

# Everyone needs a holiday



# "The FHA does a fantastic job"

Lorraine Gibson, Community Worker

**"I work on the Thornhill Neighbourhood Project in Islington, London and meet many families suffering from poverty and inadequate, cramped housing. I first came into contact with the Family Holiday Association 10 years ago and my respect for the charity and their work has grown ever since. I see the results of the FHA's work every day and I think they do a fantastic job. I refer plenty of families for a holiday and they always return less stressed, more positive and determined to sort out their problems."**

## **The Wrights: mum and two children.**

Dad died unexpectedly and one of the children cannot accept that he has gone. Mum is struggling on a widow's pension and Income Support while trying to catch up on water rates and electricity arrears. Trying to put their lives back together, mum was desperate to get away with the children. After their holiday, the family's welfare officer commented that they were more relaxed and better able to face their difficulties, 'the holiday was a significant benefit and perhaps more effective than any therapy.'

*"Our holiday has been fabulous and we have done plenty of walking. I know we'll return feeling refreshed and less stressed. The children have more confidence and have made new friends. Being together for a whole week has made such a difference."*



## **Everyone needs a holiday**

For most of us an annual holiday is something we take for granted. But for many it is a necessity they cannot afford. In the UK around two million children are being brought up in such poverty that they lack the most basic necessities, and over three million live in families with low income.

Poverty is just one reason preventing a family from getting away from it all to relax and have fun. Countless families can't take a holiday as they are dealing with long-term illness, recent trauma or tragedy, disability, family break-up, bereavement, depression or violence. For these reasons every year around a quarter of the UK population is excluded from taking a holiday.

It's a fact that holidays are good for us. They make us feel happy, and just looking forward to a break away can do us the power of good. Holidays are a chance to relax and unwind, experience new things, meet other people, make new friends, have fun and laugh: they are essential to our physical, emotional and spiritual well-being. Having had a holiday life's problems often seem easier to deal with and we can approach them feeling refreshed and able to cope. But sadly it is often those facing problems and most in need of a holiday that cannot take one.

The Family Holiday Association is the only national charity in the UK that specialises in providing holidays to disadvantaged children and their families. Every year we help hundreds of families to take a much-needed break.



Lorraine Gibson, Community Worker

# "It's a great way to help my favourite charity"

"I first heard about the FHA at an ABTA Convention. I'd always wanted to run a marathon, so I agreed to run one for the FHA and raise money at the same time. So far I have run the London Marathon, the Great North and the Great South Runs and I also like to take part in various local half marathons. As a full-time working mum, running is a great way to find some time for myself, and what better way to give something back to those people less fortunate than myself."

Jacqueline Steadman,  
Managing Director, TravelTime World Limited

## Our vision

A society in which the quality of family life is enhanced through equitable access to high value rest and recreation regardless of disadvantage or poverty.

## Our mission

To work in partnership with others to promote the quality of family life for those parents and children who experience disadvantage as a result of poverty through the provision of and by promoting access to holidays and other recreational activities.

## The Family Holiday Association

For 27 years the FHA has been helping families under stress to go on holiday, mostly at caravan parks and holiday centres in the UK. This is the charity's core work and last year we enabled almost 1,000 families to get away from the toil and strain of daily life.

We help families facing difficult circumstances who have not had a holiday for at least four years. These families are generally referred to us by social services, health authority staff and other voluntary organisations, such as Barnados, family centres and women's refuges. Increasingly we are forming partnerships with other organisations, such as HomeStart<sup>1</sup> and UNISON Welfare<sup>2</sup>, to work more effectively and help more families.

Our contribution towards a family's holiday covers the accommodation, travel and food costs for a one-week stay at a family holiday park run by organisations such as Butlins and Haven. Most resorts are at the seaside, which is loved by both children and parents. Families are always given a choice of holidays and are encouraged to become involved in choosing and organising the trip – just like any other family. Occasionally the FHA may help to fund a holiday in another location, for instance with relatives.

The FHA's main objectives are to:

- increase the number of families that gain access to holidays
- research and promote the value of holidays for families experiencing disadvantage
- increase awareness of the scale and scope of the problem of lack of access to holidays.

<sup>1</sup> HomeStart is a family support organisation providing emotional and practical support to families finding it hard to cope.

<sup>2</sup> UNISON Welfare is UNISON's registered charity providing support to members who are experiencing unforeseen hardship or personal difficulties. UNISON is a public service trade union.



Jacqueline Steadman,  
Managing Director,  
TravelTime World Limited

# "I've seen the fun and enjoyment a break brings to a child"

"I joined the FHA in October 2002 and am responsible for developing programmes to provide or improve access to holidays for families on low incomes. I am also looking into more evidence-based approaches that bring lasting benefits to our families. In a previous job, I became acquainted with the invaluable service that the FHA provides and, as a respite carer myself, I have seen the fun and enjoyment a break brings to a child."

Thea Joldersma,  
FHA Programme & Policy Manager

"This Family Break holiday is a gift that we'll always treasure. We met other families in similar circumstances. We laughed a lot and said it had been a long time since we had experienced that kind of closeness."

"We have formed such strong friendships in the one week. It would have taken us over a year to become so close by just attending HomeStart drop-ins."

"These holidays are a wonderful concept. We'll take away many valuable memories."

**COMMUNITY  
FUND**  
enabling people to help & be helped

The *Family Breaks* project is funded by The Community Fund

## *Family Breaks*

Sometimes a family is facing such difficult circumstances that a holiday adds even more stress. The FHA recognises this, so has developed *Family Breaks*. This programme offers a family a relaxing week's holiday in a supportive environment. Set in beautiful countryside, sometimes near the sea, families can participate in many different activities provided by a team of experienced and professionally qualified trainers, therapists and crèche workers. Parents can have one-to-one counselling, join workshops on parenting skills, go to drama, music and fitness classes or have a complementary therapy, such as reflexology or massage. Children take part in singing, dancing and playgroup sessions, mask making and face painting. Family activities include country walks, boat trips and outings, to a local farm for instance.

*Family Breaks* allows families to take part in activities that they would not normally experience or even consider. Parents and children learn new skills, make new friends, develop feelings of self-worth and, above all, have fun.

Families are referred in groups from the same community so that they can develop friendships and support each other when they return from their holiday. Families often develop a strong sense of community during the week. They take this home and are able to create a better environment for themselves and others: an environment where anti-social behaviour is less likely.

In 2002, with help from a successful lottery bid, the FHA ran four *Family Breaks* for over 50 families.



**Thea Joldersma,**  
FHA Programme &  
Policy Manager

# "It was my first holiday, it was brilliant!"

Emma, aged 8

"I loved our holiday. We went swimming every day. I was very happy after my holiday, so was mummy. She gets very sad sometimes because we've no house or money, but mummy didn't cry so much after our holiday. I liked telling my friends about my holiday because they always have holidays and I don't. I showed the whole class all my holiday pictures, they said it looked lovely and that made me happy too. Mummy explained to me about the nice people at the FHA and how they helped us go on holiday. If I met them I would give them a big hug and say thank you very much."

## The Booths: mum, dad, grandma and three children.

Dad and one child have life-threatening illnesses and need complicated treatment and frequent hospital visits. Mum and another child were recently injured in a serious road accident leaving grandma to care for everyone. The family had never had a holiday and desperately needed a break.

"It seemed as if everything was falling apart. We are so grateful to the FHA for giving us this week away. It's the first time we've all relaxed in ages."



## Small beginnings

Over 50 years ago Patrick Laurance found himself unemployed, supporting his wife and daughter who had chronic bronchitis. Sadly they had also recently lost another daughter. They desperately needed a holiday, but couldn't afford one. A friend lent them his seaside house, and a week away worked wonders for their daughter's health. They all returned feeling happier and more relaxed. Pat and Joan particularly realised the importance of a family holiday and in 1975 they founded the Family Holiday Association. In the early days they ran the charity from their spare bedroom and spent many, many days fundraising. In its first year the FHA helped 17 families go on a much-needed break: nearly 30 years later this number has grown to almost 1,000.

## A big future

As society changes, so must the FHA to ensure we make the most of opportunities that arise and continue to help as many deprived families as we can. In 2002 we reviewed our work and produced a strategic plan for the next five years. In summary we aim to:

- improve access to holidays by finding out more about families' needs and preferences, and offering more breaks during school holidays
- raise awareness of the benefits of holidays through research
- work in partnership with other organisations, such as voluntary, statutory, social housing and commercial agencies, and make the most of initiatives that improve access to holidays
- ensure that the FHA is at the cutting-edge of family policy
- provide the highest quality service to families and others who work with us
- secure greater funding by exploring new and different funding streams.

There are many challenges ahead. We are confident we can meet them and continue to help more families desperately in need of a holiday.



Photograph posed by model

# "We understand the importance of holidays"

"At Air 2000 we choose to support the FHA because the charity helps under-privileged families to experience the benefits and pleasure that a holiday can bring. It's our business too to help people benefit from holidays, so we have a natural affinity. In the last six years we've raised over £280,000 from in-flight collections of foreign coins and spare change. And we plan to continue to raise more funds to help such a worthwhile organisation."

Chris Browne,  
Managing Director, Air 2000

The FHA is always very grateful for any donations, big or small. Whatever you give makes a real difference to people's lives.

If you are interested in raising money for the FHA, for example by getting your workplace involved or leaving a legacy, please call us on 020 7436 3304.

#### Local groups addresses

Rotherham Holiday Aid, c/o Cynthia Henry, 2 Church Lane, Wickersley, Rotherham S66 1ES

Wolverhampton Friends, c/o Ralph and Christine Smith, 68 Mount Road, Tettenhall Wood, Wolverhampton WV6 8HQ

North London Friends, c/o Patrick Laurance, 7 Childs Way, London NW11 6XU

*giftaid it*

If you are a UK taxpayer the FHA can claim back the tax on your donation. If you donate £100, we can claim back £28, making your gift worth £128 – an extra 30%.

The FHA is a voluntary organisation and is only able to carry out its work through the generosity of others. As well as working with similar organisations and making the most of grant-giving bodies, the FHA raises funds in many different ways to help give disadvantaged families the holidays they so often desperately need.

Donations from our individual supporters are extremely important. People also accomplish amazing tasks to raise money for us. After months of training, 26 people ran the gruelling London Marathon and raised a staggering £30,000. The Golden Jubilee 10K Run, through the heart of London, took place in July and a 20-strong team from Teletext took part raising almost £3,000 for the FHA.

Corporate support is essential to us. Many companies help us in all sorts of ways, from benefiting us through events they hold, buying our Christmas cards, to entering into money-raising promotions with us. If you would like to help us through your workplace, please call us on the number opposite.

We are also lucky to have three dedicated local groups who tirelessly raise money for the charity every year: Rotherham Holiday Aid, Wolverhampton Friends and North London Friends. They held events ranging from fundraising folk nights and annual fêtes to skittle evenings and carol singing.

Local fundraising is vital to us. If you would like to get involved with our local groups, why not contact them (details opposite). Or maybe set up your own group? We also want to encourage help from established groups such as branches of the Women's Institute, Round Table and Rotary Club. If you are a member of such an organisation and would like to be an FHA local ambassador, please call us.

Often people are kind enough to remember us in their Will. What better way to celebrate your life than to give a less fortunate family a holiday to remember? In 2002 we received an extremely generous £10,000 legacy from Mrs Wimble, a long-standing FHA supporter. Mrs Wimble loved walking in the countryside and understood the importance of a break away from daily life.



Chris Browne,  
Managing Director, Air 2000

# "We're making a real difference to families in need"

John McDonald, Director



## The thousands of people we helped with a holiday during the past year may not have noticed it but the Family Holiday Association has changed.

During the early part of the year council members and staff took a long, hard look at what we do and why we do it and carried out a comprehensive review of the charity, its purpose and mission. As a result our work with families will be more effective and, at the same time, produce greater understanding of how important it is to give disadvantaged families a break.

Our *Family Breaks* project is the first tangible result of this new way of working. Not only does *Family Breaks* help families desperately in need of a holiday, it also involves us working closely with a like-minded charity partner, Homestart. At the end of this two-year project we hope to have a much better method of helping particularly needy families: a method we can share with other caring agencies so that even more families benefit.

Another innovation has been to purchase our own caravans enabling us to offer holidays during the peak summer weeks. Providing holidays at this time of year was previously prohibitively expensive, but we identified the urgent need to reduce absence from school of vulnerable children. The first two of five FHA caravans, funded as a result of an appeal to our generous supporters, will be used this summer.

The charity has taken the first steps to fund research into the benefits of holidays. We are also increasing the monitoring and evaluation of all the work we do.

Our dedicated staff team has also seen significant changes. I particularly want to mention Andy Grout, Assistant Director, who left after nearly 10 years of sterling service to the FHA. And I'd like to extend a warm welcome to Thea Joldersma, the FHA's first Programme & Policy Manager, Nicola Maskell the new Trust & Corporate Fundraising Manager and Sarah Thomson, our new Events Fundraiser.

The FHA's council and its committees are also embarking on a period of change and have started to take an in-depth look at their roles and responsibilities.

When I arrived as Director in September 2001, I said our message was clear. Enjoying a holiday should not be seen as a luxury but rather that it is an important step towards helping families worn down by poverty to improve their quality of life and to feel part of normal society. Today, after the changes we have made, the Family Holiday Association, with the help of its friends and supporters, is much better equipped to make a real difference to the lives of those parents and children who are struggling with poverty and disadvantage.



### FHA caravans – a new project

For many families it is important that children are not taken out of school unnecessarily. But the costs of holidays are at their highest when schools are closed for the summer.

Recognising this problem, the FHA decided to buy a caravan. This would allow us to guarantee breaks away during the summer, and mean that we could provide high standard accommodation at a low cost to the charity.

In June 2002 we launched an appeal to our very generous supporters to help us fund the purchase, and the results were astounding. We raised enough money to buy **five** caravans. This will enable us to provide up to 200 family holidays every year. Thank you to everyone who gave so generously.

The first two caravans will be used in summer 2003.



# "It's been a successful year for the FHA"

Keith Graham, Chairman of Council

Last year was another successful year for the Family Holiday Association that saw us moving in new directions whilst continuing our essential core work. We enabled almost 1,000 families from across the UK to have a holiday.

We worked hard to develop an important new strategic plan for the charity in which we set out our reviewed vision and mission to take us through the next few years. We have set ourselves some challenging objectives, but are confident we can meet them. One main thrust in our work is to improve access to the service we provide and to make the processes we use simpler.

With help from the National Lottery's Community Fund we started our programme of *Family Breaks*. Working in partnership with the national charity Homestart, over the life of the project, we will send 160 families away to enjoy a week in a supported environment.

One of our long-standing and much-valued council members stood down this year. We said goodbye to Denis Ross who had been associated with the FHA since it was first formed, celebrating many successes and helping us through changes and difficult periods.

While overall income dropped slightly this year, due to the ending of fundraising for our very successful *Time2Care* project, there was significant underlying growth in support for our core activities.

2003 promises to be another year of both consolidation and growth. We plan to upgrade our computer systems so that we can work more efficiently, and to establish further the real benefits of a holiday to families. Our new caravan project, mentioned by our Director, will see its first year of operation.

We have said goodbye to some long-serving staff and welcomed new recruits to our highly motivated team. They are backed-up by a committed council of trustees and we continue to enjoy the support of our founders Pat and Joan Laurance and our president Lady Mary Mumford DCVO.

With such an effective team we aim to continue to provide an excellent service and holidays to many, many disadvantaged families.



#### **President**

Lady Mary Mumford DCVO

#### **Vice Presidents**

Patrick Laurance  
Joan Laurance BEM

#### **Patrons**

Jean Boht, John Carter,  
Professor K Holt, John Jay,  
Alistair McGowan,  
Lord Pearson of Rannoch,  
Libby Purves,  
Rabbi John Rayner CBE,  
Prunella Scales,  
Anthony Solomons,  
Sir Harry Solomon,  
His Honour Anthony Tibber

#### **Council Officers**

Chair – Keith Graham  
Vice Chair – Alison Rice  
Secretary – Jeremy Muller  
(resigned Oct 2002)  
Treasurer – Roger Liddiard

#### **Council Members**

Penny Cushing, Pippa Isbell,  
Martha Osamor, Ian Reynolds,  
Denis Ross (resigned June 2002),  
Jennifer Smith

# Financial review

## Summary statement of financial activities

	2002 £	2001 £
<b>Incoming resources</b>		
Donations and gifts	803,051	962,792
Community Fund	88,000	90,000
Investment Income	2,450	24,448
Interest receivable	7,648	-
<b>Total</b>	<b>901,149</b>	<b>1,077,240</b>
<b>Resources expended</b>		
Direct charitable expenditure	630,438	878,418
Fundraising and publicity	64,206	167,498
Management and administration	80,766	99,949
<b>Total</b>	<b>775,410</b>	<b>1,145,865</b>
Movement for the year	125,739	(68,625)
Change in valuation of investments	(7,521)	(9,570)
Funds brought forward	330,831	409,026
<b>Funds carried forward</b>	<b>449,049</b>	<b>330,831</b>
<b>Summary balance sheet</b>		
Fixed assets and investments	91,015	74,187
Net current assets	358,034	256,644
<b>Total funds</b>	<b>449,049</b>	<b>330,831</b>

## Council's (Trustees') Statement

The financial information shown here is a summary extracted from the accounts of the Family Holiday Association for the year ending 31 August 2002.

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full annual accounts, the auditors' report on those accounts and the Council's report should be consulted; copies of these can be obtained from the Family Holiday Association, 16 Mortimer Street, London W1T 3JL. The Council approved the annual report and accounts on 19 March 2003 and the annual report and accounts have been submitted to the Charity Commission.

The accounts have been audited and have been given an unqualified audit report by our auditors.

Signed on behalf of the Council



**Roger Liddiard**  
Treasurer  
19 March 2003

## Auditors' Statement

As auditors to the FHA, we have reviewed the summarised accounts shown here and consider that they are consistent with the full accounts on which we gave our opinion.

**Carter Backer Winter**  
Hill House, Highgate Hill, London N19 5UU

### Auditors

Carter Backer Winter,  
Hill House, Highgate Hill,  
London  
N19 5UU

### Solicitors

Berwin Leighton Paisner,  
Adelaide House, London  
Bridge, London  
EC4R 9HA

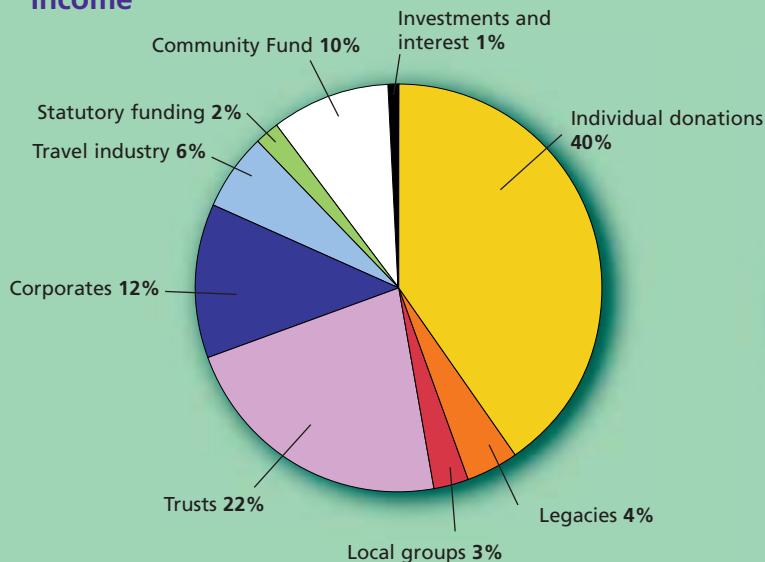
### Bankers

Barclays Bank plc, 99 Hatton  
Garden, London EC1N 8DN  
CafCash, Kings Hill, West Malling,  
Kent ME19 4TA

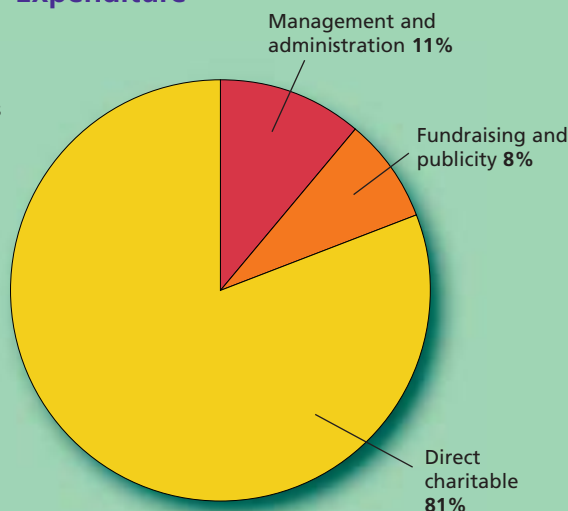
### Investment Managers

James Capel Investment  
Management, HSBC  
Investment Bank plc, 6 Bevis  
Marks, London EC3 3JQ

## Income



## Expenditure



# Thank you

We would like to thank everyone who gave money to the FHA.  
Without your generosity, our work would not be possible. Our  
special thanks to those who donated £500 or more:

## Companies

Air 2000 Ltd  
Barclays PLC  
First Choice Holidays PLC  
Gee Lawson Ltd  
Holiday Autos Group Limited  
Institute of Travel and Tourism  
Liz Earle Cosmetics  
Lotus Group  
Panorama Holiday Group  
Premier Travel Group  
Shepherd Building Group Ltd  
Shepherds Bush Housing Association  
Synergy Partnership Ltd  
Teesside International Airport  
Walt Disney Parks and Resorts

## Trusts

Adint Charitable Trust  
Andre Bernheim Charitable Trust  
Anthony du Boulay Charitable Trust  
Benham Charitable Settlement  
Charles S French Charitable Trust  
CHK Charities Limited  
E Vinson Charity Settlement  
G M Morrison Charitable Trust  
Jackdaw Trust  
Joseph Strong Frazer Trust  
Leopold de Rothschild Charitable Trust  
Maud Elkington Charitable Trust  
P M Beckwith Charitable Trust  
Ponton House Trust  
The 29th May 1961 Charitable Trust  
The Alan Edward Higgs Charity  
The Beatrice Laing Trust  
The Bothwell Charitable Trust  
The Calpe Trust  
The Ernest Kleinwort Charitable Trust  
The F Hammond Trust  
The Gibbins Charitable Trust  
The Hedley Foundation  
The Joseph & Ann Slater  
Memorial Fund  
The Late Miss Barbara May Paul  
Charitable Settlement  
The Macdonald-Buchanan  
Charitable Trust  
The Michael and Harriet Maunsell  
Charitable Trust  
The Moffat Charitable Trust  
The Patrick Frost Foundation  
The Paul Lunn-Rockcliffe Charitable Trust  
The Pitt-Rivers Charity  
The Rainford Trust  
The Ratcliffe Charitable Trust  
The Ritchie Charity Trust  
The Robert Hall Foundation

The Rooth Charitable Trust  
The Rufford Foundation  
The R W Mann Trust  
The Sir James Knott Trust  
The Sir James Reckitt Charity  
The Sir Jules Thorn Charitable Trust  
Wendover 1974 Trust  
York Common Good Trust

## Individuals

Mr M Albu  
Mr M Armitage  
Mr J Atkin  
Miss K Balmforth  
Mr & Mrs D Beales  
Dr S Bennett  
Mr & Mrs M Bentley  
Mrs J Boaz  
Ms J Bow  
Mrs M Bowring  
Nigel Brims & Anne Dismorr  
Mr D Britton  
Ms B Cairns  
Mr Simon Calder  
Mr Capel  
Mr D Christie  
Mr D Clarke  
P M Clarke  
Mr & Mrs David Crossland  
Penny Cushing  
Dr & Mrs Cutler  
Mr C Dreyfus  
Mrs Durrant  
Ms K Elmer  
Mr Feakins  
Ms R Forsyth  
William & Emma Gomme  
Mrs F Greenwood  
Mr G Hale  
Mrs S M Hart  
Mr N Hartley  
Mrs S Hatfield  
Mr & Mrs J Haviland  
Mr D Hayes  
Mrs J Hill  
Dr A Valerie Jones  
Mrs F Jordan  
Mrs G Kempster  
Mrs J Knott  
Mr J B & Mrs C Lamb  
Mr S Launchbury  
Mr & Ms R Maclaurin  
Mr D McGregor  
Christine Moffat  
Mr A Moye  
Mr Jeremy Muller  
Lady Mary Mumford DCVO

Mrs H Neatby  
Mr Graham Neill  
Mr T O'Callaghan  
Dr Oulton  
Mr & Ms E Piper  
Mr D Price  
Mr Martyn Ralph  
Mr Paul Rayner  
Mr & Dr Rogerson  
Mr & Ms Rosser  
Miss V Russell-Clarke  
Mrs Barbara Saxton  
Dr J W Scott  
Mr P V Shaw  
Mr Ronnie Simkins  
Mrs C Simpson  
Mrs V Smith  
Ms V Smith  
The Speirs Family  
Mr & Mrs P Spencer  
Mr & Mrs Springer  
Mrs H Talbot-Ponsonby  
Mr & Mrs R Taylor  
Mr R Turner  
Mr A Turner  
Mr John Wakefield  
Mr P Wallace  
Mrs J Walters  
Mr & Ms B West  
Mrs S White  
Mr C Wickham

## Event participants

Mark Attwood  
Kerry Baggot  
Jeremy Baggot  
Judith Canning  
Bruce Cherry  
John Crummie  
Mary Finucane  
Patrick Hart  
Andrew Hopper  
Lawrence Hunt  
Gillean Keith  
Yvonne Konieczna  
Hamish Manson  
Tracey Nock  
Kathleen O'Brien  
Claire Pratt  
John Semple  
Gary Simpson  
Ian Tetsill  
Brian Trafford  
David Wass  
Dylan Wendleken  
Richard Wilcox  
Sylvia Yates

## Groups

North London Friends  
Rotherham Holiday Aid  
The Vale School  
Wolverhampton Friends  
of FHA

## Gifts in Kind

ABTA  
Bhavani Dharmaarjah  
Bourne Leisure  
British Holidays  
Butlins  
Citalia  
Citybond plc  
DFDS Seaways  
Haven  
Hertz  
Holiday Autos  
Hoseasons  
Libra Holidays  
Mall Galleries  
Mark Warner Holidays  
MasterSun Holidays  
*Radio Times*  
Singer & Frielander Ltd  
Teletext  
Travel and Personal  
Underwriters Limited  
*Travel Weekly*

## Advisory

**Committees**  
Families and Allocations  
Committee  
Travel Industry  
Fundraising Forum

The stories in this Annual  
Review 2002 are true but  
names have been changed to  
protect individuals' identities.  
Some photographs are posed  
by models.



## The Family Holiday Association

The holiday charity for families in need

16 Mortimer Street  
London W1T 3JL

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Fax: 020 7436 3302

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

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A company Limited by Guarantee registered number 2301337 England

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Portrait photography by Stephen Dunlop  
Front cover by [www.johnBirdsall.co.uk](http://www.johnBirdsall.co.uk)