

# Impact Report

Year ending 30th April 2026



# Our Impact

“My world  
fell apart

When a child is diagnosed with cancer or another serious illness, everything changes.

From that moment on, life soon becomes uncertain, overwhelming and focused on getting through the day. That's when we step in.

Through our family support workers, therapies, social work and respite services, we support the whole family - not just the child who is ill.



Working closely with our eight hospital partners, we support children and their families from the moment they're referred to us.

We help them cope with the emotional, practical and everyday challenges they face, for as long as we're needed.

And if a child sadly dies, our Echoes bereavement service is there to ensure families do not have to face their grief alone.





“

**Momentum has been  
a lifeline in some of  
our darkest moments.**



# Why families need our support

Families experiencing serious childhood illness or bereavement, quickly find themselves under intense pressure.

“Our family support worker made time to sit with us, listen to every worry, and offer reassurance without ever dismissing how we felt. Their presence reminded us that we weren't alone, and that someone genuinely cared.

Parents are managing uncertainty, isolation, practical challenges, and the emotional strain of holding it all together. Siblings feel the impact too, often without as much support as they need.

Much of this sits outside medical care, but it has a huge effect on how families cope. That's where our support makes the difference, helping families to feel less alone and better able to face what's ahead.

Our family support workers build trusted relationships with families, understanding exactly what they need and helping them feel less alone, more in control, and more able to cope.



**95%**

of parents experienced a moderate to severe impact on their emotional health and wellbeing after their child became ill or died

**69%**

of siblings experienced significant emotional strain when their brother or sister was seriously ill or died

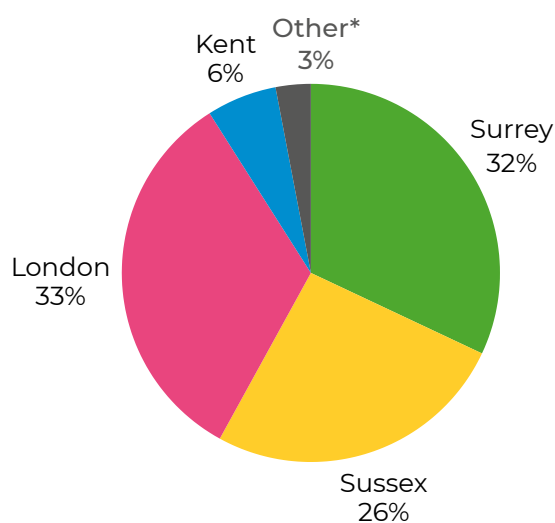
**92%**

of children experienced a moderate to severe impact on their participation in social and leisure activities following diagnosis

Data and information taken from the Momentum Family Support Impact Survey 2026

# Our support for children and their families in numbers

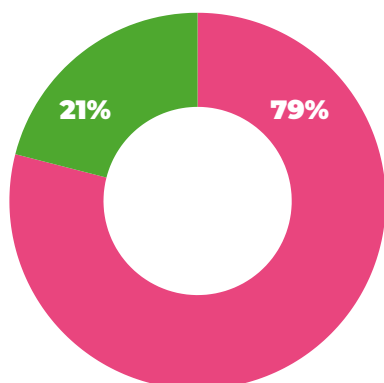
## Where we support families



\*includes Berkshire, Hampshire, Cornwall & Gloucestershire

## Most children, whose families we support, have or have had cancer

- Children with cancer
- Children with life-challenging conditions



**2,829**  
children, parents,  
siblings and  
grandparents supported



**506**  
families with a  
child in treatment



**220**  
families supported  
through bereavement



**4,036**  
family interactions  
in hospitals



**2,900**  
support hours in  
hospitals



**5,743**  
support hours in  
the community



**2,270**  
hours supporting  
bereaved families



**1,320**  
social work hours



**£71,935**  
unlocked in  
essential support  
for families



# Echoes bereavement support service

We've continued to see high levels of referrals for our Echoes bereavement support service, as more families turn to us for support after their child has sadly died. Their need for support often remains long after other help has ended, particularly around loneliness, anxiety and supporting surviving children.

There's no time limit on our support. We are there for families for as long as they need us, recognising that grief continues to affect families in different ways over time. Our dedicated bereavement support workers take the time to listen and understand what each family member is going through. From there, we offer personalised support, including access to specialist bereavement therapies.

We also create opportunities for families to connect with others who understand what they're going through. This has included a range of gentle, supportive activities, including a LEGO workshop, creative cruise and craft activities and breathwork sessions designed to help manage anxiety and overwhelming emotions.

From there, our support is highly personalised and can continue for many years, offering counselling and grief support and practical help around funerals and memorials.

“**It helps knowing someone is still there for us.**”

Over the past year, we have supported more than 220 bereaved families and 720 individuals in total. To help us meet this growing need, we welcomed an additional bereavement support worker to the team, strengthening our capacity to support families when they need us most.

## What families say about the Echoes service

“Momentum has provided our family with so many wonderful experiences during our son's treatment and after he passed away. Always knowing there is someone there to talk to if we need to is incredibly reassuring.”

“After my daughter's death, Momentum were one of the few non-judgemental services; others treated us like criminals while her death was investigated - Momentum did not.”

“Amazing support throughout my child's illness and beyond. Just helps having something constant.”



## Dee's story

**Dee's son Rory very sadly died when he was just two years old. Rory was a twin brother to Oscar, who is now five. Dee, from London, shares her story:**

“Within a month of Rory turning two he started looking unwell – at first, we didn't think too much of it, but then he started getting bruises on various parts of his body.

My husband took Rory to A&E at Kingston Hospital where they did a blood test which revealed Rory had leukaemia. From the minute we received Rory's diagnosis, Momentum was there. Hana, our family support worker, was amazing at explaining things and helping us to process what was going on.

Hana would always check in on us, and there was always someone available to talk to. But it was a lonely time and my husband Dan, and I became like passing ships as we juggled looking after the boys and working.

At the start of the New Year in 2023, we were given the news that Rory was in remission. We entered the second phase of Rory's treatment, and our lives went back to some kind of normality.

In May that year, Rory started the delayed intensification phase of his treatment. After one of his chemo sessions, I noticed Rory wasn't looking right. His temperature kept spiking, he was in and out of hospital for several weeks. On our wedding anniversary we brought Oscar to the hospital, but Rory had a big seizure, which was closely followed by another.

We were transferred to ICU at St George's, but Rory kept having seizures. On 20th June Rory had a brain bleed and was rushed in for emergency brain surgery. On 30th June 2023, we took Rory home and he passed away in his bed.

Since Rory's passing, we have been supported by Momentum's bereavement team, Echoes. We have been on days out with other families who have lost their children. Oscar loves socialising with other children, so the Echoes events mean a lot.

There are events specifically for parents too, and I know it is helpful for us to do things separately, giving my husband and I the opportunity to talk about Rory in our own way, if we feel we want to.”

“

**After we lost Rory, we were going through emotional hell. The Momentum cabin was our first place to go without him. It helped us so much.**



# Mo's outcomes



## Three years of data

We've now been collecting Mo's Outcomes data consistently since 2023. This means we're starting to see a clearer and more reliable picture of how families' needs shift over time.

Every family completes a Mo's Outcomes assessment with their family support worker or bereavement support worker when we first begin supporting them.

This helps us to get an understanding of where they are struggling, and we can then develop a personalised support plan for each family member.

We then revisit these every six months, so we can see not just where families start, but how things change over time.

Each area is scored from 1 to 5, reflecting how families feel they're coping – from being unable to consider something at all, through to coping well.

This helps us track progress over time, while recognising that every family's situation is unique, and that change doesn't always look the same.

## Understanding the difference we make

We focus across five areas that we know really matter day to day:

- Emotional health and wellbeing
- Relationships
- Social and leisure activities
- Access to professional emotional support
- Access to practical advice and information



# Mo's outcomes



## Families living with serious childhood illness

Looking at a sample of 184 families' first and most recent Mo's Outcomes, we can see steady, positive movement across all five areas.

The changes are small, but meaningful – especially given how complex and uncertain life can be for these families.

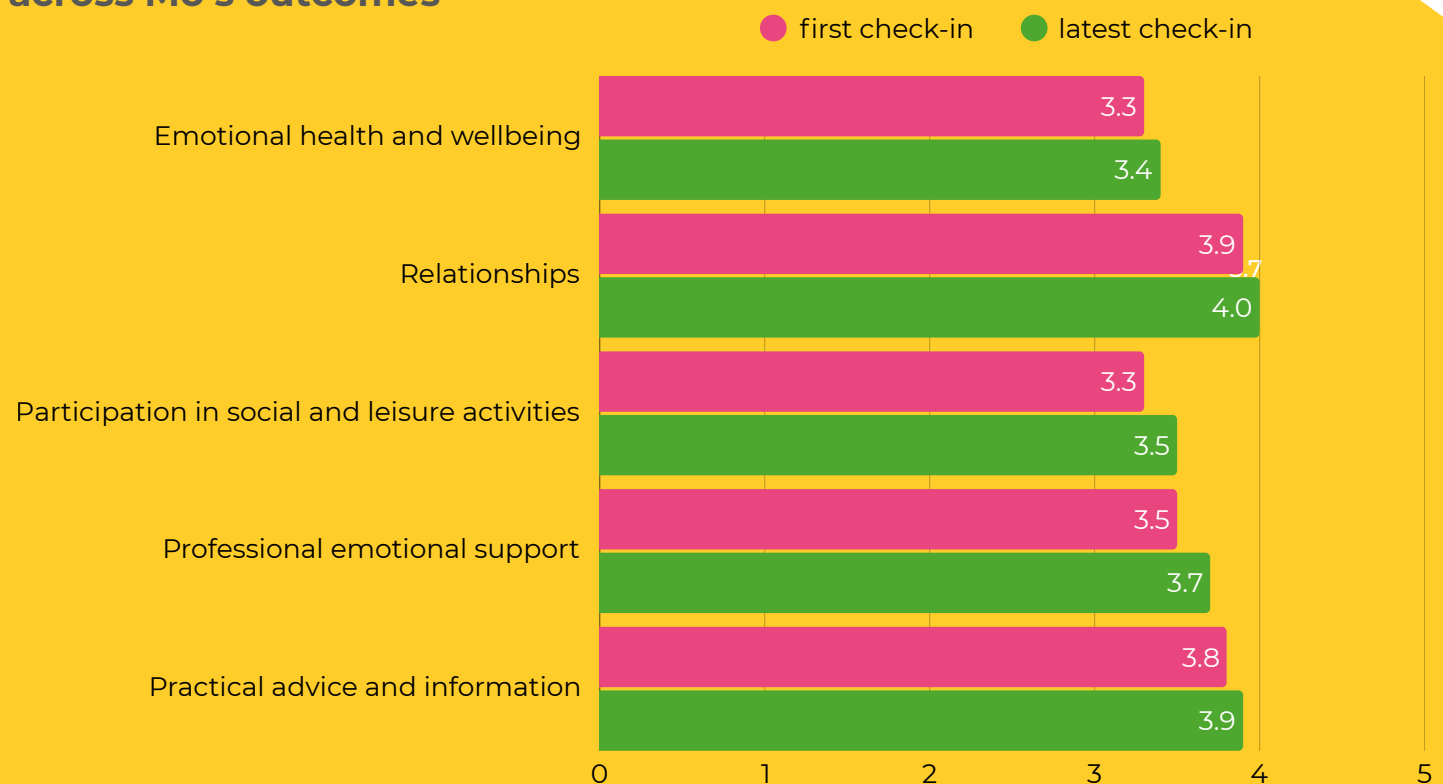
Overall, families show an improvement of 0.7 points across the five outcomes once they start being supported by Momentum.

The biggest shifts are in reconnecting with social and leisure activities and accessing the right emotional support.

What sits behind those numbers is important. Families aren't suddenly free from stress or uncertainty, but over time they feel better able to cope with it.

They reconnect with everyday life, feel more confident asking for help, and begin to feel less alone.

## Change over time across Mo's outcomes



Insights from 184 families across first and latest check-ins with their family support worker

# Mo's outcomes



## Echoes families

This pattern of gradual improvement doesn't look the same for every family. For families who have sadly experienced the death of their child, the journey – and what progress means – is very different.

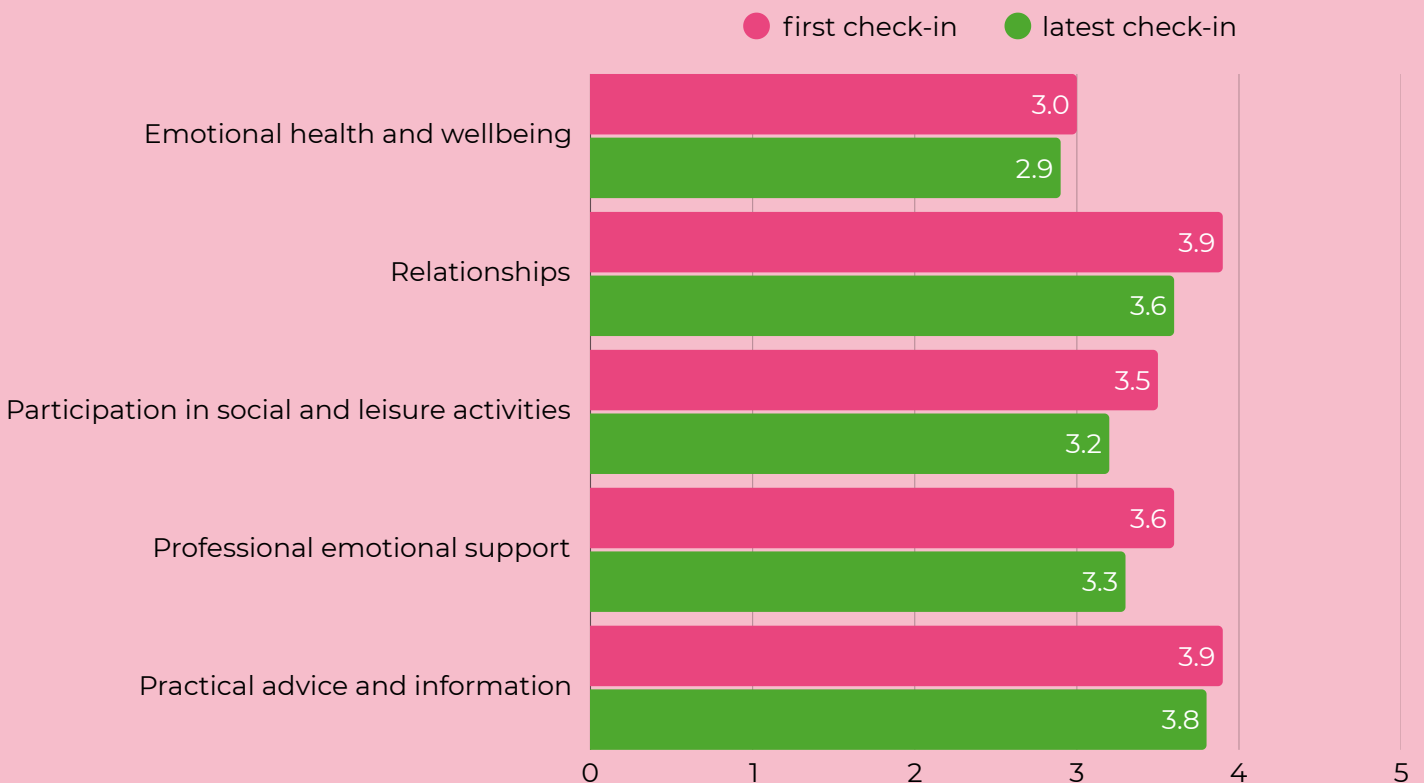
For the sample of 34 bereaved families, we see a small overall decline across all five outcome areas. At first glance, that can feel difficult. But it reflects the reality of grief, not a lack of impact.

Grief often becomes more complex over time. As other services step away, support networks can shrink. Feelings of isolation can deepen and everyday life can feel harder, not easier.

Looking more closely, we see emotional wellbeing remaining under strain, increasing pressure on family relationships, reduced participation in everyday life and ongoing need for emotional support.

What matters here is that families continue to engage with us, and they know they can rely on consistent, trusted support when other services have ended.

## Change over time across Mo's outcomes



Insights from 34 Echoes families across first and latest check-ins with their bereavement support worker

# Therapy services

Over the past year, we provided **188 creative therapy sessions** and **271 counselling sessions**



“For the first time, I could truly let myself worry without feeling guilty or pressured to ‘stay strong.’”

Whether a family is adjusting to a serious diagnosis, or coping with bereavement, the emotional impact can be overwhelming.

Children may struggle to process what’s happening to them, especially alongside the physical effects of treatment. For those who are bereaved, grief can feel confusing, isolating and hard to express.

And it doesn’t stop with the child. Parents, siblings, and other family members can feel the strain too, with anxiety, stress and emotional exhaustion affecting everyday life, from school and work to relationships at home.

That’s why we offer a range of age appropriate therapies for the whole family. For younger children, creative therapies, like music, art and play give them a way to express how they’re feeling when words aren’t enough.

For older children, young people and adults, we offer counselling and psychotherapy, providing a safe space to talk, process what they’re going through, and develop ways to cope.

## What families say about our therapy services

“Music therapy unlocked a side of my child nobody had truly seen before - he forgot about being poorly for a little while and joined in”

“It made me feel heard, understood and supported.”

“Therapy helped me break down things that felt big. I left feeling encouraged and hopeful.”



# Social work service

**The emotional impact of a serious diagnosis or bereavement is immediate, but the practical and financial pressure that follow can be just as overwhelming.**

**“ I wouldn't have been able to do it on my own, I was too emotional and stressed to face such a big form.**

Families are often dealing with rising costs at the same time that their income drops. Travel, parking, hospital stays and specialist equipment all add up quickly. For bereaved families, there can also be unexpected financial pressures at an already devastating time.

## What families say about our social work service

**“Momentum has supported me, helping me with my financial situation and housing needs.”**

**“The advice lifted such a weight.”**



**“We were able to secure temporary accommodation thanks to Momentum's guidance.”**

Our most recent family support survey shows that over 93% of families experience financial strain as a result of their child's illness, with the majority reporting additional monthly costs of £100–£300, and some facing significantly higher ongoing expenses. That's where our social work service makes a vital difference.

We provide specialist, one-to-one support to help families navigate complex systems – from accessing benefits and managing finances to housing, education and advocacy. This support is tailored to each family that needs it, whether they are adjusting to treatment or coping with loss.

This year, 100 families accessed over 1,320 hours of specialist support, helping them regain a sense of stability and control during an incredibly uncertain time. The impact of this work was recognised nationally this year with our senior social worker receiving an award from the British Association of Social Workers (BASW) for being an Amazing Social Worker recognising her dedication, contribution and the difference she makes to families every day.

# Respite services

Over the past year we have offered **93 boat trips** for **424 individuals** and **165 cabin breaks** for **692 individuals**.



“We were able to have a holiday together which we could not have done without Momentum’s support.”

For many families, taking a break simply isn't possible. Between treatment schedules, hospital appointments, and the emotional strain of what they're facing – or the weight of grief after the death of a child, time together can be hard to manage.

Our respite service creates that space, helps them pause and make them feel like themselves again.

We have holiday cabins at Shorefield Country Park and Church Farm Holiday Village, offering families a chance to step away, rest and reconnect in calm, natural surroundings.

Closer to home, our 40ft canal boat on the River Thames gives families the opportunity to spend meaningful time together on the water creating memories. We also look for simple ways to make these experiences even more special – from Easter egg hunts to themed cruises and opportunities to learn a new skill.

Whether it's a weekend away or a few peaceful hours, these moments give families the chance to pause, reconnect and create lasting memories.

## What families say about our respite services

“The respite cabin gave us time to reflect and relax. I didn't realise how much it would help until I got there.”

“It was so nice to get away and have the respite break. Knowing that we could cancel if we needed to, at no extra cost, is so helpful.”



“The cabin break gave us our first holiday since diagnosis - it helped re-balance things so we all felt stronger to carry on with hospitals etc.”

# Healthcare professionals

**We work closely with healthcare professionals across all our partner hospitals, which gives us a critical advantage in our ability to provide the right support for families.**

## Hospital Ambassadors

We also have a hospital ambassadors' scheme - a voluntary role, taken on by staff members at all our partner hospitals. They help raise awareness about the partnership, highlighting our work in their hospital and local community.

## Clinical Advisory Board

Our Clinical Advisory Board is an established part of how we shape and strengthen our support for families. Experienced healthcare professionals from across partner hospitals, come together to provide valuable clinical insight to help guide and inform our services.

Their expertise ensures that our support continues to reflect the real needs of families, helping us adapt, evolve and deliver the right support at the right time.

## What healthcare professionals say about our services

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Momentum is a true lifeline - the way the team steps in to support families is nothing short of remarkable. Their presence on the wards makes an extraordinary difference, offering continuity, emotional support, and reassuring, friendly faces.

Without Momentum's support, many bereaved families would be left navigating their grief alone. They walk alongside them with no time limit, helping with practical tasks and offering a safe space simply to 'be'. Families frequently tell me how it has held them in their darkest moments and helped them find hope again.



**Corrinne Melian,**  
Paediatric Family  
Liaison Nurse  
Kingston & Richmond  
NHS Foundation Trust

“

For families with long-term and complex needs, Momentum has been instrumental in providing specialist advice and practical guidance, invaluable in enabling the family to remain close to their child.

In one instance, where a family's remaining working parent was made redundant while their child was critically unwell, Momentum was able to offer expert advice about mortgage holidays and the reclaiming of travel costs. This enabled the family to continue visiting and remaining close to their child during a highly challenging time.

**Anita D'Souza,**  
Head of Nursing Paediatric  
Intensive Care Unit & Newborn  
Services, St George's, Epsom  
& St Helier University Hospitals

# Special moments

Over the past year we have created hundreds of special moments:

**537 individuals** joined us at events such as coffee mornings, trips to the zoo, crafting and breathwork.

**104 children** were surprised with a **doorstep Santa visit** at Christmas.

**821 treats** were shared to give people something to look forward to.

**155 personalised, hand painted pebbles** were gifted to bring comfort during the hard times.



During some of the hardest times, a small moment of joy can mean everything. Whether a family is going through treatment or navigating their way through bereavement, these special moments offer a small chance to pause, smile and feel a little lighter, even if just for a while.

Through our special treats and trips, we create opportunities for families to make positive memories together. That might be a thoughtful gift arriving in the post, a doorstep visit from Santa, or enjoying time out at a special place.

We also offer simple, small things, such as 'Moments of Calm' packs, and events designed to bring connection and joy. Small things, at the right moment, can make a lasting difference.

## What our families say

**"Momentum has given us some normal moments amongst the chaos of the past year."**

**"Each gesture, big or small, reminded us that we were not alone - that someone was thinking of us with love and kindness."**



**"Momentum's thoughtful touches made such a difference to our family. The advent calendar and doorstep Santa brought joy and excitement, giving us little moments of happiness to look forward to."**

# Our volunteers



**Our volunteers are part of the care families feel every day. They give their time, energy and kindness in so many different ways, whether it's supporting families going through treatment or bringing comfort to people in their grief.**

From helping out at fundraising events to lovingly painting personalised pebbles, our volunteers' contribution adds a deeply personal touch to everything we do.

Our much-loved canal boat is run entirely by volunteers, who keep it running smoothly and welcome families onboard with warmth and understanding. Behind the scenes, volunteers pack event kits, organise raffles and step in wherever an extra pair of hands is needed.

Whether a quiet act of kindness or a few hours of practical help, every contribution matters. Together, they help us reach more families and offer support when it's needed most.

**105  
volunteers**

**33  
community  
fundraising**

**26  
helping on  
the boat**

**2,382  
volunteer  
hours**

**7  
painting  
pebbles**

**10  
doorstep  
Santa &  
elves**

**10  
trustees**

**5  
office &  
other**



# Celine & Mabel's story

**Mabel, was diagnosed with acute lymphoblastic leukaemia when she was just two years old.**

**Her mum, Celine, shares her story:**

“Mabel is funny, sweet, caring and has a heart of gold – she’s got a fierce side too! She loves rainbows, unicorns, dancing and dressing up - every time we have a hospital appointment, she wears her most glittery outfit!

Mabel’s diagnosis happened very quickly. In March 2023 she was sent home from nursery with a temperature. After a few days, she wasn’t getting better, so we took her to the GP who prescribed antibiotics for tonsillitis.

That weekend, we took her to A&E where things spiralled quickly and the next morning, she was diagnosed with acute lymphoblastic leukaemia. We were in complete shock – it all went from Mabel being a little bit unwell to our world falling apart. The following week, Mabel started her treatment, which lasted over two years. It was full on and included daily chemotherapy amongst other treatments.

Mabel is very resilient given everything that she has been through. She lost all her hair, which was heartbreaking, and the steroids also made her gain a lot of weight, so her appearance changed drastically – she refused to look at her reflection.



Our family support worker, Sam, made weekly calls to us. It really helped to speak to someone who understood the situation and knew the hospitals and medical staff. Sam has helped with signposting, accessing financial support, and introducing us to other families.

Mabel was poked and prodded a lot during her treatment, and at the start she was petrified every time anyone came into the hospital room. The Momentum green t-shirts were amazing as she immediately recognised that it wasn’t a doctor and would calm down.

Momentum funded play therapy which helped Mabel build trust with others outside of the family. Our son was offered creative arts sessions which really helped him to process everything - it was great to know that Momentum was looking out for the whole family.

Even in the darkest of times, Momentum have helped us create some wonderful memories. We spent a long time at home isolating as Mabel was immuno-compromised. Being able to take a trip on the Momentum riverboat was amazing as it was the first thing we did ‘in the real world’ as a family. We’ve also stayed at one of Momentum’s cabins – it was so nice to spend time together somewhere that wasn’t home.”



**Momentum has been amazing. We were introduced to them shortly after diagnosis and they have been there for us ever since.**



## Our goal

Our goal is simple – that no family should cope alone.

Everything we do is only possible because of the voluntary donations of our generous supporters.

## Thank you so much

“Momentum’s hospital visits were a bright spot in some of our darkest days. They didn’t just drop by, they brought comfort, kindness, and a listening ear.”



Proud that our senior social worker, Hana, was recognised by the British Association of Social Workers (BASW) as part of their 'Amazing Social Workers' campaign - championing exceptional social work across the UK.