

**LIA'S
WINGS**

Hospital
air transfers
for children



Lia's Wings

Impact Report 2022/23
Our first year flying with Lia



Contents

Welcome to our 2022-2023 Impact Report. This is the first of our annual reports that aim to show everything we have achieved with Lia each year.

We hope this report shows you how much hard work, dedication and passion has gone into making this year a success.

Thank you to everyone who has supported our charity over the past year and backed our decision to rebrand as Lia's Wings. It means the world to us that you are all behind us as we grow and expand our work in Lia's name.

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Welcome: Lia's Wings CEO and Chair of Trustees



Charlotte Young
Chief Executive Officer, Lia's Wings

In our first year of flying with Lia, we have achieved more than I ever thought we could. She has translated our hopes and dreams into reality. We have grown in ability, confidence and impact and we know this is just the start.

Whilst we reflect on all the success and joy over the past year, we also remember the children we have lost – Lia, Archi, Baby Yesil, Esme, Samuel, Lochlan and Scarlett. I like to think Lia is welcoming them all home and looking after them. Lia continues to be at the front of every decision we make as a charity. I consult with her every day and think 'what would Lia do?'. Lia exuded compassion, love and joy, and this shines through to the families we help.

I want to thank Rebecca, Amanda, Eloise and Dr Lee for everything they continue to do for our charity and Lia.



Dean Gillespie
Chair of Trustees, Lia's Wings

This year has been monumental for Lia's Wings. With Lia, we have been able to fly more children than ever before and help them in more ways. We have developed our service to fulfil the need for overseas air transfers. We have also developed our family care offering which means our intervention is now not only medical and logistical, but also emotional and supports the mental health of families, which we know is so important. We are proud to have touched the lives of so many children, parents, siblings, grandparents and extended family. Our service has never been more in demand and our charity will do all we can to continue to fulfil this need.

Thank you to Patrick, Melissa and John for allowing our charity to carry Lia's name forward. We will continue to do our best in her name.

Our story: Changing children's lives since 2010



Lia's Wings, formerly known as Lucy Air Ambulance for Children, was established in 2010 in response to an urgent need for an air transfer service for critically ill children. Initially, we were run completely by volunteers who were passionate about helping babies and children access specialist treatment and care.

We completed our first-ever transfer in November 2011. We flew Benjamin 170 miles from the University of Staffordshire Hospital in Stoke-on-Trent to Kingston Hospital in Surrey, so that he could receive neonatal care closer to home. This was a huge milestone for our charity and paved the way for future transfers.

Since Ben's transfer, our charity has significantly grown the number of transfers we do each year and increased the variety of specialist services we provide. Our charity has established a strong reputation for flying babies and children to hospitals in the UK and, increasingly, from abroad. Alongside our air transfers, we provide holistic support to families. We are here for the whole family for as long as they need us to ensure improved outcomes for both the child and their support network.

Our purpose

More babies and children survive because we fly them to the best hospital for their care. More families thrive because they are supported during an air ambulance flight and in the weeks, months and years that follow. Our team of trained nurses and doctors provide specialist care for babies and children whilst travelling between hospitals by aeroplane. Cot to cot, bed to bed, we organise the whole transfer.



Benjamin, the first Lia's Wings transfer

Our story: Flying for Lia



Our charity is named after an incredibly special young girl called Lia. Lia is the daughter of our Trustees, Patrick and Melissa Schoennagel.



Lia lived her short life to the fullest but suddenly passed away, aged only five years. Her death has deeply affected those of us who knew and loved her. Driven by the loving determination of her family that something good would come out of this awful tragedy, Lia's parents, Patrick and Melissa, as well as our charity's Board of Trustees and staff team, want Lia's prematurely-ended life to be the catalyst for change at our small charity.



"In the days, weeks, and months following Lia's untimely passing from this world, sometimes the only thing that would give us strength is a question we'd ask ourselves: "What would Lia want?" We think she'd want us to go on, to find joy again, and to do what she did so intuitively - to support and help others. That is why we will do even more to help children and their parents who, like us not that long ago, are sitting in hospitals, desperate and confused, and in extreme need of not only a physical transfer, but overall support. Lia would have loved that." - Patrick Schoennagel, Lia's Dad



Our story: Becoming Lia's Wings



After 12 years of changing children's lives, our charity (formerly Lucy Air Ambulance for Children) had built a strong reputation for hospital air transfers for children here in the UK and, increasingly, abroad. However, Lucy Air Ambulance for Children had outgrown almost everything it was created to achieve. We could now be and do so much more.



Between January - April 2023, we worked hard to develop a new identity for our charity that preserved both the history of Lucy Air Ambulance for Children and was flexible enough to allow us the opportunity to develop our charity's service and objectives. We also wanted the new identity to have Lia at the heart of it - that was when Lia's Wings was born.



We worked with a brand agency, Red Pencil, to create a new look, values and purpose. We spent time speaking to all of our stakeholders to find out what our charity meant to them and where they hoped to see our charity grow.

Our new logo features a motif to represent the wings of the planes we use and the future flights that Lia's legacy will enable. It's the turning of the pages to our future. There are three sections to the motif representing our three values.

We are delighted that the response to our rebrand has been overwhelmingly positive.

**LIA'S
WINGS** Hospital
air transfers
for children

Our story: Becoming Lia's Wings



Our values

Our team all work within our values - valiant, brilliant and reliable. A special young girl called Lia is right at the heart of our values. Through living these values, we build our behaviours, attitudes, partnerships, future recruitment, and decision-making in celebration of Lia's life.

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 they need us.

Brilliant

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

With Lia we can achieve so much more

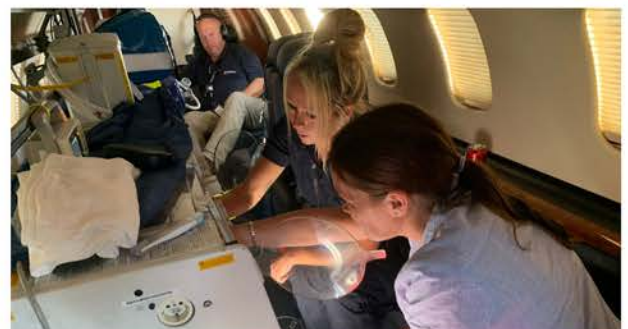
Fund more life-changing air transfers

Expand our family care package

Continue to develop our partnership with the NHS

Provide training for more medical staff to transfer more babies and children

This year has been a step-change year for our charity both in terms of impact for our families and income generation. Our first year as Lia's Wings has laid the foundations for future growth. Every year we will strive to be better.






Flight training for

42

medical professionals that qualifies them to work on Lia's Wings transfers.



"We couldn't believe Lia's Wings offered to fly our premature son and his mother home from France. It was impossible to transport them any other way due to his medical needs and they had been stuck there for four months which was a very difficult time for us. We will be forever grateful to this amazing charity and its supporters."

- Jake, Shawn's dad

41

life-changing UK air transfers

Thanks to Lia, in the past year we have raised

£846,058


That is enough to fund...

12

overseas air transfers from France to Singapore

12,000

hours of family support both pre and post Lia's Wings transfer.



"Lia's Wings ensured Lochlan could receive the best possible care back in the UK. Stuart and I were able to be parents for the first time since his birth. We fed him, changed his nappy and cuddled him. We are so grateful for this time with Lochlan. We would never have been able to do this without Lia's Wings."

- Debbie, Lochlan's mum

100

care packs for mums who's child needs a Lia's Wings air transfer. These include: a blanket, lip balm, tissues, hand cream, a hair band, a note pad and pen and a memory bag.





A special **thank you** to Lia's friends and family who have gone above and beyond for us over the past year

Thank you to George and Theo who conquered Mount Snowdon and raised £1,210 in Lia's memory.

Thank you to The Sherling Trust for funding our 2023 fixed-wing training sessions and an air transfer.

Thank you to Pedro for walking 60+ miles from London to Brighton Pier in a single day and raising over £2,500!



Thank you to our ASICS 10K runners (Melissa, Van, Robyn, Sabine, Nat-Lucy, Diane and Pia) for raising over £21,000 and running in memory of Lia.

Thank you to Thomas's Fulham School for raising over £25,000 for our charity in Lia's name.

Thank you to Nathalie for completing Richmond Half Marathon and raising over £6,500!

Thank you to Patrick, Melissa and all their friends and family that have shown such incredible kindness and generosity to our charity over the past year.



The lives Lia has touched this year



Archi and her parents Kanika and Oliver.

Evan and his family.

Albie and his parents Ryanne and Steven.

Nathaniel, his big sister Elora and his parents.

Weeam and his family.

Finley and his family.

Kolby, his siblings and his parents.

Thomas and his parents Jasmine and Lee.

Jasper and his family.

Shawn and his parents Jake and Carol.

Baby Y and her family.

Aaliyah and her family.

Albie and his parents.

Oliver and his family.

Rui, her brother Cassius and her parents, Amber and Tim.

Esme and her family.

Lochlan, his parents Debbie and Stuart, and his aunt and uncle, Kellie and James.

Uwak-Mfon, Dara-Mfon, Emem-Mfon, and their parents Nse and Ayoade.

Apollo, Cosima and their parents, Gareth and Ollie.

Baby H and his family.

Naim, his siblings and his parents Zach and Kyla.

Ren and her mum Devon.

Mina and her mum Thurza.

Antonio and his parents.

Mia, her parents Matthew and DanDan and her grandparents.

Rachel and her family.

Impact of our service on families this year



"Lia's Wings ensured Lochlan was able to receive the best possible care back in the UK. Stuart and I got to be parents for the first time... We got to sleep next to him, hold and cuddle him. We would never have been able to do this without Lia's Wings. We could never thank you enough for allowing us that time."



"On behalf of our triplets we want to say a big THANK YOU for the wonderful support you have extended to us. To the trustees, Patrick and Melissa, I believe Lia is smiling and happy you are doing this for her. We will be an ambassador of your great initiative. Thank you so much for flying us home."



"Thank you so much for all you have done to support our family. Bringing Mia home is the one focus we have had over the last few months. At times it seemed an impossible task but you have kept us going... Mia will have a great life surrounded by a loving family all thanks to you at Lia's Wings."

"We couldn't believe they [Lia's Wings] offered to fly our premature son and his mother home from Rennes in France. It was impossible to transport them any other way due to Shawn's medical needs and they had been stuck there for four months which was a very difficult time for us. We will be forever grateful to this amazing charity and its supporters."



Achievements: We fulfilled 100% of NHS referrals



Thanks to the incredible support we have received through Lia, we were able to fulfil 100% of NHS referrals over the past year. Since 2020 our service has consistently grown by 29% year on year, and so we are very proud that we are able to continue fulfilling the growing need for our service.

This growth is due to an increased awareness of our service within the NHS.

We have worked hard over the past three years to develop our partnerships with NHS transport teams and continue to work closely with them to fulfil their referrals. We know there are more transport teams that we need to develop relationships with in order to reach every child that needs us - this is an important part of our three-year strategy.

Our service has grown consistently by

29%

year on year since 2020



We are proud to have worked with these NHS transport teams on our air transfers:



Our partnership with Capital Air Ambulance, our preferred air ambulance provider, was also vital in us fulfilling NHS referrals over the past year. They guarantee we have access to aircraft and medical teams (should we need them) when we receive a referral from the NHS. They ensure our service continues to be reliable for the families that need us.



**CAPITAL
AIR AMBULANCE**

Part of the Pula Aviation Services Limited Group

Achievements: We expanded our fixed-wing training



We have been facilitating fixed-wing training for medical professionals since 2021. Our fixed-wing training aims to upskill medical staff that have limited experience of working on aeroplane transfers and maintain the skills and knowledge of medical staff that are already certified to work on Lia's Wings transfers. Previously this training has only been available to medical staff that work within neonatology but we have recently expanded our training to include medical staff that work in paediatrics.

We are proud that in the past year alone, we have trained 42 medical professionals that work within paediatrics and neonatology. It is available to medical staff across the UK and is accredited by the European Aeromedical Institute (EURAMI). We hope to grow this training further in the next year. Having more trained medical staff available to work on Lia's Wings transfers ensures our service is more accessible to children across the UK.



We would like to say a special thank you to **The Sherling Trust** for funding our 2023 training sessions. The more trained medical staff we have, the more children we can reach.



Achievements:

We developed our family care offering



Lia's Wings has developed a package of **holistic support** for the families we fly which continues for as long as they need us – this care offering is what sets us apart from other air ambulance charities. As a small team of just six staff, we are able to build strong relationships with our beneficiaries. We often first meet families when they are at a turning point in their child's care or treatment, or when they are facing a last-chance option for their child – in both scenarios we know parents need extra support during this difficult time.



Once a child has been referred to our service, parents will receive two phone calls initially – one from Charlotte, our CEO who manages our service (non-medical staff), and one from a Flight

Nurse or Doctor. These calls aim to introduce our service, explain next steps, answer any questions they may have and undertake an informal needs analysis to see how best we can support the child and their family. Each family receives bespoke support dependent of their individual needs and this support continues for as long as they need us.

We also offer **peer-to-peer support** by arranging for parents to speak with a parent whose child has previously benefitted from our service. Our parents have found it hugely beneficial to speak to a parent who has been in a similar situation to them – whether that be a parent who has a premature baby, has experienced loss or has a child with no diagnosis/multiple diagnosis'. In the future, we would like to formalise this support in the form of volunteer roles. This means we can provide more in depth support to our families.

We want to do even more to help children and their parents who, like us not that long ago, are sitting in hospitals, desperate and confused, and in extreme need of not only a physical transfer, but overall support. Lia would have loved that. - Patrick Schoennagel, Lia's Dad

Achievements:

We developed our family care offering



From October 2022, we started providing **free care packs** for parents travelling with their child. Each pack includes essential items such as: hand cream, tissues, hand sanitiser, blanket and a notebook and pen. Parents are often so focused on their child that they sometimes forget the essentials for the flight. This small action helps them feel like we are not just looking after their child, but them too.



The feedback from our families and NHS partners about our newly developed holistic care package has been overwhelmingly positive. We are seeing more families go through more complex and traumatic situations and as a result, we are receiving more requests for mental health support. We are listening to the needs of our beneficiaries and so

we are going to continue to develop our support for families. These are some of the ways we hope to be able to help in the future:

Access to free, private counselling

Trained peer-to-peer support volunteers

Sibling support

For many families, movement across the country or repatriation back to the UK from abroad, is both a very welcome but also very stressful experience. By the day of a transfer, we have built a good rapport with the parents, and when they find themselves in an unfamiliar hospital with a brand new team of health professionals, that charity team are a welcome source of continuity and comfort.

- Dr Lee Collier

Achievements: We flew more children than ever before

When we became Lia's Wings, one of the most important goals for our charity was to fund more life-changing air transfers. Our service is busier than ever before and so far we have been able to say 'yes' to every family that has needed our help. This makes us so proud!

In 2022 we flew more children than ever before and we are on track to fly even more children in 2023! Here are some of the children that we have flown recently:



Kolby

London > Belfast

Kolby was in London receiving pioneering surgery at St George's Hospital. After sadly losing Kolby's twin brother, we flew Kolby to Royal Jubilee Hospital in Belfast so that he could receive specialist care closer to home. This was the best possible outcome for Kolby and his family.



Nathaniel

Newcastle > London

Nathaniel was diagnosed with a brain tumour at 19 months old. Lia's Wings flew him to Great Ormond Street Hospital to receive Proton Beam Therapy to help eradicate his brain tumour.



Albie

Ayrshire > Kent

Albie was born prematurely whilst his mum was attending a funeral in Scotland. Lia's Wings flew him over 500 miles so that he could receive neonatal care closer to home.

Achievements:

We expanded our staff team



To achieve our goal of reaching every child that needs us, we have put more investment in our staff team to help develop our service and, crucially, raise more funds. Within the past year we have welcomed three new staff members to the team - Dr Lee, Eloise and Chris. They all have pivotal roles in helping us achieve our organisational goal of reaching every child that needs us.

Dr Lee



In August 2023, Dr Lee Collier joined the Lia's Wings staff team as our Medical Director. Lee has been volunteering and working as a Flight Doctor for our charity for over three years. He also established our fixed-wing training for medical professionals. He is an instrumental part of our work and formalising his role is going to help us achieve so much more for families and the NHS.

Eloise



In June 2023, Eloise joined the Lia's Wings team as Fundraising Assistant! Eloise supports our amazing challenge event participants whilst also providing administrative support to our staff team, enabling us to do more for the families that need us.

Chris



Chris will be joining the Lia's Wings team as Corporate Partnerships Manager in October 2023. He is leading on our biggest income stream and will work to establish new sustainable funding opportunities for our charity.

Achievements: A need has emerged that only Lia's Wings can fulfil



In the past year, 12 British children have been referred to Lia's Wings that needed to be flown to/from overseas. Some of them are babies born prematurely whilst their parents were abroad on holiday and their travel insurance did not cover the birth and care of their expectant child. Some children have to fly overseas to access specialist treatment or surgery. Other families find themselves stranded overseas with a critically ill child. We work with our UK flight teams and aviation operators to fly these children. With the increase in the need for overseas transfers, we are looking at how our charity can best support these families in future - this includes working with travel insurance companies to create prevention campaigns, educating families to ensure they purchase the correct travel cover, and flying children back from overseas that need repatriating.

There are no other organisations looking after the families we fly to/from overseas. They need extra support, help obtaining emergency documents, as well as financial assistance and support with logistics.
- Charlotte, Lia's Wings CEO

Elisa



London > Germany

We flew one-month-old, Elisa, to Germany for life-saving treatment. She has a rare condition that affects her ability to feed, breathe and speak. Without treatment, it could be fatal so, with support from the NHS, we urgently flew her the 600 miles to receive the life-saving treatment.

Naim



Turkey > London

14-year-old, Naim, sustained a spinal cord injury after he fell from a hotel roof whilst he was on holiday in Turkey. Lia's Wings flew him back home to London so that he could receive specialist surgery at St George's Hospital in London and then rehabilitation at the Royal National Orthopedic Hospital in Stanmore.

Achievements: Providing innovative transport solutions



Innovation is incredibly important to our charity. Thanks to the extra support through Lia, we have been able to push the boundaries of our service to help more families in more ways than ever before.

A significant milestone that we achieved over the past year was **flying triplets all in one aircraft**. We flew Uwak-Mfon, Dara-Mfon and Emem-Mfon over 400 miles from Hillingdon Hospital in West London to Forth Valley Hospital in Glasgow to receive neonatal care closer to home. This was a momentous air transfer for our charity as we flew all three babies in one aircraft – a milestone for Lia’s Wings and an innovative step for neonatal transport in the UK!



In the past year we have also **completed two of our longest flights yet**. Lochlan was born whilst his parents were in Abu Dhabi, United Arab Emirates. He was

sadly born without a heartbeat. We flew Lochlan back to his home in Scotland so that he could receive care surrounded by his family. Our average flight is around 300 miles, Lochlan’s flight was over 4,600.



We also flew Mia back to the UK from China. She was born three months premature and was consequently critically ill. We flew Mia back from China in a bassinet on a commercial transfer with a Lia’s Wings medical team. **This was our longest flight to date and our first transferring a child on a commercial transfer.**



Challenges our charity is facing

Reflecting on our first year of flying with Lia, we have so much to be proud of and celebrate but in order to continue growing, we need to reflect on our learnings from the past year.

Increase in transfer costs

In 2021, each transfer cost Lia's Wings on average £8,500 and within two years the cost has risen by 47% to £12,500. This is due to the increase in fuel prices and increases in handling charges due to the uncertain economic climate we are operating in. When we first started flying children in 2010, each air transfer cost our charity on average £6,500. The average transfer cost is now almost **double** that at present with no signs of decreasing in the future. We expect costs to continue to rise. Lia's Wings is therefore having to plan for an increase in demand for our transfers, as well as a significant increase in cost. Despite these challenges, we are proud to have responded to 100% of NHS referrals in the last financial year (2022/23).

Air transfer costs have almost doubled since we began flying children in 2010.

Unpredictable income

In order to respond to the growing demand for our service we need sustainable income. Our income streams have altered dramatically since before the pandemic and have continued to change since bringing Lia on board. It is crucial that we foster all of the incredible support we are receiving and transform it into long-term impactful partnerships.

Limited paediatric service

If we are to develop our service to fulfil overseas transfers, we need to develop our paediatric service as around half of our referrals from overseas are for children. We currently have a comprehensive neonatal transport service and we need to have an equally impactful paediatric service available in the UK and overseas. We also need to grow awareness of our paediatric services within NHS transport teams. This is a main focus for us over the next year.



Looking forward: Our 3-year service strategy



Within the next three years, 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. To achieve this goal, we have four key aims:

To improve our neonatal and paediatric capability

To establish a more robust package of support for overseas air transfers

To formalise the Lia's Wings family care package.

To continue to build our profile within the NHS

Improving our neonatal and paediatric capability

In order to fulfil the growing need for our service, we need to ensure our charity has the appropriate resources to fly multiple children simultaneously. We need to invest in more medical equipment that is suitable for both aeroplane ambulance transfers and

commercial escort flights, for children from neonates to teenagers. We also need to expand our fixed-wing training, ensuring it is available nationally for medical professionals in both neonatal and paediatric care.



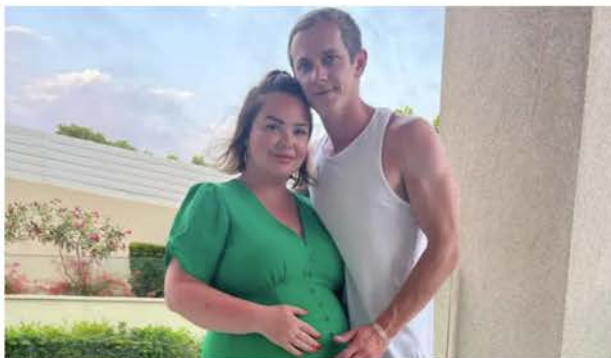
Establishing a more robust package of support for overseas air transfers

Over the past 18 months, we have experienced a growing need for Lia's Wings to fulfil overseas air transfers for British children. Overseas air transfers are usually more complex and usually force families into more challenging circumstances which means they need extra support, both logistical and emotional. We need to formalise the package of support we provide for families who require an overseas air transfer and offer these families better financial support. We also want to

Looking forward: Our 3-year service strategy



work with the insurance industry on an advocacy campaign to improve understanding of the medical capabilities of overseas air ambulance transfers within the insurance industry, and to ultimately help families purchase the most appropriate policies.



Formalise the Lia's Wings family care package

We have worked hard to develop our package of support for families over the past year but we are witnessing more and more complex cases and our families are requesting further mental health support. To understand how we can best support them going forward, we will conduct gap analysis research as to what Lia's Wings needs to do in terms of offering additional support and care for the families who need us. We aim to provide a package of support that has a positive, lasting impact on families.



Continue to build our profile within the NHS

Growing awareness of our service within the NHS is vital to us reaching every child who needs an aeroplane ambulance transfer within the UK. To do this, we need to establish a voluntary advisory board that includes a wide range of health professionals, representing the whole of the UK. The group will focus on key themes such as training, equipment, flight eligibility criteria and engagement with regional NHS transport teams.



Looking forward: Our 3-year fundraising strategy

Over the next three years it is Lia's Wings' goal to fly every British child that needs an aeroplane transfer, whether within the UK or to/from overseas. This means doubling our current income to £1.3 million each year.

We are grateful that our income has increased significantly over the past year, thanks to Lia. Before becoming Lia's

Wings our income was on average £300,000 per year. We are now averaging £600,000 each year. However, to achieve everything stated in our 3-year service strategy, we need to more than double our income again. We aim to do this through:

Corporate partnerships

Corporate is our biggest income stream and it continues to surpass our expectations every year. This is a huge area of growth for our charity which is why we have recently recruited an experienced Corporate Partnerships Manager to convert the current interest from corporates that have a connection

to Lia, into long-term partners that buy into our organisational aims.

Trusts and foundations

As our work becomes more multi-dimensional, there are more and more opportunities for funders to get involved with our work - whether this is assisting us in purchasing new medical equipment, funding our training days or aspects of family support, or working on regional projects within their areas of interest.

Challenge events

In 2022/23 we experienced a significant increase in participation of our challenge events. We believe this is down to the passion of our current supporters and friends of Lia, but also by advertising through Google Grants. We will utilise more digital marketing opportunities in future to grow this income stream.

Community

We are proud of the close relationships we have with our families. This often leads to them fundraising for our charity to help other families. In addition to this, we would like to host more events, like our family fun days, which offer us the opportunity to reconnect with the families we have flown.



Partnerships: Transforming children's lives together



Lia's Wings is built on a foundation of partnerships. As a small charity, we simply couldn't have the impact we have without our partners. We want to thank these brilliant partners for their continued support.

Thank you to **Houlihan Lokey** for being our biggest funder. Since our partnership started in early 2018, they have raised over £500,000 through numerous events, individual giving and company initiatives. They ensured we survived the pandemic and have helped us thrive ever since.



Thank you to **Capital Air Ambulance** for giving our service a home and for your support with complex transfers. We are grateful to have partnerships that genuinely care about what we do and what we are achieving together. Thank you also for immediately getting behind our rebrand and showing so much excitement for this next chapter of our charity's history.

Thank you to our **NHS Transport Team partners** for sharing your expertise and for the care you provide our families. You play a vital role in our service and have a lasting impact on our families.

Thank you to our partners - **Carbon60, SRG Talent and Lorien (Impellam STEM Brands)** for your continued energy and enthusiasm, and for completely embracing Lia's Wings.



Thank you to **Caprinos** for raising funds and vital awareness of our charity across the UK. As a small charity, this means so much to us.

Thank you to these brilliant funders:

Masonic Charitable Foundation
Souter Charitable Trust
PF Charitable Trust
CSIS Charity Fund
ISTAT Foundation
The Tula Trust



Partnerships: How you can help



This has been an extraordinary year for our charity. Lia's passing has been a catalyst for change at our small charity. Becoming Lia's Wings has given us access to significant funds, allowed us to help more families in more ways than ever before and laid strong foundations for the next chapter of our charity's history... 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.



Within the next three years we want to achieve all these goals. **We are looking for innovative, passionate partners to come onboard and help us expand and grow our service.** If you would like to learn more about our charity, ambitions for the future and what role you can play in our development, please get in touch with our CEO, Charlotte, with the details below. We would love to hear from you!

Get in touch with Charlotte

 07795192952

 charlotte@lias-wings.org.uk

Thank you, Lia

It has been an honour to carry Lia's name forward and achieve so much with her over the past year. Lia is continuing to touch the lives of so many children and their families. Her name continues to be spoken, and more and more people are learning about her and her wonderful character each day.

We see her spirit in all areas of our charity - in the energy of our fundraisers, in the strength of our families and in the passion of our partners. Her love of life and natural compassion for others lives on through our charity.

Each year Lia's Wings will grow as she would have done. We will evolve, encounter new experiences, face challenges, learn, reflect, get bigger, mature and touch the lives of more people.

None of this would have been possible without Lia. We are so grateful to Patrick, Melissa and John for allowing us to carry her name forward and in doing so, transform the lives of more children and their families.

All our love and greatest thanks,
The Lia's Wings Team

