

Our impact in 2024/25



657

children with life-limiting
conditions were supported



1,489
care nights
were provided

2,113

family members
received support



448

bereaved families
accessed our specialist
bereavement care

18,257

face-to-face and
telephone contacts
were made to families



219

new referrals
were accepted

190

events were
held for children
and their families



We know that we can only
achieve our goals and **make
every moment count** for
the families we support by
working in partnership
with others.

If you share our ambition to be there for every family who
needs our support, and you'd like to find out more about
what we do or how you can help, please visit **shootingstar.org.uk**



To find out more about our impact in 2024/25,
please scan the QR code to read our annual report.

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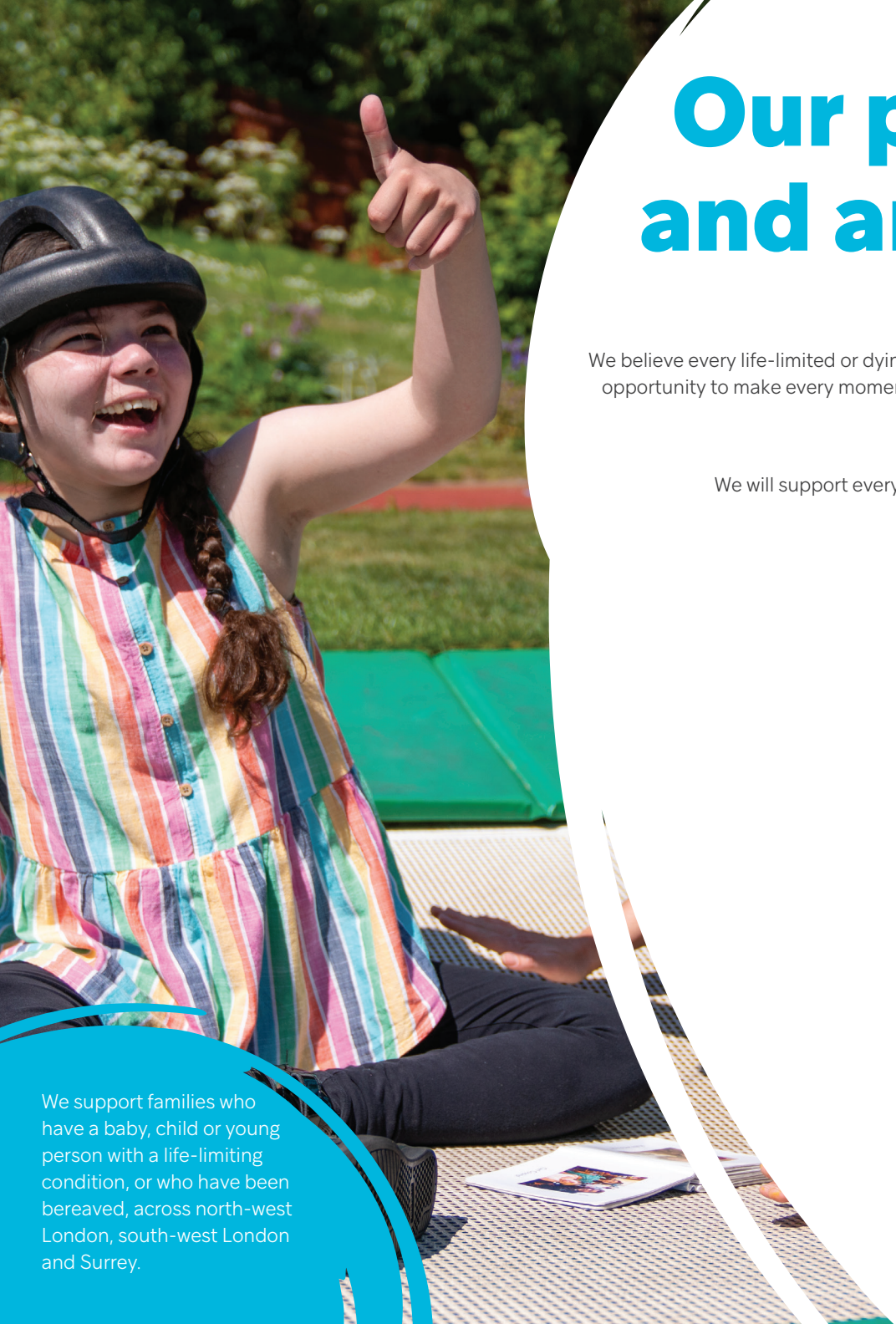
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**For Every
Family**

Our
strategy | Two
years on
2023-2026

Registered Charity No: 1042495. Company Registration No: 02927688 (England and Wales).



Our purpose and ambition


Our purpose

We believe every life-limited or dying child and their family should have the opportunity to make every moment count and get the support they need.


Our ambition

We will support every family with a life-limited child or whose child has died, when they need us.

Our goals




Do more:
Help more children and families



Do better:
Be seen as outstanding



Co-create:
Build partnerships that add value



Grow people:
Be proudly chosen by staff and volunteers



Grow income:
Ensure our work is sustainable

We support families who have a baby, child or young person with a life-limiting condition, or who have been bereaved, across north-west London, south-west London and Surrey.

What we achieved in year two

Do more

- **164** newly bereaved families accessed our specialist bereavement care.
- **78** babies, children and young people accessed palliative care at our hospice, in their home or in hospital.
- Our hospice beds were occupied for **1,489** nights of the year.

Co-create

- **80** children living with a life-limiting condition, and their families, were referred to us.
- Our Chief Executive is Deputy Chair of the Surrey Heartlands Integrated Care Partnership. We have continued to support the VCSE Bereavement Network, extended our relationships with the ICBs that we work with and continued to leverage the support of local MPs.

Grow people

- **99%** of our volunteers would recommend volunteering at Shooting Star.
- Staff were sent three pulse surveys across the year with the likely to recommend score increasing from 4.08 (out of 5) to **4.16**.
- Staff sickness absence rates decreased to **3%**.

Grow income

- Our voluntary income remained stable at **£6.4m**.
- Statutory funding increased to **£3.8m**.
- Retail income increased by 7% to **£1.2m**.
- The Care Database income increased by 12% to **£1m**.

Do better

- **32%** of bereaved families and **52%** of families with a life-limited child accessed our services quarterly.
- **6** research papers were authored.
- **65** end-of-life referrals were made across the year.



Shooting Star won UK Charity of the Year at the Charity Today Awards 2024.



58 Shooting Star runners paced the capital's streets for the 44th TSC London Marathon.



Hundreds of volunteers supported our work including corporate supporters Metro Bank, pictured at our Guildford hospice.

"The difference you have made from when we met you two days after our daughter passed away has been nothing short of the difference between 'us getting through this' and 'us not'."
A bereaved dad who was referred to us when his daughter died unexpectedly.

What we raised and spent in 2024/25

