



Hospital
air transfers
for children

“ No one understood our rollercoaster like Lia's Wings did. ”

Lia's Wings Impact Report 2023/24

Helping families **whenever**
and **wherever** they need us

Table of Contents

Welcome to our 2023-2024 Impact Report. It has been a critical year of growth for Lia's Wings. Following the incredible amount of support we received following Lia's passing, it was crucial that we built foundations for sustainable growth. We are proud to have grown our service provision and helped more families than ever before. We have also raised more than ever before to help meet this demand.

Thank you to everyone who has supported our charity over the past year and helped us reach so many more children and their families.

Overview

Letter from the CEO	3
Charity Overview	4
Impact of our service on families this year	5
Lia's Wings' Superstars	6

Achievements

We are proud to be helping more families in more ways than ever before	7
Travel insurers turn to Lia's Wings to bring families home from abroad	8
We have piloted new routes	9
Milly's story	10
We have grown our family support and held families through crisis	11-12
Lena's story	13
We have raised more than ever before for the families that need us!	14-15
We ran our most successful challenge event to date!	16
Wilf's story	17

Our 3-year plan

An update on our service goals	18-19
An update on our fundraising goals	20
How you can help	21

Thank you

Thank you from the Lia's Wing's Team	22
--------------------------------------	----

Letter from the CEO



Charlotte Young

Lia's Wings CEO

Thank you for taking the time to read our 2023-24 Impact Report. As you'll see, this year has been a remarkable one for Lia's Wings, with so many positive outcomes for the children and families we help.

As we navigate through this time when we are busier than ever before, I often wonder what might happen if Lia's Wings didn't exist. It's more evident than ever that our charity is a lifeline for families facing incredibly challenging situations. There is no other organisation that provides expertise, practical solutions and support in the way we do. We never give up on any child or family. No matter how complex their situation is, we'll always find a solution. This report stands as a testament to our dedication to families and helping them have the best possible outcomes.

It's more evident than ever that our charity is a lifeline for families facing incredibly challenging situations. There is no other organisation that provides expertise, practical solutions and support in the way we do.

We have been flying with Lia for two years now and she continues to be a part of every element of our work. I have no doubt that Lia would be so proud of all the lives she is touching with her incredible legacy. I love speaking about her to our families. They all know the important role that she has played in our charity and their lives. She is adored and loved by them all.

We have been flying with Lia for two years now and she continues to be a part of every element of our work. I have no doubt that Lia would be so proud of all the lives she is touching with her incredible legacy.

I want to thank our staff team and trustees for everything they continue to do for our charity. Thank you also to our flight teams who commit long hours and late nights, support children with complex medical needs and provide lasting support for our families. Your work is life-changing. Finally, a huge thank you to all our supporters. Without your loyalty and commitment, we couldn't achieve these incredible outcomes for families. We are committed to ensuring that your investment, whether time and/or money, delivers maximum impact.



Charity Overview

Vision

Lia's Wings envisions a future where every child and their family is prioritised and supported with the best possible solution, to access the most appropriate healthcare and support for their immediate and ongoing needs.

What we do

Lia's Wings is a national charity that ensures babies and children can access vital medical treatment and care. We do this by:

- Providing an **air ambulance service** for children within the UK and to/from overseas, using aeroplanes.
- Having a **trained pool of specialist medical staff** who can respond to every referral we receive, handling the most complex conditions and medical emergencies.
- Investing in and using **innovative, award-winning medical equipment** to allow us to meet the unique needs of every child we fly.
- Offering **bespoke family support** to help families through difficult times, creating improved outcomes and lasting change.

Values

Valiant - We are big-hearted, pioneering and speak up for the families that need our help.

Reliable - We listen and respond to what families need for however long the need us.

Brilliant - We are passionate and committed, and value every partnership that helps us transform children's lives.



Impact of our service on families this year



“We cannot imagine what we would have done without Lia’s Wings’ support. In moments of crisis, we realise the immense value of people with good intentions who are there for others in moments of extreme need... we will be forever grateful.”

- Sarah’s Dad

“We are so indebted to Satu (A Lia’s Wings Nurse) for looking after our baby just like he was her own. They just became best friends and we hope our friendship will last forever.”

- Jacob’s Mum



“Our twins were born at 35 weeks, 5 hours from home. Our little boy needed an operation straight away so he was transferred to another hospital. Thanks to you, we were transferred back home and the twins were closer which means that their dad and I could spend time with them both. Our little girl has since been discharged and we can now spend the day in hospital with our little boy, and the twins can spend time together in the cot.”

- Wallace/Scully Family



“I never knew this charity existed until now, and I’m telling everyone in the hopes that one day, if a family needs help to get home, that they know about Lia’s Wings.”

- Ava and Grace’s Mum



“Thank you for getting us all home safely. The Lia’s Wings’ Team were amazing and made sure everything went as smoothly as possible. We all felt in great hands and were really well looked after. Thanks for all your fantastic help and support throughout the process. You all do incredible work and we’re so, so happy we found you!”

- Olivia’s Dad



Lia's Wings' Superstars



Thank you to **Patrick, Melissa and John** for your unwavering support of Lia's Wings and for allowing us to continue in Lia's name.

Thank you to our **London to Paris cyclists** for raising £140,000! Thanks to you, this was our most successful challenge event to date!



We continue to be amazed at the support we receive from **Houlihan Lokey**. Through their annual fundraisers, 'Big Charity Challenge', J.P. Morgan Corporate Challenge and Tough Mudder, they raise over £200,000 for our charity every year! Thank you for championing our small charity!

Thank you to our **flight teams** for being the heart of our charity. Thank you for sharing your expertise and caring for our children like they were your own.



Thank you to all our **volunteers** who helped make our Lambeth Palace Garden Open Day possible! You made the day so special for our guests!



Thank you to the **families** who fundraise so another family can benefit from our service.



Thank you to **Relay Riders UK** for raising £5,437 through their 10th anniversary Teddy Bear Relay.

Employees at marketing agency, **Golley Slater**, chose us as their 2024 Charity of the Year after we flew their colleague, Bex, and her son Evan when he was born prematurely, hundreds of miles from home. We have loved working together on pro-bono marketing support, challenge events and fun office-based fundraisers.

Thank you to **Tony Kim** for hosting a special dinner that raised enough to cover the cost of several flights.

Thank you to **Apollo Global Management** for raising a staggering £97,000 for Lia's Wings in just one year! We are so grateful for your support!

Thank you to **The Sherling Trust** for funding our training programme for another year, as well as more life-changing transfers!

The fun hasn't stopped with Impellam Group's STEM Portfolio - **Lorien, SRG Talent and Carbon60**. They renewed their partnership with us for 2024, and they have taken part in some iconic challenge events such as Lia's Wings first-ever Shark Dive, their annual Dragon Boat Race and the Colchester Zoo Stampede.



Achievements: We are proud to be helping more families in more ways than ever before



Over the past year, we've increased the number of families we support by 125%, continuing the growth in our service that we have seen since 2020.

We are also helping families in more ways than ever before. Historically, 70% of the children we flew were premature babies who needed a long-distance air transfer within the UK. This has changed dramatically.

Now, 40% of the children we help need to be flown to/from overseas, and nearly 40% of our work is now within paediatrics, helping children up to the age of 18. This change in demand for our service is due to:



1 Recent changes within the national infrastructure for transporting babies and children, mean that Lia's Wings is now used when children need a long-distance air transfer, when the child has complex needs, or when the family need extra support - We're proud to be known within the NHS as the 'charity that cares'.

2 We are building a reputation for helping families stranded overseas. Travel insurers, embassies and the general public, are becoming increasingly aware

of the expertise and support we can offer families who find themselves stranded overseas with a seriously ill child or premature baby.

3 Our work within paediatrics is growing as a large part of our overseas work is with older children. The NHS has defined paediatric care pathways within the UK. We bring children home so that they can be part of this system and receive this ongoing care.



Whether in the UK or overseas, we support families facing trauma who find themselves in unique situations.

Despite an increase in the number of families we are helping, we are proud to:

- ✓ Have no waiting lists
- ✓ Help 100% of the families who need us
- ✓ Continue to provide tailored, bespoke support and solutions.

Achievements: Travel insurers turn to Lia's Wings to bring families home from abroad



We are proud that leading UK travel insurers are working with Lia's Wings to bring families home from abroad when their child becomes seriously ill or their baby is born early. We are seeing an increasing amount of cases and we are proud that these insurers value the expertise, resources and support we can provide families in times of crisis.



We assist families who either didn't have travel insurance or, as we often hear, found that their policy didn't provide the coverage they expected or needed. We work with our UK flight teams and aviation operators to repatriate these children back to the UK.

There are no other charities looking out for families like Theo's (pictured above) that find themselves in these situations, which is why in the past year we have doubled down our efforts to start prevention campaigns and increase our support

overseas. In the past year, we have:

- Started working with our partner, Golley Slater, on an awareness campaign to help families find the most suitable travel cover policies.
- Reached out to insurers to show them what support and practical help we can offer families who need repatriating.
- Been added to the UK Government's 'Medical repatriation companies in the UK' list.
- Repatriated more children back to the UK than ever before. We have experienced a 77% increase in referrals for international transfers.



We provide the expertise and care, and the travel insurers provide the funds. We work together to bring families home and ensure the best possible outcomes on their return to the UK. There is so much more we can and will do for these families. This is an important area for our charity to focus on moving forward. No family should feel stranded and alone whilst they go through crisis.

- Charlotte Young, Lia's Wings CEO



Achievements: We have piloted new routes

Flying children overseas for specialist treatment

With support from the NHS, we have started to fly children overseas to receive specialist treatment or care when it is not available within the UK. This may be because the treatment/care can only be done by a select few surgeons/doctors or to receive palliative care near family.

In my 12 years on the neonatal unit I have not encountered such an incredibly difficult and sad situation. A young mum, not able to communicate with us easily, her baby with a life limiting condition and little support for them both in this country! We were desperate to help them and get them back to family in Romania but didn't know how to make it happen safely. Thank you so much for agreeing to take them and looking after them on their journey home! It is an amazing charity and one you should be very proud of!

- Karen Dent, Senior Sister Special Care Neonatal Unit

Road ambulance transfers

This year we piloted a road ambulance transfer service to provide another solution for families and the NHS. However, after assessing the demand, we found the service was not as urgently needed as anticipated and therefore decided not to proceed beyond the pilot phase.

Change of charitable objectives

One year on from becoming Lia's Wings, we expanded our charitable objectives to be able to help more families in more ways than ever before. Our objectives are:

The relief of sickness and provision of support for babies and children requiring expert medical care or relocation. We do this by:

- Facilitating the provision of a specialist medical transfer service within, to and from the UK.
- Providing holistic support to families.
- Working alongside and advocating to relevant public and commercial organisations.
- Training and supporting healthcare professionals.

Meet Milly

Milly was on holiday in Palma with her family when she fell from a hotel balcony. She suffered severe head and body trauma, and was left in a critical condition. She was rushed to hospital, put on life support and placed in an induced coma.



Milly's family were devastated, shocked and confused. They didn't know where to turn for guidance and support, and the language barrier at the hospital made even the simple conversations, incredibly difficult.

Within a few weeks of the accident, Milly had already had two brain surgeries. This situation was beyond anything the family could have planned for, made even worse by the fact they didn't have any travel insurance to help them with the cost of her treatment and care. Milly's family desperately needed support.



The family were relieved when they found out about Lia's Wings and heard that we had helped similar children in Milly's situation.

We supported Milly's family whilst they were in the hospital in Palma and arranged an air ambulance transfer back to their local specialist centre, Southampton Children's Hospital.

Milly is now receiving ongoing treatment and care for her injuries. It is likely that she will need more brain surgeries and spinal surgery. We will be there for Milly and her family throughout her recovery and for as long as they need us.

“The Lia's Wings' Team are angels! They took care of everything. It means so much to Milly, and us, that she's home and doing so well. I can't thank you enough for your support. Your charity is one in a million.”

- Damien, Milly's Dad

Achievements: We have grown our family support and held families through crisis



Lia's Wings is the only UK charity offering long-term family support after an aeroplane transfer. We provide tailored family support, recognising the diverse needs of each child and family.

Self-referrals for mental health support are at an all-time high. Families are not just reaching out to us pre and post-transfer, but are coming back to us years after their child's transfer. We're proud to be known as 'the charity that always picks up the phone,' though this has led to an overwhelming demand for support. Despite limited resources, we're working hard to meet this need. Between September 2023 and September 2024, we have supported:

5 families who are bereaved or whose child is receiving palliative care

7 families dealing with the long-term impact of premature birth

13 families with a child who is facing a life-changing injury or disability

17 families who are stranded abroad with a seriously ill child or premature baby

Our family support has been created in response to what our families need. It includes:

- Emotional support
- Practical support
- Being a voice for families (advocacy)
- Peer-to-peer support

This support lasts for as long as each family needs us.

Alice was born 14 weeks early on holiday in France. Lia's Wings supported her parents and flew Alice back to the UK for neonatal care closer to home.



Lia's Wings made a difference when it mattered the most. You gave us hope and so much support that it all seemed too good to be true... The support over phone calls, messages clearing my doubts, answering all my questions as well as just being there to chat when the times were rough, they went up and beyond to make sure we were okay! We are forever grateful for Lia's Wings being there for us every step of the way. No one understood our rollercoaster like they did.

Achievements: We have grown our family support and held families through crisis



Responding to the increased need

Families require more support from us than ever before due to the fact we are supporting children with more complex needs or whose family are in more severe situations. We have significantly expanded our resources to meet this need. We have established partnerships with third-party experts to provide **practical and advocacy support** to families. We have also piloted **peer-to-peer support** which involves a group of volunteers who have experienced grief and trauma, offering support to families going through similar situations.

We also plan to have the Lia's Wings team undergo bereavement and trauma training, to enhance the support we offer to families.

This area of our work is growing rapidly and is where we can have the greatest impact on families. It's most important to us that despite our growth, we continue to not have a waiting list. We are proud to never keep a family waiting for the help they need. We do all we can to give families instant access to support whilst making their child's air transfer happen as soon as possible.

Zion was born prematurely whilst his parents were in Morocco. He deteriorated quickly and passed away before Lia's Wings could fly him, but we are continuing to support his family through their bereavement.



Lia's Wings provided light at a time when all else went dark. Their kindness and support was a beacon of hope to a family who were, and still are, grieving. Without their care, we know, that our ability to navigate this sad journey would have been almost impossible. We will forever support this special little charity, that we carry now in our hearts forever. Thank you for all did and continue to do, as we try and face a world without Zion.

We are so grateful to **Next** for funding our Family Support for a year. Their support will help us reach over 40 children and 120 family members over 12 months.

Meet Lena

Lena's family were visiting Poland for her sister's christening when, on the day of the christening, Lena came out in purple blotches and was blue-lighted to hospital. The family were devastated to find out that Lena had acute leukaemia.



Whilst Lena started her chemotherapy in Poland, the family who are from Bournemouth, desperately searched for a way to get Lena back to the UK. They hoped she could continue the cancer treatment closer to home. They were so relieved to find Lia's Wings, who provided clear advice, guidance and a solution to get Lena home. All they had been faced with was conflicting information and dead ends. They were so happy to have a clear path home.

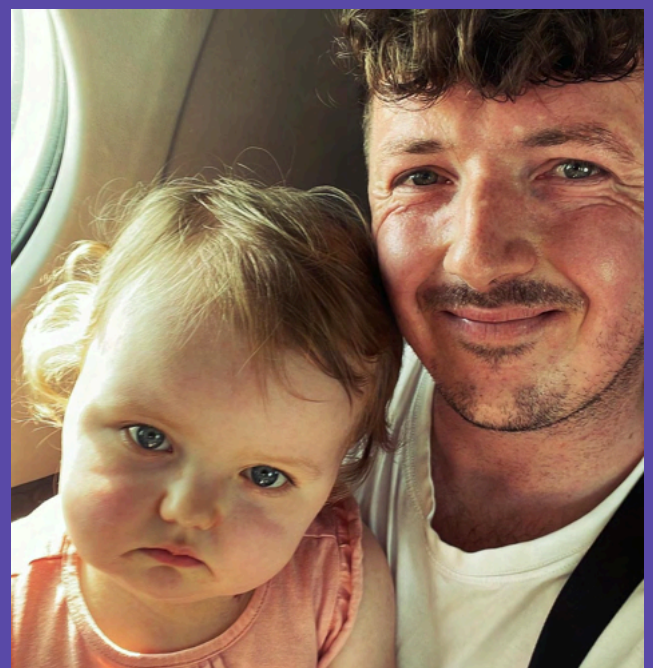


After 33 days of chemotherapy treatment, Lena would have a two-week window to fly back to the UK. Lia's Wings had to act fast. Lia's Wings arranged an air ambulance that flew Lena and her dad, Ollie, back to the UK. Lena was able to continue her chemotherapy treatment at Southampton Children's Hospital. Lia's Wings was so proud to have been a part of Lena's journey.



The amount of help you gave us financially is mind blowing. Not to mention all the logistical issues and admin you sorted for us. The transfer was amazing, the team were faultless and I was so impressed with it all. Honestly, you are a fantastic group of people and a credit to the charity.

- Ollie, Lena's Dad



Achievements: We have raised more than ever before for the families that need us!



We have raised a record amount this year and this has meant we have been able to help more families than ever before. This couldn't have been possible without the extraordinary efforts of our incredible supporters.

Thank you to everyone who has supported our charity this year! Here are some of our fundraising highlights:

We had our first major donor dinner - a Bordeaux Vintage Tasting and Dinner hosted by Tony Kim. This special evening raised enough to fund several life-changing air transfers!



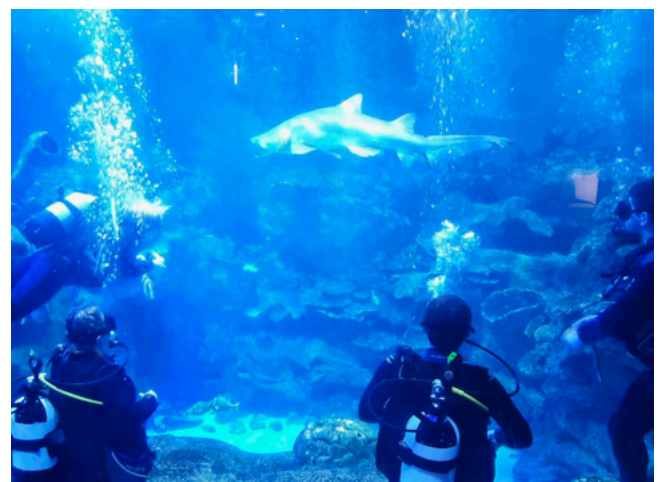
We have received our highest ever legacy donation pledge, made even more special by the fact that it is from the grandparents of a child we helped this year. This support is going to have a lasting impact on the families we help.

We are over the moon that **Lorien, SRG Talent, Carbon60, Caprinos Pizza and Pula Aviation Services** all renewed their partnerships with us!

We never expect a penny from our families but **our families and their friends have raised over £44,000 this year** to help other families in their situation, more than ever before!



We hosted two brand new events - the Lia's Wings Shark Dive and our London to Paris Cycle Ride. Both are going to be annual fundraisers from now on.



Our supporters have raised a record amount through payroll giving. We established a new scheme this year, piloted by the Impellam STEM brands, with fun incentives for employees. Find out more: lias-wings.org.uk/payroll-giving

We had our biggest London Landmarks Half Marathon and Royal Parks Half Marathon teams ever!



Our community of regular givers is the biggest it has ever been! This important group of supporters are committed to being a part of every child's journey.

After a year of working with Jr. NBA, they have made us their official charity partner! We look forward to working with them in the future.



We ran our first nationwide fundraising campaign in partnership with Pennies and Rontec Roadside Retail. This campaign raised over £25,000!

We would like to say a special thank you to these organisations for supporting our charity this year:

- Houlihan Lokey
- Lorient, SRG Talent & Carbon60
- Golley Slater
- Caprinos Pizza
- Pula Aviation Services
- Gleacher Shacklock
- Enterprise Rent-A-Car
- Warburg Pincus
- Apollo Global Management
- Goldman Sachs
- Savills
- Linklaters
- Big Yellow Self Storage
- Avena Capital
- Citibank Ireland
- The Air Charter Association
- Jr. NBA
- Climate Impact Partners
- ISTAT Foundation
- The Sherling Trust
- CSIS Charity Fund
- Souter Charitable Trust
- The PF Charitable Trust
- Masonic Charitable Foundation
- Thomas's Fulham

Achievements: We ran our most successful challenge event to date!



27 dedicated cyclists embarked on a three-day, 200-mile cycle challenge for Lia's Wings, cycling from Trafalgar Square in London to the Eiffel Tower in Paris. Together, the cyclists raised £140,000 for Lia's Wings, **making it the most successful challenge event that we have ever run!**



Our team set off from Battersea Park for a 61-mile ride to Newhaven, where they got the ferry to Dieppe. Day two saw them cycling through Serqueux and Beauvais, and on day three, they headed straight for Paris, finishing triumphantly under the Eiffel Tower, where their friends, family and the Lia's Wings team welcomed them. That evening, we hosted a celebration dinner to thank the cyclists and highlight the impact of their efforts, making it an unforgettable experience for everyone involved.

We were privileged to have Simon and Ricardo join us for the challenge, who are both dads of children we have transferred. We flew Simon's son, Evan, in 2022 after he

was born early over 270 miles from home. More recently, we flew Ricardo's daughter, Sarah, back home from Switzerland, after she became seriously unwell on holiday. We loved having them as part of our team and everyone on the ride was so inspired by their stories.

We would like to say a massive thank you to all the cyclists who joined us for our inaugural cycling challenge, with special thanks to our trustees, Patrick and Shane, who helped make this such a big success



Thank you to our incredible event sponsors, **Horwich Cohen Coghlan Solicitors**, for enabling us to raise this fantastic amount so that we can support children and their families during the most difficult times.

hcc HORWICH
COHEN
COGLAN
SOLICITORS

Meet Wilf

Jess and Louis were on a 3-day babymoon in Crete when their son, Wilf, was born unexpectedly at 29 weeks (nearly three months early). Due to being born prematurely, Wilf was placed in the Neonatal Intensive Care Unit.



Jess and Louis were told that Wilf likely faced a 10-week stay in hospital. The couple were in complete shock and didn't know who to turn to. Jess and Louis reached out to their families back in the UK for support. Incredibly, Louis' brother had a solution. He said, "You won't believe this but I met a founder of a charity that repatriates children. You need to speak to him!". 10 days before Wilf's birth, his uncle met our trustee, Patrick, at an event and learnt about the work we do. Louis' brother immediately reached out to Patrick and Lia's Wings stepped in.

We listened to the family's situation, supporting them emotionally, and set out a plan for them. We worked with the British Embassy to fast-track Wilf's emergency travel documents, arranged an air ambulance flight home and ensured Wilf was admitted into an appropriate hospital in the UK. This support helped alleviate Jess and Louis' stress. They were so relieved to be going home.

Once back in the UK, Jess and Louis were able to spend lots of time with Wilf. They were able to bond with him and be a part of his care. This set great foundations for the family's future.

From that very first phone call, I can't explain how much support and reassurance Lia's Wings gave us. When you desperately need help and you receive support from extraordinary professionals who are calm and can help organise everything, you feel safe. It wasn't just about the itinerary or medical help, it was the support we received. We knew someone was there to help us.

- Louis, Wilf's Dad



Our 3-year plan: An update on our service goals



Lia's Wings aims to be a leading charity within neonatal and paediatric transport, providing a comprehensive transport solution and a support service that has a lasting impact on all the families we fly. We have been working hard over the past year to meet demand whilst also working on these four key aims:

Improving our neonatal and paediatric capability

This year, we invested in more specialist equipment to expand our capacity for transporting babies and children, along with essential training tools to enhance our medical staff training programme. We also hosted a symposium, where we shared best practices with our flight teams and provided valuable insights into the comprehensive support we offer families. All our work in this area is because of our organisational value and goal to be **brilliant** - a passionate and committed team.



Establishing a more robust package of support for overseas air transfers

Families who need repatriation from overseas are often in crisis and require significant support due to their complex and unique situation. Lia's Wings is the only UK charity offering this support.



Leveraging our expertise, we provide both logistical and emotional support to help families return home as soon as possible. We have developed strong relationships with insurance companies, embassies, and the Foreign, Commonwealth & Development Office, allowing us to expedite assistance for those in need. We're also launching an advocacy campaign to educate the insurance industry on neonatal and paediatric air transfers and help families choose the right travel cover. One of our organisational values is being **valiant** - this is how we see our overseas work. We are big-hearted, pioneering and speak up for the families that need our help.

Formalising our family care package

Our reputation for exceptional family support has started to align with our reputation for providing air transfers. We support every family that we fly but now the NHS is referring families to us for our family support, whether they require an air transfer or not. We are proud to be known amongst NHS transport teams as 'The charity that cares'. They know we will do all we can to enable positive outcomes for the whole family.



We also have families coming back to us for support years after their child's air transfer for assistance, as they know how **reliable** we are – one of our core organisational values.

We are working hard to expand our support but we know that we can't exist alone. We have fostered key relationships with charities such as SANDS, Bliss, Rainbow Trust and Ronald McDonald House Charities, working with them to

provide our families with the most appropriate support.

Additionally, we are formalising a group of volunteers that can provide peer-to-peer support for our families. Our team also plan to do bereavement and trauma training to better support our families.

Building Our Profile Within the NHS

While we haven't actively focused on expanding our NHS presence this year due to limited resources, we maintain strong relationships with NHS transport teams across the UK. These teams refer to us when a fixed-wing air transfer is the best option for a child and their family, or they feel the family need extra support. Lia's Wings remains committed to building vital partnerships and expanding our services to reach every child who needs us.





Our 3-year plan: An update on our fundraising goals

Lia's Wings aims to fly every British child needing an air transfer, whether within the UK or abroad. To do this, we need to raise £1.3 million annually, and we're thrilled that our income projections for the next two years show this is achievable. Our aim now is to diversify our fundraising and grow new income streams.

Corporate partnerships: Our largest income stream

Support from corporate partners has been exceptional. Last year, we recruited a Senior Corporate Partnerships Manager, leading to 10 new partners and continued support from 4 others. Corporate partnerships are our largest source of funding, and now with a solid foundation in place, there's enormous potential for growth.

Trusts and foundations: Tapping in to greater potential

We identified untapped potential in funding from trusts, foundations, and grant-making organisations, and after strong growth in recent years, we hired a Trusts and Foundations Manager to further expand this income stream. With

dedicated resources in place, we expect to raise at least £250,000 annually from trusts and foundations. These funds will allow us to reach more children and families who need our help. We're excited about the future growth in this area and the stability it brings to our funding model.

Challenge events: Growing a thriving portfolio

Challenge events have become an exciting and successful part of our fundraising efforts. This year, we added successful new events like the London to Paris Cycle Ride, the Colchester Zoo Stampede, and our unique Lia's Wings' Shark Dives. We plan to introduce more challenge events to our calendar as they are not only fantastic fundraisers, but also powerful awareness tools.

Marketing and PR: Building awareness and engagement

To support our fundraising goals, we're boosting our marketing and PR efforts to increase awareness of our work and grow our supporter base. With a strong strategy, we're confident this will drive sustained and diversified income growth.

Our 3-year plan: How you can help



This has been another extraordinary year for our charity. We are helping more children and families in more ways than ever before... but we're not stopping here.

We have big ambitions for our charity

- We want to reach every child that need us, both in the UK and British children overseas.
- We want to continue pushing the boundaries of our service and lead the way for neonatal and paediatric long-distance transport.
- We want to provide comprehensive holistic support that ensures long-term, positive outcomes for both the child and their support network.
- We want to be an advocacy voice within the travel insurance industry, preventing families from being stranded abroad.
- We want to develop sustainable income streams that enables us to confidently say 'yes' to every child that needs us.
- We want to continue to grow our charity's impact in Lia's name.

Join us in our mission

Any support you can give would be greatly appreciated. Here are some ways you can support Lia's Wings:

Nominate Lia's Wings as Charity of the Year at your work or child's school/nursery.

Sign up to Payroll Giving or give a regular gift to be a part of every child's journey.

Take on a challenge for Lia's Wings. Visit our website to see all our challenges.

Engage with our content on social media. Every share and comment helps raise awareness of our charity.

Host your own fundraising event. Our team can support you and help maximise your fundraising.

Make a one-off donation. Whatever the size of the donation, we are so grateful for your support!

Share this Impact Report with your friends, family, colleagues or employer. Start a conversation about our charity and our impact.

Have ideas to help raise awareness or funds for our charity? We'd love to hear them! Email hello@lias-wings.org.uk or call us at 0300 140 9980.

Thank you from the Lia's Wings' Team

We hope you have enjoyed reading this Impact Report and reliving this past year with us. It has been another momentous 12 months at Lia's Wings, full of growth, and that is all thanks to our incredible supporters!

Lia's Wings is built on partnerships and collaboration, and this year was a testament to that. Whether you are a supporter, corporate partner, aviation partner, part of an NHS Transport Team or Lia's Wings' Flight Team, we want to thank you for all your hard work over the past year. The achievements listed in this report are a reflection of your commitment and determination to help the children and families who need us. Thank you for sharing your passion, talents and time. We are so grateful.

We are proud to have helped more families than ever before this year. It has been a privilege to enter their lives and stand beside them as they tackle complex, stressful and often heart-breaking situations. Every child and family we have helped this year has greatly impacted us. We continue to listen to them so that we can shape our service around what our families require of us. As we help more brave families we will continue to adhere to our core values of being valiant, reliable, and brilliant.

As we reflect on two years of flying with Lia, we are astounded at everything she has helped us achieve. Our charity's work is constantly responding, evolving, growing, and is always guided by Lia's memory. Her name is heard, spoken about and loved by so many of our families. There isn't a family we have touched who doesn't know about wonderful Lia.



Our charity's work is constantly responding, evolving, growing, and is always guided by Lia's memory.

As we move forward, every decision has Lia in mind. We are so excited about where the future is going for Lia's Wings. It will be full of growth, love, support, life-changing interventions and fun – everything we know Lia would have loved. We will continue to do more in her name for the families who need us.

Thank you for being part of this journey with us.

With heartfelt thanks,
The Lia's Wings' Team



0300 140 9980



hello@lias-wings.org.uk



lias-wings.org.uk



[liaswings_uk](https://www.facebook.com/liaswings_uk)

Registered Charity No. 1138457
Company Registration No. 06935959