeing
- Provide educational and employment opportunities for disadvantaged children and young people
- Tackle social exclusion and disadvantage.

To date, Charities have been able to apply for large grants of £5,000 and above or for small grants of between  $\pounds 500 - \pounds 5,000$ .

#### https://mcf.org.uk/charities/

### Fronfline organisations tackling loneliness

The government has announced a new  $\pounds 2m$  fund to help organisations at the frontline of tackling loneliness across the country. The funding aims to support frontline, grassroots organisations that bring people together and help them build social connections. These could include community cafes, street parties, coffee mornings or local walking groups. Please click on the blue link above.

### The Elephant Trust

has announced that the next deadline for applications is the 26th January 2020. The Trust offers grants to artists and for new, innovative visual arts projects. It aims to make it possible for artists and those presenting their work to undertake and complete projects when confronted by lack of funds. The Trust supports projects that develop and improve the knowledge, understanding and appreciation of the fine arts. Priority is given to artists and small organisations and galleries making or producing new work or exhibitions. The Trust normally awards grants of up to £2,000, but larger grants of up to £5,000 may be considered.

### The Allen Lane Foundation

Social Cohesion Programme: Provides funding to support local communities in breaking down barriers and reduce tensions between different groups of people, and help to build a more cohesive and inclusive community.

#### The aim of the funding is to:

- Proactively work towards building better community cohesion and trust, and encouraging respect and understanding in the local area
- Proactively promote the inclusion of marginalised groups and individuals in the life of the local community
- Fund work which breaks down barriers and tensions in the local community thereby reducing feelings of division and "them and us".

The Foundation is seeking applications from community-led grassroots groups and organisations which have a focus of work being at a very local/community level, which could be a housing estate or distinct community.. Applications will be particularly encouraged from areas of high deprivation but not exclusively and the Foundation is keen to support communities in coming up with their own solutions to local issues of division. New initiatives, those that may have been tried before or are on-going, are considered as long as the work has lasting benefits for those people the projects are aimed at.

No minimum or maximum grant levels are published. In 2018, of the 153 grants awarded 112 were single grants with the remainder being for two or three years. Applications may be submitted at any time.

http://allenlane.org.uk/social-cohesion-programme/

### cLA charitable Trust

Funding Amount: The average grant awarded is in the region of £2,500.

Who/what is eligible for funding? The Trust awards grants to organisations in England and Wales, to provide facilities for the disabled to take part in country sports and recreation, and training in agriculture and horticulture. It also promotes education in the countryside for disadvantaged children and young people.

**Deadline**: Applications may be submitted at any time. http://www.cla.org.uk/about-cla/cla-charitable-trust

### The Asda Foundation

Committed to developing stronger, better connected, sustainable communities across the UK. The Significant Local Community Projects programme allows colleagues to nominate initiatives which will make a real long-term difference, benefiting the wider community and transforming communities to improve lives locally.

#### Awards are typically made to projects where:

- The charity or good cause has developed a relationship with the local store or home office at a grassroots level
- The work will tackle the underlying problems in the local community
- Community needs and aspirations are evident in the development of the project
- The project benefits the wider community not just a single user group
- There is a need for this facility locally
- It will make a real long-term difference and will transform the community, improving the lives of those who live there

Grants awarded have previously ranged from  $\pounds$ 2,600 –  $\pounds$ 32,000 (in 2017) although no minimum or maximum amounts are published.

#### **Useful Links:**

Eligibility Checker Projects Previously Funded Back to Table of Contents https://www.asdafoundation.org/what-we-fund/significant-local-community-projects

### Austin and Hope Pilkington Trust

#### Funding Amount: Grants of £1,000 are available.

Who/what is eligible for funding? Grants are available to UK registered charities undertaking projects in a variety of fields and works on a three-year rotation system, with different fields of interests being funded each year. 2017: The Elderly and Music and the Arts. Priority will be given to projects focusing on homelessness, domestic abuse, prisoners/offenders, training and education, counselling and support, and activities for those with limited access or opportunities.

**Deadline**: There are two deadlines each year: I June and I November. The Trust requests that applications are submitted as early as possible before the deadline so that the Trust has plenty of time to request any additional information if required.

http://austin-hope-pilkington.org.uk/

### The Baily Thomas Charifable Fund

A registered charity established to provide both research and project funding in the area of severe learning difficulties, including autism for both children and adults.

Grants are made to cover capital projects and core costs to include staff costs, general running and office costs at charitable organisations, schools and centres.

#### **Projects funded include:**

- Capital works for residential, nursing and respite care, and schools
- Employment schemes including woodwork, crafts, printing and horticulture
- Play schemes and play therapy schemes
- Day and social activities centres including building costs and running costs
- Support for families, including respite schemes
- Independent living schemes
- Support in the community schemes
- Snoezelen rooms.

Applications will only be considered from voluntary organisations which are registered charities or are associated with a registered charity. Schools and Parent Teacher Associations and Industrial & Provident Societies can also apply. Funding in the past has ranged in value from £250 to £150,000. The next deadline for applications seeking funding in excess of £10,000 is the 1st January 2020. Applications for £10,000 and below are considered under the Small Grants procedure and can be submitted at any time.

#### **Useful Links:**

Eligibility Criteria General Guidelines Back to Table of Contents http://www.bailythomas.org.uk

### Ernest Hecht Charitable Foundation

**Funding Amount:** There is no maximum or minimum limit to funding requests. Who/what is eligible for funding? Grants are available for UK registered charities carrying out projects to benefit the disadvantaged and promote the advancement of the arts and education.

**Deadline:** Applications may be submitted at any time.

http://ernesthechtcharitablefoundation.org/

### The Aviva community Fund

Community organisations and schools will be able to apply for funding of up to  $\pounds$ 25,000 to support projects falling into one of the following three categories:

- Environment;
- Health and Wellbeing;
- Skills for Life.

#### There are four funding levels:

Up to £1,000 (400 awards) / Up to £5,000 (78 awards)/ Up to £10,000 (44 awards)/ Up to £25,000 (16 awards)

Applicants will need support from their community for their application in the form of votes and the most voted for applications will go through to the final to be judged. Every finalist in the £5,000, £10,000 or £25,000 funding levels that does not win an award will receive £500. All projects also have the chance to raise more money for their project through a crowdfunding campaign that will run in parallel with their Aviva Community Fund campaign.

The fund is open to individuals, schools and not-for-profit organisations meeting the Eligibility Criteria. Applicants under the age of 18 (but over 13 as at 14th August 2018) can submit an entry to the Awards but must provide the consent of an appropriate adult associated with the project they are entering.

#### **Useful Links:**

Project Submission Guide The Aviva Community Fund In Action (Video) https://community-fund.aviva.co.uk/voting/campaign/getinvolved

### The Hadley Trust

Provide access to a wide range of grants. The trust's objectives are primarily, but not exclusively, to assist in creating opportunities for people who are disadvantaged to improve their situation, either by financial assistance, involvement in project and support work or research. You can telephone them on 02084474577 or you can email carol@hadleytrust.org or go onto their website and find out more.

These are the types of activities that they support which is wide and varied Economic/community Development/employment, General Charitable Purposes, Disability, Other Charities Or Voluntary Bodies, Overseas Aid/famine Relief, Elderly/old People, People With Disabilities, Other Defined Groups, The Prevention Or Relief Of Poverty, The Advancement Of Health Or Saving Of Lives, Children/young People, Other Charitable Purposes, Makes Grants To Organisations.

http://www.hedleyfoundation.org.uk

### children Today charifable Trust

#### Funding Amount: Discretionary

Who/what is eligible for funding? The Charity provides specialised aids that are designed to improve and enhance the lives of children and young people with disabilities, helping them to become as independent as possible and to reach their potential. Funding is available for individuals up to the age of 25 years with a disability and who are residing in the UK.

Applications can be made at any time.

http://www.childrentoday.org.uk/how-we-can-help/

### Paul Hamlyn Foundation - Youth Fund

**Funding Amount:** Grants of between £10,000 and £60,000 are available for up to two years. Who/what is eligible for funding? The Youth Fund is designed to support organisations that are working to make a positive impact in the lives of young people, but that are struggling with day to day costs of keeping the organisation afloat.

Deadline: Applications may be submitted at any time.

http://www.phf.org.uk/funds/youth-fund/#the-purpose-of-the-fund

### The Maurice Haffer Foundation

**Funding Amount:** Funding is at the discretion of the Trustees. Previous grants have been for up to £250,000.

Who/what is eligible for funding? The Maurice Hatter Foundation offers grants to charitable organisations active in the UK. The scheme is intended to support general charitable purposes, particularly projects which support education and social welfare.

Deadline: The application process is ongoing and interested applicants may apply at any time.

**Contact Details:** Contact Maurice Hatter Foundation for further information: Enquiries Maurice Hatter Foundation, c/o Smith and Williamson, I Bishops Wharf, Walnut Tree Close, Guildford, Surrey, GUI 4RA Tel: 01483 407100

### Buffle UK - Young People Programme

#### Funding Amount: Up to £2,000

Who/what is eligible for funding? Funding is available to enable vulnerable young people in the UK to overcome financial barriers preventing them from achieving their education, training or employment goals.

Deadline: Applications may be submitted at any time.

http://www.buttleuk.org/need-support/young-people#help

### BBC Children in Need - Main Grants Programme

**Funding Amount:** Grants of over £10,000 are available to support projects for up to three years. Who/what is eligible for funding? Funding is available to organisations that are supporting children and young people of 18 years and under who are experiencing disadvantage through: • Illness, distress, abuse or neglect • Any kind of disability • Behavioural or psychological difficulties • Living in poverty or situations of deprivation

Deadline: Annual deadlines are 13 January, 15 May and 15 September

http://www.bbc.co.uk/programmes/articles/3XW7FvN20PD3xr2c1T62Xly/main-grants

### Glebe Charitable Trust

#### Funding Amount: Discretionary

Who/what is eligible for funding? The scheme is intended to support organisations undertaking projects providing education or welfare to disabled or disadvantaged young people. Charitable organisations operating in the UK are eligible to apply.

**Deadline:** The application process is ongoing and interested applicants may apply at any time. Applications must be made in writing. Applications must be submitted no later than a month prior to the next Trustees meeting, which occur in June and December.

**Contact Details:** Glebe Charitable Trust for further information: The Trustees, Glebe Charitable Trust, PO Box 38078, London, SW19 5WS Email: hdurieewart@aol.com

### Woodcock charitable Trust

#### Funding Amount: Up to £5,000

Who/what is eligible for funding? The Woodcock Charitable Trust Grant is provided and administrated by The Woodcock Charitable Trust in England and Wales. The grant is intended to support groups that work in the following areas: Children's projects, sport and general welfare. **Deadline:** None Specified

**Contact Details:** Applications must be made in writing to: Lucy Gibson, The Woodcock Charitable Trust, Harcus Sinclair, 3 Lincoln's Inn Fields, London, WC2A 3AA Tel: 020 7242 9700 Email: mellytuk@yahoo.co.uk

### cuthbert Horn Trust

**Funding Amount:** Funding is at the discretion of the Trustees. Previous grants have been for between £2,000 and £3,000.

Who/what is eligible for funding? Grants are available for voluntary sector organisations in the UK for general charitable purposes. Previous grants have been for a range of activities such as conservation, education, environmental protection, help for disadvantaged children, music, research and transport.

#### Deadline: None specified

Further Information: Applications should be made in writing with details of the project to: Ian Woodhouse, Cuthbert Horn Trust, Arnold Hill & Co, Craven House, 16 Northumberland Avenue, London, WC2N 5AP Tel: 020 7306 9100 Email: ian.woodhouse@arnoldhill.co.uk

### Austin and Hope Pilkington Trust

#### Funding Amount: Grants of £1,000 are available.

Who/what is eligible for funding? Grants are available to UK registered charities undertaking projects in a variety of fields and works on a three-year rotation system, with different fields of interests being funded each year. 2017: The Elderly and Music and the Arts. Priority will be given to projects focusing on homelessness, domestic abuse, prisoners/offenders, training and education, counselling and support, and activities for those with limited access or opportunities.

**Deadline:** There are two deadlines each year: I June and I November. The Trust requests that applications are submitted as early as possible before the deadline so that the Trust has plenty of time to request any additional information if required.

http://austin-hope-pilkington.org.uk/

### Swire charifable Trust

#### This charitable trust makes grants in 3 main areas:

- **Community & social welfare:** in particular, charities that help to foster long-term positive change in the lives of disadvantaged people and their communities, with a focus on care leavers, people with disabilities, homeless people, ex-services people, and victims of slavery and human trafficking
- Education & training: charities that help children and adults from all backgrounds to fulfil their potential and make the most of their talents, with a focus on narrowing the attainment gap, improving essential literacy and numeracy skills, and empowering people (young and older) who are NEET to engage with education and training
- **Heritage:** charities working to restore neglected buildings and monuments which can contribute to community regeneration, particularly in areas of deprivation and especially smaller charities which offer employment or volunteering opportunities for local residents

Applications are currently open across all 3 areas. The Trust is open to making both restricted and unrestricted grants – so if you're seeking core funding, this may be a good one to apply for. There is no minimum or maximum size of grant, and the Trust may decide to award more or less than you apply for.

To be eligible, you must be a registered charity and the work must be taking place in the UK. The application process is simple – just apply using the online form. Applications for amounts up to  $\pounds$ 25,000 will usually receive a decision in one month, and applications for larger amounts can expect to receive a decision within 4 months. For more information, and to apply, visit the Trust's website.

### Esmee Fairbairn Foundation

#### Funding Amount: Up to £500,000

Who/what is eligible for funding? The Foundation aims to improve the quality of life for people throughout the UK by supporting work that focuses on the arts, children and young people, the environment, and social change.

**Deadline:** Applications may be submitted at any time.

http://esmeefairbairn.org.uk/apply-for-funding/

### The Weinstock Fund

This charitable trust makes grants to UK registered charities working in the following areas:

- Medical care and treatment, including respite care and hospices
- Care for physically and mentally disabled adults and children
- Education and training for adults and children with physical and learning disabilities
- Care and support of the elderly
- Care and support for children
- Welfare
- Music and the Arts

The majority of funding tends to go towards the arts. There are no deadlines – trustees meet to review applications on a regular basis. For more information, and to download the application form, visit the Weinstock Fund website.

### The Ernest Cook Trust

This charitable trust makes educational grants for projects that benefit children and young people, with a focus on outdoor learning, conservation and the management of the countryside. There are two grant programmes:

- Small grants between £100 to £4,000 usually pump priming or educational resources for small groups, state schools and registered charities. Applications can be made throughout the year and are considered bi-monthly, however the trust advises that applications be submitted six months in advance of the project's expected start date.
- Large grants between £5,000 to £12,000 usually for comprehensive education
  programmes, environmental projects or arts, crafts and architecture projects. Applications are
  reviewed twice a year: in April the trustees consider projects related to the arts, crafts and
  architecture; in September the trustees consider projects covering the environment and
  countryside. Projects related to literacy, numeracy and science are considered at both meetings.

Large grant applications must be received by 31st January to be considered at the Spring meeting. There are no deadlines for small grant applications. There is no application form – applications should be made in writing. For more information on how to apply, visit the Ernest Cook Trust website.

### Tudor Trust = November spotlight

The Tudor Trust is keen to work with organisations that have a real understanding of the challenges facing the communities they support, and a clear sense of the difference they seek to make through their work. The Trust particularly seeks to support charitable organisations working with people who are on the edges of mainstream society in ways which encourage inclusion, integration and independence, and particularly work that develops and promotes the social connections and relationships that make such an important contribution to the well-being and quality of life of individuals, and which strengthens communities. Applications from smaller, under-resourced groups with an annual turnover of less than  $\pounds 1$  million that can demonstrate an ability to adapt to the new reality of funding cuts while also imagining new ways of doing things are especially welcome.

#### The Trust is looking to fund organisations that

#### I: Display the following positive organisational characteristics:

- Encourage and develop positive social connections and relationships;
- Are embedded in their community and can identify and channel the potential within that community;
- Have vision, energy and commitment and are reflective and open to change;
- Want to make a step change in the way they work, but need support to do this;
- Listen to and are responsive to their users and give users a voice;
- Offer longer-term engagement and support; and
- Make good use of the resources they have.

#### 2. Address marginalisation by:

- Engaging with a marginalised community or engage with a particularly marginalised group of people or 'community of interest';
- Providing direct support to individuals who are in real need;
- Being rooted in overlooked and neglected areas where funding is hard to come by; and
- Positively influencing the lives of marginalised people and communities.

#### 3 Make a difference by:

- Generating a ripple effect a wider impact beyond the immediate beneficiaries of the work;
- Displaying new thinking or demonstrate best practice: offer an exemplar others can learn from;
- Reflecting on their work and are generous in sharing their findings with others.

Grant awards are usually over  $\pounds 10,000$ , although The Trust doesn't state a minimum or maximum award level. Grants can be for up to 3 years. Around 10% of applications are successful.

Applications are invited from charitable organisations, including registered charities, unincorporated associations, community interest companies and industrial and provident societies, working directly with people in the UK who are on the edges of mainstream society and have limited access to resources and opportunities. **Grants can be used for:** 

- Core organisational costs, such as salaries, overheads and day-to-day running costs;
- Project costs;
- Capital grants for buildings or equipment; and/or
- Grants to help strengthen the organisation.

#### Applications may be made at any time.

The Trust operates a two-stage application process. Applicants must initially submit a first-stage proposal, which will go through an initial assessment process. First-stage proposals should be submitted by post or as a single email to applications@tudortrust.org.uk (full email submission instructions are available on the Trust's website).

#### Applications should include:

- I. An introductory letter on the organisation's letterhead;
- 2. A completed organisation details sheet, which is available to download from the Trust's website;
- 3. The organisation's most recent annual accounts and annual report, or a photocopy of a recent bank statement if the organisation is too new to have accounts;
- 4. Answers to the following questions:
  - (i) What work does the organisation do?
  - (ii) What practical difference does it want to make?
  - (iii) Who is the community it works with and what challenges is that community currently facing?
  - (iv) What strengths and opportunities are shown in this community? and
  - (v) How can the Tudor Trust best help?

Organisations successful at stage one will be contacted by the Information Team to discuss the secondstage application process. Further information is available on the Tudor Trust website. Contact details for the Trust are: The Tudor Trust 7 Ladbroke Grove London WII 3BD Tel: 020 7727 8522

#### https://tudortrust.org.uk

### Beeby Family Fund

Grants to support and improve the lives and opportunities of disadvantaged children and young people. Priority given to those living in Wigton and in the villages and rural communities around Wigton. Application may be considered from the wider West Cumbria area, in exceptional need.

### Who can apply?

- young individuals, voluntary and community organisations tackling disadvantage
- Priority will be given to projects that:
- promote life skills
- support young people to fulfil their potential
- personal development
- tackle disadvantage in rural communities
- support disadvantaged children and young people
- support youth sports teams where it is helping young people to develop
- positively as individuals and working in teams

#### What will the fund support?

- groups who encourage personal development, self-confidence and employability skills particularly among disadvantaged young people
- individuals undertaking accredited and non-accredited training
- activities that prevent children and young people developing problems that lead to difficulties later in life.

### The Fund will not normally support applications for:

- non-charitable sports or arts
- photocopiers
- vehicle purchase costs
- statutory organisations
- promotion of religious doctrine

### How much can you apply for?

There will be no maximum or minimum grant level, however grants for individuals will be considered for between £250 and £1,000 initially (dependent upon fund availability and identified need). Grants for organisations can only be awarded as funding allows. If you would like to know more about this fund, please contact: Gary Higgs on 01900 825760 or email gary@cumbriafoundation.org https://www.cumbriafoundation.org/fund/beeby-family-fund/

### The John Armitage Charitable Trust

This charitable trust makes grants to organisations in England and Wales, with a focus on their current priority areas:

- social welfare
- older people
- education
- medical care and research
- youth support
- religion

Their grants tend to be in the region of  $\pounds 15,000 - \pounds 25,000$ . In previous years, applications in the category of youth support have received the most grants. There is no application form and no deadlines – applications should be made in writing to the Trust's registered address at:

The John Armitage Charitable Trust c/o Sampson West 12-14 Mitre House, London EC3A 5BU



**Disclaimer:** Cumbria Youth Alliance cannot be held responsible for the quality, reliability or accuracy of the information contained herein. **Accessibility:** If you require this information in another format, please contact 01900 603131 and we will do our best to meet your requirements.

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