



**forget
me
not
children's
hospice**



**Impact
Report 2024/2025**



“Because **no
parent should
face the
loss of their
child alone”**

This past year has tested us in ways we could never have anticipated – as we faced rising costs and uncertainty around government funding – but it has also powerfully reminded us of who we are and why we exist.

Forget Me Not is so much more than a place where children come to die. It's where families come to live. From the moment they receive a life-shortening diagnosis for their child, we're there – helping them make the most of every moment – and make memories that last a lifetime.

This last year, we've continued to deliver truly holistic care. From short break stays and symptom control to hydrotherapy, music and sensory therapies, we help children enjoy their childhood, whatever their diagnosis. We see children who cannot speak light up at the sound of music, who cannot walk find freedom in our hydrotherapy pool, and families who come together to laugh, play, rest – and simply be.

And this support extends to the whole family – helping parents, siblings and loved ones carry the weight they bear, navigate what lies ahead, and focus on simply being there for each other.

We're incredibly proud of the difference we've made – but the reality is, we still receive only a small portion of our funding from the government. The renewed children's hospice funding for 2025/26 is welcome, but only guaranteed for the year ahead.

That's why we continue to rely on the support of our community – through monthly giving, corporate partnerships, fundraising or gifts in wills.

Our priority now is to secure the long-term future of Forget Me Not and push for a reliable national funding model for all children's hospices. Because no parent should face the loss of their child alone – and every family deserves the chance to make memories that will last forever.

Thank you for standing with us,

Gareth Pierce
Chief Executive
Forget Me Not
Children's Hospice



Our year in numbers

1075 individuals supported

At Forget Me Not, we support the whole family – not just children with life-shortening conditions but siblings, mums, dads and grandparents too.

Here's how many babies, children and young people were in our care in 2024-25.

107

0-5 years old

74

6-12 years old

50

13+ years



303
Bradford

134
Leeds

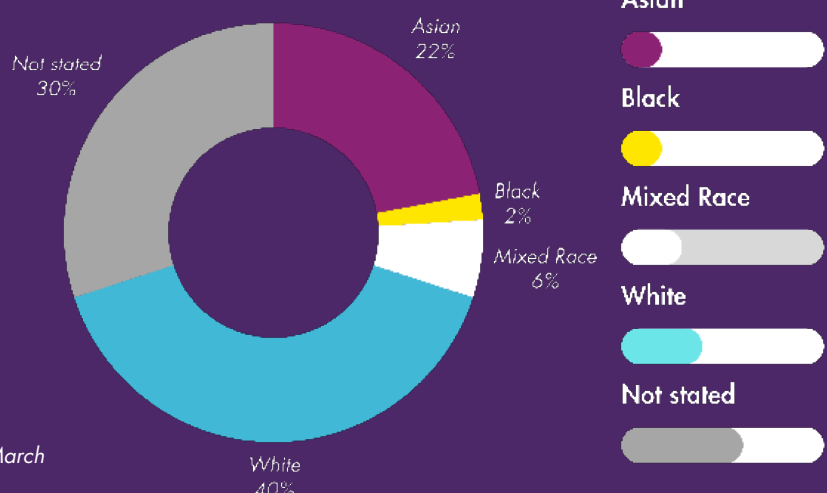
161
Calderdale

369
Kirklees

100
Wakefield

Families come to us for help from across the region. We also supported 8 people from outside of West Yorkshire.

We're proud to walk alongside every family, every step of the way — respecting their wishes, honouring their traditions, and providing the care they need at the time they need it most.



*All data is from the financial year April 2024 - March 2025, unless otherwise stated

A photograph of a man with short brown hair, wearing a grey t-shirt, gently holding a young child. The child is wearing glasses and a blue long-sleeved shirt with a Mario character on the sleeve. The child is lying down, and the man is looking down at them with a caring expression. The background is blurred, showing what appears to be a hospital or clinical setting.

We also delivered:

312
hours of
end of life care

Being here for families at the end of their child's life is one of the most important services we can provide.

Families need not only a huge amount of support but also to feel in control of what's happening. So our specialist nursing care, memory-making activities and practical and emotional support is shaped around their circumstances, wishes and needs. Last year we supported 4 families through this devastating time.

933
bereavement
support sessions

Our bereavement support practitioners work with individuals and couples to find ways to navigate and cope with their grief.

515
hydrotherapy sessions

Our hydrotherapy pool enables children with complex conditions to enjoy the benefits of being in water, which can help reduce pain and improve muscle strength and joint flexibility. It's also great fun!



Meeting our **promise:** a family story



Single mum of four, Uzma found it almost impossible to cope when her youngest son was diagnosed with global developmental delay at the age of 2. "I was struggling so much, I don't have the words for it. I didn't know what to do or where to go."

Ahmad, now 4, seemed to be hitting all his milestones – walking, talking, singing along to his favourite songs – but then deteriorated to a stage where he now is confined to a wheelchair, dependent on oxygen and fed through a tube. In and out of hospital, Uzma was stretched to capacity as she tried to care for him and his siblings.

With Uzma's family unable to help, at one point her anxiety attacks were so bad she was hospitalised at the same time as Ahmad. "The doctors told me I risked becoming seriously ill if I didn't get help. That's when we were referred to Forget Me Not."


That was "life-changing," she says. Now, Ahmad comes to Russell House for respite and overnight stays which means Uzma is less stressed and able to enjoy time with all her children. She also gets to meet other

mums, like at our spice and sparkle group where families cook delicious food for each other.

She says, "If ever I have a problem, or need advice and guidance, there's always someone here who can help. Before that I had no one. People here are like the family I needed, a family I can rely on."

**"At Forget
Me Not,
I found
the family
I needed"**

With only 54 children's hospices across the UK, it's not always easy for families to find the care and support they need. That's why we're proud to have been there for Uzma, helping her to navigate the challenges of caring for a child with complex needs.



100% of
respondents said
they were very
satisfied with the
care they receive
from Forget Me Not

**Family survey, December 2024*

Tailored support for **every** family

Every family we support faces their own unique set of circumstances and challenges — which is why there's no 'one size fits all' approach at Forget Me Not. We start with what each family needs and tailor our care and support accordingly.

Each year, we invite the families we support to take part in a survey to help shape and improve the services we offer. In our 2024 family survey, 100% of respondents said they were very satisfied with the care they receive from Forget Me Not.

Here's what some of our families had to say:

"They are amazing in every way. Thank you so much — we know [our child] is well cared for at all times."

"Amazing help and support given to our daughter and us. Staff develop relationships with us and that builds up the connection and support."

But it's not just families on our charitable caseload who benefit from our care.

We're also using our skills, expertise and facilities to support children who would otherwise be in hospital — even when they don't need to be. This work not only supports more families, but also helps relieve pressure on an overstretched NHS.

In fact, last year alone we delivered 4,890 hours of funded placement care — specialist care funded through statutory channels, enabling us to reach more children and families while supporting our charitable work.

And it doesn't stop there. We also loan out our hydrotherapy pool to members of the wider community who need it — a service that offers therapeutic benefits and helps to fund the vital work we do.

Our people

Our team is made up of 160 paid staff and 495 volunteers, who generously gift us their time, commitment, passion and expertise. We simply couldn't do what we do without them.

We work not just in our hospice and 15 charity shops, but also out in the community, in hospitals and across the region.



Staff

Volunteers

22%

of our volunteers are aged 25 and under

In the financial year April 2024 - March 2025:

9

staff trained via apprenticeships, across care, fundraising, corporate services and family support


3

members of staff were supported to develop their medical training into ANP or non medical prescriber roles

5

retail volunteers moved into paid roles, and we introduced our volunteer to career pathway programme





Growing the next generation of volunteers

Between 1st April 2024 and 31st March 2025, we saw a **73% increase** in the number of young people volunteering with us — growing from 59 to 102.

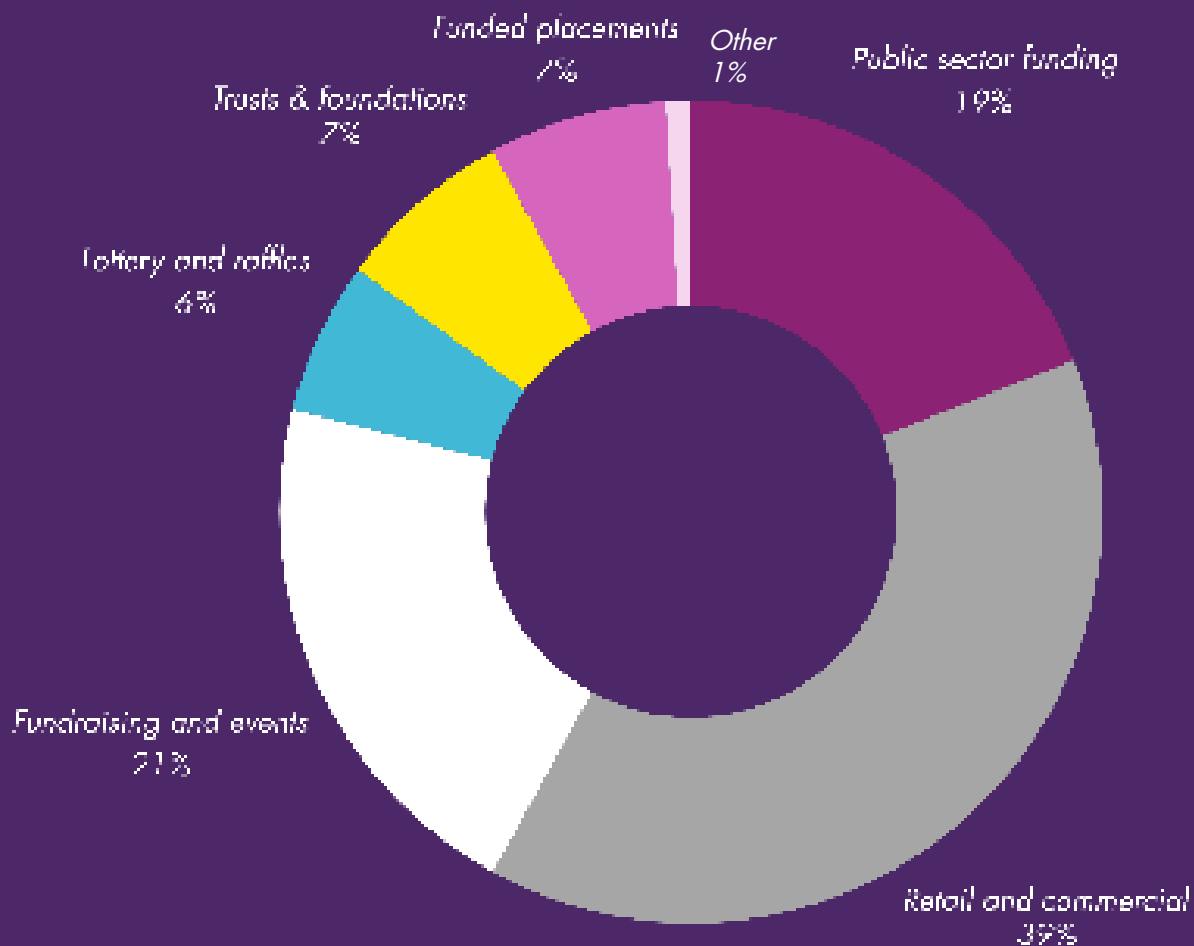
This incredible growth is the result of targeted efforts to engage and welcome more young people into the Forget Me Not family. Our approach included:

- Attending university, college and community volunteering events
- Collaborating with high schools to arrange work experience placements
- Supporting our shops to connect with local schools and colleges
- Creating a youth-focused volunteer recruitment poster
- Simplifying the application process to make it easier for both shop managers and prospective volunteers
- Working with local councils to streamline the volunteer permit process
- Engaging with young people completing their Duke of Edinburgh Award
- Partnering with local organisations that support young people with learning disabilities to create meaningful volunteering opportunities in our shops

These activities are helping us build a more diverse volunteer community — while giving young people the chance to gain experience, confidence and a sense of purpose.

Our income

In 2025-2026 we must raise 80% of the £6.5 million we need ourselves, through grants, legacies, our shops and with the help of our wonderful supporters. Less than 20% comes from public sector funding.



How businesses are supporting our work:

14 Platinum Partners raised over £116,000

Chaired by Ken Davy, our platinum partners consortium is for businesses looking to play a more strategic, long-term part in our future. In 2024-2025 they contributed over £116,000 - enough to fund our bereavement support services for a full year.

104 99er Business Club members raised over £40,000

Our 99er business club is no ordinary networking group. We bring like-minded organisations together to make valuable connections, share ideas and help each other. Our members have something else in common too – they're making a tangible difference to the children and families we support. In fact last year our 99er business club members contributed over £40,000 - enough to fund our sibling support service for a full year.

How **you** can help

Because of you, more families than ever received our life-changing support in 2024-25. With more families every year needing the support of a children's hospice, can you help us be there for them?

Donate

Make a donation, set up a monthly donation or give in memory or celebration of a loved one.

Fundraise

From skydiving to running a marathon, we have a fundraising challenge to suit you.

Pledge

Leaving a gift in your will helps ensure we'll be here for families in the future. We even have a free will-writing service.

Partner

Our corporate partners play a huge part in helping us reach more families. Could your business support us?

Play our lottery

For just £1 a week, you could win £750 every week, plus a rollover of up to £10,000!

Volunteer

Could you spare some time to help us fundraise at events or in supermarkets? or regularly in our shops or hospice?

For more information visit:

forgetmenotchild.co.uk

01484 411 040

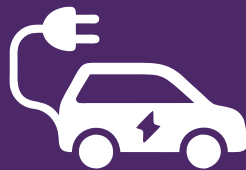
fundraising@forgetmenotchild.co.uk

Reducing our carbon footprint

At Forget Me Not, we're committed to caring not just for families, but for the planet too. Over the past year, we've made real progress in reducing our carbon footprint and becoming more sustainable across all areas of our work:



All Forget Me Not sites — including our hospice and shops — are now powered by **100%** renewable electricity.



We've added two electric vehicles to our fleet and installed an EV charging point at Russell House.



Our waste provider now gives us more detailed data so we can monitor and improve how much we recycle.



We've removed general waste paper bins throughout the hospice to encourage better recycling habits, supported by clearer signage on all bins.



A dedicated carbon reduction team is now in place, helping to identify and lead sustainability improvements across the organisation.



We've planted a Christmas tree in the hospice garden so that, once it's grown, we'll no longer need to cut down a tree each year to decorate!

These changes are just the beginning. We're determined to keep doing our part for a greener future.

Looking back, moving forward

Five years ago, we set out with a bold ambition: to become a trailblazing children's hospice, delivering high-quality, accessible and innovative care for the families who need us most.

What we set out to do

Put families at the heart of everything we do
Deliver care that is personalised, inclusive, and available 24/7
Create a resilient, sustainable organisation
Lead the way in children's hospice care

What we've achieved

Our family-first approach is embedded across services
Retained our 'outstanding' CQC rating and won national awards
'Living well' is central to how we support children and families
Reached more diverse communities and developed innovative services
78p in every £1 raised goes directly to care
Our pioneering projects are influencing wider health and care systems

The challenges we still face

- Critically low reserves
- Inadequate statutory funding and rising demand
- A need to strengthen visibility, partnerships and resilience

Our vision for the future

- Every child and family gets the support they need, when they need it
- No one feels excluded
- Families can just be families, and children can just be children
- Our services are known, accessible and sustainably funded

Our strategic objectives (2025–2028)

We are evolving to meet the changing needs of families through four key priorities:

1. Personalised, integrated family care
2. Listening, learning, improving
3. Building for the future
4. Financial sustainability & resilience

By 2028, we aim to be a sustainable, sector-leading children's hospice delivering pioneering care to every family who needs us — now and in the future.

For more information visit:

www.forgetmenotchild.co.uk

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**forget
me
not
children's
hospice**

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Registered 2024/25 ✓
**FUNDRAISING
REGULATOR**

Inspected and rated by



Outstanding ☆

Registered Charity
Number: 1110457