

# Impact Report 2020/21

## Our mission

To help children and young people with a life-limiting condition, along with their families, to live well and fully, offering the best possible end of life care and support to the family in bereavement.

## Our impact in 2020/21

The support we've given to children, young people and their families in 2020/21 in numbers:

Offer care 24/7

**365**

days a year

Supported over

**425**

children and  
young people

We accepted

**74**

new referrals

**7,416**

specialist medical and  
CNS\* community  
contacts

**2,290**

family support  
contacts

**3,460**

nursing support  
contacts

## Our end of life and bereavement support

We provided

**84**

overnight stays  
in our cooled  
bedrooms

Provided

**118**

families with  
bereavement  
support

Supported

**198**

people with our  
bereavement team  
including **24** siblings

## Running Martin House in 2020/21

Although it is budgeted to cost £9m a year to run Martin House, due to the challenges of 2020/21 the actual cost to run Martin House during this time was **£7.9 million**

**195**

members of staff were part of our team

**15**

new roles were created

**350**

volunteers supporting all areas of Martin House

## Our income

For every £1 we raise, 88p goes directly into enabling our care.

**£4.9m**

total voluntary raised income

**£0.8m**

through our 13 retail shops

**£1.3m**

donated through legacies

“At Martin House you don't feel so alone, your stay comes just when you need it. It's somewhere people understand you totally. It's a lifeline.”

**Thank you to all those who have supported  
Martin House in 2020/21**

All the information in this impact report is from May 2020-April 2021

**Martin  
House**  
Children's Hospice

Martin House, Grove Road, Boston Spa, West Yorkshire, LS23 6TX  
01937 844569 | [getinvolved@martinhouse.org.uk](mailto:getinvolved@martinhouse.org.uk)

[martinhouse.org.uk](http://martinhouse.org.uk)

