Quality of Home Experience for Homeworkers
Dr Jeanne Moore
University of Teesside

This study examined the ways in which home is conceptualised, experienced and evaluated by homeworkers. It explored the impact of homeworking on the experience of home and family life and sought to identify ways in which working from home may challenge the traditional stereotypical view of home. A pilot study suggested that the homeworking experience may be differentiated by economic, spatial and gender factors revealing potential tensions and inequalities among the broad range of people who work from home. The research sought to: (i) explore the existence of supports, inequalities and tensions in the homeworking experience; (ii) establish the particular qualities of home that are enhanced with working from home, as well as those that are limited by this activity. The study used face-to-face interviews, a semi-structured questionnaire and focus groups. The qualitative sample consisted of 60 men and women who worked from home from varied types of work including professional, semi-skilled and unskilled. Four population areas in Northern England & Wales were targeted for this study. The quantitative data set included 62 questionnaires from a separate sample of national homeworkers. Key findings suggest that homeworking is differentiated by gender role, type of work and expectations. Furthermore there are both positive and negative aspects to the homeworking experience for all homeworkers. For example flexibility is desired and enjoyed but this brings longer working hours. Finally, home is enhanced for some and invaded for others, but most make a conscious effort to make home work.

The study had three main objectives:

1. To evaluate the concept, meaning and experience of home for homeworkers and establish the particular qualities of home that are enhanced with working form home, as well as those that are limited by this activity.
2. To identify supports, shared benefits and unequal tensions in the homeworking experience
3. To assess the contribution of personal social, cultural financial and physical/spatial factors to the quality of home experience for homeworkers.

The interviews

The interviews were geographically focused in the north of England and Wales. As the research was interested in the effects of working from home on home and family life it focused on those living with a partner and or children. However four of those who were interviewed are single people without children living in houses of multiple occupation. This allowed the differences and similarities between the supports and barriers to homeworking for people who live with family and people who are single to be addressed. To ensure that research participants experience of homeworking was not fleeting all of those selected to take part in the focus groups and interviews carried out paid work at home for 20 hours or more per week and had done so for over a year.
When selecting individuals to be interviewed three types of workers were targeted: professional workers (e.g. designer, manager) semi-skilled (sewing) and unskilled (e.g. assembly piece work). The focus on each of these types is supported by the findings of Phizacklea & Wolkowitz (1995) who demonstrated the diversity of experience between low skilled and high skilled homework.

**Total interviews 45**

- Living in North East 39 = 86.6%
- Living in Wales 6 = 13.3%
- 16 men = 35.5%
- 29 women = 64.5%
- 22 have children under 18 living at home = 48%
- 4 had disabilities which prevent them from working outside of the home = 9.1%
- 5 Unskilled = 11%
- 3 Semiskilled = 6.6%
- 15 Skilled = 33%
- 12 Managerial = 26.6%
- 10 Professionals = 22.2%

**Developing the interview schedule.**

Based on the literature review and the findings of an earlier pilot study an interview schedule was developed focusing on three main areas. The homeworkers’ background, their experience of homeworking, and their feelings about and experience of home and neighbourhood. A questionnaire designed to assess the difference between the interviewee’s general ideas about home and the reality of their own home experience was also administered during the interviews. This questionnaire had been developed as part of the pilot study. The interview schedule became a bit less structured as the data collection process progressed and the researchers became more confident about the issues they needed to explore in order to meet the objectives of the study.

**Gaining access: contacting homeworkers.**

Numerous methods were used in an attempt to contact potential research participants these included posters placed in community centres and other local organisations, letters sent by homeworking organisations to their members, word of mouth, advertising on the internet and contacting companies and organisations that employed homeworkers. The initial focus when contacting potential research participants to take part in interviews was on reaching those in skilled unskilled and semi-skilled occupations. Earlier research has shown that it is often very difficult to gain access to this often ‘hidden’ group of workers (Felstead and Jewson 1997). Homeworkers in skilled semi-skilled and unskilled occupations are often on very low incomes and individuals from homeworking support groups have found that many often feel they can not afford the time to take part in research. Therefore to encourage this group of homeworkers to take part in the research £10 expenses were offered to all those who took part.

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1 This was funded by the Nuffield Foundations Small Grants Scheme (1999)
Letters sent to homeworkers by the National Group on Homeworking proved a more successful approach for contacting potential research participants in skilled and unskilled occupations. Of the eighty letters sent fifteen homeworkers responded however only eight of these met the criteria for research participants. The most useful approach adopted in attempts to encourage homeworkers in skilled semi-skilled and unskilled occupations to take part in the research were introductions from individuals working in the community.

Conducting the interviews.

All of the respondents were informed in writing that the information given would be treated anonymously and confidentially. Consent forms were signed by all participants. (See attached consent form). This was necessary due to the sensitive nature of the research topic. Many of those who took part in the research were worried that there might be negative repercussions from their participation in the research. This was particularly the case for those in skilled unskilled and semi-skilled occupations most of whom felt that their employers would not want them to take part in the research and therefore feared losing their employment as a result of their participation. Some of those who took part in the research are working in the ‘black economy’ and did not want the authorities to know they are working as they are also claiming unemployment or sickness benefits. Also many of those in professional occupations felt nervous of their employers or clients reactions to their participation in the research.

All the interviews and focus groups took place between December 2001 and July 2002. Interviewing participants in their own homes was a time consuming and difficult process given the wide geographical spread of the research. Despite the difficulties involved in interviewing participants in their own homes this approach offered the best option. This approach allowed the researcher to gain an insight into the homes and lives of respondents and given the nervousness of many of the research participants.

The length of each interview depended in part on interviewee and their willingness to talk. Most of the interviews lasted between forty minutes and an hour however one or two were slightly longer. While every attempt was made during each interview to ensure that the interviewee answered all of the questions on the interview schedule they were not necessarily asked in the same order during every interview. Each interviewee was encouraged to talk about their home life and their experience of homeworking and then any questions that had not been covered were asked at the end of the interview. Five of the interviews involved the use of a translator as the participants could speak very little English. While every attempt was made to encourage translators to give a verbatim account of what research participants were saying they seemed reluctant to do so despite repeated requests for verbatim translations. Some were translated during the transcription process, which was when many of the problems with translations were confirmed and rectified. Four interviews that were not recorded this was at the direct request of the interviewees. Every effort was made during these interviews to take accurate notes. These notes were then added to from memory directly after the interview.
**Analysing the interview data**

NUDIST software was used to analyse the interview data. The categories used for coding the data were informed by the findings of the pilot study, the literature review and the interview and focus group data it’s self. The initial approach to analysing the data was defined by the questions to be addressed by the research.

**Interview schedule**

1. Can you tell me about the paid work you do at home?
2. How did you get into homeworking in the first place?
3. Where in your home do you carry out your paid work?
4. How does your family /partner cope with you working from home?
5. Do you enjoy homeworking?
6. Are there other jobs you could have chosen to do outside of the home?
7. What are the most positive aspects of working from home?
8. What are the most negative aspects of working from home?
9. So do you think you are treated the same as people who do a similar job to you outside of the home?
10. Can you describe your typical / usual working day?
11. Is there anything that you do on an everyday basis to separate your work like from your home life?
12. How do you spend your time during the day when you are not doing your paid work?
13. When you take a break from work what do you do?
14. Do you think everyone is suited to working from home?
15. Is there anything about the area/ neighbourhood you live in that makes a good place for people who work from home to live?
16. What comes to mind when you think of the word home?
17. Would your ideal home differ from your current home? If so how?
18. Does the building you currently live in feel like home?
19. Does the area you live in feel like home?
20. Has working at home changed the way that you feel about your home?
21. Has working at home changed your home environment and/ or the ways that you use that environment?

As part of the interview a short questionnaire on the meaning of home was administered.
Thinking about home (Short questionnaire used as part of the Interview)

A. We use the word *home* every day, in conversation, on the TV, in the newspapers. Think about the word *home* and the kind of place it suggests to you. How much do the following words describe the place home, as it is used every day, in your view?

B. Then, thinking just about the place that you live in at the moment, please record how much the following words describe it? Please put a number from 5 to 1, “5” fully describes it, to “1” doesn’t describe at all.

<table>
<thead>
<tr>
<th>About Home</th>
<th>Word Home: (From 5-1)</th>
<th>Where I live: (From 5-1)</th>
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<tbody>
<tr>
<td>1. Place to relax</td>
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<td>2. Place to feel secure</td>
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<td>3. Place for being with family</td>
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<td>4. Place for being with friends</td>
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<td>5. Place for love</td>
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<td>6. Place for comfort</td>
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<td>7. Place for privacy</td>
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<td>8. Place for being alone</td>
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<td>9. Place for arguments</td>
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<td>10. A lonely place</td>
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<td>11. Place for being yourself</td>
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<td>12. Place to reflect personal status</td>
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<td>13. Place to own</td>
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<td>14. Familiar place</td>
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<td>15. Permanent place</td>
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<td>16. Place to belong</td>
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<td>17. Refuge from outside world</td>
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<td>18. Place to link you to the past</td>
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<td>19. Place to be alone</td>
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<td>20. Place to get things done</td>
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<td>21. Place to work</td>
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<td>22. Place to decorate/do up</td>
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<td>23. An area to belong</td>
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<td>24. Place to connect with community</td>
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<td>25. Place to be nurtured</td>
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<td>26. A country to belong</td>
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<td>27. Other</td>
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</table>

Thank you for your help with this study. I will be conducting interviews and would be interested in talking to you further (optional). This information will not be linked to this questionnaire and will not be used for any other purpose.

NAME: __________________________; EMAIL: __________________________
ADDRESS: __________________________
Contact Tel No. __________________________

THANK YOU!
The questionnaire

The questionnaire was not geographically focused on regions within the UK therefore the questionnaire sample is more geographically dispersed than is the case for the sample of the interviews. Eighteen of those who filled in the questionnaire were from the Northeast, twenty-four from the South, twelve from the Midlands, four from Scotland and four from Wales. The breakdown of the work classification of those who filled in the questionnaire is very similar to that of those who participated in the interviews and focus groups. Seventeen of those who participated in the questionnaire work in unskilled or semi-skilled occupations, twenty work in skilled occupations and twenty-two worked in professional occupations.

Designing the questionnaire

The questionnaire used in the pilot study was adapted to focus on the questions addressed by the current research. This involved adding a twelve question General Health Questionnaire and the Work Locus of Control Scale\(^2\). (Paul E. Spector, 1988).

Administering the questionnaire

In total 330 questionnaires were sent to homeworkers. Again the approach adopted in order to contact potential research participants involved using homeworking organisations mailing lists and internet based advertisements. The National Group on Homeworking sent two hundred and fifty of the questionnaires to their current members and the West Yorkshire Homeworking Unit sent thirty questionnaires to homeworkers on their current database. In both these cases individuals that had participated in either the interviews or focus groups were not sent questioners. The remaining fifty of the questionnaires were sent to individuals who responded to online advertisements placed on homeworking web sites and the University of Teesside’s home page. In an attempt to increase the response rate two prizes of £25 were offered to those who returned the questionnaire the recipients of which were selected at random. The overall response rate was nineteen percent. However this rate varied according to which method had been used to send the questionnaire. Eighty percent of the questionnaires sent out to those who responded to online adverts were returned while ten percent of those sent out by homeworking organisations were returned.

Analysing the questionnaire data.

The data from the 62 questionnaires was used to create a database in SPSS data editor. On completion of the variable columns, the data gathered from each respondent was entered. Variable columns/data categories included nominal data (both dichotomous and multiple groups), ordinal level data and interval level data. As such, a variety of non-parametric tests were possible after descriptive analyses were carried out.

Descriptive analyses:
Frequencies for all variables/responses were analysed. The numbers of respondent’s (N) and the percentages were produced in SPSS.

Inferential analyses:

\(^2\) Permission was obtained to use the GHQ (fee paid) and Work Locus of Control Scale (no charge).
Using ‘professional’ and ‘traditional’ home workers as independent groups, Chi Square tests were carried out on a variety of nominal level variables. A variety of tests were carried out on the GHQ and Locus of Control questionnaire scores. The non-parametric tests included, Mann-Whitney U tests, Kruskal-Wallis Tests and Spearman’s rho correlations.
At Teesside University, we are conducting a study on the meaning and use of home for people who do paid work from home. Our interest is in the different ways home is used, understood and experienced by homeworkers and how working at home can change people’s daily lives. **We are interested in your views and experiences and will treat them anonymously** - no individuals or their employers/business details will be identified in any of the reports arising from this research. Any questions or comments on this survey should be directed to:

Tracey Crosbie  
Homeworking Researcher  
School of Social Sciences  
University of Teesside  
Middlesbrough TS1 3BA  
Tel: 01642 344487 (leave message):  
Email: Tracey Crosbie T.Crosbie@tees.ac.uk

By completing and submitting this survey you are giving your consent to include your responses in our research and any following publications. All material included is the property and copyright of The University of Teesside.

**PLEASE ANSWER ALL THE FOLLOWING QUESTIONS**

For multiple choice questions please circle just one answer. If none apply to you please write your answer in the space for other. For all other questions write your answers in the space provided.

**Personal Details**
1. Age: 21 or under; 22-29; 30-40; 41-50; 51-60; 61-65; 65-70; 71+  
2. Gender: Male  Female

1. What city, town or area do you live in: _____________________ (be as specific as possible)

3. Which of the following most closely describes where you live: Countryside; City suburbs; Town suburbs; Town centre; City centre; Other________________________

**A. Type of Work** Please circle the correct response or write your answer in the space provided
1. Working Status: Self-employed; Full-time employee; Part-time employee; Contract worker; Casual worker; Other ______________________

2. What kind of paid work do you carry out at home? ______________________________

3. Area of Work: Managerial; Professional; Technical; Clerical/Secretarial, Other Admin; Skilled, Semi-skilled; Unskilled; other______________ (please specify)

4. Type of Company: Self employed; Private; Public; Government; Charity/voluntary; Education/research; Casual work/none; Other ______________________

5 Does your work involve: Staying at home mostly; Mostly at office/work location; Part travelling and part at home; Other ______________?

6. How many hours on average do you spend working from home each week:________?

7. Is this mostly: daytime; evening; weekend; all three; varies/shift-work; other____________?
8. How long have you been working from home: ___ wks; ____ mnths; ____ yrs

9. Does anyone else who lives with you work from home?: Yes; No;

10. If yes, please tell us their relationship to you i.e. daughter son partner etc: ____________

11-13 What are the main reasons you work at home? Please list up to three reasons.
(i) __________________________________________________________________________
(ii) __________________________________________________________________________
(iii) __________________________________________________________________________

14. Do you have a disab ility that makes it difficult for you to work outside the home?
   Yes; No; Other ________________

B. Living Arrangements.
Please circle the correct response or write your answer in the space provided

1. How many people usually live with you (in addition to yourself): _____

2-5. What relation are they to you? Circle all that apply: Partner/spouse; Children; Friend(s) Relation(s); Other (s) ______

6. If there are children, how many children live there: _____?

7-12 Please list their ages: ____; ____; ____; ____; ___

13-15. Who looks after the children during your working hours? Please select up to three main ways.
   Yourself; Nursery/crèche; School; Aupair /nanny; Partner/spouse; Family; Friend(s); Other arrangements ____________________

16. Is the place you are living in a: Semi detached house; Detached house; Terraced house; Flat/apartment; Other ______?

17. Is it: Owned by you/your partner; Privately rented by you/your partner; Council rented; Tied to your job; Belonging to family /friends; Other __________________?

18. When you are working, are there other people in your home? Always; Sometimes; Never

C. Computer Use:

1. Do you have a computer at home? Yes; No
   If No , please skip to Section D.

2. On average how many hours a week do you use a computer for work: ________?

3. On average how many hours a week do you use a computer for other reasons: ________?

4. Do you ever use email when you are working from home?: Yes; No

5. Do you ever access the Internet when you are working from home?: Yes; No

6. How does having access to email and the Internet effect the experience of working from home?: Improve; Worsen; Make no difference; Other __________
D. Community Access

Please circle all that apply to your area

1-5. Which of the following facilities do you have locally: Leisure; Shopping; Parks/open spaces; Library; Other community facilities please specify ________________________________?

6. On average how many times a month do you use local leisure facilities______?

7. On average how many times a month do you use local shops ______ ?

8. On average how many times a month do you use local parks/open spaces ______?

9. On average how many times a month do you use local library ______?

10-12. What other three regular outside activities do you do as part of your average working week?

(i) ________________________________; (ii)______________________________; 
(iii)________________________________;

Please tick one answer only

<table>
<thead>
<tr>
<th>13 How at home do you feel in your local community?</th>
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<tr>
<td>Very Much</td>
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<table>
<thead>
<tr>
<th>14 How involved would you say you were in the local community?</th>
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<tbody>
<tr>
<td>Very Much</td>
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<table>
<thead>
<tr>
<th>15. How much do you feel at home in your current house/flat?</th>
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<tbody>
<tr>
<td>Very Much</td>
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<table>
<thead>
<tr>
<th>16. How much do you intend to move house/flat in the next year?</th>
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<tr>
<td>Very Much</td>
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<table>
<thead>
<tr>
<th>17. How much do you feel that working from home is your choice?</th>
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<tr>
<td>Very Much</td>
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</table>

E. Ways of Working from Home

1. What room do you work in mostly? ________________

2. How frequently (on average) is this room used for other activities?
Daily; Twice-weekly; Weekly; Monthly; Less often; Never

3. Do you think of the place that you are living in as home? Yes; Sort of; No

4. How long have you lived there: _______yrs _______mnths ?

5-6 Does working at home make your work easier to do: Yes; No; Makes no difference?
If yes how does working at home make your work easier? ______________________________
_______________________________________________________________________

7-8 Does working at home make your work more difficult: Yes; No; Makes no difference?
If yes how does working at home make your work more difficult?
_______________________________________________________________________
_______________________________________________________________________

9 Since working from home, do you think you can relax at home: Almost all the time; Sometimes; Never; Other ________________?

10 Are there jobs you could choose to do outside of the home rather than work from home?
Yes; No

F. Comparison with other ways of working

1. Have you worked outside the home in other places: Yes; No?

2. If yes what type of environment did you work in most recently: e.g. office: ____________?
3. In general terms, do you prefer to work from home than work outside: Yes; No? 

4. The main reason(s) are: Please list up to three main reasons
(i) _____________________________________________________________;
(ii) ___________________________________________________________; 
(iii) ___________________________________________________________; 

<table>
<thead>
<tr>
<th>Work Locus of Control Scale</th>
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<tbody>
<tr>
<td>The following questions concern your beliefs about jobs/work in general. They do not refer only to your present job/work. If you are working for yourself please just think about jobs in general.</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>Disagree very much</th>
<th>Disagree moderately</th>
<th>Disagree slightly</th>
<th>Agree slightly</th>
<th>Agree moderately</th>
<th>Agree very much</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A job is what you make of it.</td>
<td>1 2 3 4 5 6</td>
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<td>2. On most jobs, people can pretty much accomplish whatever they set out to accomplish</td>
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<td>3. If you know what you want out of a job, you can find a job that gives it to you</td>
<td>1 2 3 4 5 6</td>
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<td>4. If employees are unhappy with a decision made by their boss, they should do something about it</td>
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<td>5. Getting the job you want is mostly a matter of luck</td>
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<td>6. Making money is primarily a matter of good fortune</td>
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<td>7. Most people are capable of doing their jobs well if they make the effort</td>
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<td>8. In order to get a really good job, you need to have family members or friends in high places</td>
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<td>9. Promotions are usually a matter of good fortune</td>
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<td>10. When it comes to landing a really good job, who you know is more important than what you know</td>
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<td>11. Promotions are given to employees who perform well on the job</td>
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<td>12. To make a lot of money you have to know the right people</td>
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<td>13. It takes a lot of luck to be an outstanding employee on most jobs</td>
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<td>14. People who perform their jobs well generally get rewarded</td>
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<td>15. Most employees have more influence on their supervisors than they think they do</td>
<td>1 2 3 4 5 6</td>
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<tr>
<td>16. The main difference between people who make a lot of money and people who make a little money is luck</td>
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The 12 item General Health Questionnaire was added here. There is no electronic copy available of this.
Consent form:

**University of Teesside**

**ESRC Research on Homeworking**

I agree to take part in this research project. I understand that the interview material will be used for research purposes only. I further understand that the material will be treated confidentially and anonymously. I am aware that I can withdraw my consent at any time by contacting the researchers at the University of Teesside.

Name__________________________   Date: __________

Signature _______________________

I have received £10 expenses.

Name____________________________  Date____________

Signature_________________________