



NOAH'S ARK
children's hospice

noahsarkhospice.org.uk

A MOMENT IN TIME



**OUR IMPACT
IN 2024/2025**



WE ARE NOAH'S ARK CHILDREN'S HOSPICE

We help babies, children, and young people with life-limiting or life-threatening conditions, and their families, make the most of every day. And for those who die young, we do all we can to bring comfort to their last moments.

Children and families are at the heart of everything we do. We provide exceptional care, organise fun activities and help families do things they may have never thought possible.

We help those we support enjoy life as children, rather than as patients – as families, not just as carers.

We take an individual approach, adapting our care to meet the needs of each child. We offer support to the whole family, not just the child who is unwell, including dedicated sibling support.

Our help is available wherever it is needed – in the home, in the community or at our hospice building, The Ark.



“A children's hospice is a place for children to live. It's a place where memories are made and where you feel supported. It's about making the most of the life that you have, even if it's not as long a life as the average person.”

Katie, Mum to Leia who is supported by Noah's Ark

OUR VALUES



KINDNESS

We show compassion and empathy in all our interactions



EXCELLENCE

We are compassionate and exacting about our mission



COURAGE

We are strong and ambitious in all we do

A Moment of Impact in 2024

We gifted luxury soft toys to Noah's Ark children and their siblings thanks to a kind donation from a leading UK manufacturer this autumn. Our Specialist Play Team printed the names of children who have died on the ears of the teddies to include in memory boxes, and the teddies were also gifted to families on neonatal intensive care wards, thanks to our Hospice Midwife.



A MESSAGE FROM OUR CEO



At Noah's Ark Children's Hospice, listening to families is at the heart of everything we do. Every new service we introduce, every moment of support we offer, is shaped by their voices – and this year, thanks to the generous support of our community, we've been able to respond directly to what they've told us they need.

We've grown our care in meaningful ways: launching new events for bereaved families, developing tailored support for siblings, and opening an external counselling cabin so families can access bereavement support in a private, reflective space. We also launched our new Perinatal Support service – enabling us to care for families from the point their baby is diagnosed – and expanded our Transition work, supporting young people beyond the age of 19 as they navigate the move into adulthood.

We know that for many children and families their own home is where they would like to be cared for. In response, we've significantly increased the amount of clinical support we provide in the family home and have worked in partnership with other care providers to meet families where they are – ensuring more children can be cared for in their preferred place, surrounded by the people and things they love.

This responsive, family-led approach is having a tangible impact. We've reached more families than ever before, delivered more hours of creative therapy and bereavement support, delivered more clinical care in the community and more children have stayed overnight at The Ark, as well as extending our support for siblings, parents and carers – recognising that a serious diagnosis affects the whole family.

Every family's journey is unique, and we're proud to meet those we support wherever and however they are. That's only possible thanks to the extraordinary commitment of our team and the generosity of those who support our work.

Thank you for helping us grow in the ways that matter most – by listening, adapting, and ensuring no family we support ever feels alone.

Sophie Andrews

Sophie Andrews OBE
CEO, Noah's Ark Children's Hospice

“Noah's Ark have been fundamental to our journey; they have been amazing. Without them I don't know where we would have been or who we would have gone to. They have created so many amazing memories for us.”

Elaine, Mum to Willow who is supported by Noah's Ark

OUR MODEL OF CARE

Family focused



Individuality



Empowerment



Flexibility



Holistic



OUR JOURNEY

The last two decades have been quite a journey. Whilst a lot has changed, what hasn't is our unwavering dedication to being there for children and families, and putting their needs at the centre of all we do.

Our focus on the needs of children and families has fuelled the expansion of our services. We are able to offer one of the widest range of services in the children's hospice sector.

- 1999 Michael McNerney establishes Noah's Ark following the death of a child in his family.
- 2006 Noah's Ark becomes the first ever children's hospice to provide a Home Support Volunteer Service.
- 2015 The £10m 'Building The Ark' appeal is launched.
- 2019 The grand opening of The Ark, our purpose built, state-of-the-art children's hospice.
- 2020 We continue to support children during the COVID-19 pandemic, allowing families with a child at the end of their life to stay together.
- 2023 Noah's Ark receives its first 'outstanding' rating from the Care Quality Commission.
- 2024 We open our second holiday lodge offering a week's free stay to families, meaning we can double the number of families we offer the service to.
- 2025 We open The Cabin, our private counselling space in the grounds of The Ark.



“ You have brought me to a place where I have found a home, where I've found a family and people that will fight for me. ”

Asabea, Mum to Jannick who is being supported by Noah's Ark

NOAH'S ARK CHILDREN'S HOSPICE TODAY

We are proud of the charity we are today. We offer support to more families than ever, adapting to meet their needs by listening to their feedback and constantly evolving our services.

Working in partnership is crucial to our evolution and we pride ourselves on establishing strong links with key NHS Trusts, local government agencies and other charities to deliver our service. We now employ 86 full time staff, up from 60 in 2022.

THE ARK:

The Ark is a home-away-from-home for the children and families we support. Our purpose-built hospice sits in the heart of a nature reserve, with large windows that bring the outside in, filling the space with light. Children can come to Woodlands, our dedicated bedroom wing, for step-down care (when they're well enough to leave hospital but not yet ready to return home), respite, urgent care, and end-of-life care.

The Ark is designed with families in mind. Comfortable accommodation means loved ones can stay close to their child, while children can explore a world built just for them – from our sensory room and soft play, to the accessible playground just outside. However a family arrives at The Ark, they are met with warmth, compassion, and a safe space to be together.

WHERE WE PROVIDE OUR CARE:

We can provide care in a location that works best for families:



OUR IMPACTFUL HOUSEKEEPING TEAM:

Our award-winning Housekeeping Team make all the difference here at The Ark. Led by Housekeeping Manager Debs, they're responsible for ensuring the highest standards of cleanliness, infection control and safety across the hospice.

Debs knows that some of the families we support don't have many places where they feel truly safe – but The Ark is one of them. Her care and dedication are felt in every corner of the building, always putting children and families first.

In 2024, Debs was named 'Unsung Hero' at the Third Sector Awards in recognition of her tireless commitment and impact.

A MOMENT of Impact in 2024

A non-verbal child was able to tell her Home Support Volunteer of her desire to create a clay model and describe what the figure should look like, all thanks to Eyegaze, the eye-driven communication device we use at Noah's Ark.



OUR IMPACT IN KEY NUMBERS

The demand for our services is great; working in collaboration with healthcare professionals and engaging with our community to raise vital funds, we aim to support even more families.

IN 2024/2025 WE SUPPORTED:



This year we supported **433** families, including those who are bereaved.

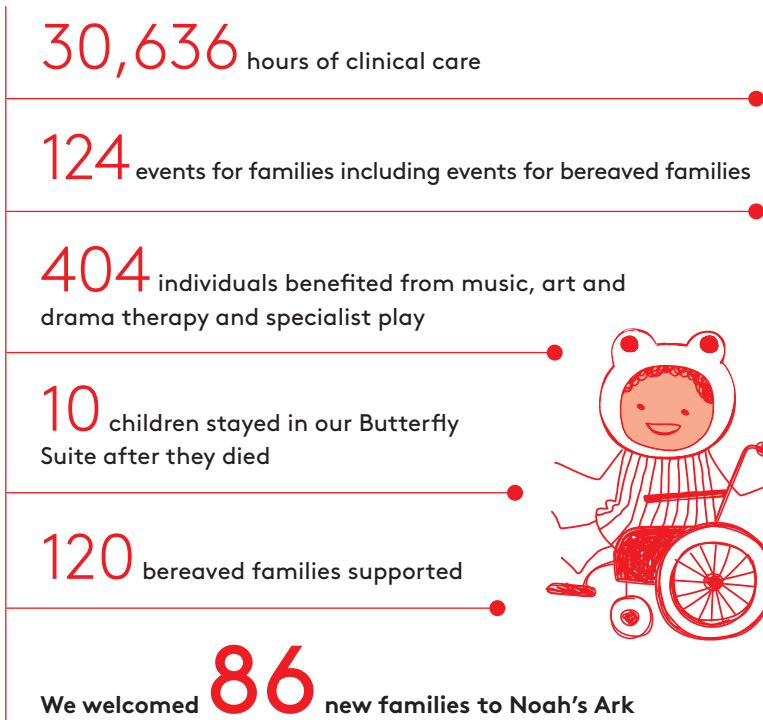
A MOMENT of Impact in 2024

A family now has a safe garden space to enjoy after their previously unusable backyard was transformed, thanks to the help of one of our corporate partners.





THE LAST YEAR IN NUMBERS:



OUR REACH

Since we began offering services the number of children who could benefit from our support has significantly grown.

The number of children in England living with life-limiting or life-threatening conditions more than doubled between 2001/02 and 2017/18*. This is largely due to medical advancements, meaning that children who in the past would have died sooner, are now living longer.

We now support more people than ever before.

*'Make Every Child Count', Fraser et al 2020

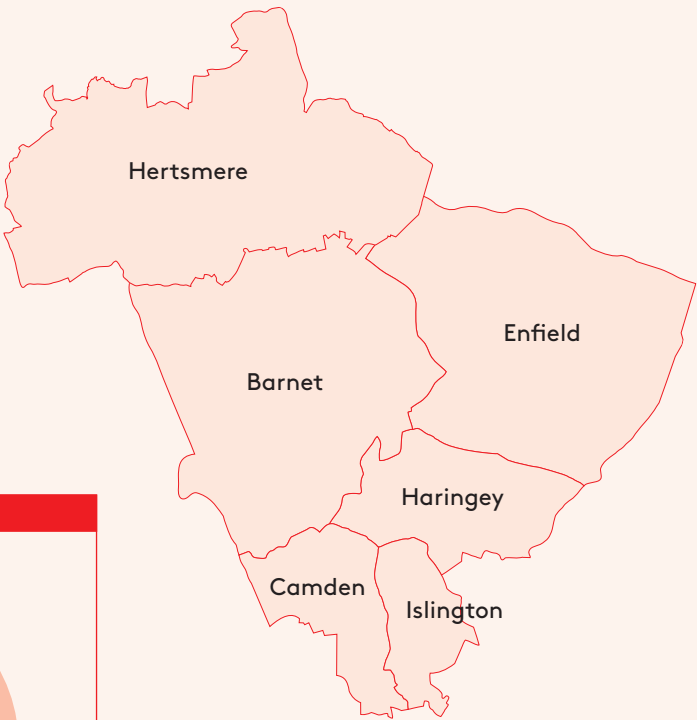
HOW OUR MONEY WAS SPENT:



“ When we are sitting there, we are all people in the same boat, fighting similar battles on a daily basis, combating same challenges and we can talk and make fun of our situation. Laughing makes things easier. ”

Riffat, Mum to Zoha (who died in 2022) and Saad who currently benefits from our care

OUR CATCHMENT AREA:



A MOMENT of Impact in 2024

36 families enjoyed a free family portrait sitting at The Ark thanks to our new volunteer professional photographer. We now have two further dates planned for Summer 2025 so that we can offer this opportunity to more families.



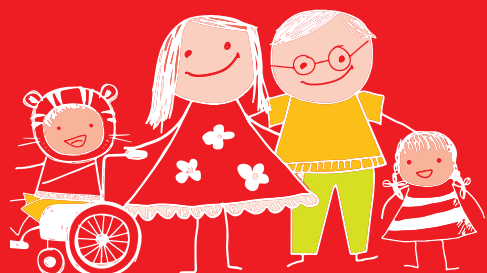
FAMILY LINK

Our award-winning Family Link team is the main point of contact for families. Following an initial assessment, the team then tailor their support to the individual child and their family. They provide emotional and practical support, such as signposting, advocacy and welfare advice.

We are the only hospice who allocates a dedicated Family Link worker to each family. A vital bond for the families they support, the team are there for the family on every step of their journey.

IN 2024/2025:

We carried out **169** assessments



We have continued to focus on extending our partnership working this year.

HIGHLIGHTS INCLUDE:

- Widening our collaboration with local agencies including Sense, The Leukaemia Cancer Society and the Barnet Integrated Therapies Team to build relationships that provide additional support for families both in the community and at The Ark.
- Working with Barnet Registry Office and the Patient Affairs Team at Watford General Hospital to educate, develop and streamline processes so that when a child dies, they can quickly be transferred to our Butterfly Suite at The Ark to give the family time together with our support.
- Completing more applications to other charities to secure much needed items for families, ranging from PPOD wheelchair systems and Eyegaze communication devices for non-verbal children, to laptops and holidays – plus memorial jewellery and more. We increased the number of applications from 110 to 141 this year, an increase of 28%.



A Moment of Impact in 2024

A family can now attend hospital appointments thanks to a mobility grant for a wheelchair-accessible vehicle and the help of our Family Link team.



We were thrilled to be awarded 'Team of the Year' by Hospice UK.

“ We were particularly impressed by The Family Link Team's commitment to building strong external partnerships. Their tenacity, and co-operation with local charities and social services demonstrates a truly joined-up, collaborative approach, avoiding working in a silo at all costs. The Family Link Team at Noah's Ark Children's Hospice are a shining example of a team who have gone above and beyond, creating truly life-changing partnerships to support the children and families they serve. ”

Catherine Bosworth, Award's Judge, Hospice UK

SPECIALIST CARE AND NURSING

Our Specialist Carers and Nurses do all they can to help alleviate pain, create memories, and allow those they support to enjoy life as children – rather than as patients.

IN 2024/2025:

We provided
30,636 hours of clinical care

Our Nurses and Specialist Carers visited family homes
1,198 times, an increase of 46%

We provided
179 overnight stays at The Ark, an increase of 44%

ADAPTING OUR CARE TO WHERE IT IS NEEDED:

Providing choice for families is central to our support and over the last year there has been a notable increase in families preferring care in their own home. We have extended our partnership working to accommodate this need, including strengthening our referrals from Barnet and the Royal Free Hospitals and collaborating with Community NHS Trust teams to extend our reach.

THE NEXT GENERATION OF NURSES:

We are dedicated to supporting and guiding future nurses in their career growth. Our Education Team offers mentor and working opportunities at Noah’s Ark to second and third year university students. This year we also taught and presented at the Palliative Care Conference at the University of Hertfordshire.

“ I truly appreciate the effort, time, and dedication you gave me throughout my placement. Your guidance not only taught me clinical skills but also showed me the attributes that will shape me to be a better nurse. ”

Kelly, Student Nurse from University of Hertfordshire

OUR JOINT NURSING ROLE WITH GREAT ORMOND STREET:

Our joint nursing role, launched last year, has gone from strength to strength, continuing to improve our relationship with Great Ormond Street Hospital (GOSH). This partnership improves pathways for families who could benefit from our care and allows for a more coordinated and proactive approach to our joint care.

We are delighted to share that the partnership was shortlisted in this year’s Nursing Times Awards for a Joint Nursing Role in Children’s Services.



A Moment of Impact in 2024

We obtained funding for a ‘Cuddle Bed’, a large and fully adaptable bed that provides a safe, secure, and comfortable way of allowing families a closeness that is often denied by the restraints of standard clinical beds. For families who are facing the prospect of spending their last moments with their child at The Ark, the ‘Cuddle Bed’ helps fulfil a wish many of them have – to stay close together.



“ We can’t leave our daughter with many people. Leia has very complex medical needs and is profoundly disabled, so we can’t hire a babysitter. The time that she spends with her Specialist Carer is really special to her. Looking at the look of trust and joy that Leia has when she looks at her is wonderful to see. ”

Tom, Dad to Leia who is supported by Noah’s Ark

CREATIVE THERAPIES

Our Music, Drama and Movement, and Art Therapy sessions are designed to support children and their families to navigate their emotions and express themselves, as well as creating precious memories together. This year we have expanded our team, meaning we can reach more families than ever through this service.

IN 2024/2025:

2,147

total hours of creative therapy provided, a 62% increase from last year



240

people benefited from our creative therapies, up 76% from last year

THIS INCLUDED:

1,290

hours of Music Therapy

535

hours of Art Therapy

332

hours of Drama and Movement Therapy

REACHING THE WHOLE FAMILY:

This year we offered more one-to-one sessions and introduced new group sessions enabling us to support more people.

- Number of parents/carers supported by creative therapies increased by 600%
- Number of siblings supported by creative therapies increased by 70%

We created more group therapy activities this year, following feedback from families wanting to meet and connect with others in a similar situation. We now offer five regular monthly creative therapy sessions with different themes targeted at different ages and all the family.

Our Music and Art group proved to be so popular on Saturdays that we created a second group. In December we launched a Sensory Storytelling Group, meaning we now offer two monthly group sessions on Saturdays. Led by our Drama Therapist and Play Specialist, Sensory Storytelling offers families the opportunity to enjoy an interactive fun adventure that brings a story to life.



NEONATAL MUSIC SERVICES:

In 2024/2025 we provided 221 hours of music therapy on the Neonatal Intensive Care Unit wards at Barnet Hospital, University College London Hospital and Great Ormond Street Hospital.

“Dean has saved us and brought some normality to the hell we have been in. He is so kind and caring. We looked forward to his sessions every week where we can forget the wires and tubes, and just have a moment as a family. Never has ‘Twinkle Twinkle Little Star’ been so beautiful.”

Parent of a child who is supported by Noah's Ark Neonatal Therapist

A Moment of Impact in 2024

A bereaved family's dream to create a treasured artwork following the death of their baby was realised with help from our Art Therapist. The family wanted to overlay their handprints with their baby's, and after trying different media, they chose foil print, with Mum describing the final print as “magic.”



FAMILY ACTIVITIES

We organise a wide range of activities for all the family throughout the year, including family days out, sibling groups, parent groups and Nurse/Specialist-Care led groups for children with serious health conditions. These activities are a great way for all the family to develop confidence, make new friends and build a community of support.

IN 2024/2025:

Our Family Activities Team organised **66** events

475 people attended these events, an increase of 29%



Events ranged from themed Family Activity Days for the whole family, to special Sensory Days for the babies, children, and young people that we support. We also organised group activities for siblings, by different age ranges and activities for parents.

GROWING OUR FAMILY ACTIVITIES TEAM:

Families often say that our programme of activities is a vital part of the services that we provide. This year we expanded our Family Activities Team from three to four members with plans to increase the number of activities that we organise for children and young people and their families in 2025.

CREATING COMMUNITIES FOR PARENTS AND CARERS:

Parents and carers attending Family Activities events increased by 44% this year. Our Dads (and Grandads) group, which we established in 2023 continued to increase in popularity alongside our existing group for Mums (and Grandmas), which runs every quarter.



“ I’m so grateful for Noah’s Ark and all the staff’s support! They are amazing and really do a lot for us to help make life feel a bit normal and without them I really don’t know what we would do. ”

Parent of a child who is supported by Noah’s Ark



A Moment of Impact in 2024

A sibling wrote to our Family Activities team this summer:

hello, my name is [redacted]. The Noah's ark has been the gate way to a better life. It has helped me phsely and mentally. my life has been so much better sence since Noah's ark came into my life, thank you

Thank you – feedback like this means the world to us.

SPECIALIST PLAY

Our award winning Specialist Play Team believe in the power of play. By focusing on what a baby, child or young person can do, rather than any perceived limitations, our Play Team support children in reaching developmental milestones, expressing themselves and exploring the world around them.

IN 2024/2025:

3,367 hours of specialist play were provided

83 children with serious conditions were supported

81 siblings were supported, an increase of 25%

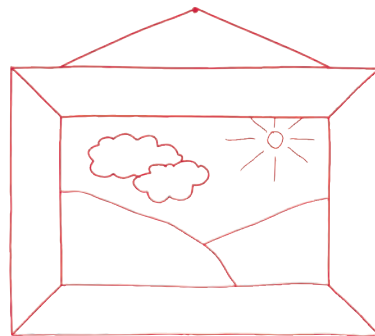
This year we've focused on further developing our Play Service, creating tailored groups, and helping to educate the next generation of support workers.

HIGHLIGHTS INCLUDE:

- Extending our Play Team staff from three to four.
- Developing two new groups for bereaved siblings, which take place each week during term time, enabling children up to the age of twelve to meet and make friends in a similar situation. Following the launch of this event the number of bereaved siblings attending bereavement events has increased by 94%.
- Delivering 19 hours/6 sessions of educational training at the University of Hertfordshire, Leeds, Warwickshire, Middlesex, Oxford and Cambridge Universities.

A Moment of Impact in 2024

A Noah's Ark child was able to create a picture for her mum using Eyegaze (an eye-driven communication device), making her own choices and with no-one assisting her for the first time.



“ Often parents don't really know what their child can do or what they like, so we teach them and show them what signs and responses to look for. Sometimes the parents look at us when we're working with their children like they've seen their child being a child for the first time, it's immense. ”

Vikki, Noah's Ark Play Specialist

MORE THERAPIES

Hydrotherapy

We offer water-based therapy in our Hydrotherapy pool at The Ark to aid relaxation, alleviate pain and relieve muscles, and over the last year have increased the amount of time that the pool has been in use.

IN 2024/2025:

573 hours of Hydrotherapy, an increase of 45%

55 Noah's Ark children were supported

547 swims took place in the pool – including family swims



Use of hydrotherapy increased by 45% this year.

Occupational Therapy

We also provide Occupational Therapy for families, which focuses on developing, recovering, and maintaining daily living skills to help children perform everyday activities.

IN 2024/2025:

233 hours of Occupational Therapy, advocacy and support

38 Noah's Ark children were supported

NOAH'S ARK ON HOLIDAY



We launched Noah's Ark on Holiday in 2023, enabling families to book our fully accessible lodge for a free week's stay.

Going on holiday can be an impossible concept for families who have a child who is seriously unwell – with accessibility being a huge barrier. This is where we can now help. We can offer families often what is their first holiday together.

Due to the popularity of Noah's Ark on Holiday we were delighted to purchase a second lodge in September. Following adaptations our second lodge is now a fully accessible space, ready for families to enjoy a holiday during the 2025 season – meaning we can double the number of holidays we now offer families.

For those without transport, we were able to take and collect families from Mersea Island using our fabulous 13-seater minibus, that was donated to us by Variety, the children's charity.

IN 2024/2025:

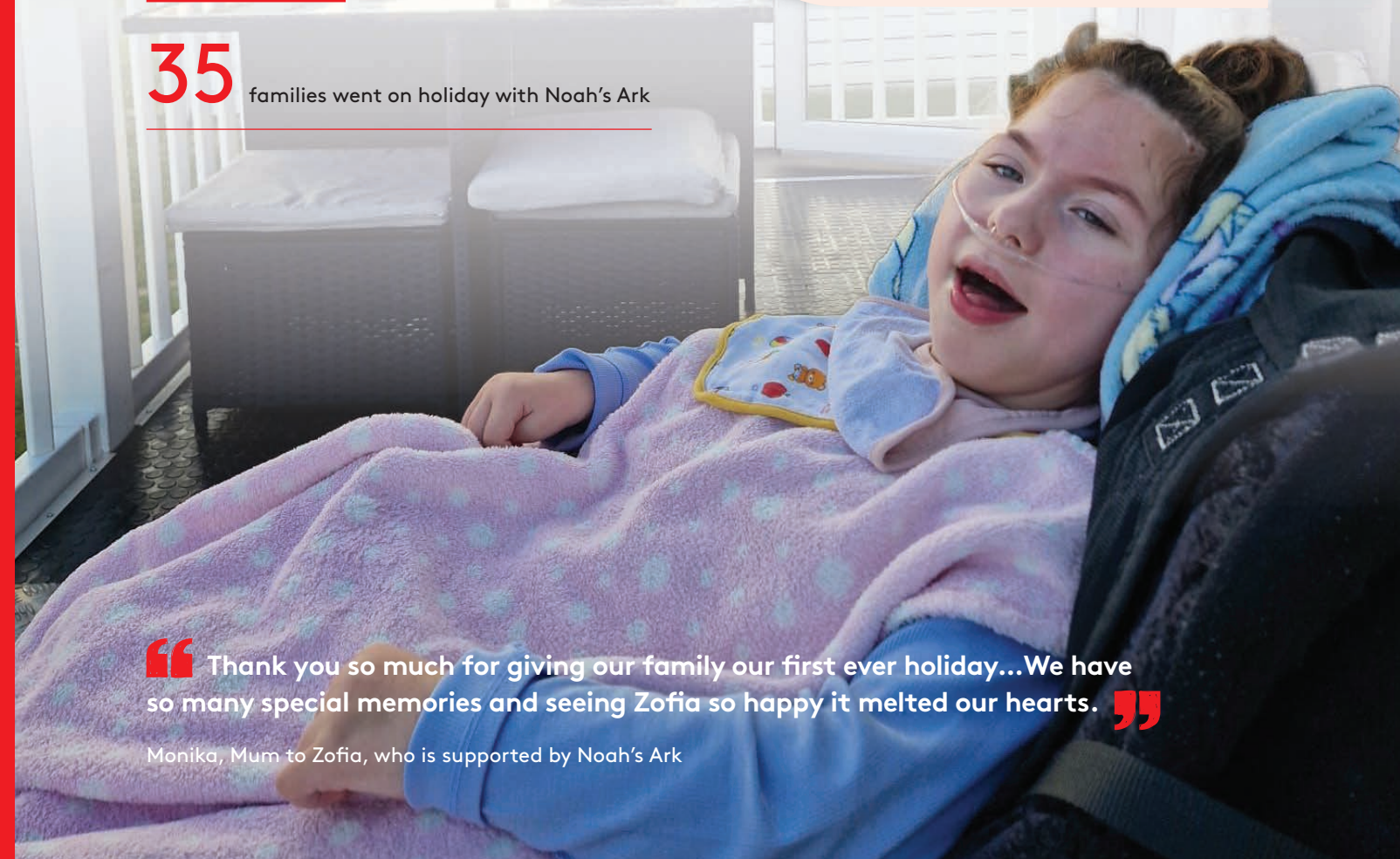
35 families went on holiday with Noah's Ark

A big thank you to Taylor Wimpey, Together for Short Lives in Partnership with Morrisons, Geoff and Fiona Squires Foundation, The Kayira Charity, The Sylvia Waddilove Foundation UK and Rotary who enabled us to expand our Noah's Ark on Holiday scheme this year.



A Moment of Impact in 2024

A family stayed at our lodge over Christmas to accommodate a visit from their extended family, when they didn't have the space in their own home.



“Thank you so much for giving our family our first ever holiday...We have so many special memories and seeing Zofia so happy it melted our hearts.”

Monika, Mum to Zofia, who is supported by Noah's Ark

PERINATAL SUPPORT

In 2024 we expanded our services to include Perinatal Support, meaning we can now offer pre and postnatal support for families from the time their baby is diagnosed with a life-threatening or life-limiting condition.

Difficult news about a baby's health can come at any time and our Hospice Midwife can support the whole family on their journey.

We are one of only four hospices in the UK to provide Hospice Midwife support.

IN 2024/2025:

32 families were supported by our Hospice Midwife

HIGHLIGHTS INCLUDE:

- Establishing pathways with local maternity departments to streamline the referral process to Noah's Ark, making sure the path is included in hospital guidelines so that families are referred quickly.
- Setting up a Rainbow Pregnancy Group for mothers who are pregnant again after previously experiencing a baby or child's death. The group creates peer support and provides the opportunity to discuss any issues or anxieties.
- In partnership with Children's Hospices Across London (CHAL) we offered training for healthcare professionals providing neonatal support in our area, working to increase awareness and understanding of the support we can provide.

“The biggest feelings and emotions that these families are dealing with are shock, fear and anger. I can't take those emotions away, but I can be there to listen and to have that anger directed at me as a lot of parents feel that they can't speak to their friends and families.”

Jen, Noah's Ark Hospice Midwife

A MOMENT of Impact in 2024

We introduced our Heartbeat Bears. Using a doppler device, our Hospice Midwife records the baby's heartbeat and preserves it inside a soft, cuddly bear. A keepsake that allows families to hold onto the precious sound of their baby's heartbeat to offer comfort and connection.



TRANSITIONING TO ADULT SERVICES

We know how important the transition stage from adolescence to adulthood is for young people, and their families.

This year we extended our services to support children and young people from birth to 25, meaning that young people can now receive our holistic and advocacy support beyond the age of 19. We begin transition planning early, ideally from the age of 14.

We only accept referrals up to the age of 18, however young people who are known to us are invited to stay with us after they turn 19 years old.

IN 2024/2025:

33 young people were supported by our Transition Service

HIGHLIGHTS INCLUDED:

- Advocacy work to support benefit applications and the switch to Universal Credit, school places, wheelchair services and post-19 education advice.
- HOPSCOTCH (Helping Optimise Primary Care Support During Transition from Children's Hospice Care) is a study where young people with life-limiting and life-threatening conditions and health care professionals look at how the transition to adult services could be made easier for them. Noah's Ark Children's Hospice's Medical Director, Dr Tagore Charles is one of the study's co-investigators.

“Every time I need her for something, she [Noah's Ark Transition Lead] is here.”

Elpida, who is supported by Noah's Ark



A MOMENT of Impact in 2024

In August we launched our new young people's group, Life Links, for young people aged 14-18 who can consent to participating in the group themselves. The group aims to build peer relationships and develop life skills whilst having fun. The first session focussed on managing money with games to help young people to understand budgeting, plus bubble tea and pizza.

END-OF-LIFE CARE

Our team do everything they can to ensure the final weeks, days and hours of a child's life are as comfortable as possible.

We provide care for new-borns, babies, children, and young people nearing the end of their life, either at home, in hospital or at The Ark.

By taking a holistic approach to this care we can support the whole family to create lasting memories to treasure, helping them to be together as a family in these final moments.

31 Noah's Ark babies, children and young people died in 2024/2025

Over the last year more families have chosen their home as their preferred place of care, with hours of end-of-life care in the home increasing by 859%. We have made sure we adapt our services so we can support children and families in their preferred place of care.

HIGHLIGHTS INCLUDE:

- Collaborative working with **Great Ormond Street Hospital, Northwest London ICB, Enfield Palliative Care Team and Shooting Star Children's Hospice** to provide 24/7 care for children at the end of their life, meaning that if they choose to die at home, we can provide the support to do so.
- Building and strengthening partnerships with community teams to extend end-of-life services in the home, particularly during out-of-hours when there are fewer NHS staff available.
- We have provided specialist palliative care training to children's community nurses to ensure that they have the skills and knowledge to lead on end-of-life care visits if needed.

● A moment of Impact in 2024

We were able to fulfil a wish for a family to stay in a luxury hotel together shortly before their child died, thanks to the help of one of our corporate partners.



CARE AFTER DEATH

Our care does not stop when a child dies. Our Butterfly Suite gives families the opportunity to spend time with their child after their death, whilst staying close by in dedicated accommodation.

We do all we can to ensure our Butterfly Suite is a safe, calming, and non-clinical space for a child to stay.

We also offer this support to families of children who were not known to Noah's Ark during their life, and those who die suddenly through accident or illness in the community.



10 children stayed in our Butterfly Suite

“ They spoke of the Butterfly Suite, and I did not know what to expect... But then I saw the room, with little fairy lights, decorated just for her and she was in a beautiful bed... My memory of that room is so beautiful. ”

A parent whose child died at The Ark

BEREAVEMENT SUPPORT

Our Bereavement Support Team understand what life can be like for a family after a child dies, and are here to help them through the days, weeks, months, and years ahead.

From help with practical issues such as funeral arrangements, emotional support or simply someone to talk to, the team are there for families every step of the way.

IN 2024/2025:

We supported **120** families

Provided **1,035** hours of bereavement counselling and creative therapy

And ran **58** events for bereaved families, double from the previous year

EXTERNAL COUNSELLING ROOM:

In May we opened our brand-new, bespoke bereavement counselling suite, known as 'The Cabin,' built in the grounds of The Ark. The Cabin provides families with a private space to have sessions away from where their child may have received care, which we understand can be a difficult experience. This was made possible thanks to a grant from **Together for Short Lives'** partnership with **Morrisons** via their 'Building a Legacy Together' initiative.



Costel and Andrea, who have been supported by us since their daughter died, opening The Cabin, with our CEO, Sophie Andrews OBE.



Our beautiful Woodland Walk is home to a special memorial garden with butterflies and inscriptions that remember children who have died.

OTHER HIGHLIGHTS INCLUDE:

- We more than doubled the number of events for parents, including adding a new support group for fathers called '**Dad Matters**'. These groups provide a space for participants to connect with others who can begin to understand their experience.
- Creating a series of '**Exploring Together**' workshops focused on the circumstances surrounding a child's death. Following feedback from families, who identified this as a need to bring families together, we held our first workshop in February, with more scheduled for 2025.

“ The support Noah's Ark has given us has been vital in being able to grieve as a mum and to support my children through all the emotions and questions in the best ways possible. I don't know where we would be without you all. ”

Bekki, Mum to Jaylah, Lexie, Savannah, Alayah, and Ronnie, who died in 2022

A MOMENT OF Impact in 2024

A survey amongst families identified a need to support bereaved grandparents. In October we started our now monthly Grandparents peer support group, which is facilitated by our trained Bereavement Volunteers.



VOLUNTEERING

Our volunteers do something truly amazing – they donate their time to help children with life-limiting or life-threatening conditions, and their families, make the most of every day.

Volunteers support teams across Noah’s Ark, from Home Support visits to helping with Family Activities or being a Specialist Care Volunteer enabling children to play.

IN 2024/2025:

172 volunteers supported families

7,167 hours of volunteering, including:

- Over 1,800 hours in The Ark
- Over 1,800 hours in Family Activities
- Over 1,300 hours of Home Support
- Over 900 hours in Fundraising
- Over 500 hours in Specialist Care
- Over 400 hours of Corporate Volunteering
- Over 200 hours of Bereavement Support

This equates to £100k in financial terms.*

Our volunteer service is an integral part of Noah’s Ark and this year the team has focused on continuing to build our successful service.

HIGHLIGHTS INCLUDE:

- Developing our volunteer service to include Bereavement Support. Over the last year we have trained 23 specialist volunteers to support families who are bereaved. This has enabled us to expand the number of events we offer to bereaved families by 100%.
- Implementing a new volunteer management system, Volunteero, to aid our efficiency and provide an app-based solution for volunteers to use helping improve our communication.

*Based on 7,167 hours x £13.85 (London living wage) = £99,262.965.



“ Volunteering at Noah’s Ark has made me a better person. And a better father and a more knowledgeable person, plus I’ve had so much fun doing it! ”

Darren, Volunteer at Noah’s Ark for 10 years



INVESTING IN VOLUNTEERS:

In September we were honoured to receive ‘Investing in Volunteers’ status; being one of only two children’s hospices and one of only three ever to hold the distinction. This official recognition is the quality standard for all organisations that use volunteers.



“ It was a pleasure to work with Noah’s Ark Children’s Hospice on their Investing in Volunteers journey. It was clear throughout the process that volunteers, and the care and compassion they bring, are integral to the support provided to children and families. Volunteers spoke with passion and pride of their involvement where they work alongside staff who ensure they volunteer in a professional environment where kindness is key. The volunteering programme at Noah’s Ark Children’s Hospice is an exceptional example of good practice in volunteer management. ”

Anne-Marie Zaritsky, Investing in Volunteers Assessor

A Moment of Impact in 2024

Our first hairdresser joined the volunteer team in July offering haircuts at home to children who are unwell and their families – a simple but incredible service for those who find it difficult to make a trip out.



LOOKING TOWARDS THE FUTURE

We believe every child should have the chance to enjoy life – no matter how short that life may be.

In the area we serve, around 2,500 children are living with life-limiting or life-threatening conditions. Too often, families are told only what their child can't do. The experience can be incredibly isolating, leaving parents and carers feeling alone and overwhelmed.

At Noah's Ark we focus on what's possible – on helping children live richly and fully, and on supporting the whole family every step of the way.

There will always be families who need this kind of care. And with the support from our community, we will always be here for them.

FUTURE MOMENTS:

We already have great plans for 2025/2026 with ambitions to grow our services even further:

Opening of The Lounge – A Dedicated Space for Teenagers at The Ark

Thanks to the generous support from a Noah's Ark family, MariaMarina Foundation and The Winter Ball Committee, we will be opening a dedicated space for young people supported by Noah's Ark.

Weekday Respite Care During Term-Time

Following feedback from families we will be working in close collaboration with schools to enable children we support to stay at The Ark during the week in term-time without it negatively impacting their attendance, allowing families to have longer breaks throughout the school year.

Greater Collaboration with Community Teams

We will continue to build connections with community teams who play a vital role in the day-to-day support of the children and families we support, such as Special Education Needs and Disabilities Schools (SEND) and Community Nursing Teams, to improve communication and consistency of care.



“ At Noah's Ark we are with families through some of the most difficult moments and the most joyful. It is a privilege to be there in those moments. ”

Beth, Noah's Ark Music Therapist

OUR AWARDS

This year we were delighted to be shortlisted for lots of different awards:

- Brand Film Awards – Best Charity/Third Sector Film
- Brand Film Awards – Most Emotional Film
- National Fundraising Awards – Fundraiser of the Year
- Charity Times Awards – Charity Collaboration
- Good Grief Trust/Shine a Light – Bereavement Support
- Nursing Times Awards – Joint Nursing Role in Children’s Services

And we’re thrilled to say we won these awards:

- Third Sector Awards – Unsung Hero
- The Hospice UK Awards – Team of the Year
- Investing in Volunteering status



Third Sector Awards
Unsung Hero



The Hospice UK Awards
Team of the Year



Investing in Volunteers status



OUR SINCERE THANKS

We’ve had another rewarding year building our community at Noah’s Ark Children’s Hospice. We would like to thank all our donors, fundraisers and supporters, without whom we couldn’t exist.

We couldn’t do our work without the incredible help and support of many other organisations and charities.



A BIG THANK YOU TO:

- | | |
|---|---|
| • Camp Simcha | • Oscar’s Paediatric Brain Tumour Charity |
| • Child Bereavement UK | • Rays of Sunshine |
| • Children’s Hospice Across London (CHAL) | • REACT |
| • Chipping Barnet Foodbank | • Ripples of Compassion |
| • Feed London | • Rule One Productions |
| • Hospice UK | • Spread A Smile |
| • Lifelites | • The Rainbow Trust |
| • Magic Moments | • Together for Short Lives |
| • Molly Ollys | • Young Lives vs Cancer |

SPECIAL THANKS ALSO TO:

- | | |
|-----------------------------------|--|
| • MariaMarina Foundation | • The Fidelis Foundation |
| • Rachel Charitable Trust | • The Geoff and Fiona Squire Foundation |
| • St James’s Place Foundation | • The Gerald and Gail Ronson Charitable Foundation |
| • Starlight Children’s Foundation | • The J Isaacs Charitable Trust |
| • Stavros Niarchos Foundation | • The Karlsson Játiva Charitable Foundation |
| • Steve and Liane Hornsey | • The Murray Parish Trust |
| • The Albert Hunt Trust | • The National Lottery Community Fund |
| • The Childwick Trust | • The Regatta Foundation |
| • The Cranbrook Foundation | • The Winter Ball Committee |
| • The Desmond Foundation | • Together for Short Lives in partnership with Morrisons |
| • The Dr French Foundation | • Wohl Legacy |



NOAH'S ARK
children's hospice

SUPPORT OUR FUNDRAISING

As a charity, we rely on your generosity to continue our work.

You could support us by volunteering your time; support us with the help of your company, community group or charity; take part in a fundraising event; remember us in your will; or make a regular donation.

Find out more at:

www.noahsarkhospice.org.uk/support-us

KEEP IN TOUCH WITH OUR LATEST NEWS



Make sure you check out our new website too.



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